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NOTICE:

If you received this document in hardcopy as part of the delivered Kiosk Kit you may have received an outdated issue. Please check our website homepage at www.necseniors.net.au to see if a later issue is listed for download.

1. INTRODUCTION

Broadband for Seniors is part of the wider Australian Government initiative "Making Ends Meet – Plan for Older Australians, People with Disabilities and Carers"'.

Broadband for Seniors is to provide support by offering free computer access, free broadband internet access and free computer training.

The main aims are:

- To give senior Australians free access to computers and the internet via internet Kiosks
- To support senior Australians in gaining confidence and in building new skills in the use of computer technology
- To address the issue of senior Australians feeling isolated and 'left behind' in a technological age
- To build community participation and social inclusion among senior Australians.

This initiative is aimed at people aged 50 years and over who have never had the opportunity to learn how to operate a computer or explore the Internet and feel threatened by this technology or believe it is too late to learn. People in this group who have a desire to learn can freely do so with help from their peers in a familiar environment. They will learn how to use a computer, how to explore information on the World Wide Web and how to stay in touch with friends and family online. The Broadband for Seniors concept is to provide a seniors-friendly environment where they can come and learn basic computer and Internet skills.

The Broadband for Seniors project activity period will end on 30 June 2011 and must achieve the following objectives.

- Establish 2,000 Broadband for Seniors Kiosks nationally
- Increase access to broadband/internet among senior Australians
- Increase the confidence and skills of senior Australians in using computers and the Internet through training workshops suitable to seniors

Reporting to the Australian Government on the project outcomes will also be required. The two outcomes to be reported by NEC are the broadband usage by seniors and the training they receive.

2. DOCUMENT PURPOSE

This document is intended to provide guidelines to and define the responsibilities of the **Kiosk Hosting Organisation** in setting up and administering a Kiosk site.

3. REFERENCES

{1} Broadband for Seniors Kiosk Hosting Agreement
{2} Kiosk Installation Manual – NEC Document 0511-00004
{3} Volunteer Tutors Fact Sheet – NEC Document DN-BFS-00002
{4} Introduction to Computers and the Internet Parts 1 & 2 Tutor's manual – ASCCA
{5} Your Resource Kit – ASCCA Document
{6} Kiosk User and Troubleshooting Manual – NEC Document DN-BFS-00014
{7} Broadband for Seniors Promotions Pack
{8} Portable Applications for Broadband for Seniors Kiosks – NEC Document DN-BFS-00028

Note: The latest issues of the above documents can be downloaded from the www.necseniors.net.au website home page.

4. ABBREVIATIONS & DEFINITIONS

4.1 Abbreviations

ADSL	Asymmetric Digital Subscriber Line, a technology that allows more high-speed data to be sent over existing copper telephone lines. ADSL requires a special ADSL modem
ALA	Adult Learning Australia
ASCCA	Australian Seniors Computer Clubs Association
BFS	Broadband for Seniors
DSL	Digital Subscriber Line
FaHCSIA	Commonwealth Government Department of Families, Housing, Community Services and Indigenous Affairs
GB	Giga Byte
RMA	Return Material Authority
SOE	Standard Operating Environment
U3A Online	University of the 3rd Age Online

4.2 Definitions

Broadband	Broadband is a type of data transmission medium (i.e. a wire or cable or wireless) that can carry several channels at once. Most communications between computers, including Local Area Networks use broadband connections. Broadband is often called “high-speed” Internet, because it usually has a high rate of data transmission. In general, any connection to the customer of 256 kbit/s (0.256 Mbit/s) or greater is more concisely considered broadband internet
Existing DSL Site	A site that has elected to connect the Broadband for Seniors computers via their own organisation’s existing DSL service, including wired, wireless or satellite.
Gifted Asset	All furniture and equipment comprising the Kiosks that have been “gifted” to the Hosting Organisation by NEC on the signing of the Kiosk Hosting Agreement.
Greenfields Site	A kiosk that is to be connected to NEC’s NEXTEP IP VPN broadband network and the computers have been configured by NEC to connect wirelessly to the supplied ADSL modem-router.
Hosting Organisation	This is the local community organisation that has been selected and authorised to operate the local Broadband for Seniors Kiosks
Kiosk	A Broadband for Seniors Kiosk is a dedicated space within the host site that typically houses combinations of furniture (two student chairs, one tutors chair and two desks), computer hardware (2 systems), a modem that provides broadband access
Malware	“Malware”, obtained from the words malicious and software, is software designed

	to infiltrate or damage a computer system without the owner's informed consent. The expression is a general term used by computer professionals to mean a variety of forms of hostile, intrusive, or annoying software or program code. The term "computer virus" is sometimes used as a catch-all phrase to include all types of malware, including true viruses.
Modem	Short for modulator- demodulator. A modem is a device that enables a computer to transmit data over, for example, telephone or cable lines, or wireless. Computer information is stored digitally, whereas information transmitted over telephone lines is transmitted in the form of analog waves. A modem converts between these two forms.
Pop-up	A window that "pops up" on your screen. When using the Internet, a pop-up is a new window that opens to gain attention by blocking or partially blocking the previously displayed window. Pop-ups may be programmed prompting the user to input information. Pop-ups that open without the permission of the user usually feature advertisements
Splitter (or POTS Splitter)	The ADSL Splitter separates the ADSL signal and the voice signal. Thus the customer will have a normal telephone dial tone, which allows them to use the telephone line as a regular land line while they are using it to access the Internet on their computer.
Virus (computer)	In computer technology, viruses are malicious software programs, a form of malware. By definition, viruses exist on (infect) local disk drives and are spread from one computer to another through sharing of "infected" files. Common methods for spreading viruses include floppy disks, FTP file transfers, and copying files between shared network drives.
Wireless (computer)	Describing radio-based systems allowing transmission of telephone and/or data signals through the air without a physical connection, such as a metal wire or fibre optical cable.

5. DELIVERY CHECKLIST

It is assumed that all the required furniture and computer equipment as determined in the Kiosk Hosting Agreement for the site has been received and installed. You should have received some or all of the following:

QTY	ITEM
2	Nordic 1350 Desk Kit (or equivalent)
2	Nova Fabric Chair Kit with arms (or equivalent)
1	Miami Student Chair without arms (or equivalent)
1	NetComm ADSL2+ Wireless Broadband Modem with VoIP Gateway
2	NEC PowerMate P6000 Computer System (integrated Computer/Monitor, plus Keyboard and Mouse)
1	NetComm ADSL Line Splitter/Filter
2	RJ12 Extension Cable 1.8M
1 set	Telephone connection Adapters (Plug Adapter 610 to RJ-12 and Socket Adapter RJ11/12 to 610).
1 set	Pack 1 documentation comprising references {2}, {3}, {4}, {7} and this document.
1 set	Pack 2 documentation comprising reference {5}.
2	BFS Kiosk promotion tent signs
4	A4 size colour promotion posters

Note: The above list applies to a Greenfield Site that has elected to accept all furniture and the Modem Router. Variations include sites that have elected to supply their own furniture, or are defined as Existing DSL sites where the modem-router is not provided by NEC.

It should be noted that Printers will not be provided under the Broadband for Seniors initiative.

If the Kiosk Hosting Organisation provides printer services, it is on the understanding that it is at the expense of each individual Kiosk.

6. HELPLINE AND HELPDESK

To assist Host Organisations and Tutors, the following contact points have been set-up:

- Broadband for Seniors website:www.necseniors.net.au
- Broadband for Seniors Helpline:**1300 795 897**

These contact points may be used to:

- Report Kiosk faults and BFS project complaints
- To obtain assistance with training

6.1 Broadband for Seniors Helpline – 1300 795 897

NEC has established a telephone helpline for Kiosk Hosts and volunteer tutors to raise questions or seek assistance with Kiosk and BFS project issues. The helpline has the following redirection selection options for enquiries on,

1. General BFS project information.
2. Host a Kiosk application.
3. Training or tutor information.
4. Kiosk installation issues.

5. Kiosk fault or fault ticket.
6. Leave a voice message.

6.2 Broadband for Seniors Website – www.necseniors.net.au

6.2.1 Kiosk Faults

It is preferable that kiosk hosts register all kiosk problems and faults via the online kiosk fault reporting form located at www.necseniors.net.au, 'Contact Us' tab, 'Kiosk Faults' selection. The online Kiosk Faults form is to be used by the kiosk host to record all details of the problem or fault. Our database receives the completed form, registers the problem, allocates a ticket number by email to the applicant and notifies the helpdesk of a newly issued fault ticket. This way there is traceability and an audit trail of problems and issues raised and NEC's action to the ticket.

6.2.2 Complaints

Also available on the www.necseniors.net.au website under the 'Contact Us' tab is a 'Complaints' selection. Anyone can use the complaints form to raise a complaint about any BFS project aspect e.g kiosk application, kiosk availability, the hosting organisation, training standard or other issue. NEC and its consortium members (ALA, ASCCA, U3AOL) will endeavour to resolve the complaint. However, if the complainant is not satisfied with the proposed solution, the complaint will be escalated to FaHCSIA.

7. USERS

7.1 Primary Users

The Primary Kiosk Users are senior residents of Australia, primarily aged 50 years and over.

7.2 Secondary Users

Secondary Kiosk Users are the Hosting Organisation's volunteer tutors and employees/site supervisors. Secondary users have use of the Kiosk services for the purpose of service delivery, i.e. to help/support senior Australians to use the services, to help/support volunteer tutors to deliver Kiosk training services and in the provision of on-line reporting.

7.3 Other Users

If the Kiosk computers are unoccupied, then other users who are not seniors as defined in section 7.1 may use the Kiosk. However, as the Kiosk is primarily for seniors, other users must immediately vacate the Kiosk should a senior require access to the Kiosk. Seniors must at all times be given preferred access to the Kiosk over other users.

8. MARKETING AND PROMOTION

To ensure that all senior Australians (and in particular, any marginalised groups) are aware of the availability of the Broadband for Seniors Kiosk's and what these will offer, the Broadband for Seniors Kiosks need to be well publicised. This will be done by both NEC and the Kiosk Host Organisation.

Web sites such as:

- NEC's Broadband for Seniors (http://www.necseniors.net.au), and
- the FaHCSIA website (www.fahcsia.gov.au or http://www.fahcsia.gov.au/sa/seniors/progserv/broadbandseniors)

will provide information for those who have heard about the project through various sources.

To ensure that sufficient publicity is generated, NEC will promote the BFS project in targeted print media and through direct mail and email campaigns.

8.1 Local Promotion using the BFS Promotions Pack

The Australian Government is funding this program to encourage older Australians to learn to use computers and the Internet. The aims are to enable them to discover a whole new social experience on the web and to help them stay in touch with friends, family and current events. It is also designed to help older Australians gain confidence and build skills in using new technology and enhance community participation and social inclusion.

Promoting your Broadband for Seniors kiosk will ensure that you let your local community know about your new facility and will help you to continue to build interest.

NEC provides a BFS Promotions Pack (see reference {7}) to help Kiosk Hosts promote their kiosk. A hard copy of the BFS Promotions Pack will have been included with other documentation in Pack 1. Inside the Promotions Pack are instructions on how to run promotions for the kiosk and 6 templates which can be customized to their site. The templates provided are:

1. Letter to inform local dignitaries and/or community leaders.
2. Launch event invitation.
3. Letter to advise your members and service users.
4. News Release.
5. Flyer for a local letter box drop.
6. Poster for your kiosk venue and other relevant promotion areas.

A soft copy of the BFS Promotions Pack is available for download from the Broadband for Seniors www.necseniors.net.au website home page. You can use the soft copy to add your site details before sending to your local paper or local member of parliament.

8.2 Branding

Kiosk promotion should not specifically promote NEC or any consortium members. Acknowledgement must instead be made that the kiosk is funded by the Australian Government. The acknowledgement can take the following form.

Broadband for Seniors Kiosk
Funded by the Australian Government

9. KIOSK COMPUTER SOE IMAGE

Each BFS computer has been configured into a Standard Operating Environment (SOE) for the BFS project. This has been done to protect the BFS computers from viruses and malware gaining easy access to the C:drive. To lock the computer software images to a common configuration, NEC has used the Microsoft SteadyState application. Consequently, there are a number of operational restrictions which both Kiosk Host and BFS User will incur compared to a normal home configured computer.

9.1 Applications

Note that the BFS project is only required to teach seniors how to use Internet Explorer to explore the Internet, how to use Gmail to send an email, how to use WordPad to type a letter, and how to use basic computer functions to do these. The project does not require seniors to be taught to use Microsoft Office applications or any other applications which may be available in the market place. These applications can be taught by training organisations on a fee for service. Hence, only applications which support the project requirements have been built into the image.

The Sun Open Office suite was included in the image because it is freeware and provides an example of a freely available application a senior may wish to consider if they decide to purchase their own computer.

The Vista operating system was used because Microsoft advised NEC Computers that it would no longer be supporting Windows XP or issuing Windows XP OEM licences to manufacturers.

When a senior clicks on the BFS User icon, the SOE will open Internet Explorer which will automatically launch and load the NEC seniors entry portal allowing the senior to commence exploring the Internet.

9.2 Microsoft SteadyState

As mentioned earlier, NEC has implemented Microsoft's SteadyState application to lock the BFS computer software image. This restricts the BFS User and Kiosk Host accounts from being able to access the C:drive and subsequently load applications, or inadvertently load viruses and malware.

However, the BFS User and Kiosk Host accounts can still have access to store files on the D:drive because this partition has been excluded from SteadyState. But these files will be public access and available to other seniors logging in via the BFS User account. Hence, seniors need to be warned of this and advised to use it as a temporary store during their session. The Kiosk Host Administrator should regularly check the D:drive for any excessive build up of files and delete them.

9.3 Restriction message/s

NEC has released a new SOE image which has reduced the restriction messages that used to appear when the BFS User attempted to save a file. The message occurred because Windows would first try to write to the protected system volume (i.e. C: drive) and, recognising that the BFS User has no permission to this drive it would present a restriction error message. NEC has now set Windows to first offer the D:drive for saving files.

Note: any restriction message and subsequent error messages that may occur can each be ignored and closed by clicking the OK button until eventually a dialog box will be displayed with the "Browse Folders" option. After selecting the "Computer" icon, the BFS User will then be presented with all available and writable storage media (with the exception of C:drive), including any connected USB devices.

9.4 Troubleshooting manual

The reader is recommended to read reference {6} which contains problems and observations raised by kiosk hosts and workarounds recommended by NEC or explanations to observations.

9.5 Portable Applications

It has been brought to NEC's attention that some applications (e.g. Skype, typing tutors) can be run on BFS computers from portable applications via USB devices. NEC has tested and confirmed this for some portable applications and has produced a user guide on portable application operation. This user guide can be downloaded from the www.necseniors.net.au and is referenced in section 3 of this document.

10. USER ACCOUNTS

10.1 BFS User

The BFS User icon is the logon account which will be used by the senior to access the Kiosk applications. The main applications to be used by the BFS User for this project are Internet

Explorer and WordPad. Other applications are available for use but not necessary for the senior to be taught.

The BFS User account requires no password to be set to gain access to this account because all seniors are sharing this account. This account has access to installed applications, internet, printing (if the printer driver is supported by Vista), multimedia settings, USB and CD/DVD devices. This account is only able to save files to the D: drive, a USB device, memory card, and the CD/DVD device. The BFS User can download files but cannot load applications onto the Kiosk computer for use because this account is barred from access to the C: drive. This is to protect the computer from malware and viruses.

Also, this account has been set to auto-logout after 10 minutes of inactivity, with an onscreen warning at the 30 second mark.

10.2 Kiosk Host

The Kiosk Host account is the account which the Kiosk Host Organisation can use to install selected printers (those supported by inbuilt Vista drivers) for the use of all users.

This account requires password access and NEC will provide this in an email to the nominated Kiosk Host administrator. The nominated administrator will provide support for the computer at the Kiosk site, and liaise with NEC if there are any problems.

In the likely event that malware and viruses are loaded, this account can recover and load a recovery image from an area hidden on the hard disk drive. This will only be done under NEC support.

10.3 NEC Administrator

The NEC administrator account is the computer's default Microsoft System Administrator account and requires password entry. NEC support staff will use this account to perform support functions if remote connectivity to the computers is available.

10.4 Other User

This account has no access and should be ignored. It is a remnant of the Microsoft SteadyState application which NEC has used in the BFS image build to lock down the Vista configuration parameters to make the BFS Standard Operating Environment into a kiosk. Unfortunately, SteadyState does not allow this user to be removed from the image.

11. PRINTERS

Printers will not be provided to Broadband for Seniors Kiosks under the Broadband for Seniors initiative. If the Kiosk Hosting Organisation provides printer services to seniors, it is on the understanding that it is not part of the Broadband for Seniors initiative and is at the expense of each individual Kiosk organisation.

The procedure for installing printers can be found in Appendix 2 of this document. Note, that not all printers may have a driver supported by the Kiosk computer's Vista operating system. A printer may only be supported if its driver exists on the kiosk computer's Vista operating system. To determine which printer drivers are available on the kiosk computer's Vista operating system refer to instructions in Appendix 2.

Note, that network printers may not be supported. Hence, the printer must be connected to one of the USB ports on the Kiosk computer.

It is not possible for Kiosk Hosts to install additional printer drivers on the Kiosk computer. This is because the computer has been locked down into a Kiosk configuration using Microsoft SteadyState.

However, NEC can provide support to Kiosk hosts by remotely helping to install host supplied printers to their kiosk. Kiosk hosts should ring the BFS helpline ph 1300 795 897 and select option 4 to book a printer support appointment.

12. SECURITY, SUPERVISION & INTERNET SAFETY

12.1 Security and Supervision

The Kiosk Host must be able to offer a safe, secure and friendly environment that is non-threatening to senior Australians. It is known that seniors who are new to computers and the Internet are ones that are most likely threatened by new technology and look toward their peers for help and guidance.

For security purposes, Kiosks must be supervised at all times during Kiosk opening hours, and within a Kiosk's hours of operation there must be specific times when volunteer tutors are available to assist senior Australians and provide training. The Hosting Organisation may consider introducing a supervisor schedule so seniors become familiar with supervised hours.

12.2 Internet Safety

It is very important to understand the impact and damage that a computer virus, malware and spyware can have on a computer system. These potential dangers lurk in many corners of the Internet; often in places where you'd least expect it. All it takes is to be in the wrong place at the wrong time to compromise your Internet safety.

Here's where the danger lies:

- You open your Web browser and begin browsing
- You visit a site and unknowingly fall into a spyware trap, such as:
    - A pop-up you click on, even to close it
    - A deceptive link that you follow
    - A clickable graphic that leads down a dangerous path
- Spyware loads onto your PC without your knowledge
- Sometimes simply opening a Web page or an HTML email starts the installation
- Your computer is infected and your personal information is at risk

The virus or Spyware quickly begins its task of stealing your information (including credit card numbers, usernames and passwords), directing your browser to suspect sites, changing or deleting your files, or frustrating you with pop-ups and slowing your PC to a crawl.

12.2.1 How to Safely Browse the Internet

Internet safety can be deceiving. Seemingly reputable sites may contain spyware traps, or the sites themselves may be counterfeit — "phishing" sites posing as the real thing to lure you into their scams. The path away from Internet safety often begins innocently enough; however, certain sites are more prone to be a source of spyware, including:

- Adult sites
- File sharing sites
- Social networking sites

The following steps will assist in fortifying your computer security:

- Avoid questionable Web sites
- Only download software from sites you trust. Carefully evaluate free software and file-sharing applications before downloading them.
- Increase your browser security settings
- Type in a trusted URL for a company's site into the address bar of your browser to bypass links in an email or instant message
- Make sure that you have good security software products installed on your PC:

- Antivirus protection and a firewall
- Antispyware software protection

The attached Appendix **"Security on the Internet"** courtesy of the Australian Federal Police provides information for senior Australians.

13. VOLUNTEER TUTORS

The success of the BFS project is dependent upon the support of volunteer tutors. Seniors with no computer experience will be dependent on volunteer tutors of a similar demographic to provide a friendly and non threatening learning environment.

It is recognised that many seniors will learn at a different pace and that one-on-one training to introduce senior Australians to computing and the internet will be a good first step. To ensure the best possible outcome, Kiosk sites must have volunteer tutors available.

13.1 Host to find volunteer tutors

The Kiosk Host must source and engage suitable volunteer tutors to provide regular individual and workshop training to senior Australians. It is the responsibility of each Kiosk Hosting Organisation to ensure that the volunteer tutors chosen understand the special training requirements of seniors.

Some attributes that will serve a tutor well are enthusiasm, imagination, patience and a sense of humour.

As each Kiosk becomes established, seniors who have received training and extensive practice may elect to become volunteer tutors themselves.

ALA (Adult Learning Australia) will support volunteer tutors by scheduling monthly on-line "train-the-trainer" sessions using its Elluminate portal. This will provide an opportunity for teaching new volunteer tutors within the Host organisation.

13.1.1 Tutor Knowledge Requirements

The BFS project is only providing an introduction to computer basics, Internet surfing, email and WordPad. Hence, as a minimum, the volunteer tutor should be able to carry out the following basics:

- Know how to turn the computers On/Off and navigate the keyboard and mouse
- Know how to surf the Internet using Internet Explorer and a search engine such as Google
- How to use WordPad
- Know how to set-up and send e-mails using Gmail

Five copies of the 'Volunteer Tutors Fact Sheet' has been supplied with the delivery of the kiosk and provides information for the volunteer tutors. Also, a Tutors Manual (Introduction to Computers and the Internet written by ASCCA) has been supplied by NEC Australia. These documents can also be downloaded from the www.necseniors.net.au home page. Please refer to Section 16 for training information.

13.1.2 Tutor Recognition and Appreciation

With any voluntary organisation the number one reason why people do not remain as volunteers is that they did not feel appreciated.

Kiosk Hosts should set up a system of recognition and appreciation. Make sure that you find a way to show your appreciation for each and every volunteer on regular occasions throughout the year.

- **Welcome volunteers into your organisation:** Taking time up-front to make sure that volunteers feel genuinely welcome is the first step toward keeping them involved. Try matching new volunteers with more experienced volunteers.
- **Encourage diversity:** Remember that promoting diversity within your organisation will broaden the range of opinions and ideas to which your organisation has access.
- **Appreciate and respect volunteers:** Remember that volunteers are giving generously of their most precious resource - their time. Communicate your appreciation and respect by inviting volunteers to be part of the decision-making process when appropriate and honoring the constraints on their time.
- **Celebrate:** Make sure that your organisation recognises the invaluable work of volunteers by acknowledging the important contributions they make. Try an annual awards celebration and if you have a newsletter, feature volunteers in that publication, or partner with local media to highlight the work of local community members.

14. POLICE CHECKS

Tutors and other volunteers who are working with or are in contact with Vulnerable Persons may need to be appropriately screened for that purpose so they meet the standard State and Territory requirements. This is a legal and contractual requirement by the Australian Government for deploying Broadband for Seniors Kiosk sites.

14.1 CrimTrac

As this is a national project, NEC has approached CrimTrac to help it process police checks through the National Criminal History Record Checking (NCHRC) services. The aim is for NEC to channel all kiosk police check applications through CrimTrac. This will simplify the process and allow NEC to arrange police check payments directly to CrimTrac rather than reimburse individual kiosks.

NEC will advise all Kiosk hosts of the police check process once it has been formalised with CrimTrac. It is anticipated that it will involve NEC forwarding a CrimTrac 'Informed Consent' form to host sites for volunteers to complete and return to NEC. The information provided by volunteers in the Informed Consent form will be sent to CrimTrac for checking against the NCHRC database. NEC will advise the Kiosk hosts and/or volunteers of whether the police check is successful or not.

Kiosk Hosts are **not** to initiate individual police checks for volunteers supporting the BFS project. Kiosk Hosts that decide to initiate police checks do so at their own volition and under the understanding that NEC will not reimburse them for the cost of Police Checks.

FaHCSIA advise that its requirements regarding Police Checks are that:

- There must be an individual within the kiosk environment who has had a Police Check conducted. An example of this would be if a kiosk was located in a public library then it would be acceptable that the librarian would have had a police check.
- Volunteer tutors conducting one to one training with participants must either have a police check or be supervised by someone that does. The previous point still applies.

15. KIOSK OPERATING HOURS

The Kiosk Host Organisation must make the Kiosk accessible to senior Australians at times convenient to them, with a recommended minimum of 20 hours per week. A guideline for preferred hours of operation is 4 hours per day between 10am-4pm Monday to Friday.

Operating hours outside this window may be offered by the Kiosk Host, however, security and supervision must be maintained.

The location and hours of operation may be listed on the Broadband for Seniors website. To ensure that this information is correct, the Kiosk Host must advise NEC of their operating times (and any changes to those times).

You can notify us of this information and any changes by replying to your application ticket number email which we sent you or by phoning the Broadband for Seniors Helpline on 1300 795 897.

16. TRAINING

16.1 Tutor Training

The Host a Kiosk application process has requested applicants to nominate the names of volunteer tutors who have the basic computer and Internet skills required to teach seniors who are new to technology and want to learn how to use the BFS Kiosk computers and explore the Internet. Hence, it is assumed that tutor training will not be required at a majority of kiosk sites. Although, there may be the case where a Kiosk fails to retain its experienced volunteer tutors and requires support to train new volunteers. NEC and its consortium partners will provide support to the Kiosk in this situation.

ASCCA has prepared a volunteer Tutors Manual "Introduction to Computers and the Internet, Parts 1 and 2" which is being supplied by NEC Australia to the Kiosk Hosts and can also be downloaded from the BFS www.necseniors.net.au website home page. Volunteer tutors can familiarize themselves with the training curriculum by reading this manual and the associated "Your Reference Kit" which is the training manual provided to the senior.

Also, ALA can be contacted on the Broadband for Seniors Kiosk helpline (1300 795 897) to assist in matching kiosks with volunteer tutors who have expressed an interest in supporting a new or existing kiosk in their vicinity and can offer training via their Elluminate portal.

16.2 Senior Australians Training

In support of the main aims, the Broadband for Seniors project only requires volunteer tutors to provide seniors with training in,

1. Basic computer, keyboard and mouse operation
2. Internet surfing using Internet Explorer
3. Email, using Gmail.
4. Constructing a letter using Microsoft's WordPad.

NEC will supply a seniors reference manual written by ASCCA titled "Your Resource Kit" that gives self-help lessons on basic mouse and keyboard skills and the applications WordPad (for Word Processing), Internet Explorer or IE, Google (for web browsing) and Gmail (for e-mail). A soft copy of the reference manual can be downloaded from the BFS www.necseniors.net.au website home page.

Face-to-face tuition and workshops provided by local Kiosk volunteer tutors are expected to be the first steps in building the confidence and skills of senior Australians. These skills can then be enhanced by utilizing the **online lessons** available at the BFS website home page.

It is preferable that within a Kiosk's hours of operation there are specific times set for volunteer tutors to assist senior Australians and times for them to practice accessing the Internet and sending emails.

16.2.1 Training Exclusions

There are some important training exclusions which have been stipulated by the Australian Government for the BFS project. Volunteer tutors are not to use the BFS kiosks to teach senior Australians on the following:

- Internet Banking

- Online Shopping
- Any other activity where there would be a need for an individual to disclose any form of personal or financial information

16.2.2 Training Certificates

Certificates of Training can be awarded to Seniors who complete the training courses. A template is available from the www.necseniors.net.au website home page which Hosts can use to print out certificates.

16.3 Training Feedback

To ensure that training is effective and meeting the needs of senior Australians, it is most important that feedback is provided to NEC Australia at regular intervals. NEC is required to report to the Australian Government on the progress of training to seniors using BFS Kiosks. Refer to Section 17 for the various ways and means of providing feedback.

17. KIOSK REPORTS

FaHCSIA requires the Kiosk Host organisation and NEC to provide it with quarterly reports on the progress of the BFS project in meeting its project initiatives. FaHCSIA must provide annual reports to the Australian Government on the progress and success of the initiative. Issues to be included in the report include:

a) Total number of senior Australians who have used the Kiosk Services, including types of training and number of training workshops delivered.
b) The types of kiosk services used by senior Australians.
c) Level of customer satisfaction expressed by senior users in the quality of training delivered and broadband/internet access satisfaction.
d) Types of marketing and communication activities undertaken to promote the kiosk within the community, particularly among senior Australians and promotional effectiveness, and
e) Case study examples how the kiosk has been used by senior Australians – a minimum of two per year.

To collect the data necessary for the reports NEC has established three online input forms for Kiosk Hosts and seniors to complete. The input forms are titled; Seniors Survey, Training Survey, and Kiosk Host Report. They are available via buttons located at URL address http://www.necseniors.net.au/kiosk/entry/. Note, the kiosk computers automatically navigate to this URL when Internet Explorer starts.

17.1 Seniors Survey

This is a voluntary online form for seniors to access and complete, then submit to NEC for collation into a report for submission to FaHCSIA. Kiosk Hosts are asked to encourage seniors to complete the form at least once during the project period (ending 30 June 2011). Seniors new to computers may like to fill it in twice; once on introduction to computers and a second time several months after more experience has been gained.

The form will ask for the Kiosk number that NEC has allocated to the site and, the site name. So, Kiosk Hosts will have to display this information next ot the kiosk computers. You can find this information in your hosting agreement, or you can ring the BFS helpline on 1300 795 987 option 2 and ask the NEC support person.

17.2 Training Survey

Tutors should be advised by the Kiosk Host to direct seniors who undergo training to complete the Training Survey questionnaire. The tutor should direct the senior to the URL location http://www.necseniors.net.au/kiosk/entry/ which contains the training survey button that enables

the senior to access and complete the training survey after finishing their lessons. Information from the feedback Training questionnaire will be collated into a progress report by NEC for submission to FaHCSIA and the Australian Government.

The survey has questions on training material and the training undertaken by the senior.

17.3 Kiosk Host Report

NEC will on occasions throughout the project period send a broadcast email to Kiosk Hosts requesting they submit a Kiosk Host report. An online form is available at http://www.necseniors.net.au/kiosk/entry/ for Kiosk Hosts to complete and electronically submit to NEC. NEC will collate the information into a report for submission to FaHCSIA and the Australian Government.

The main requirement in the Kiosk Host report is for hosts to estimate the weekly total number of seniors using the Kiosk. There may be other usage estimates requested and Kiosk Hosts are asked to provide their best estimate possible. One other requirement will be to provide a case study example (as per (e) above) of how the BFS Kiosk has been used by senior Australians

17.4 Complaints

Complaints may come from the Kiosk Host organisation, seniors or anyone with an interest in the BFS project. Complaints may cover areas such as Host a Kiosk application, Kiosk availability, training standards, conflict between the Kiosk Hosting Organisation and users, Kiosk reliability, marketing support issues, etc.

Complaints can be initiated via the Broadband for Seniors website at www.necseniors.net.au 'Contact Us' tab then 'Complaints' selection. If the complainant does not have access to the Internet, the complaint can be reported to the Broadband for Seniors Helpline at 1300 795 897.

On receipt of any complaint, NEC and ALA will then try to resolve the issues directly with the complainant and if they cannot be satisfied, then the issue will be escalated to FaHCSIA.

18. BROADBAND USAGE ON GREENFIELD SITES

This section is only applicable to BFS Kiosks deployed onto the NEC NEXTEP IP VPN broadband network. These Kiosks are called Greenfield sites by NEC because they had no broadband prior to this project and NEC is now supplying the BFS broadband service via its NEXTEP network. This section (18) does not affect Kiosk sites that are connecting the BFS Kiosk to their own broadband service.

18.1 Download/Upload Guidelines

Each Broadband for Seniors Kiosk is provided with a download usage allowance of 2GB per month. It is not expected that the upload traffic will be very high because the seniors using this project will be new to the Internet.

18.2 Access Restrictions

NEC Australia will restrict access to high download sites (such as Facebook and movie download sites) so that the download volume is not unfairly exploited by experienced users. Initially, known high volume download sites will be restricted and access monitoring will be used to identify and review other high download sites.

In addition, there are sites known to be regularly "infested" with Malware and Viruses. Access to known dangerous sites will also be restricted and site restrictions will be added as others are identified.

18.3 Usage Restriction and Access Restriction Reasons

Amongst other things, Broadband for Seniors is aimed at supporting senior Australians in gaining confidence and in building new skills in the use of computer technology, including broadband and internet use, and to provide the means of electronically communicating with family and friends.

As such, the service is not meant to provide access to high usage downloads such as movies and music. In addition, as well as high usage, such downloads may take considerable time, restricting access for other users.

It is expected that as seniors become more familiar with computer and Internet use, they will purchase their own equipment and a broadband service for home use. Or, access other public or commercial kiosks.

19. KIOSK WARRANTY

19.1 Warranty.

All supplied Furniture and Computing Equipment (the Gifted Assets) are under warranty as follows:

Computer hardware and software:

- For Kiosks established up to 30 June 2010, warranty cover is to 30 June 2011
- For Kiosks established after 30 June 2010, warranty cover is for 12 months.

Furniture: All Kiosk furniture is under warranty until 30 June 2011.

19.2 Warranty Action

Should any Gifted Asset (furniture or equipment) become inoperative during the warranty period, please raise a Kiosk Fault report as described in section 20.2. NEC will advise what action should be taken.

The Hosting Organisation will be supplied with an operating replacement if judged necessary.

19.3 Damaged, Lost or Stolen Equipment

If any Gifted Asset (furniture or electronic equipment) is damaged, lost (e.g. by fire), or stolen, the Kiosk Hosting Organisation must obtain a replacement unit(s) directly from NEC Australia, at their Host's insurer's expense. Part of the assessment criteria for Hosting a Kiosk is that the Host has sufficient insurance to cover such events.

20. KIOSK SUPPORT

20.1 Support Levels

There are two levels of support expected to be available for BFS Kiosks and the degree of support will be dependent on the expertise within each level.

20.1.1 Kiosk Host

The Kiosk Host organisation will have nominated a Kiosk Host Administrator in the Host a Kiosk application and it is assumed by NEC that this person will have computer and applications experience. The Kiosk Host Administrator will be the first contact point for any hardware and software problems. This person will attempt to isolate any hardware fault and report it to NEC and, provide application support to seniors having problems surfing the Internet, sending emails or writing a document using WordPad.

20.1.2 NEC

For Greenfield sites, NEC will handle all equipment, system and BFS network support issues which cannot be resolved by the Kiosk Host Administrator.

For Existing DSL sites, i.e. those sites which are supplying their own broadband service to the Kiosk, NEC will only handle all equipment and system support issues. The Existing DSL Kiosk Host will be responsible for resolving their site LAN/WAN issues which impact the BFS Kiosk.

20.2 Kiosk Fault Reporting

All Kiosk faults should be logged by the Kiosk Host using the online Kiosk Fault form located at www.necseniors.net.au website, 'Contact Us' tab, then 'Kiosk Fault' selection. Upon submission of the form, NEC's database will email a fault ticket number back to the applicant to use as a reference. NEC will process the fault and contact the applicant for further information.

If the Kiosk Host wants to discuss their fault ticket, they can ring the helpline number 1300 795 897 and select the Kiosk Fault Ticket prompt to be redirected to NEC.

20.3 Equipment Maintenance & Repair Procedure

If the Kiosk Host and NEC determine that a unit of Kiosk equipment appears to be faulty, the following actions will be initiated.

1. The Kiosk Host will pack the faulty equipment in readiness for courier pick up. The Kiosk Host must retain both computer packing boxes (and inserts) and the broadband modem packing box for such an occurrence.
2. The Kiosk Host will commit to a time window for courier pick up.
3. NEC will arrange for courier pick up at no cost to the Kiosk Host organisation.
4. NEC will repair or replace the faulty unit.
5. The Kiosk Host will commit to a time window for courier delivery.
6. NEC will arrange courier delivery of the repaired unit at no cost to the Kiosk Host organisation.

20.4 Computer System Upgrades and Patches

Computer systems sometimes require software upgrades/patches for performance and security reasons. However, Microsoft's automatic system update facility in the BFS computer's Vista image has been turned off. NEC will monitor Microsoft and other application providers for any serious security risk notifications and determine if an upgrade is required to BFS Kiosks.

Note: As advised in section 9.2, access to the C: drive has been locked to prevent viruses and malware from inadvertently being loaded onto the computers.

21. APPENDIX 1 – SECURITY ON THE INTERNET

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Security on the Internet

Information for Australian Senior Computer Users

Malware and Viruses

Definition

Malware is short for malicious software and includes such things as viruses, trojans and worms.

A virus is a program or piece of code that is loaded onto your computer without your knowledge and may damage or disrupt your system. Your computer can be infected by a virus through email messages, using the Internet, and downloading software.

How to prevent malware and viruses

- Do not open any emails from someone you do not know and trust.
- Do not open attachments unless they are expected and the contents are known.
- Install, activate and maintain a firewall on your computer.
- Install and maintain reputable anti-virus and anti-spyware software.
- Keep your operating system up to date.

Spam

Definition

Spam or electronic 'junk mail' are unsolicited commercial messages sent to a person's email account or mobile phone. Spam messages may contain offensive material, promotions for fraudulent services, solicitations of personal information and bank details.

They may also contain malware or may attempt to overload your computer to make it vulnerable to attack or compromise.

How to prevent spam

- Turn on any junk mail filters supplied by your email account provider.
- Delete spam without opening it.
- You can protect your private email account by creating separate email accounts for use in conducting online transactions.

Protecting your personal information

The personal information and images you post online may be used to create a profile of you with the view of stealing your identity or, in some cases, identifying your physical location.

How to protect your personal information

Think about the type of personal information you share online and how that might be used by others. Consider protecting your friends and family also; ask that they do the same for you.

You should never share your full name, date of birth, address or phone number with people or sites that you do not know and trust.

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Security on the Internet

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Phishing

Definition

A phishing email directs recipients to a website that looks like the real website of a retailer or financial institution.

The website is designed to encourage the visitor to reveal financial details and 'phish' for information, such as credit card numbers, account names and passwords or other personal information.

How to prevent phishing

- Do not respond to an email purporting to be from your bank.
- Never click on a link in an email, always type the URL into the browser.
- When you are on a banking website, look for the padlock icon and "**https://**" to make sure you are on a secure site.
- Report any phishing attempts to your financial institution.

Scams

Definition

Scams have existed for centuries, however the Internet allows scammers to reach a much larger audience.

A scam might come in the form of an email, contact from an unknown person through websites such as dating sites, online forums or social networking sites.

Scams are usually designed to either steal your money or trick you into revealing personal information. They use techniques to manipulate you and appeal to your good nature, and are constantly evolving.

Scams may relate to such things as employment, surveys, investment, lotteries, charities, and pharmaceuticals.

How to avoid becoming a victim of a scam

Learning how to detect scams is vital to avoid becoming a victim. Some useful tips include:

- Use your common sense before agreeing to anything.
- Do not transfer money for or provide credit card/ bank account details to anyone you do not know and trust.
- Verify the company or charity before agreeing to any offers.
- If it sounds too good to be true, it probably is.

Report suspected scams to SCAMwatch.

Report any loss to your local police and/or financial institution.

Fraud and ID Theft

Definition

Scams and phishing may be a means for someone to defraud you and steal your identity. Divulging too much personal information online or via the phone may be another way in which criminals steal your identity.

With a stolen identity, a person may access your bank account, obtain credit cards or loans in your name and potentially ruin your credit rating.

How to prevent fraud and ID theft

- Put a padlock on your letterbox.
- Don't share personal information in an email, online communication or over the phone with people you do not know and trust.
- Use strong passwords, with a combination of letters, numbers and symbols, and keep them secret.
- Do not access sites that contain your sensitive personal information from public computers.

Report any loss to your financial institution and local police.

For more information about Internet security, see:

www.scamwatch.gov.au
www.protectyourfinancialid.org.au
www.fido.gov.au
www.spam.acma.gov.au
www.staysmartonline.gov.au
www.afp.gov.au

Broadband for Seniors is funded by the Australian Government.

22. APPENDIX 2 – PRINTERS

22.1 Printer Installation Procedure

The following procedure can be used for installing printers on the Kiosk Computer. Note, not all printers are supported by the Kiosk computer. To determine if a particular make and model of printer may be supported, refer to section 22.2 'Supported Printers'.

Network printers may not be able to be supported on the Kiosk (refer section 11). Hence, the printer must be connected to one of the USB ports on the Kiosk Computer.

It is not possible to install additional printer drivers on the Kiosk computer. This is because the computer has been locked down in a Kiosk configuration.

22.1.1 **Step 1**

Log in to the computer using the host account. This account requires password access and NEC provides this in an email to the nominated Kiosk Host administrator.

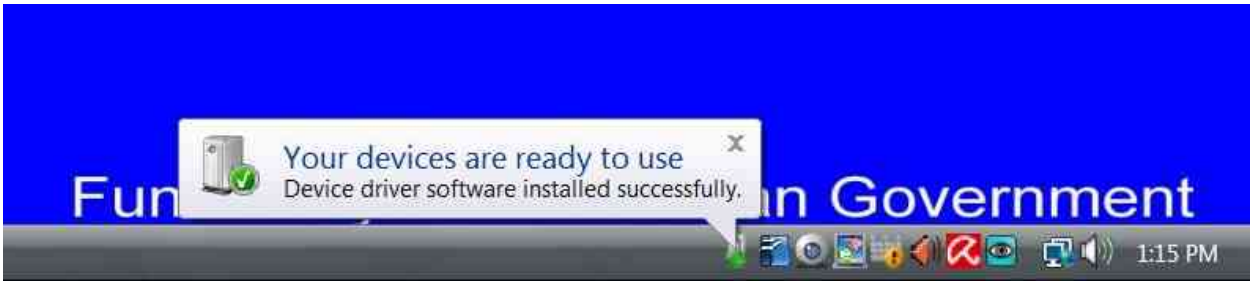
22.1.2 **Step 2**

Plug in the printer into one of the free USB ports on the Kiosk Computer and power the printer ON.

22.1.3 **Step 3**

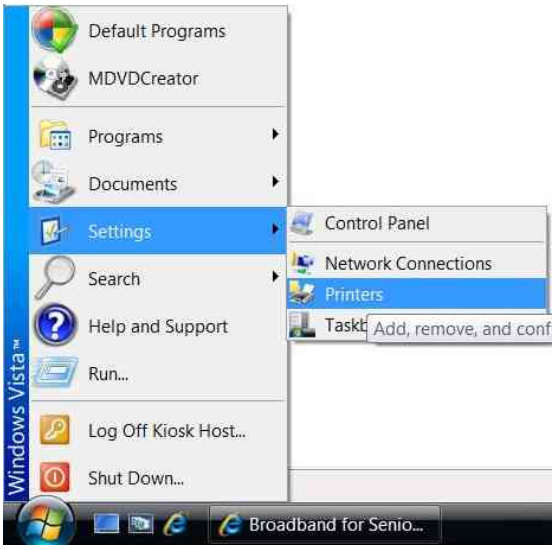
The following message should appear.

And, after a short time it should be updated by the following message



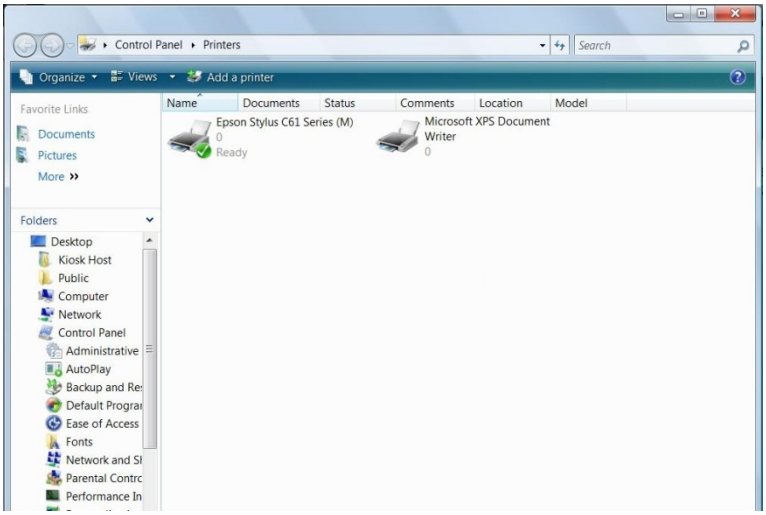
22.1.4 **Step 4**

Navigate to Start -> Settings -> Printers



22.1.5 **Step 5**

Your printer should have appeared in the 'Printers' window.



22.2 Supported Printers

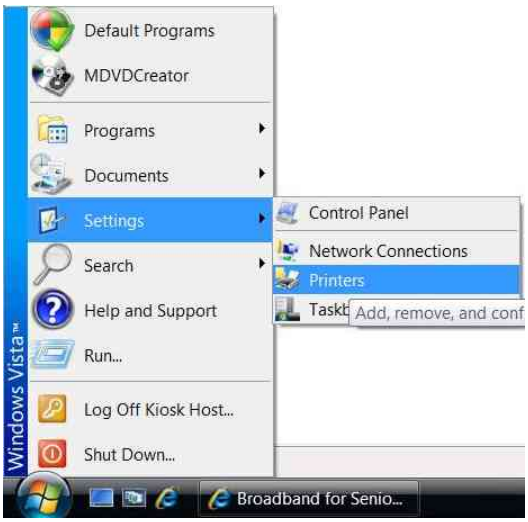
A particular make and model of printer may be supported if the driver is pre-installed on the Kiosk Computer. The following procedure can be used to determine which printer drivers are pre-installed.

22.2.1 **Step 1**

Log in to the Kiosk Computer using the host account. This account requires password access and NEC provides this in an email to the nominated Kiosk Host administrator.

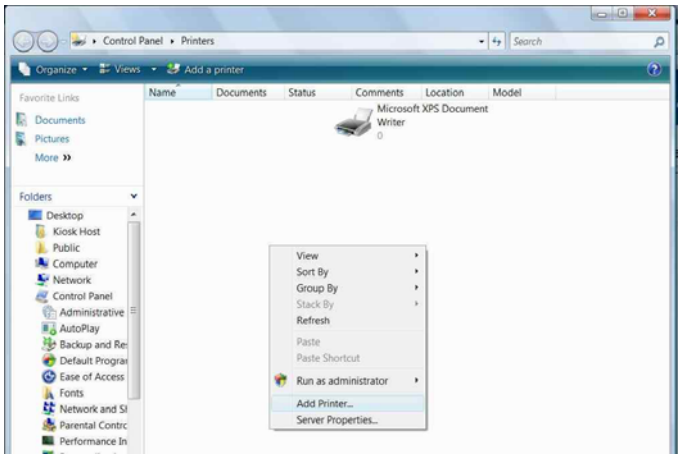
22.2.2 **Step 2**

Navigate to Start -> Settings -> Printers



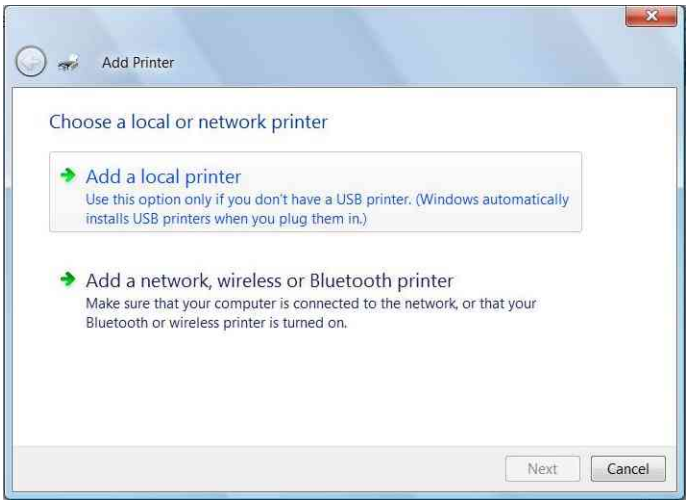
22.2.3 **Step 3**

Right Click in the 'Printers' window and select 'Add Printer'



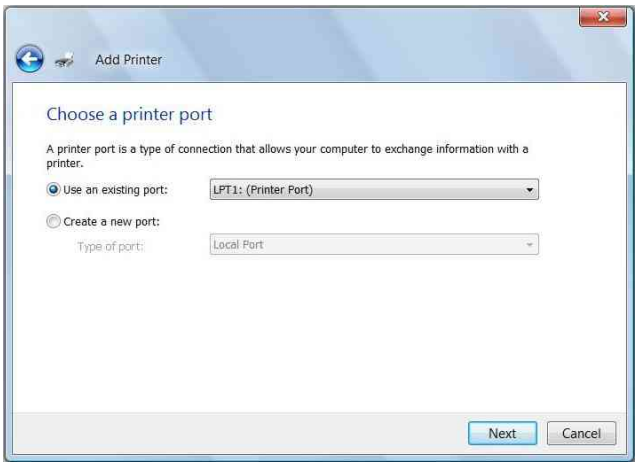
22.2.4 **Step 4**

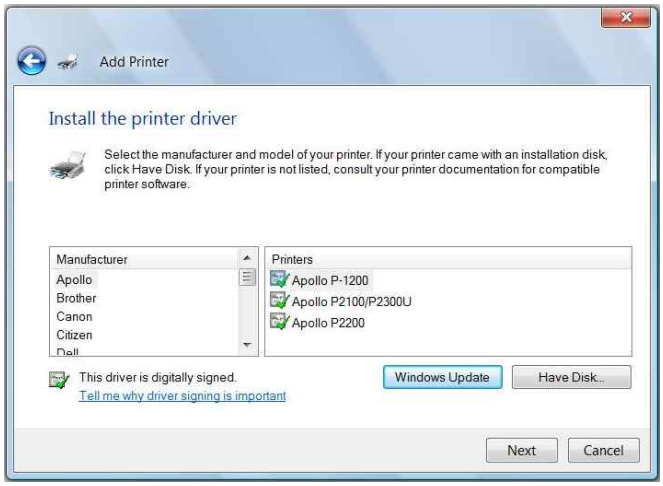
Select 'Add a Local Printer'



22.2.5 **Step 5**

Select ‘Use an existing port’ and click ‘Next’



22.2.6 **Step 6**

Browse through the list of Manufacturers and Printers. If the particular printer you are looking for appears in this list, then the printer driver is already installed. Click ‘Cancel’ when you have finished.