

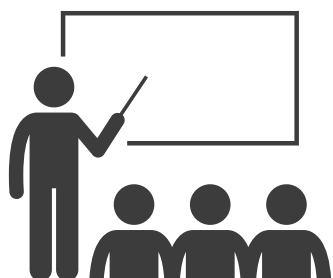
Initiative 2:

We aim to improve the digital skills of 45,000 individuals in the community.



Background:

11.6% of people in Western Australia are digitally excluded. This means they don't have internet access at home¹, or the digital skills needed to participate in the digital world. In this initiative, we aim to build community members' digital skills and confidence so they can benefit from online inclusion.



Ability:

Community service workers can help clients to learn valuable digital skills. Digital skills give community members the ability and confidence to complete everyday tasks like using online government services, paying bills, online shopping, telehealth, applying for jobs, socialising, studying, and more.

Digital access brings economic and social benefits and allows people to take part equally in our ever-changing society.

How we will achieve this:

- Train community service workers to build digital skills in community members
- Help community members to find ongoing support through the WA Digital Inclusion website
- Create communities of practice to share information and approaches to help people use online services
- Work with a monitoring and evaluation partner to measure the impact of our work.

Outcomes:

- We aim to build the digital skills and knowledge of people who use community services in their day-to-day life.
- This will help them use digital platforms and environments through training and support.

This initiative will be achieved by working with our partner organisations who provide front-line services to the community.

Lotterywest is the major supporter of the WA Digital Inclusion Project.
WACOSS leads the initiative and manages the project.