DEPARTMENT: DEPARTMENT OF INDUSTRY, INNOVATION AND SCIENCE

TOPIC: National policy issues relating to the digital economy

REFERENCE: Written Question – Senator Carr

QUESTION No.: SI-80

In relation to "National policy issues relating to the digital economy" – last year the Department of Communications provided an update the status of the 34 digital productivity initiatives at Appendix C of Advancing Australia as a Digital Economy and the status of the 24 actions at Appendix B of the same document (see Answers to Questions on Notice 201 and 203 from Additional Estimates in February 2014 and Answers to Question on Notice 564 from Budget Estimates May 2014). Please provide a similar update on the status of these 58 initiatives, including an update on their funding, whether they have been terminated, and what outcomes have arisen out of each initiative.

ANSWER

Of the 34 digital productivity initiatives at <u>Appendix C</u> of Advancing Australia as a Digital Economy, 32 are complete. The two remaining initiatives, scheduled to complete in 2016-17, are:

- Broadband for Seniors, which is managed by Department of Social Services; and
- In Home Telemonitoring for Veterans, which is managed by Department of Veterans Affairs.

Of the 24 actions at <u>Appendix B</u> of Advancing Australia as a Digital Economy nine are complete and 15 are in progress.

As most of the initiatives and actions associated with the National Digital Economy Strategy update 2013 have been delivered by other agencies, the Department is in the process of confirming with other agencies the latest status and outcomes of each. We will provide the Committee with a further update addressing this question in the coming weeks.

Attachment A: Additional Information in relation to Question on Notice SI-80 (2015-16 Supplementary Budget Estimates Hearing)

Advancing Australia as a Digital Economy: Actions

Action Number and Description	Lead agency/s	Current status and Next Steps
Action 1. Complete the development of a new curriculum for technologies The Australian Curriculum embeds ICT skills as a general capability across all learning areas of the curriculum. It will also include the subjects of Digital Technologies and Design Technologies which all students will study from Foundation to Year 8.	Department of Education and Training	**Completed:** The Design and Technologies and the Digital Technologies Curriculum has been developed from Foundation to Year 10. On 18 September 2015 COAG Education Council endorsed the Australian Curriculum: Technologies, including the two subjects: design and technologies, and digital technologies. Implementation of the Australian Curriculum is the responsibility of state and territory education authorities.
Action 2. Partner with industry to promote digital careers National ICT Australia (NICTA) will be funded to lead a consortium that will develop programs to promote careers in ICT skills to school students.	Department of Industry, Innovation & Science	**In Progress:** NICTA is receiving $6 million over four years to deliver Digital Careers. As at December 2015, Digital Careers has delivered: • 362 careers fairs and related activities. An estimated 470,000 students, parents and teachers have attended these events. • An online computational thinking challenge (called Bebras). As at September 2015, 283 schools and over 18,900 students from all states and territories of Australia participated in Bebras. The program is now actively being delivered in all states and territories with formal arrangements in South Australia and Western Australia currently being finalised. The current Funding Deed for Digital Careers ceases on 30 June 2017.
3. Expand the use of the Document Verification Service (DVS) The Government will work with state and territory	Attorney-General's Department	**In Progress:** On 4 July 2014, the Law, Crime and Community Safety Council (LCCSC) endorsed the expansion of the Document Verification Service (DVS) access amongst government and private sector organisations in Australia and

governments to enhance the accessibility, usability and efficiency of the Document Verification Service – and also make the system more widely available to the private sector.		New Zealand that meet the necessary requirements of the Privacy Act 1988. Since April 2015 DVS supported documents issued by Commonwealth agencies and State and Territory transport authorities have been made available to a much wider range of approved DVS Users. Negotiations are underway with state and territory Registries of Births, Deaths and Marriages with a view to making those documents available to the private sector by July 2016. As at September 2015, over 30 Australian Government agencies and over 250 private sector organisations are using the DVS. The DVS processed over 11.7 million transactions in 2014-15 and over 2 million in November 2015. In November 2015, the Australian and New Zealand Governments announced new reciprocal arrangements for the verification of identity documents, to enable New Zealand organisations to use the DVS and Australian organisations to use the corresponding Confirmation Service.
Action 4. Investigate the use of trusted third-party credentials by government The Government will investigate the use of higher assurance digital credentials issued by commercial providers such as financial institutions and the use of existing digital credentials, including third-party credentials.	Department of the Prime Minister and Cabinet	**In Progress:** The Digital Transformation Office (DTO) was established as an Executive Agency on 1 July 2015 to lead the transformation of government service delivery to deliver better experience for Australians. As part of its work programme, the DTO will develop a Framework for Trusted Digital Identities to ensure people no longer have to complete separate log on processes for each government service. Instead, people should have a 'digital identity', which they can use to log in to each of their services across the government.
Action 5. Release the Digital Citizenship Best Practice Principles The Government will release the principles in the second half of 2013 and encourage Australians to practise digital citizenship's core characteristics.	The Australian Communications and Media Authority	**Completed**: Ownership of the Digital Citizenship Best Practice Principles and associated resources has transferred to the Office of the Children's eSafety Commissioner which was established on 1 July 2015. Since then the Commissioner's Office has published the refreshed Digital Citizenship lesson plans on the eSafety website at www.esafety.gov.au and had over 5200 Australian school students participate in Virtual Classrooms of which the Digital Citizenship resources form a key component.
Action 6. Develop the National Plan to Combat	Attorney-General's	**Completed:** The Attorney-General's Department (AGD) led the development of

Cybercrime The Australian Government is working with state and territory governments to develop the National Plan to Combat Cybercrime which outlines a strategic framework for how Australian governments will respond to the threat posed by cybercrime. The plan is expected to be released in mid-2013.	Department	the Plan following comprehensive consultation with federal, state and territory agencies. The Plan was agreed to by all jurisdictions and launched in July 2013. The Plan provides an overarching strategic framework to better coordinate efforts and ensure Australia is best placed to respond to cybercrime. The National Cybercrime Working Group (NCWG) is responsible for coordinating and implementing Australia's national response to cybercrime as outlined in the Plan. Since the Plan's release, AGD has developed an implementation strategy in consultation with federal, state and territory agencies to outline how governments will deliver the Plan's objectives. The implementation strategy was formally endorsed in April 2015 and will be updated prior to each biannual NCWG meeting. The Australian Cybercrime Online Reporting Network (ACORN), which was a key initiative under the Plan, was launched in November 2014. The ACORN is a national online reporting facility for the public to report cybercrime and also provides information to assist people to better protect themselves from becoming victims of cybercrime. Since its launch more than 37,000 cybercrime reports have been lodged with the ACORN. **Next steps**: With the successful establishment of the ACORN and the completion of other key initiatives of the Plan, the NCWG intends to review the Plan to determine whether updates are required to maintain its relevance and effectiveness.
Action 7. Review the tax and regulatory arrangements for employee share schemes The Government will review the tax treatment of employee share schemes and develop guidance to reduce the administrative burden of establishing such schemes.	The Treasury	**Completed:** The Government has improved the tax and administrative arrangements for employee share schemes to spur innovation and entrepreneurship in the economy and help Australian firms to attract and retain high-quality employees in the international labour market. The new rules, which came into effect on 1 July 2015, deferred the taxing point for options provided under an employee share scheme and provided an additional tax concession for eligible start-ups. In addition to these tax changes, the Government has also addressed the red tape burden associated with employee share schemes – the Australian Taxation Office has issued standardised documentation and safe harbour valuation methods to make employee share

		schemes easier and cheaper to administer.
		Together, these changes make Australia's tax and administrative arrangements for employee share schemes more competitive by international standards and will help innovative Australian companies in attracting talent and growing their business.
Action 8. Consult on an Australian crowd-sourced equity funding scheme The Government will examine opportunities to develop a best practice framework for crowd-sourced equity funding.	The Treasury	**In Progress:** As a part of the *Industry Innovation and Competitiveness Agenda*, announced on 14 October 2014, the Government proposed to consult on a potential regulatory framework for crowd-sourced equity funding (CSEF) in Australia. The Murray Inquiry into the financial system also recommended graduation of regulation to facilitate CSEF. The Government consulted widely on options for this framework in early 2015, following the release of a discussion paper seeking stakeholder feedback on characteristics of potential CSEF models. As part of the consultation process, the then-Minister for Small Business held two industry roundtables. The Government has considered industry feedback in finalising Australia's CSEF model. The 2015 Budget announced that over the next four years from 2015–16, the Australian Securities and Investments Commission will receive $7.8 million to implement and monitor a regulatory framework for CSEF. **Next steps:** Legislation to implement this measure, the Corporations Amendment (Crowd-sourced Funding) Bill 2015, was introduced into Parliament on 3 December 2015. The Bill has been referred to the Senate Economics Committee, which is due to report by 22 February 2016. The Government is in the process of making regulations that will support implementation of the framework.
Action 9. Minimise exemptions under the Electronic Transactions Act 1999 The Government will review Electronic Transactions Regulations 2000 to remove outdated exceptions to Commonwealth electronic transaction legislation by	Attorney-General's Department	**In Progress:** The first stage of amendments to the Electronic Transaction Regulations were made in July 2013 and removed a number of exceptions for provisions administered by the Attorney-General's Department, the Treasury, the former Department of Education, Employment and Workplace Relations and the Australian Electoral Commission. Fourteen exceptions have been repealed and

December 2014.		five have been amended. **Next Steps:** The Attorney-General's Department is preparing a second stage of amendments for the Attorney-General's consideration. The Department recently completed initial consultations with other Commonwealth Departments on exemptions that may be removed. Additionally, the Government will scrutinise requests for additional exceptions to Commonwealth electronic transaction legislation to ensure exceptions under the Act are minimised.
Action 10. Promote the adoption of cloud computing in Australia To promote the smart adoption of cloud computing, the Government will: • identify training and skills development across the public sector and ensure agencies consider cloud services for relevant ICT procurements • develop resources to assist small businesses, not-for-profit organisations and consumers to use cloud services with confidence • work in partnership with cloud vendors to promote Australia as a trusted hub for data storage and processing, and encourage foreign investment in cloud services.	Department of Finance	**Complete:** On 21 May 2014, the Government released a series of guides aimed at helping small businesses adopt and use cloud computing services with confidence. The guides were published, and are available, on the digitalbusiness.gov.au website. The *Australian Government Cloud Computing policy (version 3)* was released in October 2014. The policy aims to drive a greater take up of cloud services by federal government agencies by adopting a 'cloud first' approach. Agencies must now adopt cloud where it is fit for purpose, provides adequate protection of data and delivers value for money. The policy sets out 10 actions to grow the adoption of cloud services by agencies, including the establishment of a Cloud Services Panel. In January 2015, the Department of Finance established a whole-of-government Cloud Services Panel. The Panel aims to offer agencies scalable and flexible cloud services via industry offerings, in a way that reduces the burden on industry. As at December 2015, there are 114 suppliers on the panel.
Action 11. Explore making the G-NAF a freely available data set The Government will explore options for providing open access to the G-NAF including an analysis of the legal, financial and security implications.	Department of the Prime Minister and Cabinet	**In Progress.** As part of the Machinery of Government changes on 21 September 2015, responsibility for data policy was transferred to the Department of the Prime Minister and Cabinet (PM&C), and PM&C is continuing to work collaboratively with industry and state and territory colleagues in an effort to bring this complex public policy initiative to a resolution. **Next steps:** PM&C is developing national policies, standards and coordinated approaches to spatial data sets, including geocoded national address data, to support open data principles. This work is being progressed within the Digital

		Transformation Agenda.
Action 12. Release the Big Data strategy The Big Data Strategy was released in 2013 and the Departments of the Prime Minister and Cabinet continues to support the Data Analytics Centre of Excellence.	Department of the Prime Minister and Cabinet	**Completed.** The Coalition's Policy for E-Government and the Digital Economy (September 2013) committed to *"Review the policy principles and actions in the 2013 draft Big Data Strategy and finalise a position by the end of 2014"* **Next Steps:** The Department of Finance reviewed the principles and actions in the 2013 draft Big Data Strategy. This included releasing an updated APS Better Practice Guide for Big Data in January 2015. The Department of the Prime Minister and Cabinet continues to work with the Data Analytics Centre of Excellence to further progress advanced analytics capability across the Australian Public Service (APS).
Action 13. Implement the Digital First initiative Under Digital First, by December 2017, Government agencies will provide their clients with user-friendly online access to priority services, allowing end-to-end processing for those services through a choice of a single authentication method that enables access to a range of services without needing multiple passwords or multiple tests of credentials.	Department of the Prime Minister and Cabinet	**In Progress:** The previous Government's Digital First commitment has been superseded by the Government's Digital Transformation Agenda (DTA). The DTA represents a transformative approach to the design and delivery of government services that maximises the potential of digital technology with the user at the centre. The Digital Transformation Office (DTO) has been established as an Executive Agency to lead the transformation of government service delivery to deliver a better experience for Australians. **Next steps:** A new approach to the design and delivery of digital services has commenced with the release of the Digital Service Standard. The standard establishes the criteria that all Australian digital government services must meet to ensure they are simpler, faster and easier to use. In October 2015, the DTO announced that it will be working through a design process to create a GOV.AU prototype so the government services are easier to find.
Action 14. Boost the Keeping Seniors Connected program The Government will provide senior Australians with free access to the latest technology and to training that will educate them on issues of particular concern	Department of Social Services	**Completed:** Implementation of "Keeping Seniors Connected" is complete. 1,500 new computers have been distributed to organisations hosting Broadband for Seniors internet kiosks and around 1,300 kiosks have received a $2,000 training grant. There are around 1,500 organisations currently hosting Broadband for Seniors kiosks. "Keeping Seniors Connected" was a 2013-14 budget measure to boost the

to them, such as cybersecurity and cybersafety.		resources available to Broadband for Seniors kiosks by upgrading their computers and providing one-off training grants. Please refer to Broadband for Seniors initiative in the table below for more detail.
Action 15. Expand the Digital Enterprise program and develop industry-specific digital business kits The Government will expand the Digital Enterprise program and develop industry-specific digital business kits to provide small to medium-sized enterprises (SMEs) and the not-for-profit sector with resources to better engage with the digital economy.	Department of Industry, Innovation and Science	**Completed** Digital Enterprise The Digital Enterprise program was expanded to 69 locations with 23 communities to continue to receive program services through to June 2016 Digital Business Kits Nine industry sector peak bodies publically released their kits on 31 July 2014 and have progressively promoted their Kits during industry events and refined the content of their Kits as a result of user and stakeholder feedback. Funding for the program ceases on 30 June 2017.
Action 16. Consider the expansion of the Medicare Benefits Schedule (MBS) for telehealth items The Government will undertake a review in 2013 to determine the costs and benefits of an expanded range of MBS telehealth items to include patients participating in video-based consultations with their GP.	Department of Health	**Completed.** Review of the published evidence on the provision of telehealth services by general practitioners and allied health providers indicated limited evidence to support the use of telehealth for these services. The medical profession's position is that face-to-face consultations remain the gold standard.
Action 17. Evaluate outcomes from telehealth trials and develop action plans to address key challenges. During 2014-15, the Government will evaluate the current telehealth trials, share trial findings and lessons with the healthcare community, and use the findings to develop action plans to address key telehealth issues.	Department of Health/ Veterans' Affairs	**In Progress:** The Telehealth Pilot Evaluation is currently being finalised. An evaluation of the outcomes of the telehealth trials will be completed in early 2016.
Action 18. Implement video consultations for the after-hours GP Helpline and the Pregnancy, Birth and	Department of	**Completed:** Video call access was introduced to the Pregnancy, Birth and Baby

Baby Helpline From the second half of 2013, the Government will commence a phased implementation of video-consultation capabilities starting with the after-hours GP Helpline and the 24-hour Pregnancy, Birth and Baby Helpline.	Health	Helpline on 23 October 2014. No further funding has been approved for video consultations.
Action 19. Support increased use of digital platforms to provide aged care services The Government will introduce a range of reforms such as: • revision of relevant aged care program guidelines to recognise and encourage the use of innovative and digital delivery options for the provision of aged care services • expansion of the Community Visitors Scheme into home care including through the use of technology • launch the My Aged Care website to provide coordinated information for aged care services.	Department of Health	**In Progress:** Revision of relevant programme guidelines The "Home Care Packages Programme Operational Manual" and the "Guide to Aged Care Law" encourage home care providers to use innovative and digital delivery options to provide services, including through videoconferencing, remote monitoring and other assistive technology. The programme manual for the Commonwealth Home Support Programme allows for service providers delivering services under the Service Types: Nursing and Allied Health Therapy Services to consider the use of telehealth technology in their client service delivery. Under the CHPS Service Type: Goods, Equipment and Assistive Technology assistance is given to clients to cope with mobility, communication, reading and personal care. Expansion of Community Visitors Scheme In 2013–14, the Community Visitors Scheme (CVS) expanded to include visits to people receiving home care packages, and group visits in residential aged care. Through the expansion, the CVS is supporting the use of technology by utilising flexible, innovative methods of communication to facilitate interactive relationships. CVS volunteer visitors are assisting and encouraging their care recipients to use digital platforms to connect to the community and their culture. This also allows CVS organisations to better reach socially isolated older people in regional and remote areas. My Aged Care was introduced on 1 July 2013 to assist older people, their families and carers to access information about aged care via the My Aged Care website

		(www.myagedcare.gov.au) and the My Aged Care contact centre (1800 200 422).
		In July 2015, My Aged Care services and the digital platform that supports them were substantially expanded to include:
		• Web-based portals for clients, assessors and service providers to access client records, service information and assessment tools.
		• The National Screening and Assessment Form (NSAF) to ensure a nationally consistent and holistic screening and assessment process. The NSAF can be completed using mobile devices via the assessor portal or off line using the My Aged Care assessment App.
		• An electronic central client record to facilitate the collection and sharing of client information between the client and their representatives, assessors and service providers.
		• Clients can access and update their client record via myGov. By using myGov, the Australian Government's online system, the client's security and privacy is protected.
		• Referrals for assessment and service are provided electronically and are managed by assessors and service providers using the portals.
		• The ability for service providers to self-manage information about the services they deliver using the provider portal. This service information is displayed via enhanced service finders on the My Aged Care website and is used by My Aged Care contact centre staff and assessors to make accurate service referrals for clients.
		The Department commenced work on Business to Government capability to increase quality and efficiency of service delivery by sharing of information between My Aged Care and other systems.
		Next steps: The Department will continue to consider opportunities as new guidelines are released, to encourage the use of innovative and digital delivery options for the provision of aged care services.

Action 20. Encourage access to virtual classes for vocational education and training (VET) students	Department of Education and Training	**In Progress - Ongoing:** The Government engages with the states and territories through the Council of Australian Governments Industry and Skills Council (CISC). A key objective of CISC is to support a national vocational education and training (VET) system which is governed effectively with clear roles and responsibilities for industry, the Commonwealth and the states and territories.
The Government will work with the states and territories to promote the virtual delivery of VET.		VET delivery models are the responsibility of individual training providers. The Government ensures the quality of delivery through the Standards for Registered Training Organisations (RTOs) 2015. The Standards for RTOs allow training providers to deliver training in the medium most appropriate to the industry and student cohort they serve. The Government is supportive of virtual delivery and the ongoing implementation of e-learning.
		Next steps: The Government will continue to consider opportunities to support the virtual delivery of VET where appropriate.
Action 21. Conduct an annual National Telework Week	Department of Communications	**Complete:** National Telework Weeks were held in 2012 and 2013.
The Government will conduct an annual National Telework Week to promote the benefits of telework and facilitate the take-up of telework.		
Action 22. Facilitate more efficient use of rail infrastructure	Department of Communications and the Arts	**Completed:** Mainland state rail authorities hold spectrum licences in the 1800 MHz band in metropolitan Australia. These spectrum licences were due to expire in May 2015. Working with state governments, the Australian Communications and Media Authority (ACMA) has reissued the spectrum licences for which state rail authorities chose to seek reissue, for a further licence term until June 2028.
The Government will collaborate with mainland state governments to develop a single national spectrum allocation for interoperable train communication systems in metropolitan and regional areas.		The ACMA commenced an auction on 30 November 2015 for spectrum licences in the 1800 MHz band in regional Australia. Parties interested in purchasing spectrum licences, including rail organisations, are encouraged to participate at the auction.
Action 23. Expand the Digital Local Government program	Department of Industry,	**Complete:** An expansion to the Digital Local Government Program was announced in the 2013-14 Budget with funding of $5.148 million. A competitive

The Government will extend the Digital Local Government program to enable 15 additional local councils, including many in regional areas, to take advantage of the NBN to improve the efficiency and effectiveness of the services they deliver.	Innovation and Science	selection process was undertaken in July 2013 which resulted in 15 local councils being awarded funding under the program to deliver innovative online government services using high speed broadband. One council withdrew from the program leaving 14 projects in total. The additional 14 projects brought the total number of local councils being provided with funding under the program to 47. The Round 4 projects cover a range of services including online lodgement and tracking of development applications; provision of health services; hosting online workshops; 3D modelling and mapping; CCTV implementation and use of high definition video conferencing to deliver online customer support. **Next steps:** The program concluded on 30 June 2015.
Action 24. Provide free Wi-Fi access to remote Indigenous communities The Government will progressively adapt community satellite telephones to provide public Wi-Fi services to remote Indigenous communities.	Department of the Prime Minister and Cabinet	**In Progress:** A trial of free public internet access, through fixed community satellite phones that were converted to become Wi-Fi hotspots, was successfully concluded in June 2013. The Wi-Fi conversion of the remaining 295 fixed satellite phones provided under the Indigenous Communications Program has also been completed. As a result, all 301 fixed satellite telephones have now been Wi-Fi enabled. Communities are provided with 20 gigabytes of free data per month per community, including a content filter designed to prevent access to inappropriate and illegal material. This activity is now managed by the Department of the Prime Minister and Cabinet following Machinery of Government changes in 2013. **Next Steps:** The Government has committed funding under the Indigenous Advancement Strategy to continue to maintain and monitor Wi-Fi services until mid-2018. From 2015-16, the Government will also deliver additional activities to enable more remote Indigenous communities across Australia to access the internet through the Remote Indigenous Internet Training activity.

Advancing Australia as a Digital Economy: Initiatives

SOCIAL SERVICES		
1. Department of Social Services	Broadband for Seniors	Broadband for Seniors provides seniors with free access to computers, the internet and basic training to improve their skills and confidence in using computers. It aims to assist senior Australians to understand the benefits of engaging in the digital economy. **Funding:** Up to 30 June 2017, the Australian Government will have invested a total of $32.86 million in Broadband for Seniors. **Time Period:** 2008 – 2017. The Australian Government committed to the continuation of the Broadband for Seniors initiative until 2017. **Participation**: 581,000 seniors (most recent available figures are as of June 2015) **Funding status:** In progress. **Evaluation:** An independent evaluation was completed in 2012 on the first three years of the program. The evaluation found, overall, that the programme was successful in achieving its objectives.
2. Department of Social Services	Remote Hearing and Vision Services for Children	This program is using videoconferencing in community facilities and family homes to provide access to health and educational professionals. This increases the availability of disability services in rural and remote areas, where children with hearing and/or vision impairment may currently miss out on support or have to travel significant distances to receive services. **Funding:** Royal Institute for Deaf and Blind Children (RIDBC) is an ongoing measure under RHVSC. RIDBC was funded $609,524 in 2014-15 to deliver RHVSC. **Time Period:** Ongoing **Participation**: As at 30 June 2015, RIDBC was providing services to 50 children, meeting their 2014-15 target of 50. Of these, six children identified as Indigenous and five identified as Culturally and Linguistically Diverse. **Funding status:** Complete. Continuity of service is being undertaken by the RIDBC. **Evaluation:** Complete
COMMUNICATIONS		
3. Department of Communications and the Arts	Digital Local Government – online customer support	Thirteen (13) local government councils were funded to deliver online general customer support services using high-speed broadband. This involved the development and implementation of new workflow processes to receive and resolve customer enquiries online. These projects enable ratepayers to make an enquiry with a customer support officer in real-time using a videoconferencing platform. This platform can be accessed from the user's home or business, reducing the need for ratepayers to attend

		council in person to make an enquiry. **Funding**: Part of $17 million provided over four years **Time Period:** 2011/12 – 2014/15 **Participation**: 94,012 participants accessed online customer support services with the majority being participants in online workshops (as at June 2015). **Funding status**: Complete **Evaluation:** Complete
4. Department of Communications and the Arts	Digital Local Government – Online Emergency Management System	One local government council was funded to implement an online Emergency Management System using high-speed broadband. The contract for the provision of this service concluded in June 2013. The system incorporates videoconferencing and advanced mapping capabilities. The Council used the system during the January 2013 Tasmanian bushfires. **Funding**: Part of $17 million provided over four years **Time Period:** 2011/12 – 2014/15 **Funding status:** Complete **Evaluation:** Complete
5. Department of Communications and the Arts	Digital Local Government – Online Community Engagement	Fourteen (14) local government councils were funded to implement online community engagement and consultation services using high-speed broadband. Primarily, this involved the development and hosting of interactive community workshops which are delivered via web-based videoconferencing platforms and accessible from residents' homes and businesses. **Funding**: Part of $17 million provided over four years **Time Period:** 2011/12 – 2014/15 **Participation:** 130,247 participants accessed online community engagement services with the majority being participants in online workshops and webinars (as at June 2015) **Funding status:** Complete **Evaluation:** Complete
6. Department of Communications and the Arts	Digital Local Government – Online building and development applications	Nine councils were funded to deliver online building and development services incorporating high-definition videoconferencing technology to improve their development assessment services and access to their planning services. These projects include the capability to track building applications online and the ability to interact with council staff and development professionals.

		Funding: Part of $17 million provided over four years **Time Period:** 2011/12 – 2014/15 **Participation**: 15,619 participants accessed online building and development application services with the majority being online customer requests and workshops about the building and development application process (as at June 2015) **Funding status:** Complete **Evaluation:** Complete
	HEALTH/AGED CARE	
7. Department of Communications and the Arts	Townsville Diabetes Telehealth (Townsville Mackay Medicare Local)	In-home monitoring and video-conferencing with a nurse coordinator to assist patients with type 2 diabetes to monitor and better manage their condition. **Funding:** $3.070 million was provided under the Digital Regions Initiative and $0.690 million provided under the Digital Productivity Package. **Time Period**: 2011/12 – 2014/15 **Participation**: 126 participants enrolled – 63 in the control group and 63 in the intervention group receiving in-home monitoring services (as at December 2014). **Funding status:** Complete **Evaluation:** Complete
8. Department of Communications and the Arts	NSW Chronic Disease Trial (NSW Health)	Provided in-home telehealth services to older Australians with chronic conditions, supported by care coordinators in their local health district. **Funding** :$3.060 million was provided under the Digital Regions Initiative **Time Period:** 2011/2012 – 2012/2013 **Participation**: 103 participants registered with 89 completing the intervention services (as at June 2013). **Funding status:** Complete **Evaluation:** Complete
9. Department of Communications and the Arts	Kiama Mental Health Trial (Headspace Illawarra)	Delivers mental health assessment and treatment services for young people in Kiama via high-definition video-conferencing with health professionals in Wollongong. **Funding** : $0.94 million **Time Period**:2011/12 – 2013/14 **Participation**: 38 video conferencing sessions undertaken by 17 clients (as at June 2014) **Funding status:** Complete **Evaluation:** Complete

10. Department of Health	Uniquest – Comprehensive Online Telehealth Assisted Care (ConTAC)	The project delivered telehealth assisted care to older Australians in residential aged care, transition care or living at home. **Funding**: $2.756 million **Time Period**: 2011/12 – 2014/15 **Participation**: 692 patients received telehealth services during the project period **Funding status:** Complete **Evaluation:** Complete
11. Department of Health	Hunter New England Local Health District – Cancer Care Self-Management	The Hunter New England Local Health District delivered self-management and care coordination telehealth services. Cancer patients were able to use in home monitoring equipment to assess and manage their cancer symptoms. **Funding:** $1.546 million **Time Period:** 2011/12- 2013/14 **Participation**: 100 patients received telehealth services during the project period. **Funding status:** Complete **Evaluation:** Complete
12. Department of Health	CSIRO NBN enabled Tele Eye care project	This project used the NBN Interim Satellite Service to provide tele-eye care services for older and Indigenous Australians in remote communities. It enabled older and Indigenous Australians in remote communities to have their eyes screened, images analysed by city-based specialists and diagnostic advice provided remotely. **Funding**: $1.300 million **Time Period**: 2011/12 – 2013/14 **Participation**: 1093 patients have received tele-eye care services during the project period. **Funding status:** Complete **Evaluation**: Complete
13. Department of Health	Flinders University – Telehealth in the Home – Aged and Palliative care in SA	The project delivered telehealth services for patients requiring aged care, rehabilitative and palliative care services in the home. **Funding**: $2.528 million **Time Period**: 2011/12 – Sept 2014 **Participation**: 162 patients received telehealth services (during the project period. **Funding status:** Completed.

		Evaluation: Complete
14. Department of Health	Coordinated Aged Care Services to the Home	These five projects (Feros Care, Royal District Nursing Services, Leading Age Services Australia, CSIRO and integrated living) involve in-health telehealth services supported by nurse coordinators. They delivered in-home-monitoring and allowed patients to consult health professionals using videoconferencing. **Funding :** $12.135 million **Time Period**: 2011/12 – Sept 14 **Participation**: 812 patients have received aged care services during the project period. **Funding status:** Complete **Evaluation:** Complete
15. Department of Veterans' Affairs	In Home Telemonitoring for Veterans	Through a GP led model of care, this trial uses telemonitoring to help veterans with specific chronic conditions to monitor their vital signs and manage their treatment. **Funding:** $8.1 million (NDES funding) + $3.7 million (DVA funding) **Time Period:** 2011/12 – 2016/2017 (NDES funding ceased June 2015) **Participation:** There were 254 participants at the close of recruitment in October 2014, and as at 31 October 2015, there were 172 participants, with the attrition of participants due to age, health status or change in personal circumstances. In the 2015-16 budget the trial was extended till 31 December 2016 with $1.7 million allocated in the 2015-16 and $0.8 million in the 2016-17 years. **Funding status:** In progress. **Evaluation:** An evaluation will be completed in the first half of 2017.
	EDUCATION	
16. ABC/ESA	ABC Education Portal (Splash Live)	Provides digital content and learning resources available to students, teachers and parents via the ABC Splash website. **Funding:**$19.94 million **Time Period:** 2011/12 – 2013/14 **Participation:** 17.6 million page views; 4.9 million educational sessions conducted, 29 000 App downloads, 32 000 Newsletter subscribers (as at October 2015). **Funding status:** Complete. Funding has ceased but the site is still live **Evaluation:** Complete
17. Department of Education and Training	Virtual English Tuition for Migrants Trial	Development of an integrated education platform combining 3D simulations of real-world environments with immersive high-definition panoramic video streaming. Tests a virtual classroom for the delivery of the Adult Migrant English Program to help new migrants develop English language skills.

		Funding: $5.1 million Time Period: 2011/12 – 2013/14 Participation: 68 migrants have received tuition services (as at June 2014) Funding status: Complete Evaluation: Complete
18. Department of Education and Training	TAFE Queensland Brisbane (formerly known as the Metropolitan South Institute of TAFE) – Diabetes Health and Wellness Program	Building an interactive multi-media learning platform and developing and trial professional development content for TAFE and University health care students on the self-care and management of diabetes. Funding: $3.05 million Time Period: 2011/12 – 2014/2015 Participation: 293 participants over the course of the project. Status: Complete Evaluation: Complete
19. Department of Education and Training	Bendigo Senior Secondary College - Victorian Virtual Learning Network	Providing senior secondary students in regional and metropolitan areas, as well as students with hearing issues, with access to courses otherwise unavailable to them through high quality, interactive digital content. Courses include commerce, mathematics and science. The Victorian Virtual Learning Network provides online delivery of VCE subjects to secondary school students in Victoria. Funding: $0.74 million Time Period: 2011/12 – 2014/15 Participation: Eight subjects were delivered to 177 students from 35 schools over the course of the project. Funding status: Complete Evaluation: Complete
20. Department of Education and Training	University of Wollongong Graduate School of Medicine – Telehealth Skills Training and Implementation	Offering telehealth skills training and virtual classes to graduate students training to become medical practitioners in regional, rural and remote Australia. Funding: $0.81 million Time Period: 2011/12 – 2014/15 Participation: 137 participating students over the course of the project. Funding status: Complete Evaluation: Complete
21. Department of Education and	University of New South Wales – Education 2020:	Also known as Mars Lab, this project provided remote access from home or school to two replica Mars rovers in a simulated 140 sq. metre model of the Mars landscape to conduct experiments. Supplemented by

Training	Enabling learning in science, engineering and mathematics	video conferencing with experts in the fields of science, engineering and mathematics. **Funding:** $2.90 million **Time Period:** 2011/12 – 2014/15 **Participation**: almost 6,000 student, teacher and public interactions by December 2014. **Funding status:** Complete **Evaluation:** Complete
22. Department of Education and Training	University of New England – Asia ConneXions Utilising HD Video conferencing	Providing high definition video conferencing between students participating in Asian languages and studies in 30 Australian schools and students at 30 schools in South Korea, China, India and Indonesia. **Funding:** $0.51 million **Time Period:** 2011/12 – 2014/15 **Participation**: 37 Australian schools partnered with schools in South Korea, Japan, China, Indonesia, and India. **Funding status:** Complete **Evaluation:** Complete
23. Department of Education and Training	Gordon Institute of TAFE – Remote delivery of school-based traineeships to regional and rural students in Victoria	The Interactive Design Program used virtual classes and HD video conferencing to deliver virtual school-based traineeships specialising in game design to high school students in regional and remote Victoria, including access from home. Students that successfully complete this school- based traineeship, receive a nationally recognised Certificate III in Media. **Funding:** $0.97 million **Time Period:** 2011/12 – 2014/15 **Participation**: Over the course of the trial 128 high school students, from five classes in 49 schools, participated. **Funding status:** Complete**Evaluation:** Complete
24. Department of Education and Training	Monash University – National Virtual School of Emerging Sciences	Offering interactive classes supported by videoconferencing and collaborative tools in science subjects including nanotechnology and quantum physics. **Funding:** $1.88 million **Time Period:** 2011/12 – 2014/15 **Participation**: Student enrolments totalled 429 over the course of the trial. **Funding status:** Complete **Evaluation:** Complete

25. Department of Education and Training	University of NSW – Biomedical Education, Skills and Training (BEST) Network	Delivering biomedical content and virtual classes to a broad cross-section of student and professional groups including use of interactive online laboratory and clinic simulators. **Funding:** $3.0 million **Time Period:** 2011/12 – 2014/15 **Participation**: approximately 2,900 users (including university, TAFE and high school students) participating over the course of the project. **Funding status:** Complete **Evaluation:** Complete
26. Department of Education and Training	Australia Youth Orchestra – Digital Connection Trial	Offering on-line music education and auditioning to pre-primary, primary, secondary and tertiary level students through: remote auditions; remote open rehearsals; access to concerts online; streaming of regional residency workshops; and stored video performances for student/teacher reference. **Funding:** $1.57 million **Time Period:** 2011/12 – 2014/15 **Participation**: 734 students have participated. **Funding status:** Complete **Evaluation:** Complete
27. Department of Education and Training	Sydney Opera House – From Bennelong Point to the Nation	Using virtual classes to lift student participation rates in the arts by providing real-time interactive classes in drama, dance and music to students living in remote and regional areas across Australia. **Funding:** $0.72 million **Time Period:** 2011/12 – 2014/15 **Participation**: 1,177 students and teachers participated over the life of the project. **Funding status:** Complete **Evaluation:** Complete
28. Department of Education and Training	Hunter Institute of TAFE – elinks Deployment Trial Enabling TAFE Training	Using a virtual college to deliver training for residential aged care services, child care services, tourism and hospitality, and small business enterprises. **Funding:** $2.44 million **Time Period:** 2011/12 – 2014/15 **Participation**: 287 students and educators participating over the life of the project. **Funding status:** Complete

		Evaluation: Complete
29. Department of Education and Training	Association of Independent Schools NSW – Independent Schools and the NBN: Transforming the Education Digital Supply Chain	Enhancing students' learning by providing access to interactive virtual classes, home tutoring, teacher professional development resources and virtual tours. **Funding:** $3.04 million **Time Period:** 2011/12 – 2015-16 **Participation**: 88 schools **Funding status:** Complete, service delivery to cease in June 2016 **Evaluation:** Complete
30. Department of Innovation, Industry and Science	eduONE – NBN enabled VET and University pathways element	The eduONE trial comprised the delivery of online vocational education and training and university pathway activities. In partnership with the University of New England it delivered virtual classes and free interactive self-paced learning via NBN enabled interactive media learning space accessible through the eduONE web site. **Funding:** $3.50 million **Time Period:** 2010/11 – 2012/13 **Participation**: 645 students participated. **Funding status:** Complete **Evaluation:** Complete
31. Department of Industry, Innovation and Science	QuickSmart Online (Numeracy) for Adult Job Seekers Element	The SiMMER National Research Centre of the University of new England delivered QuickSmart Online (Numeracy) through the eduONE NBN-enabled learning platform. Using an online media-rich resource learners engaged in interactive activities to learn and practise numeracy skills. **Funding:** $0.78 million **Time Period:** 2011/12 – 2012/13 **Participation**: 93 adult students participated in trial. **Funding status:** Complete **Evaluation:** Complete
GOVERNMENT AND OTHER SERVICES		
32. Department of Human Services	Enhanced face to face Service Delivery Pilot	Tested the use of videoconferencing to deliver government services to DHS customers in regional and remote areas with complex or intensive service needs. Video interactions included Job Capacity Assessments, Disability Medical Assessments, Social Work Service interviews, Financial Information Service webinars and Australian Sign Language (Auslan) Video Remote Interpreting services. Video servicing also allows the potential for customers to connect with the department using their own devices or at other

		convenient locations with internet access. **Funding**:$5.4 million. **Time Period**: 2011/12 – 2014/15. **Participation**: 8033 as at 30 June 2015 **Funding status:** Complete. **Evaluation:** Complete
33. Attorney-General's Department	Regional Legal Assistance Program	Supports delivery of regional legal assistance services via high speed broadband, improving access to these services and greater support to regional legal practitioners. **Funding**:$1.5 million **Time Period:** 2011/12-2014/15 **Participation**: 932 clients received legal assistance, 344 instances of legal professionals receiving training, 4,087 instances of non-legal professionals receiving training and 834 instances of community members receiving legal education (as at 30 June 2015). **Funding status:** Completed. Service delivery for nine projects complete; service delivery for two projects to be completed by 31 March 2016. **Evaluation**: In progress.
34. CSIRO /National Museum of Australia	Mobile telepresence in Museums	CSIRO developed and deployed a mobile telepresence system (including two semi-autonomous mobile robots) allowing people in regional Australia to participate in live immersive, interactive, guided tours of the National Museum of Australia from a computer in their school or local library. **Funding:** The Pilot Project was funded $3.45 million ($2.4 million from DBCDE and an additional $1,049,000 from CSIRO). The NMA was then directly funded $330,000 by the Australian Government for a two year operation of the Mobile Robot Telepresence Education Program. **Time Period:** The Pilot Project ran from July 2011 – June 2013 (Development commenced July 2011, with the working system launched in the NMA in March 2013). The Mobile Robot Telepresence Education Program ran from July 2013 to June 2015. **Participation:** NMA conducted 38 sessions (tours of the Landmarks Gallery) involving 341 individual users during the Pilot Project. As at September 2015, the NMA had conducted 230 sessions involving 3,375 users. **Funding status:** Complete. The Museum Robots continue in operation at the NMA unfunded by external sources. **Evaluation:** Complete