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Yawuru Information Technology Services Pty Ltd.

[REDACTED]
South Perth W.A. 6151

Project Team : Project Liason, Manager : Corina Abraham.



Report into providing adequate services in the Kimberley Region for the provision of IT Infrastructure and Communications for the adequate provision of training facilities.

To whom it may concern,

My name is Dale Robinson, I have an indigenous computer company based in South Perth, however I am currently engaged in assisting to build a project of 5 training hubs in the Fitzroy River Valley. These sites can only access the internet via satellite and I am in consultation with two government departments to improve services for the RIPIA programme and the telecentre network, which is administered under the Department of Regional Development and Lands. It has been identified that services require improvement overall and I am seeking government funding for information gathering, investigation, fault finding and a needs analysis.

I have been able to complete a project at the Meekatharra in the past to setup 8 clients and a server at the Yulella CDEP. My satellite engineer, myself and Herman Bambo my server engineer finished this project in one weekend well ahead of schedule. We provided a robust, self sufficient solution.

In my attached document are more details about the current project and further detail about my own personal mission and goal to help train and provide career advice to aboriginal people in specific Windows Server 2008 training , or Cisco training and certifications.

Key Issues to be resolved:

There are many key issues in this region that require attention :

- 1) There is lack of core i.t. and telecommunications infrastructure limiting some of these communities in terms of being able to have access to the internet.**
- 2) In having limited access, aboriginal communities are not having access to basic internet banking, online training or teleconferencing through voice or data - that a lot of urban areas have taken for granted.**
- 3) All though a lot of money has been spent throughout the telecentre network, a full system audit on current i.t. issues**



affecting everyday usage of the facilities may be needed as well as a needs analysis for future investment in infrastructure in communities and the aforementioned telecentre network.

4) Current equipment in the region can range from CB-radio, to wireless, VSAT technology and the POTS system, however if you are travelling north of Broome , mobile GSM coverage is often lost.

5) State Emergency Services are often slow in receiving requests from communities and people's lives can be at risk.

6) Lack of decent teleconferencing , voice linkup means inadequate communication between rural and urban regions.

i.e. health practitioner communication, business meetings, etc

7) Lack of mobile satellite communication means that individuals/groups aren't able to communicate or learn on country, a newer way of thinking that some communities are taking on board.

What technologies are out there to solve i.t. and satellite issues? Including support services?

There are a myriad of benefits of utilising a satellite service, but this service is made redundant if it can not also

provide a reliable back haul team of support. Orion, the satellite company I work with provide a reliable support service

hotline available during business hours and I have also in my all my dealings with them found them to be both very professional

and helpful in my own business development in a new area of my business.

In terms of support of i.t. infrastructure just as other i.t. infrastructure is managed it can be on-site or off-site solution ,

remotely managed through managed services (terminal services client, VNC client, Teamviewer etc) or now with cloud technologies with a cloud provider such as VMWARE.

Vendors

I have access to such vendors as HP, IBM and Dell for workstation and server delivery, installation and 24 x 7 support or

as required support based on the individual needs of the client.

Freight

With Freight in WA in particular I tend to use Toll Freight who are able to deliver next day into the NW Kimberley.

These are just some of the issues that I will have to deal with in my current project and future projects as a solution provider.



Requirements / needs analysis, information gathering :

We can provide a more holistic, culturally aware approach to consulting with these communities as I have an aboriginal project manager in my team - Corina Abraham who has had past experience in project delivery. Corina is a Curtin University Graduate of the Bachelor of Applied Science (Indigenous / Community Development and Management), and has setup CRG (Critical Reference Groups) in the past which is an essential component of a needs analysis. I also at project implementation, will engage the local community in the installation of the facilities which can link into further training at the Kimberley Institute of Training, or into an apprenticeship in my own business. I wish to foster and develop my careers for aboriginal people in the i.t. industry, and therefore make the facilities more self managed, and self empowered once established.

What would be required to resolve the aforementioned issues to be resolved?

Large scale infrastructure such as these types of projects require a large amount of funding which oftentimes does not coincide with current projects underway, or it is sometimes hard to find what department is required to access the correct funding arrangements.

I received a letter from the Hon Minister Collier and in the letter he pointed me to the WA Royalties for Regions Department to assist for funding telecommunications and infrastructure projects where these services did not exist. Further to this I have contacted Mr Martin Hayes from Kimberley Development Commission to look into assisting me in my funding application.

I more recently have contacted the Department again to acquire the correct contacts within the Department for these types of head-works and Community Regional Development projects.

It has been identified by both the above-mentioned department and the Department of Commerce that a full system audit, and needs analysis needs to be undertaken within the new financial year (2012) and findings reported back to the relevant parties. My company is capable of undertaking such a study of the current software and hardware issues and not only that can resolve some of these issues on the ground. I have made this clear to Ms Janet Want a project officer from Digital Economy in WA and also to Mr Rob Leicester who is in charge of the Community Development division in the Department of Regional Development and Lands (Western Australian Government). I also have had meetings with Mr Duncan Ord, the Deputy Director General (Department of Indigenous Affairs) to further clarify i.t. infrastructure needs and training assistance for aboriginal people in the Kimberley region.



Solution:

If our company could work on a consultative level to the government to assist, we would be able to undertake a thorough, complete investigative process into the needs of the community. By enabling the final implementation of infrastructure and training facilities (which has become my core business), we will be able to assist communities to become open to the WWW and communications in general which people in urban communities take for granted. Around 20km outside of Broome travelling north a mobile phone has no signal coverage and is made redundant as Telstra Next G wireless towers tend to be in close proximity to the coastline and the peninsula. Areas in the Eastern Kimberley and to the far north are still experiencing very poor communications. My contacts in Perth are able to provide a more robust, Quality of Service, fully supported service to facilitate all of the communities telecommunications needs having already a proven track record in the mining and other related industries.

Orion have also worked with the Arnhem Land Progressive Association to provide telecommunications for the Bush Schools network and POS systems for aboriginal community stores. At each store with calling cards provided by Orion there is an instant revenue stream for the community store, and the telephones are more robust and are more reliable in terms of operations. I hear a lot of complaints from community members that oftentimes the phones implemented by some operators under the DBCDE roll-out are not serviced or inoperable.

I request the relevant party to look into this issue through the contacts that I have made to help assist in such an undertaking to provide a complete system audit and needs analysis, the fixing of current hardware and software issues (viruses, faulty equipment etc) and to prepare a report back to the government.

Advantages / Ongoing Benefits of such facilities/infrastructure.

Once the initial telecommunications infrastructure has been put into place, it becomes an enabler for community development, business development, and e commerce.

Another aspect is the correct delivery of training, to facilitate learning online.

Teleconferencing can be achieved, to benefit the community in terms of health, professionals from overseas, elders being able to speak to community members who are studying away from home, and also business communication within the region i.e. between cattle stations etc.

If wireless networks are created, the community can on-charge (i.e. as an ISP does) for internet for people who visit their land or community, another instant revenue stream.

I await your response

Yours Sincerely,

Dale Robinson.



Current Project (Scope, Project Definition).

Dear Sir/Madam,

I wish to introduce myself, my name is Dale Robinson, I am a Walman Yawuru descendant of the Broome area, and have been operating a small business enterprise firstly in the Victoria Park suburb of St James initially in I.T. desktop and client support for the past 8 years. Since then I have formed a computer company called Yawuru Information Technology Services Pty Ltd. This company is project related and we have successfully completed I.T. infrastructure projects in the past at the Yulella CDEP in Meekatharra to provide a training facility there. My Server Engineer Herman and I setup a small donger size installation there of 8 HP desktops and a HP server. We also provided network separation between the CDEP office and the training facility and alongside a communications engineer provided Internet and communications services to the site.

We have a current project to implement five training facilities for the Marra Worra Worra community in the Fitzroy Valley Region at the following locations (based on Mr David Swallow's advice from NBC Aboriginal Corporation (Architects)).

On 29th of November,

David Swallow architect emailed me the following locations :

Dale

Further to your telephone request today, training centre locations are as follows.

- Djukurari. Lot 29
- Yilili. Lot 28
- Birudu. North of airstrip, approximately 54m South of Homemaker
- Joy Springs. Lot 22
- Muludja. Lot 40

Lots can be identified on current Community Layout Plans with the exception of Birudu, which does not yet have a CLP.

Regards

Dave

David Swallow

NBC Aboriginal Corporation





These type of facilities that I am engaged to build are different from the standard facilities provided by the CRC telecentre network by the fact that I am following a full consultative process with all the stake holders involved to find a solution to the clients requirements to find out all the necessary training, software, and infrastructure requirements of the client. I am also aligning my business with the Kimberley Training Institute to provide both on the job training with SKILLHIRE (Broome Office) and off the job training by facilitating more server certification and Cisco router and switching certification for indigenous students by providing access to these types of courses online, because some of these courses are only available in the big cities.

By engaging community young people in the I.T. projects that I am building I will be able to employ them for the duration of that project and then if they want to pursue a career path in information technology or Microsoft Server 2008, or Cisco Communications – I will be able to give them advice on what courses they can do and give them a basic introduction and grounding into the field of I.T. and then they will be able to maintain and support their own computer systems and servers themselves and be self reliant. There are members of my team who are willing to donate some of their time to provide introductory courses for Microsoft Server 2008 – the basic configuration and setup of a server, and also IP addressing. Some of these skills would be learnt on the job with the implementation of our training facilities.

I refer to a discussion that I had with the Deputy Director General Mr Duncan Ord had on the 21st of November regarding the construction of these facilities and the different aspects of provision of satellite infrastructure, and training.

I work with Orion Satellite Systems which is a West Australian based telecommunications company that is both Australian owned and operated. Orion has also been nominated and finalists in a number of awards, for example: West Australian Industry and Export Awards – Information & Communication Technology Export Award as well as West Australian Information Technology and Telecommunications Award – Export category.

I had requested in that initial discussion with Mr Ord that if he could please assist me in terms of marketing and funding assistance to assist my business and services in the regions of interest in the N.W. Kimberley to build these types of facilities.

The satellite company Orion, are willing to assist to make my current project a successful implementation, and have provided some documents on the Hughes Satellite modem product, which is the modem used. A VSAT solution diagram is also provided for your perusal. Orion have worked with indigenous people in the past with the Arnhem Land Progressive Association to provide broadband and telephony services to schools in the Outback, and in the bush stores.

Both myself and my Sales Manager Luke Webb at Orion are available for any further enquiries. Luke is available for any assistance at a higher technical level and can explain the product in great detail if required, and is prepared to assist me to provide a high availability, robust telecommunications and internet service to meet the needs of our client Marra Worra Worra in the Fitzroy River Valley for the 5 training hubs.

We also had discussed alternative energy efficient lighting systems more detail available here :

<http://yawuruit.com.au/energy-efficient-lighting-systems/>

which my cousin William Hanigan was developing as part of my training facility implementations for further business development. He is now in the process of forming his new company Remote Area Lighting Systems and can be contacted on [REDACTED]



My accountant John Previti, is in the process of preparing for me a business plan for my company, and can be contacted on [REDACTED] for further details or assistance.

I would like to book an appointment to see Mr Ord in person, to discuss rolling out these types of future infrastructure projects under the Department's guidance. I feel that there are job opportunities for aboriginal people available in information technology, business, and commerce. We would like to introduce Cisco, Microsoft Server 2008, Open Source and Web page courses, Social Media courses to the Kimberley Training Institute for aboriginal students. I have a meeting with Christine Towes on the 16th of January to discuss this further.

Yours Sincerely,

Dale Robinson

Our Team :

Dale Robinson – CEO / CIO

Investigation, analysis, project co-ordination, documentation, requirements analysis. Project design, planning and evaluation.

Project Specification / Members of the Team / Associated Roles and Tasks.

Project Evaluation (From Previous completed Project at Meekatharra).

Daniel Dos Santos – junior partner, marketing executive.

Social Media, marketing, attraction marketing, marketing advice, and business related services. Start-ups, crowd sourcing, business advice. Web, Cloud Computing.

I.T. Infrastructure

Herman Bambo and Craig Grant (Datatech) – Server Engineers / I.T. Consultants.

Software Engineering, Server Administration, Remote Support, Critical support, systems, systems design, systems implementation, roll-out, S.O.E., Microsoft, SCCM, Remote Imaging methods.

Cisco, routers, switches, firewalls etc

Communications.

Lindsay Dean – Communications Engineer.

Cabling installations, electrical fitting, satellite equipment and installation. Phone communications and equipment, VOIP platforms, UHF radio installations and support.

Bajrai (Budgie) – Communications Engineer

Cisco, routers, switches, firewalls, comms cabinet, communications technology and support, remote video cameras, solar panel installation, wireless, fibre point, satellite engineering.

Hayden Howard –

Labouring Duties, Logistics, Freight, Warehousing, Stock Inventory (All Rounder), Aboriginal Tourism Consultant.



Our Company Vision / Mission Statement.

- To Promote Aboriginal People into workforce development , business opportunities to enable appropriate training.
- We facilitate this process by investigation, clarification amongst aboriginal people and stakeholders to identify root cause issues in I.T. infrastructure, technology, communications, and web / internet access.
- We follow cultural / processes and practices when entering our clients local areas / regions.
- We do this by providing access to this technology in remote areas of the Australian Outback where services are still not effectively being provided.
- We are backed by a very strong support team of staff who are able to deliver projects on time, according to initial analysis and requirements and specifications and provide project management services including government funding where necessary on behalf of our clients.
- We practice and implement the specific clinical and practical Community Development Frameworks to allow us to deliver these type of projects and similar related projects in the indigenous space and in an appropriate cultural manner.
- We take pride in our achievements and always work hard to achieve the needs of our clients.
- On completion we provide an research evaluation involving community participation in a qualitative process using methods such as CRG (Critical Reference Group) from participants, stakeholders and community members involved in the project.
- We Look forward to the opportunity to work with your organization to deliver successful projects together!