![Australian Private Networks logo]

JOB DESCRIPTION

JOB TITLE:
Digital Champion - Local

JOB TYPE:
Casual (generally up to five hours per week)

LOCATION:
First Nations Community/Township
Period: Commencement Date to 30 June 2028

SKILLS & EXPERIENCE:
• An excellent understanding of the Community. • Great at talking to and connecting with community members. • Has a positive attitude, is willing to learn and can support the community.

Responsibilities

• **Purpose:**
   o Digital Champion is a local resource located within the Community/Township working with both the Remote First Nations Community Members and APN. This is a key role between local residents (Community members) and APN onsite delivery team/s or APN remote operations team. This role will have a wide range of responsibilities and activities as set out in the document.
   o Support basic technical troubleshooting of the Community Wi-Fi solution and
   o Support community members getting online and enhancing digital literacy.
 	
• **Project delivery support**
Responsibilities include:
   o Helping throughout the project as agreed.
   o Help to plan and schedule the installation.
   o Make sure the field team can get into the approved locations on time.
   o Deal with conflicts early, setting clear rules to help everyone work together.
 	
• **Ongoing basic IT and troubleshooting support**
Responsibilities include:
   o Make sure the contact details of the support person are always up to date.
   o Safely handle any spare hardware, like Wi-Fi equipment, left at the Community.
   o Look into problems reported by the Community or the Remote Support Team. If they can't be fixed locally, send the issue to the Remote Support Team.
   o Report any onsite Wi-Fi problems to the Remote Support Team within 24 hours.

- **Basic connectivity and digital literacy support**
  Responsibilities include:
  - Show community members how to connect to and use the Wi-Fi.
  - Encourage and assist community members in using the Wi-Fi.
  - Offer basic digital help to community members in public places, with another adult present if children are around.
  - Put up signs and training materials in approved places in the community.
  - Be ready for regular check-ins with the nbn team as agreed.

Onboarding and training

Training and employment management:

The Digital Champion will receive training from APN to learn how to help community members with basic Wi-Fi issues, such as how to connect to the community Wi-Fi network. APN will also handle the Digital Champion employment, thus the casual employment agreement will be with APN.

Other support and resources:
For any digital skills questions, the nbn team will be the contact, offering ongoing support. The nbn team will also provide various third-party resources to help the Digital Champion offer basic online skills and safety support.

Quality, Health & Safety & Environment (QHSE) RESPONSIBILITIES

The Digital Champion understands their responsibilities as a representative of nbn.
- You are representing nbn at all times during your role as Digital Champion.
- - Direct all external media and other inquiries to the nbn team, maintaining a clear boundary in communication channels.
- Strict adherence to the code of conduct (below), upholding the integrity of the program.

Code of Conduct:
- Committing to a safe, respectful, and inclusive environment for all community members.
- Engaging with everyone in a manner that is kind, respectful, and professional.
- Avoiding any form of discriminatory, offensive, or harmful behaviour, and always maintain confidentiality.
- Acting responsibly and acknowledging the diverse levels of digital capability within the community.

Unacceptable Behaviour:

The following is strictly prohibited:
- any abusive behaviour to others (including harassment, discrimination, bullying, physical abuse, offensive language or gestures, retaliation against reporters of violations),
- criminal offences,
- privacy breaches (refer to Digital Champion scenarios for specific examples).

Consequences
The Digital Champion acknowledges that any breach of the code of conduct may lead to disciplinary measures, including potential termination of the role.

Escalation Path

Community members can voice feedback or raise concerns regarding the Digital Champion's conduct. Reporting any witnessed or experienced violations of the code of conduct to the following contact details: Phone: 1800 18 18 12.

As a Digital Champion, you will play a pivotal role in helping your community to get connected safely and make the most out of the community wide Wi-Fi connection.

Quality, Health & Safety & Environment (QHSE) responsibilities

- Ensure QHSE guidelines are followed by field staff and report proactively on non-compliance with Polices, Safe Work Method Statements (SWMS) or Processes.
- Understands and maintains safe working practices that contribute to an incident- and injury- free working environment
- Identifies areas for improvement, participates in the development of solutions and assists with their implementation and evaluation.
- Accepts responsibility for personal safety, compliance with QHSE standards, participation in QHSE management and reporting of hazardous conditions.
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QUALIFICATIONS:
Not Applicable

EXPERIENCE:
Not Applicable

Appendix - Digital Champion Scenarios

The following scenarios are examples of questions and situations that the Digital Champion may have during their role. The scenarios also call out examples of potential privacy breaches and some suggestions on ways to mitigate these impacts.

1. Scenario A - Community Wi-Fi outage: An outage of the Community Wi-Fi service occurs in the community. The Digital Champion contacts APN, who guide them through some basic troubleshooting tasks. It is found that a power outlet used for one of the Access Points was turned off accidentally. The Digital Champion can turn the power back on and perform a reset. The Access Point comes back online, and the Wi-Fi coverage is restored. The community members can now use the service again.

Potential privacy breach: If the Digital Champion inadvertently accesses sensitive information while troubleshooting the Wi-Fi issue (e.g., viewing logs or configuration settings), community members' privacy could be compromised.
Mitigation: The Digital Champion should focus on technical troubleshooting without accessing personal data. They should avoid unnecessary exploration of system settings.

2. Scenario B – Assisting with Wi-Fi connection setup: The Digital Champion is approached by a community member outside the community centre who wants some help connecting to the community wide Wi-Fi on their mobile phone. The Digital Champion walks the community member through the steps of how to get connected to the Community Wi-Fi using their device, they connect and can now use the service.

Potential privacy breach: If the Digital Champion inadvertently observes the community member's personal details during setup, it could lead to unauthorised access to their accounts.
Mitigation: The Digital Champion should emphasise privacy during the setup process and ensure they don't see or record any sensitive information. The Digital Champion should also ensure that this interaction is shared in a public space.

3. Scenario C – Discussing online scams: The Digital Champion is approached by a person in community who asks a question about online scams. The Digital Champion sits in a public space, with other community members around, and speaks to the person about things that they can do online to stay away from online scams. The Digital Champion also talks to other community members, to share some advice about staying safe online.

Potential privacy breach: If the Digital Champion shares specific personal experiences related to scams, it might inadvertently reveal sensitive details about themselves or others.
Mitigation: The Digital Champion should provide general advice without sharing personal examples or specific incidents.

4. Scenario D – Assisting with myGov services: During a community gathering, a family approaches the Digital Champion, interested in learning how to use the internet for accessing myGov services. The Digital Champion helps them to get connected to the Wi-Fi service, and then points them to third party resources (e.g. BeConnected myGov learning module, myGov website) to learn about how the use the Government services.

Potential privacy breach: If the Digital Champion inadvertently views personal information (e.g., myGov login credentials) while helping the family, their privacy could be compromised.

Mitigation: The Digital Champion should guide the family through the process without directly observing sensitive data.

5. Scenario E – Digital Health services awareness: The Digital Champion notices that many community members are not aware of the digital health services available to them. They organise a small community yarning circle in a public space to help people learn how to book medical appointments online, access health records, and use telehealth services. They then point them to third party resources (e.g. BeConnected) to learn more about Digital health.

Potential privacy breach: If the Digital Champion inadvertently accesses community members' health records or personal medical information during the yarning circle, privacy could be violated.
Mitigation: The Digital Champion should focus on general education and avoid accessing specific health data.

6. Scenario F - Setting up an email account: A community member asks the Digital Champion for assistance in setting up a new email account. The Digital Champion explains the importance of strong passwords and the added security of Two-factor authentication (2FA). As the community member selects their password and sets up 2FA, the Digital Champion is careful to maintain privacy and security by looking away as the community member is creating passwords for their account. Once the setup is complete, the Digital Champion demonstrates how to log in with 2FA, and shares some third-party materials, ensuring the community member understands the process. The community member leaves feeling confident in managing their new secure email account.

Potential privacy breach: If the Digital Champion accidentally observes the community member's email password during setup, it could compromise their account security.
Mitigation: The Digital Champion should maintain privacy by looking away during password entry and emphasise the importance of secure practices.