

Digital Inclusion

Investment from the State Government continues through the Digital Capability Fund across a number of new measures to support the Digital Inclusion Blueprint that was announced in December 2022. These include improving access and service delivery through the ServiceWA App, digitising the Taxi User Subsidy Scheme and funding Legal Aid WA to improve digital access to legal services. There has also been a boost in funding for regional connectivity, improving availability of reliable internet in regional and remote areas.

Initiative	Regional Telecommunications Project Continuation Rural, Regional and Remote Network Continuation (BP2, V1, P209)
Investment	1. \$4,730,000 in 2023-24. 2. \$700,000 over forward estimates.
Description	Improved availability of reliable and cost-effective broadband in regional locations.
Implications	Reliable and cost-effective Improved access to digital services by residents in regional locations increases digital inclusiveness.

Initiative	Department of Transport digitisation of the Taxi User Subsidy Scheme (TUSS) (BP2, V2, P582)
Investment	\$5,152,000 (TUSS Reform Program)
Description	Digitisation of the existing manual voucher mechanism. The TUSS is part of the Department's commitment to facilitating safe, accessible and efficient means of travel for those who are unable to use conventional public transport services.
Implications	Need to ensure that accessibility for all users of the new digital scheme is maintained.

Initiative	Legal Aid WA – Transforming Our Business program (Digital Capability Fund) (BP2, V2, P416, 417)
Investment	\$4,200,000
Description	This program will deliver a number of multi-stage ICT lead projects, aimed at bringing about enduring innovative change and the capacity to leverage technology to improve service delivery at Legal Aid WA.

2023 - 2024 Budget

Implications	Improved accessibility of legal information and advice online.
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Initiative	ServiceWA App – Various improvements (Digital Capability Fund) (BP2, V1, P62)
Investment	<ol style="list-style-type: none">1. \$1,406,000 (New services)2. \$4,900,000 (Operational support – new investment)
Description	Various improvements and service additions to the ServiceWA App, including new verifiable credentials that will become accessible via the app and assistance services for citizens using the app.
Implications	More services integrated to, and better functionality of, ServiceWA App.