

2023



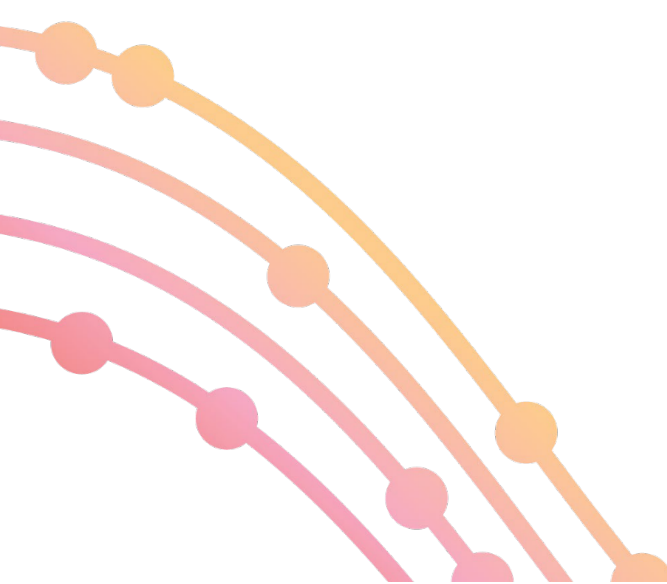
WA
**digital
inclusion**
project

Client Guide



In this Guide

| | | |
|-----------------------------------|-------|----------------|
| Acknowledgement of Country | ----- | Page 3 |
| About the Project | ----- | Page 4 |
| Introduction | ----- | Page 6 |
| Learn Section | ----- | Page 8 |
| Teach Section | ----- | Page 10 |
| Support Section | ----- | Page 11 |
| Collaborate Section | ----- | Page 12 |
| Our Partners | ----- | Page 13 |

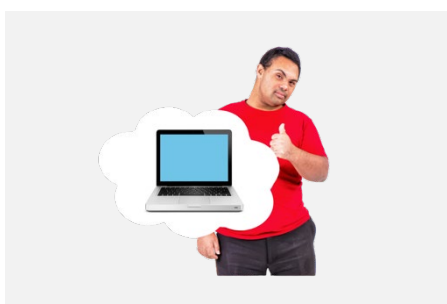


About this guide



This Client Guide is for clients and people in the community.

It is part of training run by the [WA Digital Inclusion Project](#).



In this project we help people to learn about technology and the internet.



Western Australian Council of Social Service (**WACOSS**) wrote this guide.



You can ask someone to help you read this guide.

Acknowledgement of Country



We acknowledge the Traditional Owners of Country throughout Western Australia.



We recognise their connection to land, waters and community.

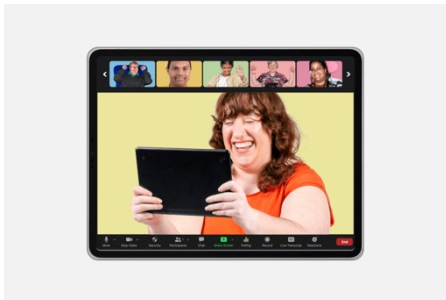


We pay our respects to them and their cultures.



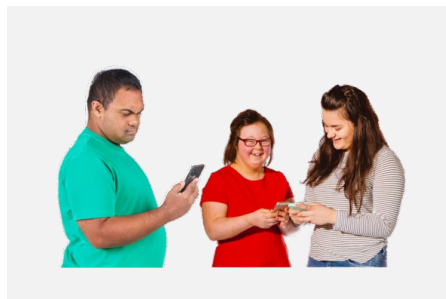
We pay our respect to Elders both past and present.

About the project



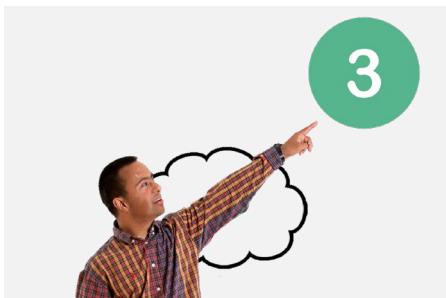
This project is a **digital inclusion** project.

Digital inclusion means:



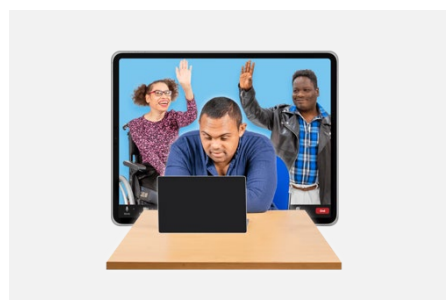
Everyone should be able to use technology and the internet if they want to.

Everyone should be included.



Our project helps people get online and be included.

There are 3 main things we will do in our project.

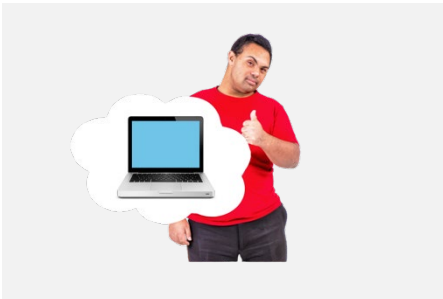


We will help people in WA to

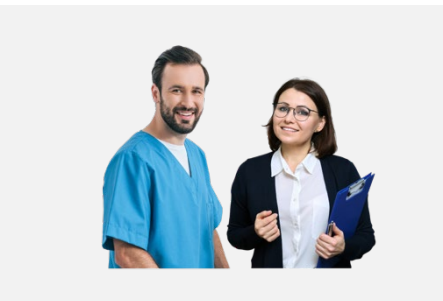
- learn digital skills
- have better access to the internet
- afford the cost of getting online.



In our training we help people learn **digital skills**.



This means they know how to use technology and the internet.



We train community workers to use digital skills.

Then they can teach people in the community to use digital skills.



These skills can help people find jobs and do volunteer work in future.



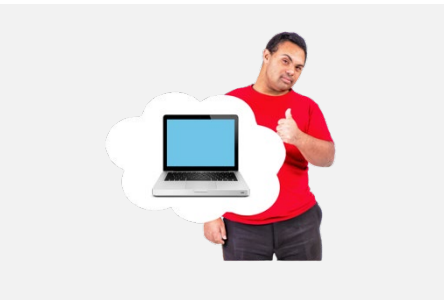
We use information from useful websites:

- BeConnected
- GoDigi
- Digital Transformation Hub
- GFC Global.

Introduction

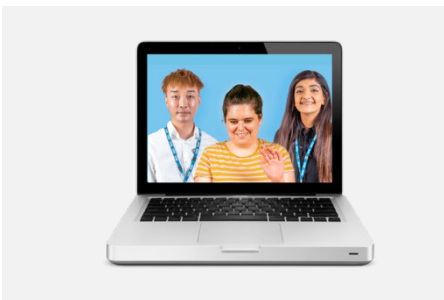


In this section we show you how to use our website.



Our website is a **digital inclusion** website.

It helps people learn about technology and the internet.

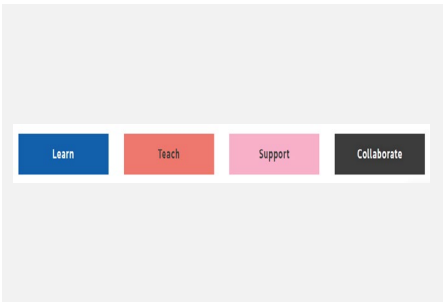


There are lots of helpful resources to help you get online.



You can find our website here:

<https://digitalinclusionwa.org.au/>



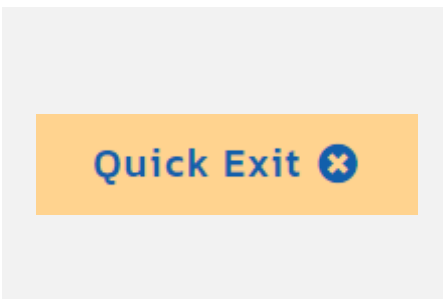
There are four buttons at the top of the website:

Learn Teach Support Collaborate



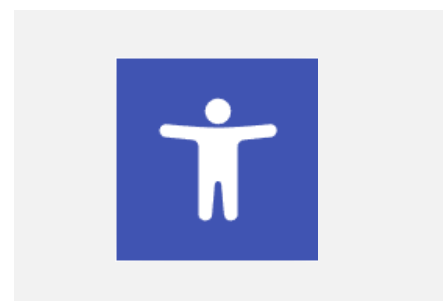
There is a **search** button.

Use this button to find information on the website.



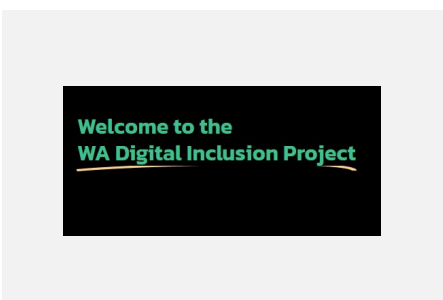
There is a **quick exit** button.

This helps you to leave the website.



There is a button that looks like a person.

Use this button to make the website easier to see and read.



For example

you can make the words bigger

you can make colours easier to see.

Learn Section



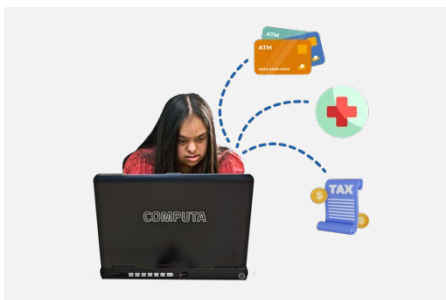
On our website there is a **Learn** area.

There are helpful resources here to help you get online.



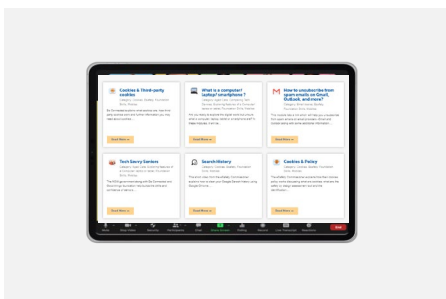
There are 16 different **categories**.

These are different topics that you can learn about.



For example you can learn about:

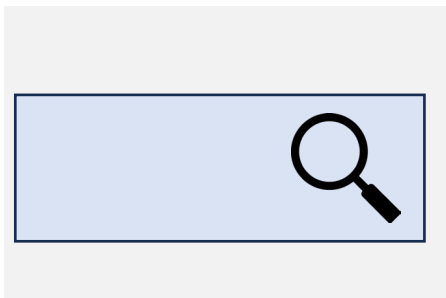
- finding a place to live
- finding a job online
- how to stay safe online
- how to use a phone or computer.



In each category there are **modules**.

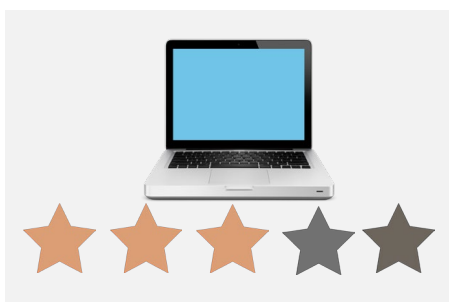
These are activities where you learn more about a topic.

Learn Section



There is a **search bar**.

Type words here to find something you want to learn about.



At the end of a module or lesson you can give us feedback.

You can tell us what you think.



You can also contact us to tell us what you think.

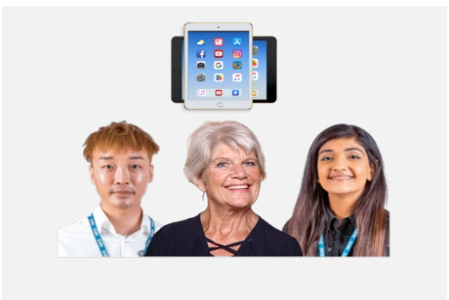
Contact Us

Use the 'Contact Us' button at the top of the website.

Teach Section



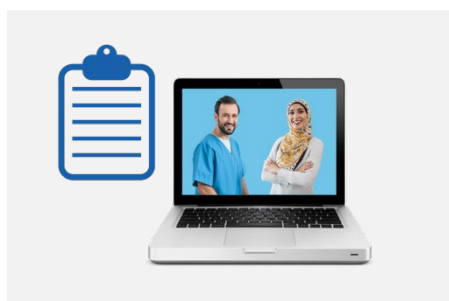
On our website there is a **Teach** area.



This area helps community workers to learn more about technology and the internet.



Community workers can then train other people to learn digital skills.



There are guides for trainers here:

- a PowerPoint presentation
- a Trainer Guide
- questions to practice.



You can also find this Client Guide on our website here.

Support Section



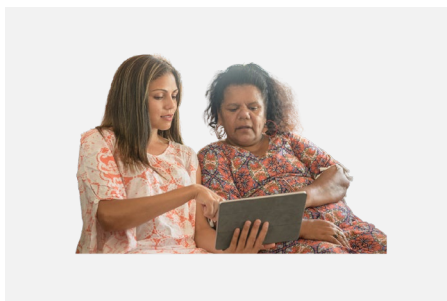
On our website there is a **Support** area.

You can find free services and technology help here.

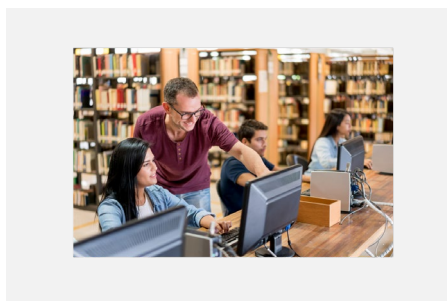


There are places that can help

- if you don't have a device or internet
- if you need technology help from someone.



These places can help you to use computers, phones and the internet.



For example

- a library near you
- a Community Resource Centre
- other places in your community.



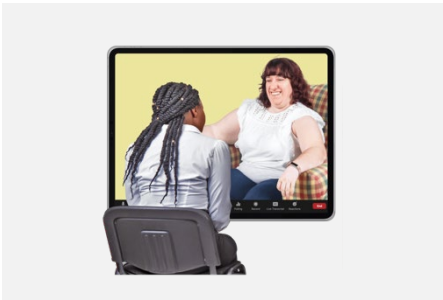
You can also sign up for our newsletter.

Then you can read about our latest news.

Collaborate Section



On our website there is a **Collaborate** area.

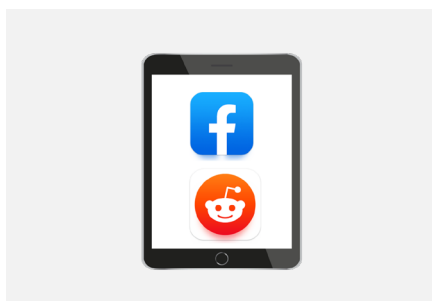


You can get technology help and support from other people.



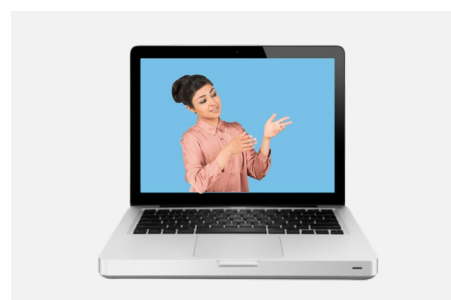
There are websites where you can ask questions.

You can get answers from people who know about technology.



Here are two places you can get online support.

- Facebook
- Reddit.



There is also a page that shows you how to use Facebook and Reddit.

Our Partners



The WA Digital Inclusion Project works with a lot of different organisations.

They are our partners.



There is a list of all our partners on our website.

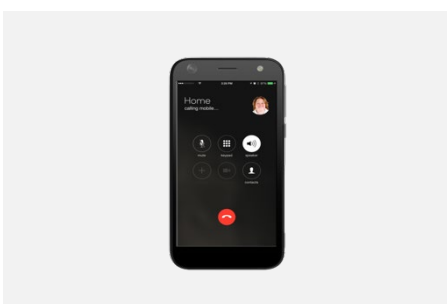
Go to

<https://digitalinclusionwa.org.au/about-the-project/our-partners/>

About us



If you have questions you can contact the Digital Inclusion team at WACOSS.



Phone:

[0863815300](tel:0863815300)



Email:

digitalinclusion@wacoss.org.au



Website:

<https://digitalinclusionwa.org.au>

WACOSS made this guide in June 2023.

Easy Read by [Easy to Read](#)

Images from Photosymbols