

WA digital inclusion project



The WA Digital Inclusion Project is a collaboration between leading community service organisations and peak bodies, the WA Government, digital partner NBN Co and major supporter Lotterywest. The Western Australian Council of Social Service (WACOSS) is leading the initiative, and has responsibility for project governance. WACOSS is proud to be a member of the [WA Government's Digital Inclusion Accord](#). Lotterywest has provided a grant of \$3.9 million to address the key barriers to digital inclusion. The three-year project commenced on 1 July 2022, and its seven initiatives aim to assist up to 100,000 people in metropolitan Perth and regional centres where partners offer services.

Outcomes

The project aims to improve digital inclusion within the community through various initiatives, including working with community services organisations to build the capability of community service workers to support their clients' digital skill requirements, and implementation of innovative pilot initiatives aligned with our strategic focus areas of Ability, Access and Affordability.

The project will champion an innovative "train-the-trainer" model which, by partnering with leading community service organisations, will enable at least 1,500 front-line community service workers across the state to upskill and pass on those digital resources and knowledge to 45,000 Western Australian community members.

Where possible, the team aim to draw on existing, established training materials to support ongoing sustainability when the project ends.

What is 'Digital inclusion'?

Digital inclusion means ensuring the benefits of digital technologies are available to everyone. As access to services from government and community service providers move increasingly online, there is a growing group of people in the community excluded because of 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 is central to closing the digital divide and ensuring equity in the 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 at least 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 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 skills-transfer programs to improve digital capability across the community services sector have been part of a co-design process with community service partners, their staff and the communities they represent across all seven initiatives.

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
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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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