

Initiative 7

Train 150 financial counsellors to help up to 1,000 people choose affordable digital access options.

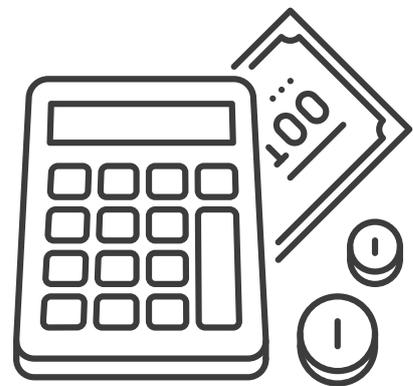


Background:

Being digitally connected is becoming more important as more government services and community service providers move online. By working with the Financial Counsellors' Association of WA, the aim of this initiative is to enhance financial counsellors' existing digital skills and train them to help people navigate the options available to them when choosing an affordable internet plan and other digital services.

How we will achieve this:

- Work with the Financial Counsellors' Association of WA to create and deliver a combined training program.
- Train financial counsellors to improve their digital skills and raise awareness of digital resources on services, skills, and affordability.
- Empower financial counselling clients with information on digital resources, skills, and affordability.
- Financial counsellors will use their awareness of our initiatives such as scholarships and the digital inclusion website.
- Offer financial counselling to Access and Affordability Pilot participants to help them make decisions about long-term internet plans.
- Work with a monitoring and evaluation provider to measure the impact of our work.



Affordability:

Many people struggle with financial decisions, including the costs of digital access. This initiative will help community members to find affordable options and stay connected.



FINANCIAL COUNSELLORS' ASSOCIATION
OF WESTERN AUSTRALIA

Outcomes:

Financial counsellors will be able to better support people to choose affordable digital services.



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