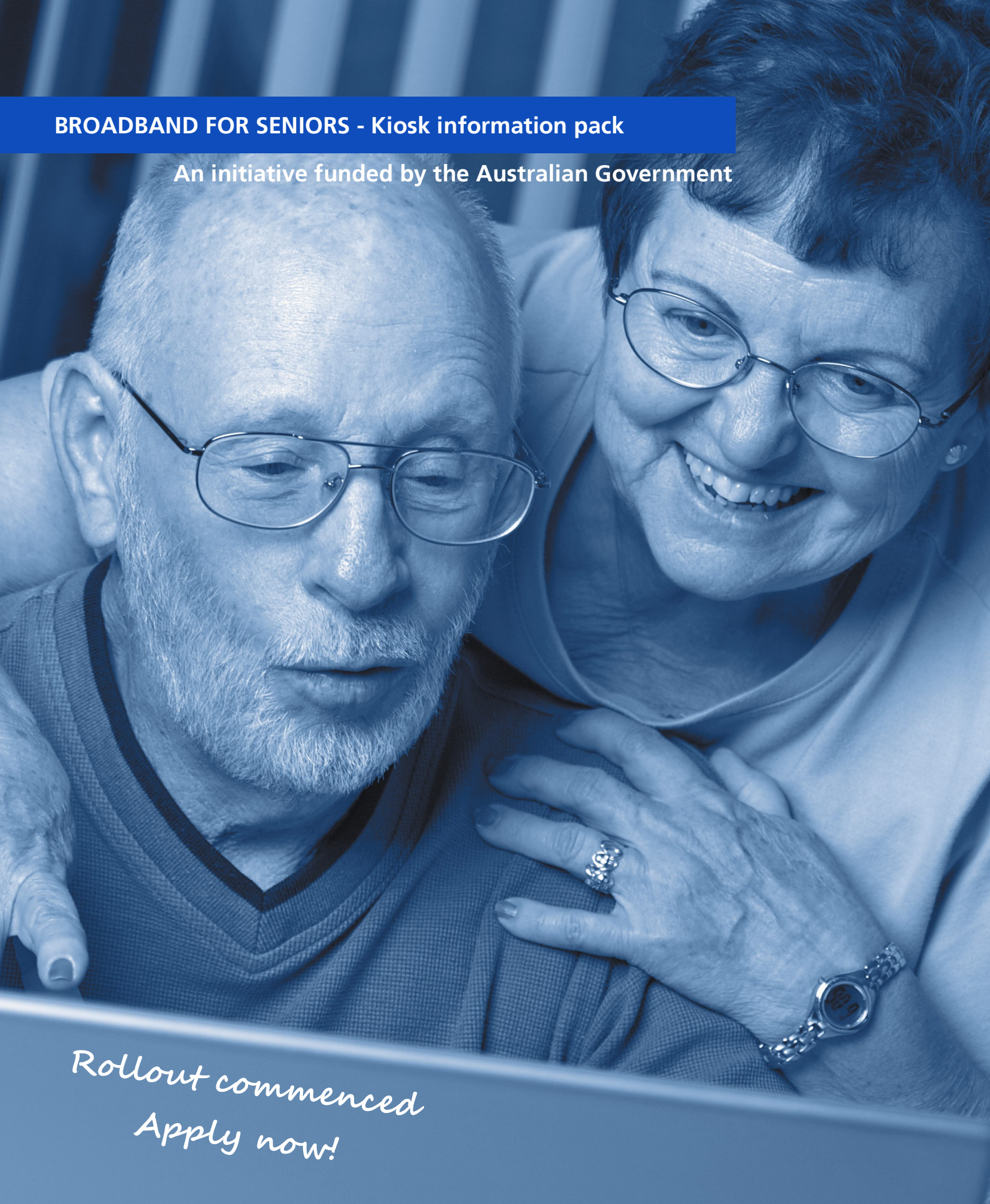


**BROADBAND FOR SENIORS - Kiosk information pack**

An initiative funded by the Australian Government



*Rollout commenced  
Apply now!*

NEC consortium partners



*Australian Seniors  
Computer Clubs Association* **ASCCA**



Adult Learning  
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# The Broadband for Seniors vision

## About Broadband for Seniors

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

The Australian Government is committing \$5 million each year over three years, from 2008-09 to 2010-11, to develop and implement the Broadband for Seniors initiative, providing free access to computers, broadband services and training to older Australians.

The Department of Families, Housing, Community Services and Indigenous Affairs (FaHCSIA) selected NEC Australia Pty Ltd and its consortium members: Adult Learning Australia (ALA), the Australian Seniors Computer Clubs Association (ASCCA) and the University of the Third Age Online (U3A Online) to deliver the Broadband for Seniors initiative nationally.

The needs of older Australians wishing to be shown how to use a computer and explore the Internet will be met through the creation of approximately 2,000 BFS Internet kiosks. Kiosks will be hosted by community organisations that support seniors and rolled out until March 2011. Site locations will be selected on the basis of demonstrated need and the willingness by organisations to provide a free service to their local community and support the aims of the BFS initiative.

## The aims of Broadband for Seniors

According to government figures, only one in five Australians aged over 65 years currently use the Internet. Broadband for Seniors aims to:

- Provide older Australians with access to computers and the Internet via free Internet kiosks
- Support seniors to gain confidence and build skills in using new technology
- Address the issue of older Australians feeling isolated and 'left behind' in a technological age
- Build community participation and social inclusion amongst older Australians

## NEC's partners

NEC is partnering with a number of specialist groups in order to help establish a supportive learning environment, provide tutor and student training materials, and provide a path for kiosk users to engage in their community, both locally and on-line. These are:

- Adult Learning Australia (ALA)
- Australian Seniors Computer Clubs Association (ASCCA)
- University of the Third Age Online (U3A Online)

These organisations bring a complete and mature training model for seniors and have a proven, demonstrable record in achieving similar outcomes.



On Statenborough Retirement Village



Coolangatta Senior Citizens Centre



Intereach Deniliquin Neighbourhood Centre

## Who it benefits

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.

This initiative also benefits community clubs and organisations that provide senior services and activities and want to encourage greater participation by senior Australians. It will expand their service offerings to include new technology equipment and a broadband service to form a focus within a club or organisation's area.

The program will gift kiosk equipment to each club and organisation at no cost and provide, where needed, broadband access until end of June 2011.

## The key components delivered to kiosks

A Broadband for Seniors kiosk will consist of a self-install kit of two NEC P6000 series All-in-One PCs with 2GB RAM and high resolution screen, a keyboard and mouse for each PC, two computer tables, two user chairs and one tutor chair, plus a wireless modem for the broadband connection.

**PCs** - Each All-in-One PC arrives in a box weighing 12Kg. The PC is easily removed from the box and the only assembly required is to put a plastic stop behind the rear support arm and plug in the power, USB keyboard and mouse. The PC is then ready for use.

**Tables** - The tables (1350mm x 700mm) come flat-packed in cardboard and need to be assembled on site. Assembly is simple and takes around 15 mins per desk.

**Chairs** - The chairs come partially assembled. The main seat assembly is fitted with the hydraulic lift and base and the casters pushed in. The chair is then ready for use.

**Wireless modem** - The ADSL broadband modem, if required, plugs into a standard RJ11 telephone wall socket. The phone then plugs into the modem and a line filter is installed. The wireless modem comes pre-configured and will immediately connect wirelessly to the kiosk PCs and to NEC's NEXTEP IP Virtual Private Network.

Three documents are available from the [www.necseniors.net.au](http://www.necseniors.net.au) home page and contain more information on the kiosk components. These documents are:

- NEC Powermate P6000 Specifications
- Kiosk Equipment Guide
- Kiosk Installation Manual

**Broadband service** - The BFS project provides a broadband service using NEC's NEXTEP IP Virtual Private Network. Features of this broadband service are a speed of 1.5 Mbps, a 2GB per month download to the kiosk, and network provided firewall and content filtering.

## Exclusions

The Broadband for Seniors program does not provide a printer, however printers that have drivers supported by the BFS computer's Vista operating system can be installed. Scanners and multi function devices are not supported.

## Applications to host a kiosk

You can apply to host a kiosk by completing an online two stage 'Host a Kiosk' application at the [www.necseniors.net.au](http://www.necseniors.net.au) home page.

# The kiosk environment

## Kiosk environment requirements

In order to be able to host a kiosk an organisation or club making the application needs to be able to meet some minimum requirements, these include having:

- A suitable, secure area to host the kiosk
- The area supervised at most times
- Toilet facilities available
- Disabled access if possible
- Power available to the site
- A phone line available
- Public Liability and contents insurance
- Permission to occupy the premises up to the end of June 2011

In addition, the kiosk should be available at least 20 hours per week.

An ideal environment for a kiosk is where a seniors club or organisation already has premises where seniors meet on a regular basis.

## Requirements of a hosting organisation

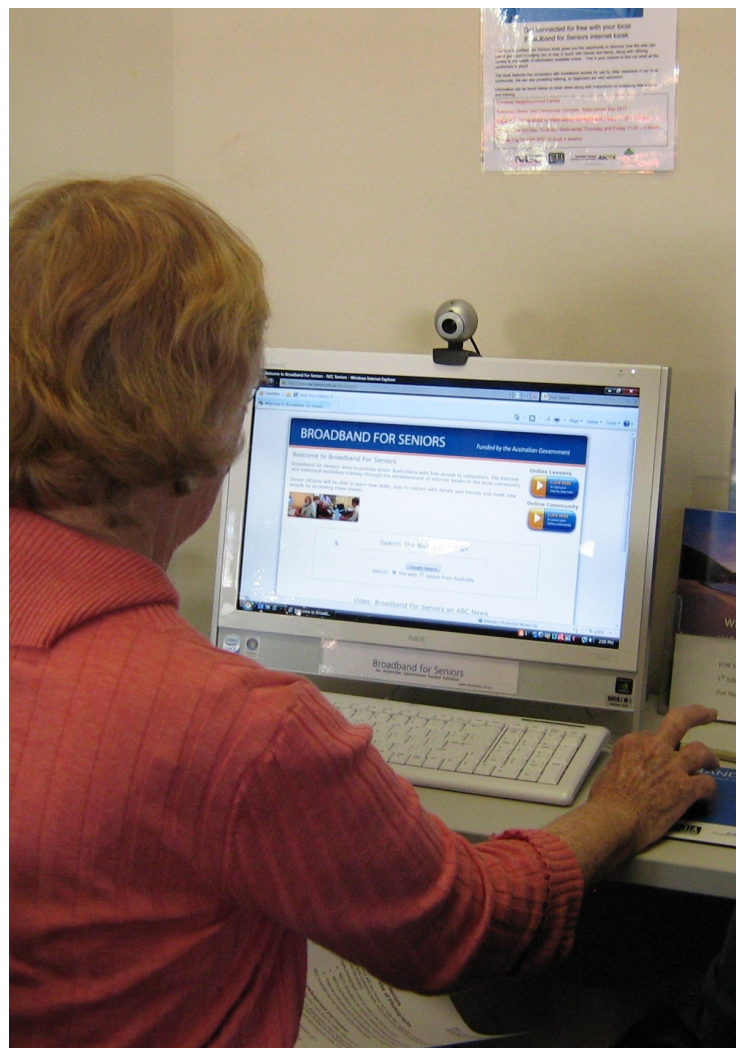
Organisations who wish to host a kiosk must be committed to the Broadband for Seniors project aims and the responsibility of managing the kiosk. This starts with the club or organisation able to demonstrate:

- It already provides services and activities to seniors
- It is able to provide volunteer tutors who are prepared to teach seniors the basics of how to use a computer, Internet Explorer, Gmail and WordPad
- It can meet the application requirements and provide the information necessary for NEC to properly qualify its Host a Kiosk application
- It can commit to support NEC's collection of usage and training reports by encouraging seniors to complete the online pop up questionnaires.
- It is prepared to promote the BFS kiosk within its membership and/or community if it has no restrictions to public access

A 'Broadband for Seniors Kiosk Starter Kit' document is available for download from the [www.necseniors.net.au](http://www.necseniors.net.au) website home page and provides information and guidelines to the kiosk hosting organisation.

## Host organisations with existing broadband

The BFS project has evolved from the original intention of providing kiosks to (Greenfield) sites which have no computers and no broadband service. Existing Broadband (DSL) sites which have computers and a broadband service (e.g. libraries, computer clubs, Telecentres) also provide senior services and activities. To accommodate these and similar applicants, the BFS project is offering approved applicants a kiosk comprising furniture, computers and a broadband subsidy of \$30 per month.



Tomaree Neighbourhood Centre

# NEC's support for kiosks

## Kiosk support

NEC, with its partners, will provide support for the kiosk host organisation in a number of areas:

### Kiosk application

NEC will work with you through the online application process and assist where possible with information and advice.

### Installation

Installation of the kiosk is simple, and is to be done by the hosting organisation. This includes assembling desks, plugging in the ADSL wireless modem and line filter, unpacking the PCs and securing them - along with the keyboard and mouse - by means of security cables provided as part of the kit.

The kiosk is designed for quick and easy self-installation and NEC provides a clear and concise 'Kiosk Installation Manual' instructing how to assemble all parts of the kiosk.

NEC's 'Kiosk Installation Manual' is available for download from the [www.necseniors.net.au](http://www.necseniors.net.au) website home page.

### Marketing and promotion

Promotion is an important aspect of the success of the kiosk. NEC will provide the hosting organisation with marketing materials to publicise the opening of the kiosk and to promote awareness in the community.

NEC has produced a 'Broadband for Seniors Promotions Pack' and this is available for download from the [www.necseniors.net.au](http://www.necseniors.net.au) website home page.

### Training

A key to the success of the kiosk is the ability for the hosting organisation to provide volunteer tutors who can provide the training to seniors. NEC's partner ASCCA has provided easy-to-follow training guides for both the volunteer tutor and the senior undertaking training.



Sawtell Catholic Care of the Aged

The two training guides, 'Introduction to Computers – Tutors Manual' and 'Your Resource Kit', are available for download from the [www.necseniors.net.au](http://www.necseniors.net.au) website home page.

### Warranty

All furniture is under a warranty until 30 June 2011. Should the hosting organisation detect any defects in this period NEC will arrange repair or replacement of the defective item.

The PCs and modems are under warranty for the period of the agreement. Should the hosting organisation have any faults with the PCs or modem in this period NEC will arrange remote rectification, or return to NEC for repair or replacement. NEC will be responsible for any freight costs associated with returned goods.

# NEC's support for kiosks

## Support

The host organisation is expected to provide seniors with simple first-level support dealing with any questions relating to the PC or the software. Simple issues can be escalated to the BFS helpline ph. 1300 795 897 which is open during East Coast business hours. Kiosk faults can be submitted online by visiting the [www.necseniors.net.au](http://www.necseniors.net.au) website and accessing the 'Kiosk Faults' online report form from the 'Contact Us' tab.

If hardware needs to be returned to NEC the host will be required to pack the PC in the original packaging and make ready for pickup by an NEC paid courier.

## System support

Initial support required for the Windows Vista operating system, Internet Explorer browser or Sun Open Office suite of products will be provided by the kiosk host. In the event of a critical fault with the Windows Vista OS or these applications the hosting organisation will be able to restore a default image ('factory settings') under NEC direction.

## Formation of a club

In some cases a group of individuals may see the need for a kiosk in their area and have access to a secure area within a building. As a kiosk can only be hosted by an organisation, NEC's partner, Australian Seniors Computer Clubs Association (ASCCA) have provided an information pack providing details of how a group of individuals can form an incorporated body that would then be eligible to host a kiosk.

This document is called the 'Kiosk to Club Development Kit' and is available for download from the [www.necseniors.net.au](http://www.necseniors.net.au) website home page.

## Complaints and fault reporting

NEC has an online complaints and kiosk fault reporting location on its [www.necseniors.net.au](http://www.necseniors.net.au) website under the 'Contact Us' tab. Kiosk hosts and other project participants can submit Broadband for Seniors complaints and report kiosk faults. A ticket number will automatically be created and emailed to the submitter for reference and the complaint or kiosk fault report will be handled by NEC.



Boambee Gardens Estate

# The application process

## Time line from application to kiosk live

The time line between commencement of application to receipt of kiosk and 'live' operation can vary depending on whether the kiosk is a Greenfield site or an addition to an existing broadband site. However, the process is generally the same and explained briefly below. All applicants are emailed an automatically generated ticket number to indicate receipt of their application.

### Online application - Stage 1

Stage 1 of the online application contains the minimum BFS project requirements necessary for an organisation to meet before they can progress to the stage 2 online part. This stage is an early detection of any applicants who may not qualify. NEC can take 1 to 2 days to check the stage 1 application.

### Online Application - Stage 2

Applicants who progress to this stage will have the online stage 2 part of their application activated by NEC and be requested to proceed and complete the remaining questions. This stage asks for more detailed information and will help NEC determine whether the application is for a Greenfield site or a site which has existing broadband. This stage can take up to 5 days depending on how quickly the applicant can provide their information.

### Hosting agreement

Once the application has been evaluated and determined as successful, a hosting agreement will be prepared by NEC and emailed to the applicant to sign. NEC will countersign the hosting agreement upon receipt of the applicants signed copy.

This stage can take 1 to 4 or more weeks depending on whether the applicant is able to sign the hosting agreement or must seek approval from a club committee.

### Kiosk implementation

Upon receipt of the signed hosting agreement, NEC will commence the kiosk implementation process. The furniture is ordered from our supplier, Officeworks, who will ship it within 1 week from their warehouse to the site address advised in the application. If the broadband service is to be supplied by NEC, an order will be placed with NEC's NEXTEP group and this generally takes up to 2 weeks to activate the broadband service onto the supplied phone line. NEC then despatches the Kiosk Kit comprising computers, broadband modem, installation materials, and training – installation – starter kit – documentation. Although, the latest version documentation is also available for download from the home page of our [www.necseniors.net.au](http://www.necseniors.net.au) website.

### Kiosk installation

Kiosk installation is performed by the hosting organisation and should take a couple of hours upon receipt of all deliveries and after reading the instructions in the supplied 'Kiosk Installation Manual'.

### Kiosk live and launch activity

Two weeks after the Kiosk Kit shipment, unless advised by the host organisation, NEC assumes that the kiosk has been successfully installed and updates its website 'Current Listing' to reflect the site as 'live'.

Within a month of the kiosk being 'live' a launch announcement for the kiosk should be made by the hosting organisation.

# Broadband for Seniors



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

A Broadband for Seniors kiosk would be a great addition to any seniors’ club or organisation as it will attract seniors within your area to your premises. NEC will work with successful applicants to deliver the equipment and services required along with supporting training courses and marketing within the community.

**Apply online at [www.necseniors.net.au](http://www.necseniors.net.au)**

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**For more information please visit [www.necseniors.net.au](http://www.necseniors.net.au) or call 1300 795 897**

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