

Initiatives 5 & 6

Access and Affordability Pilot

WA
**digital
inclusion**
project



Background:

Many social housing residents do not own or have access to a device, such as a laptop computer, or a home internet plan that enables them to access the internet safely and cheaply. Foundation Housing and digital partner NBN Co were involved in developing the requirements for the Access and Affordability Pilot, which will provide affordable devices and subsidised internet plans to 500 social housing residents, as well as digital skills training and support over a 12-month period. The pilot will provide valuable data about supporting housing residents with devices and internet access.

Access:

The provision of an affordable device and a subsidised internet plan, along with training and support via our digital partners and the Project website, will enable 500 social housing residents to better access and use online services.

Affordability:

500 social housing residents will be given a device and access to subsidised internet.

How we will achieve this:

- Co-design an approach that will enable 500 social housing residents' access to an affordable device and a subsidised internet plan.
- Work with social housing providers to identify pilot participants.
- Provide residents with digital skills education and support on using hardware and devices, and support throughout the pilot.
- Work with the Financial Counsellors' Association of WA to develop a program to support residents to accommodate ongoing internet access within their household budget.
- Work with Bankwest Curtin Economics Centre to monitor and evaluate the impact of this initiative.

Outcomes:

- Provide affordable devices and internet subsidies to 500 social housing residents therefore enabling them to access and use digital services and the internet.
- Support residents in budgeting for ongoing cost-effective internet access following the conclusion of the pilot.
- Demonstrate to stakeholders the value in supporting social housing connectivity



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