



Green PC

Affordable computers

Bridging the digital divide

Many of us take access to computers and the internet for granted. We use computers at work and home, for communicating with friends and family, for researching, browsing, shopping, paying bills and more.

However, across Australia there exists a serious 'digital divide'. Significant numbers of low-income families do not have ready access to a computer or the internet, resulting in a disparity between the information-rich and the information-poor.

Civil and democratic societies demand that everyone can access and share information. In the twentieth century, this meant being able to read and access print materials, radio and television. In the twenty-first century, it means having access to information and communication technology (ICT). It means digital inclusion.

Infoxchange Australia seeks to create an inclusive society through its Green PC enterprise and internet and communications services.

Green PC

Green PC distributes personal computers (PCs) that are no longer useful to the government and corporate sector. These PCs are provided at an affordable price to individuals, families and community groups that would otherwise be left behind in the information age.

More than 18,000 Green PC computers have been distributed in the community over the last seven years. This has been made possible through the generous donation of PCs by over 150 organisations.

We prepare donated computers for their next lives by cleaning and upgrading them. We also install licensed software, including Microsoft Windows, and provide a service warranty.

Our quality-assurance program ensures fault rates are low, with current computer returns at just 2%.

Internet and communications service

Infoxchange Australia's internet and communications service provides quality internet access, computer support, wireless installations and voice services such as VoIP (voice-over-internet protocol).

We also provide a technical help-desk service that is available to customers from Monday to Friday.

Employment and training

The Green PC enterprise has provided employment and training for over 250 long-term unemployed people, assisting them in gaining further employment in the technology sector.

'Thank you for contributing this laptop. Your contribution to my life will give me the opportunity to type up assignments, research things on the internet, keep connected to friends, edit videos, communicate with the world, network, explore, diversify, learn, design and deliver a professional standard of work.'

Marty
Green PC customer

Empowering individuals, connecting communities

At **Infoxchange Australia**, our vision is to create inclusive communities where everyone, everywhere can access and share information.

The Green PC enterprise works to make this happen in ways that extend beyond distributing affordable computers.

Strengthening social networks

Receiving a re-manufactured, internet-ready Green PC is just the first step. Through its partnerships with government, corporate, philanthropic and community sectors, Infoxchange Australia also works to progress change and social cohesion. For information on these initiatives, visit www.grassroots.org.au

Providing educational opportunities

Over 80% of all school-aged children who have access to a computer at home use it primarily for school and educational purposes. Many children in low-income families that do not have a computer are consequently disadvantaged on a daily basis.

The Green PC enterprise plays a vital role in ensuring that all students have equal educational opportunities, irrespective of their economic position.

Creating employment pathways

A key objective of the Green PC enterprise is to provide employment and training opportunities for long-term unemployed people who are keen to find work in the technology sector.

Forming the backbone of our Green PC workforce, all staff are trained to achieve a Certificate II or III in Information Technology while employed by the enterprise. In addition to a formal qualification, staff leave us with strong hands-on experience in the repair and upgrading of PCs, and experience in working in a team environment and serving customers.

To date, over 250 people have been trained at Green PC workshops across Australia.

'I recently purchased an IBM Thinkpad from your organisation. I would like to take this opportunity to thank you for providing me with a wonderful product. The service you provided met all my expectations and I am very grateful for the reasonable price of the product . . . I will certainly recommend Green PC to all my friends.'

Colin, Green PC customer

Who can receive Green PCs?

Green PCs are available only to individuals and families that are holders of current healthcare cards or able to verify their low-income status, and registered not-for-profit organisations. Green PCs are not available to the open market.

Individuals and community organisations purchase Green PCs at an affordable price. Funds obtained from selling Green PCs are put back into the enterprise, and are used to employ staff to completely rebuild and upgrade the computers. Income is also used to provide all Green PCs with up-to-date software, a 12-month warranty and a help-desk service.

Other Green PC initiatives

Green PC awards program

Green PC recognises the generous contribution of our partners through the Green PC 'supports' website page.

To acknowledge their valued contribution in bridging the digital divide, our partners are:

- » entitled to display the Green PC award logo on company reports and documents
- » listed on the Green PC website and in the **Infoxchange Australia** annual report.

Find out more about our valued partners at www.greenpc.com.au

Internet and communications service

Our internet and communications service delivers internet-access packages, wireless installations and voice services such as VoIP (voice-over-internet protocol).

A range of internet services are available, starting at \$9.95 a month for a dial-up service and \$29.95 a month for a DSL service. Our flexible packages are provided at competitive rates, with no hidden charges. We recognise that living on low and fixed incomes is difficult, and so we strive to ensure our service delivery is clear and transparent.

Infoxchange Australia can also deliver highly cost-effective wireless networking in offices and community organisations. This allows the sharing of internet connections, thereby reducing costs.

Help desk

The Infoxchange Australia help desk is available from 8:00 a.m. to 6:00 p.m., Monday to Friday, for all internet and Green PC customers.

We also provide support to help clients access the full range of electronic information services provided by Infoxchange Australia, including the S2S suite, the Infoxchange Australia Service Seeker and the Jobseeker employment service.

Onsite support

Onsite support is offered by contract or on an ad hoc, 'as required' basis. Qualified technical support staff can visit your office or home to provide assistance with computer operations and related matters, ranging from maintaining large-scale computer servers and networks to setting up multiple office- or home-based computers.

We also provide preventative computer maintenance, which is essential for keeping computers performing at their peak.





www.infochange.net.au

Infochange Australia is a leading not-for-profit enterprise

Vision

Our vision is 'technology for social justice'.

Infochange Australia works towards a society where all those who wish to use new technologies have access to them.

We believe that informed people make change.

Mission

To create social equality and opportunity by empowering people through access to information communication technology and enabling the exchange of information and ideas.

Values

We value empowerment, integrity, innovation and excellence.

Infochange Australia

- » Works to bring the benefits of information communication technology to all, to address society's 'digital divide'
- » Utilises information communication technology to empower individuals and strengthen communities
- » Encourages cooperative partnerships and information sharing within and across government, community and private sectors

Infochange Australia initiatives and enterprises



More information

To find out more about Green PC, contact Infochange Australia on 1300 306 645 or email greenpc@infochange.net.au, or visit www.greenpc.com.au



Infochange Australia head office

375-377 Johnston Street, Abbotsford Victoria 3067 Australia ABN 74 457 506 140 ACN 098 019 544

Telephone: (03) 9418 7400 Fax: (03) 9486 9344 info@infochange.net.au www.infochange.net.au WMP INF11752 11/08