

Australia and New Zealand Internet Best Practice Awards

Winners 2009



.auDA

THE AUSTRALIAN **DOMAIN NAME** ADMINISTRATOR



InternetNZ

About the Australia and New Zealand Internet Best Practice Awards

auDA and Internet NZ are proud to announce the winners of the inaugural Australia and New Zealand Internet Best Practice Awards. The Awards recognise organisations, businesses, groups and individuals that have embraced the challenge of making the Internet a more secure, open, accessible and diverse place for all users.

The Awards are based upon the four main themes of the United Nations' Internet Governance Forum (IGF) , the global multi-stakeholder forum for policy discussions on Internet governance.

Openness:

Initiatives that enable Internet users to benefit from increased access to online materials, knowledge or information.

This year's winner, the *Australasian Legal Information Institute*, provides a popular free online resource for Australasian legal materials.

Access:

Initiatives that aim to combat the digital divide, facilitating access for groups such as the elderly, disabled or socially disadvantaged.

This year's winner, the *Deaf Society of New South Wales*, provides information that is visually accessible using both English and Auslan.

Diversity:

Initiatives that encourage expressions of cultural diversity and identity, including the promotion of multilingualism and indigenous cultures online.

This year's winner, *Vicnet* (a division of the State Library of Victoria), delivers projects and services that support access to the Internet for culturally and linguistically diverse communities.

Security:

Initiatives that develop solutions to security threats, educate and inform users and build confidence and trust in the online environment. This year's winner *Hector's World Limited* excelled in improving security for children online.

Thank you from auDA & InternetNZ

On behalf of auDA and Internet NZ, we would like to express our heartfelt thanks to the entrants that participated in the inaugural Australia and New Zealand Internet Best Practice Awards.

The Awards were established to recognise and celebrate the achievements of individuals and organisations that have utilised the Internet to develop services, products or information resources that benefit their respective stakeholder groups.

We received a wide range of innovative and creative entries covering a tremendously diverse range of projects including the promotion of children's health, preservation of indigenous cultures, delivery of Government programs, and the provision of services for people living with a disability. Despite their different goals and areas of focus, all applicants shared an inspirational commitment to harnessing the opportunities presented by the Internet to improve the lives of Australians and New Zealanders.

We congratulate the winners and highly commended entries, hope you enjoy reading about their achievements, and encourage interested organisations and individuals to register for the 2010 Best Practice Awards at www.bestpracticeawards.org.au or www.bestpracticeawards.org.nz



Chris Disspain
CEO .au Domain Administration Ltd



Vikram Kumar
CEO Internet NZ



THE AUSTRALIAN DOMAIN NAME ADMINISTRATOR



Best Openness Initiative

Winner

Australasian Legal Information Institute (AustLII)

www.austlii.edu.au



The Australasian Legal Information Institute (AustLII) is a highly utilised, free online resource for Australasian legal information. Developed as a joint facility of the Faculties of Law at the University of New South Wales and the University of Technology in Sydney, *AustLII* provides free access to millions of separately retrievable documents, supporting over 1,000 simultaneous user searches.

Serving the needs of both the general public and users in the commercial, education and government sectors, www.austlii.edu.au receives over 900,000 hits per day. *AustLII* is one of the world's pioneers in the development of free access to law on the Internet with its practices and technologies now adopted as standards in many countries.

AustLII provided the first resource of its kind in Australia and since 2000 has commenced assisting other countries to establish similar free-access services. The international services this organisation has assisted now comprise the largest free access to law facilities in the UK, Ireland, Pacific Islands, Hong Kong, Southern and Eastern Africa and New Zealand.



www.austlii.edu.au

Best Openness Initiative

Highly Commended

NSW RAPE CRISIS CENTRE—Rape Crisis Online

www.nswrapecrisis.com.au

Rape Crisis Online (RCO) is the first online sexual assault service in the world, operating since December 2005. It is a therapeutic response program for any person who has experienced or is supporting someone who has experienced sexual violence regardless of gender, race, age, disability, profession or economic status.

RCO offers an alternative way for callers to access *NSW Rape Crisis Centre* counsellors by providing a real time, online, person-to-person crisis intervention service accessed via the Centre's website: www.nswrapecrisis.com.au.

The most common contact to the website has been from young women aged twelve to twenty-five who had been, and in many cases were continuing to be, sexually assaulted by family members. Many, in contacting Rape Crisis Online, have only told of their experiences for the first time.

The service is designed to reach these young people and children who are very comfortable in an online environment and for whom the medium offers ease of contact and creates a sense of control.



NSW Rape Crisis Centre
Working Against Sexual Violence

Best Access Initiative

Winner

The Deaf Society of New South Wales (DSNSW)

www.deafsocietynsw.org.au



The *Deaf Society of New South Wales* (DSNSW) is a non-profit organisation delivering services to Deaf people who use Auslan (**Australian Sign Language**) as their first or preferred language and hard-of-hearing people. *DSNSW's* two major goals are to educate and support Deaf community members to enable access to services, and to educate the wider community about deafness and the needs of Deaf people.

Through their website: www.deafsocietynsw.org.au, *DSNSW* provides information that is visually accessible utilising Auslan and English content, visual representation and an intuitive user-friendly layout. The website is edited by a literacy specialist to ensure content is clear and simple benefiting both Deaf users and those from non-English speaking backgrounds. The website has been constructed considering the accessibility needs of people with vision impairment using an initiative of Vision Australia to select colours on each page.

DSNSW and their website provide core services in client and community support, community development, Auslan/English interpreting, education and training, employment and workplace support, outreach to regional NSW, advocacy and distribution of information.



Best Access Initiative

Highly Commended

Deaf Aotearoa New Zealand

www.deaf.org.nz

Deaf Aotearoa New Zealand is a Deaf-led, non profit organisation that works with government and other organisations to provide information and resources on life for Deaf New Zealanders, Deaf culture and New Zealand sign Language (NZSL).

Deaf Aotearoa have developed a Video Relay Service that allows Deaf people who use sign language to communicate via videoconferencing with a qualified NZSL Video Interpreter (VI). After communicating with the VI through the internet/webcam or a videophone, the VI then interprets and relays the signed conversation over the phone –in real time– to the hearing caller.

By using sign language over the full-motion video, the Deaf person is able to fully communicate in their natural language and convey facial expressions and cues to ensure nothing is lost in translation.



Best Diversity Initiative

Winner

Vicnet (State Library of Victoria)

www.vicnet.net.au



Vicnet is a division of the State Library of Victoria that delivers programs, services and research to facilitate access to the Internet and information technology for all people. Working alongside government, corporate, community and philanthropic organisations, *Vicnet* projects are designed to empower individuals and communities.

Vicnet has identified the needs of the culturally and linguistically diverse (CALD) to be of particular concern, with seniors and new and emerging communities recognised as those most vulnerable to digital exclusion.

As a result of this organisation's projects, 62 community language groups have direct online access to over six million information links in their own language.

As part of ongoing training efforts, public libraries across Australia and community organisations in Victoria have been educated to support CALD communities with training and appropriate computer facilities. With the help of *Vicnet's* research projects, the State Government of Victoria has a better understanding of issues relating to online translations and has supported the training of interpreters and translators to develop more appropriate materials.



State Library
of Victoria
Vicnet

Best Diversity Initiative

Highly Commended

Australian Communication Exchange

www.aceinfo.net.au

The Australian Communication Exchange (ACE) offers products and services to Deaf, communication impaired, hearing impaired and hard-of-hearing people.

ACE has been highly commended in this category for the implementation of their new website that features communication in both English and Australian Sign Language (Auslan).

Auslan is the preferred language for many Deaf and hard-of-hearing people and this initiative ensures this group can now view information online in their preferred medium.

The new *ACE* website is living proof of the organisation's vision - **A**ccess to **C**ommunication for **E**veryone - with every major article on the website now accompanied by a video translation in Auslan and captions that describe the content.



Best Security Initiative

Winner

Hector's World Limited

www.ectorsworld.com



Hector's World Limited (HWL) is an educational initiative offering a positive start to life online for children aged two to nine.

By visiting www.ectorsworld.com children are guided by Hector Protector and his animated friends while learning how to become safe, capable and responsible digital citizens.

The Hector's World website addresses the most common risks for this age group including: giving out too much personal information, accessing inappropriate material, becoming targets of hyper-commercialism, spam, or cyber bullying and spending excessive time online.

Through partnerships with the New Zealand Ministry of Education and New Zealand Police, *HWL* also offers a range of free information available for parents and teachers to support children through their journey online.

Hector's World Limited has been acknowledged as best practice by government bodies around the world including the Child Exploitation and Online Protection Centre in the UK, the Australian Communications and Media Authority and the Ministry of Education in New Zealand.



Judging Panel 2009

Rt Hon Alun Michael MP is a former UK Minister of State for Industry and Chair of the UK Internet Best Practice Awards. Alun has led a number of UK parliamentary delegations to the UN's Internet Governance Forum.

Frank March is the President of InternetNZ and a specialist advisor at the NZ Ministry for Economic Development. Frank is also NZ's representative on ICANN's Governmental Advisory Committee.

Keith Davidson has worked as Treasurer, President and Executive Director of InternetNZ. Keith is also the current Chair of the Asia Pacific Top Level Domain Association and participates in numerous international fora including APRICOT, the IGF and ICANN's ccNSO.

Julie Hammer is a former Air Vice Marshal in the Australian Defence Force and past National President of Engineers Australia. Julie is currently one of auDA's Independent Board Directors.

Amin Kroll is General Manager of Hostway and Managing Director of Intaserve. Amin sits as a Supply side Director on the auDA Board.

Awards 2010

The 2010 Best Practice Awards will open for entries on 1st July 2010.

If you would like more information please email bestpracticeawards@auda.org.au

or visit www.bestpracticeawards.org.au or www.bestpracticeawards.org.nz



THE AUSTRALIAN **DOMAIN NAME** ADMINISTRATOR

auDA is the non-profit, government-endorsed policy authority and industry self-regulatory body for the .au domain space.

auDA's responsibilities include:

- development and implementation of domain name policy
- accreditation and licensing of registrars
- implementation of consumer safeguards
- facilitation of .au Dispute Resolution Policy
- representation of .au interests in a range of international internet fora.

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InternetNZ is a non-profit organisation dedicated to protecting and promoting the Internet in New Zealand and fostering a coordinated, cooperative approach to its ongoing development.

Internet NZ oversees the management of the .nz domain name space through the Domain Name Commission Ltd.

InternetNZ also operates the .nz register through its ownership of the New Zealand Domain Name Registry Limited, trading as NZ registry Services (NZRS).

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