



**Australian Government**  
**Department of Communications,  
Information Technology and the Arts**

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Dear Community Councillors, Directors and Members,

### COMMUNITY PHONE UPDATE MAY 2006

**WA 28 installed and connected ONLY 79 to go!**  
**NT 35 installed and connected ONLY 85 to go!**

#### COMMUNITY PHONES DELIVERY

Many things have impacted delivery of the community phones. For a while there, in both the NT and WA it was the weather, on other occasions it has been availability of infrastructure, materials and manpower to install the phones. However, as we move into the final phase of rollout, Telstra hopes to complete the remaining phones by June 30. PYMedia and DCITA are currently re-evaluating the timeframe needed to complete training and follow-up support services once ALL community phones are installed, and will be looking at a new contract to take them into the 2006/07 financial year.

#### EVALUATION TRIALS BY DCITA

An evaluation of the CPSS rollout and installation processes and hardware was undertaken by DCITA and independent consultants in March 2006, and we thank all the communities and councils that participated in this event. The Evaluation is an important component of this project as it will provide good information straight from the indigenous community that will enable the government, regional agents and Telstra to provide better services in the future.

From this trial, we learned that the 'how to use' posters are too small and have too many words making them difficult to understand, so we are revising them for a new larger print run. We have also asked DCITA to provide a 'summary report' of the Evaluation to communities so communities that participated can see the recommendations they helped to make.

We encourage all communities to continue to give us any feedback about how your community phone is going. **Please email PYMedia with your feedback: [renita@waru.org](mailto:renita@waru.org)**

#### REGIONAL AGENTS

The Centre for Appropriate Technology (CAT) and Pilbara and Kimberley Aboriginal Media (PAKAM) are providing on the ground support to PY Media during the roll-out (phone installation) phase. Representatives from these organisations will be responsible for:

- Raising awareness on the prepaid cards
- Training someone at the community to undertake maintenance of telephone
- Conducting the survey evaluation
- Community consultation for site issues

**If you have any queries or feedback about your community phone, please call:  
NT - Alyson at CAT on (08) 89514337 or WA - Neil at PAKAM on (08) 91921325.**



## CHANGES TO COMMUNITY PHONE LOCATIONS IN YOUR COMMUNITY

On your original applications communities chose on where they wanted to put community phones. Telstra technicians then visit the community to perform a 'site validation' to make sure the position has good access to Telstra infrastructure. Sometimes sites have been found unsuitable from a technical or construction point of view, and new sites have to be identified.

There are some other reasons the original sites have needed to change, for example demolition of buildings where the phone was going to be installed, or community members have just changed their minds.

Over the last few months we have been contacting those communities where location changes need to be discussed, and confirmed that these changes are what the community want. If technical problems continue to arise with these new sites, we will discuss these with you before any installation. PYMedia has a change of location form which needs to be completed and signed by the community to confirm any changes.

**Please call Renita at PYMedia on (08) 8954 8164 to get a form faxed to you, OR ask a regional agent when they visit your community.**

## MAINTENANCE TRAINING FOR THE COMMUNITY PHONES

Regional Agents will be providing community phone maintenance training to identified individuals in each community, preventing the need to wait for days or weeks for a specialised technician to visit the community for repairs. During training, the community will receive a tool box containing equipment necessary to maintain the phone and perform basic repairs, including spare parts, basic repair tools, an easy to follow user manual and cleaning equipment for your phone(s). We recommend that two people be trained from each community, to enable best possible maintenance. Representatives from the Centre for Appropriate Technology (CAT) and PAKAM will call to work out the best time to deliver this training once installation of your community phone is complete.

**NT - Alyson at CAT on (08) 89514337 or WA - Neil at PAKAM on (08) 91921325.**

## TELSTRA COUNTRY CALLING CARDS

The Community phone is not a coin phone - to use it, people in the community will need a prepaid card called 'The Country Calling Card' (CCC). The CCC has been specially developed by Telstra in consultation with remote users. Calls made with the CCC are at a lower rate than other prepaid cards, and have extended calling zones which make calls even cheaper. Communities can now order this card from distributors listed below. There is no minimum order or freight charges, and orders will take about one week to arrive.

The Community Phone can also use a 'Phone-Away' card, but the call costs are higher.

**NT & WA: J-Comm in Queensland on 07 3264 4090, or Catherine at Telstra on 08 8923 0023.**

