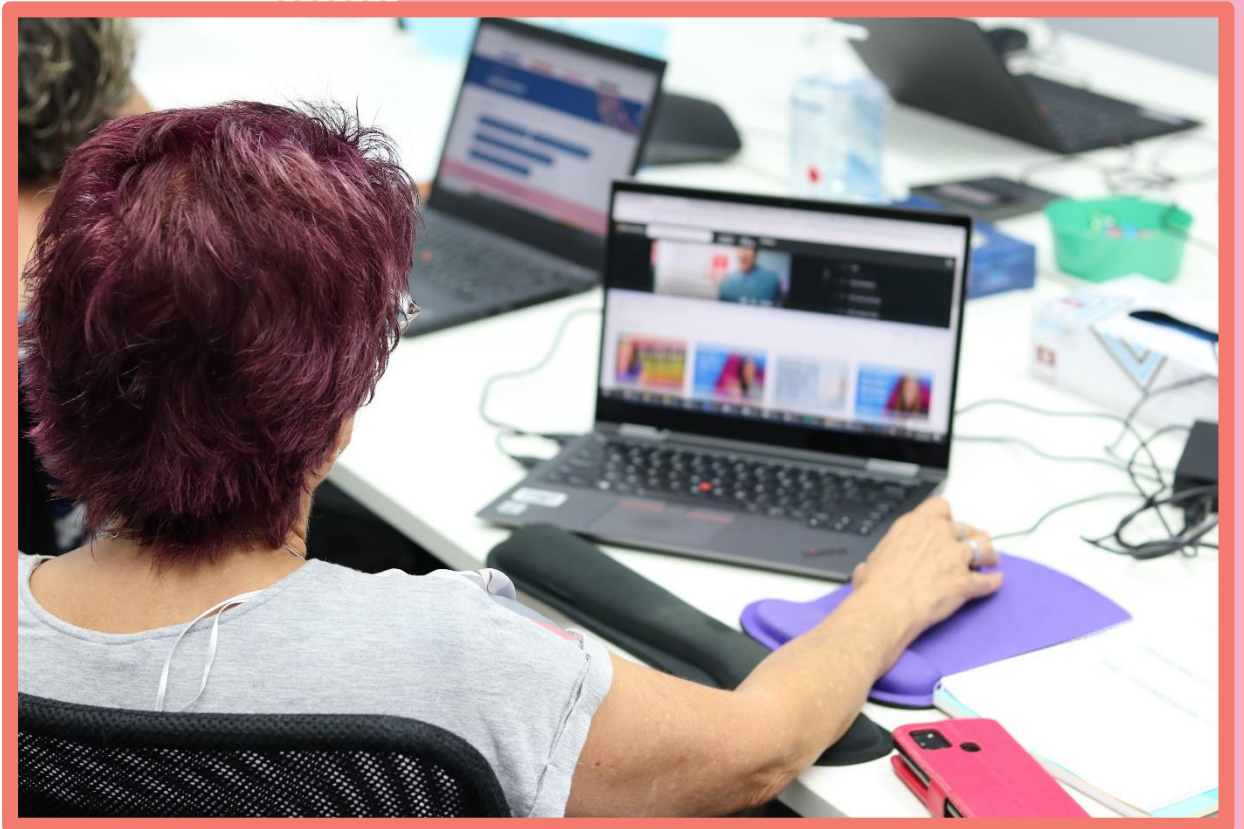


2023



WA
**digital
inclusion**
project

Client Guide



WA Digital Inclusion Project

Contents	Page
Acknowledgement of Country	2
WA Digital Inclusion Project Introduction	2-3
Introduction- where to start, navigate around our website.	4
Introduction to our Learn Section	5-6
Teach Section	7
Support Section	8
Collaborate Section & Our Partners	9

“Technology is best when it brings people together.” – Matt Mullenweg

Acknowledgement of Country

Ngala kaaditj Noongar Wadjuk moort keyen kaadak nidja boodja – in the spirit of deepening relationship, we acknowledge Wadjuk Noongar people as the original custodians of the land our office is located. We acknowledge the Traditional Owners of Country throughout Western Australia and recognise their continuing connection to land, waters and community. We pay our respects to them and their cultures, and to Elders both past and present.

Digital Inclusion Project

The WA Digital Inclusion Project is a partnership between community service organisations, the WA Government, and digital partner NBN Co. Our goal is to improve the digital skills of front-line community service workers and their clients. We plan to train 1,500 front-line workers to use digital inclusion resources, which they can then share with their clients. The project will use existing training materials to make sure that it remains sustainable even after the project's life cycle.

The WA Digital Inclusion Project focuses on three important areas:

1. **Ability** - Helping community workers develop their digital skills so they can assist clients with online services.
2. **Access** - Making sure people in the community have better access to the internet.
3. **Affordability** - Making internet access and devices more affordable for people in the community.

In this module, we focus on the **Ability** and **Access** strategies. These strategies aim to develop the skills of front-line workers and their clients.

Our long-term goal is to create digital training programs for people in the community. These programs will teach people digital skills and qualifications to help them find jobs and volunteer work in future.

The information in this guide has been gathered from digital technology and inclusion websites, including [Be Connected](#), [Digital Transformation Hub](#) and [GCF Global](#).



Be Connected is an Australian government initiative developed by the eSafety Commissioner committed to building the confidence, digital skills and online safety of older Australians¹. Their website offers a range of resources like courses, podcasts and games to help you with your digital journey.



Digital Transformation Hub offers a range of resources that include practical guides, technology discounts for not-for-profits, and tailored advice for your needs. They are supported by the NSW and Victoria governments, Google, Microsoft, and other partners.



GFC Global has a range of free resources, lessons, videos, interactives and games to help you on your digital journey. They have partnered with the YouTube Learning channel and Digital Garage from Grow with Google, to provide people with confidence and skills to grow in their careers.

¹ <https://beconnected.esafety.gov.au/>

Introduction:

Where to start and how to navigate our website

In this section, we show you how to get started and find your way around. You can find the website at this address: <https://digitalinclusionwa.org.au/>

Our website has four buttons at the top - Learn, Teach, Support, and Collaborate. There is also a search button and a 'quick exit' button to leave the website. The person button allows you to change the way you view our website and make it more accessible.

Let's explore what you can find in the different sections.

Introduction- where to start and how to navigate using our website.





Learn

Teach

Support

Collaborate

Learn Section:


Start here to find everything you need to know about the categories and modules that is on our website. It has several categories that has one or more module links that should help you with your digital enquiry. If you are after something more specific, you can use the search bar, that is located above the modules near the bottom of the page. There is also a search symbol at the top right hand corner of this website.

Once you have clicked on a category, for example, '**Foundation Skills**', it will guide you to the bottom of the webpage that will have the relevant modules relating to this category. Foundation Skills is the biggest category so it has several pages of assorted modules to meet your needs to help you on your digital journey. Look for the number of pages at the bottom of the modules section to give you a clue how many modules are in each category. (See diagram on next page for more details.)

At the end of each module, there is a feedback page that looks like:

[← Back to Learn](#)

How to use a computer

 **How was this module for you?**

Did this module cover what you were looking for?
★ ★ ★ ★ ★

Was the content in this module and external links presented in an easy to understand fashion?
★ ★ ★ ★ ★

(Optional) Do you have any suggestions / comments on how we can make this module better?

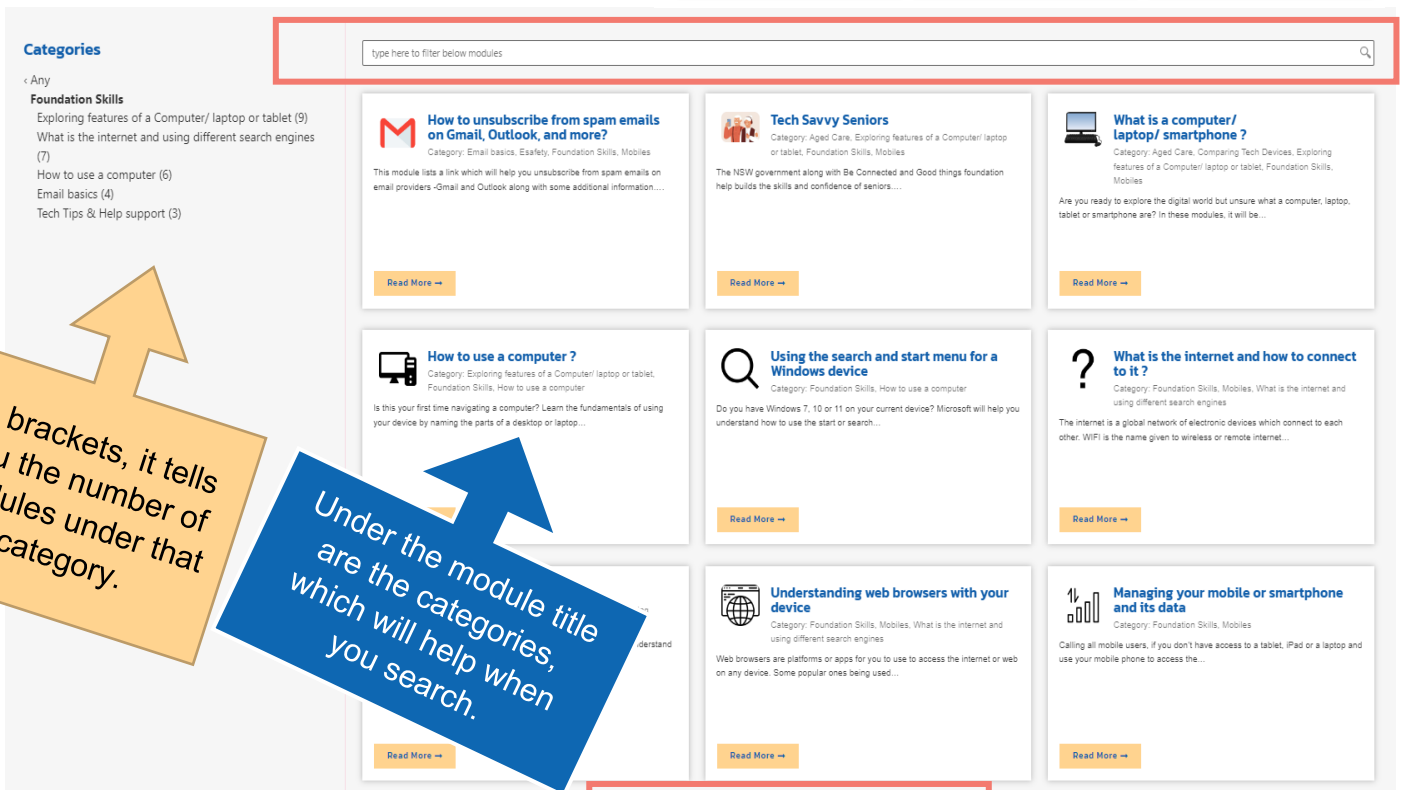
We value any feedback you may give us. You can also use the 'Contact Us' button at the top of the website if you need to contact us.

Diagrams from our website:

These are the categories under the 'Learn' section of our website.

Below is what the modules look like. Over time, these may change.

Here is the search bar, for you to search more specifically.



In brackets, it tells you the number of modules under that category.

Under the module title are the categories, which will help when you search.

Here are the number of pages for all the modules under a category.

Learn

Teach

Support

Collaborate

Teach Section:

The Teach section is for community helpers who want to help others to learn digital skills. It has helpful information for community workers and trainers who use the WA Digital Inclusion website.

For example, trainers can find a PowerPoint presentation, a Facilitator Guide, and some learning scenarios to use in group sessions.

You can also find a copy of this Client Guide booklet in the Teach section.

Teach

Learn how to build digitally inclusive communities.



Trainer Guide

Learn how to use this website to teach others or yourself. This Trainer guide explains how to navigate around our website and use the learning modules and categories to help others build their digital skills.

[View](#)



Client Guide

This guide helps learners and clients to use this website to develop their digital skills.

[View](#)

[View Easy English version](#)



Case Studies and Scenarios for Group Learning

You can use these case studies and scenarios in class or group discussions. Teach your clients to explore sections of the website and find solutions to different scenarios.

[View](#)



Train the Trainer

Use this PowerPoint to train other trainers to use the website and create digitally inclusive communities.

[Download PDF](#)

[Download Powerpoint](#)







Support Section:

In the Support section you can find free services if you don't have a device or internet access, or if you need help from someone. You can find libraries in your local area, Community Resource Centres, and other digital resources in your community.

There is also a newsletter section where we keep you updated with the latest changes.

Support Links

Explore useful links to find help and support in your area. Many of these offer support with Ability, Affordability, and Access to Digital Inclusion.

 <h3>Community Resource Centres</h3> <p>Community Resource Centres (CRCs) are welcoming places where community members can meet for activities and get support from friendly staff. They reflect the needs and goals of their own community and provide courses and activities.</p> <p>Read More</p>	 <h3>Libraries</h3> <p>Libraries are in the local community and offer free services to the public. They support digital inclusion through free WiFi, computers, and printing (paid or free). You can also book a librarian for assistance.</p> <p>View Libraries</p>	 <h3>WACONNECT</h3> <p>WACONNECT is a directory of community service organizations that provide financial and material support in WA. Find search results for emergency relief services with contact numbers, operating hours, and directions. Or call the Emergency Relief and Food Access Service directly at 1800 979 777.</p> <p>Visit WACONNECT</p>	 <h3>Free WiFi Locations</h3> <p>This map shows free WiFi locations in Perth CBD (Central Business District). You will need a device (smartphone or laptop) to access them. For WiFi locations outside the CBD, check our CRC and Library databases.</p> <p>Free WiFi in Perth</p>
---	---	--	---

Learn

Teach

Support

Collaborate

Collaborate Section:

On these pages, you can ask other people for technology help when you need it. Join the Reddit or the Facebook forums to post your questions and get answers from people who have digital expertise. These communities allow you to get support from other forum members who can share their knowledge and help you find answers.

If you're not sure how to use Reddit or Facebook, there's also a 'how to' page available.

Collaborate

Engage to find common solutions



Reddit: WA Digital Inclusion Board

You are welcome to explore the WA Digital Inclusion Reddit discussion board to connect with the WA community. This forum is community led and created with the hope that peers can support each other with questions and recommendations to help be more digitally included.

You can read the content on Reddit without a logon, but if you wish to contribute you will need to sign up.

[Access](#)



Reddit: Community of Practice

If you are passionate about helping others, why not participate in a Community of Practice, where you champion the support to those digitally excluded.

[Access](#)



Facebook: WA Digital Inclusion Board

You are welcome to explore the WA Digital Inclusion Facebook page to connect with the WA community. This page is community led and created with the hope that peers can support each other with questions and recommendations to help be more digitally included.

You will need a Facebook login to collaborate on this channel.

[Access](#)



Not sure how to use Reddit or Facebook?

Please have a look at [this link](#) on how to set up an email, [this link](#) to find out how to sign up on Reddit; and [this link](#) to find out how to sign up on Facebook.

[Reddit How-to](#)

[Facebook How-to](#)

Project Partners

For more information about our project partners, please go to the WA Digital Inclusion Project website: <https://digitalinclusionwa.org.au/about-the-project/our-partners/>