BROADBAND FOR SENIORS

FREQUENTLY ASKED QUESTIONS (as at 8 July 2013)

# Legal entity

## My organisation is unincorporated – can I still apply to host a Broadband for Seniors Kiosk?

Unincorporated organisations are eligible to host a Broadband for Seniors Kiosk if sponsored by a legal entity. The sponsoring organisation must be an organisation that has the necessary legal entity status to enter into a funding agreement with the Department and to administer the funding on behalf of the Kiosk Hosting Organisation. The sponsoring organisation’s details must be provided in the Application Form.

An organisation can sponsor more than one existing Broadband for Seniors Kiosk. If this is the case, please list all kiosks to be sponsored in Attachment A. If an existing Broadband for Seniors Kiosk is a legal entity they **must** apply on their own behalf.

# Application Form and process

## I don’t have a scanner. Can I email my completed Application Form without scanning a signature?

Yes. A member of the organisation with the appropriate authority must be named against the declaration. If the application comes from the email account of the signatory then it will be assumed that the email account holder has authorised the email. Where a person is signing on behalf of another, authorisation by the appropriate person is required. This may be in the form of a letter or email from the authorising officer indicating who may submit application on their behalf. Emails of submitted applications should also indicate that the authorising officer has been copied in to the transmission.

## I don’t want to continue to host a Broadband for Seniors kiosk– do I need to let you know?

If your organisation does not wish to apply to continue to host a Broadband for Seniors kiosk until 30 June 2015, please confirm this in an email to broadbandforseniors@fahcsia.gov.au.

## Do I need to complete an Application Form if I don’t want the new computer or the training grant?

Kiosk Hosting Organisations must sign an Agreement with the Department of Families, Housing, Community Services and Indigenous Affairs to continue to deliver Broadband for Seniors to 30 June 2015. This will provide your organisation with access to Broadband for Seniors support and training as well as an internet connection if you are a Greenfield kiosk.

Question 24 in the Application Form asks applicants to indicate whether they would like to receive both the new computer and training grant; either the computer or training grant, or none of the above.

Existing Kiosk Hosting Organisations are strongly encouraged to apply for the new computer. The new computer, to include a touchscreen monitor, will ensure senior Australians continue to have access to the latest in information technology. It will also allow senior Australians to remain socially connected over the internet and access the benefits offered by the National Broadband Network. To assist Kiosk Hosts, the new computer will be installed at the Kiosk by a qualified technician.

## If I don’t apply to continue to host a Broadband for Seniors kiosk, will I need to return my computers?

The computers and furniture your kiosk received prior to 30 June 2013, belongs to your organisation. This does not need to be returned if you choose not to apply to host a kiosk until 30 June 2015.

# Broadband connection

## Will my broadband connection be cut off from Monday 1 July 2013?

If your broadband connection is through NEC Australia, this will continue for all existing Greenfield kiosks until the close of the application period , 31 August 2013. If by 31 August 2013 your organisation has not submitted an application to continue to deliver Broadband for Seniors services, or requested an extension in order to submit an application, then your access to the Internet through the service provider will cease . This will be effective from 1 September 2013. If your broadband connection is through another Internet Service Provider (ISP), your broadband connection is a matter between you and your ISP.

# Training Grant

## Can we purchase a tablet or another computer with the training grant?

The training grant may only be used for the purposes outlined in the Program Guidelines. The purchase of tablets or computers is not permitted under the Program Guidelines.

## Are there any other grants or funding offers available where I could apply to purchase a tablet to assist our tutors?

When opportunities to apply for funding become available, they are advertised on the Department’s website at [www.fahcsia.gov.au](http://www.fahcsia.gov.au).  Also, to assist organisations seeking funding for their community projects, a range of links to Australian Government and non-government funding sources can be found at [www.fahcsia.gov.au](http://www.fahcsia.gov.au) under the Grants and Funding tab.

# Police Checks

## Will my application be unsuccessful if my current kiosk personnel haven’t had police checks?

No. Your application will still be processed. When you sign a funding agreement, you also agree to comply with the Department’s policy on Persons (including sub-contractors and volunteers) who are working with, or are in contact with, Vulnerable Persons.

Information about Police Checks is on page 10 of Part C of the Program Guidelines for Broadband for Seniors Kiosk Hosting Organisations. The requirement for people working with vulnerable persons to undergo a police check is consistent across all programs funded by state, territory and Australian Governments.

Information about FaHCSIA’s policy on vulnerable persons, police checks and criminal offences is available from the FaHCSIA website. Click on the tab ‘About FaHCSIA’ and then the link ‘Doing business with FaHCSIA’ or use this link <http://www.fahcsia.gov.au/about-fahcsia/doing-business-with-fahcsia>.

Please note: The Department’s service provider, NEC Australia is funded to conduct police checks for all volunteers who work with senior Australians in a Broadband for Seniors kiosk. Please call 1300 795 897 for more information.