



WA digital inclusion project

Outcomes

The WA Digital Inclusion Project aims to provide training to at least 1,500 front-line community service workers on the use of digital inclusion resources, improving their digital skills and empowering them to pass on knowledge to their clients in the community. The WA Digital Inclusion Project will draw on existing and established training materials to ensure sustainability beyond the life of the project.

Longer term goals of the project include developing training programs for people in the community to gain digital skills and qualifications that will help them to gain employment and volunteering opportunities into the future.

A pilot program will be established with Foundation Housing to provide 500 social housing tenancies with:

- Supported affordable devices; *and*
- Subsidised internet plans.

The WA Digital Inclusion Project is a collaboration of 26 partners, including leading community service organisations and digital partner NBN Co. The project aims to build the digital capability of front-line community service workers together with their clients. Funded by Lotterywest with a grant of \$3.9 million to address the key barriers to digital inclusion, the project commenced on 1 July 2022. The three-year project aims to assist 100,000 people in metropolitan Perth and several regional centres. The Western Australian Council of Social Service (WACOSS) is leading the initiative, and has responsibility for project governance.

What is 'Digital inclusion'?

Digital inclusion is about ensuring the benefits of digital technologies are available to everyone. As access to services from government and community service providers moves increasingly online, there is a growing group of people in the community who are excluded through circumstance, age or education. Removing barriers supports people to build their digital skills, knowledge and confidence so they can enjoy the many benefits that access to connectivity can bring. For example the ability to safely use online government services (e.g. MyGov and Centrelink), online banking, health services (including telehealth and electronic prescriptions), connecting with family and friends, job search, education and training, working from home, entertainment and more. Affordability remains central to closing the digital divide and ensuring social equity in our community.

Strategic focus areas and supporting initiatives

The WA Digital Inclusion Project has three strategic focus areas:

1. **Ability** - build the digital skills and capability of front-line community services workers so that they support their clients to access services online.
2. **Access** - improve access to connectivity for people in the community.
3. **Affordability** - improve affordability of access and devices for people in the community.

The three strategic focus areas are supported by seven initiatives that aim to close digital inclusion gaps:

	<ol style="list-style-type: none"> 1. Train ~1,500 front-line community service workers on the use of digital inclusion resources. 2. Uplift the digital skills of at least 45,000 people in the community. 3. Provide 200 scholarships to support people to obtain digital skills credentials.
	<ol style="list-style-type: none"> 4. Establish a new digital inclusion website to support up to 50,000 WA community members to access digital inclusion resources and facilities. 5. Provide 500 internet plan subsidies in a pilot with social housing residents.
	<ol style="list-style-type: none"> 6. Provide 500 affordable devices in a pilot with social housing residents. 7. Train 150 financial counsellors to support at least 1,000 people in selecting the best-fit affordable digital access option for them.

Co-design as a core principle

The development and implementation of training and upskilling programs to improve digital capability across the community services sector will be done as part of a co-design process with community service partners, their staff and the communities they represent.

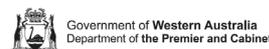
The project aims to align with the:

- WA Government Digital Strategy
- WA Digital Inclusion Blueprint
- Lotterywest focus on bridging the digital divide.

For further information please contact:
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Major Supporter 

Digital Partner 



Lotterywest is the major supporter of the WA Digital Inclusion Project.
 WACOSS is leading the initiative and is responsible for project governance.

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