

About our project

We created the WA Digital Inclusion Project to help people in the WA community get online and use technology in their everyday lives. Our goal is to support 100,000 people in Perth and in regional areas of WA. In this 3-year project, we will work with community workers to grow their skills and help their clients get online.

Here are some actions we'll take in this 3-year project:

- We'll train 1,500 community workers to use digital resources. This will improve their digital skills and empower them to pass their knowledge on to people in the community.
- We'll create training programs for people in the community. These will help people to grow their digital skills and get qualified qualifications for their future job and volunteer opportunities.
- We'll find training and resources that are already available. This means that people can still access these resources, even when the project ends.

What is 'Digital Inclusion'?

Digital inclusion makes sure that everyone can get online, use the internet, and use technology like computers and smartphones.

More and more, government and community services are going online. At the same time, more people are being left out because they cannot use these services. Different things can stop people from using technology. It might be because of their age. It might be because of their education. Or they may not be familiar with technology. Sometimes they just don't have access to technology or internet in their daily lives. We want to remove the barriers that stop people from getting online. We believe that everyone should be able to use technology and the internet if they want to. Everyone should be included.

There are many benefits to joining the digital world. Having the skills and confidence to go online means that people can enjoy the benefits of being digitally connected.

Digital skills can help with things like:

- using online government services like MyGov or Centrelink
- banking
- health services
- connecting with family and friends
- searching for jobs
- education and training
- working from home
- entertainment, and more.

We know that cost can stop some people from getting online or using devices. Getting online must be affordable to make sure our community is fair for everyone.

What do we want to change?

In our work, we want to improve three things: Ability, Access, and Affordability.

1. **Ability** – We'll help community workers to get skilled at using technology and the internet. They will be able to help their clients get online too.
2. **Access** – We'll make it easier for people in the community to connect to the internet.
3. **Affordability** - We'll make it easier for people to afford device and internet costs, so they can get online.

To improve these issues for people in the community, here are 7 things we'll do:

1. train 1,500 community service workers
2. improve digital skills of 45,000 people
3. 200 scholarships for digital skill qualifications
4. a new website for 50,000 WA members
5. 500 Internet plan subsidies for social housing residents
6. 500 affordable devices for social housing residents
7. train 150 financial counsellors to help 1,000 people.

Working together with communities is important to us

We will work together with partner organisations, staff, and communities to design our training programs and improve digital skills.

We will also make sure that we follow Government strategies and plans for building digital inclusion.

Find out more

You can find out more by getting in touch. Email us at digitalinclusion@wacoss.org.au

You can also learn more on our website. Go to <https://digitalinclusionwa.org.au/>

About us

The Western Australian Council of Social Service (WACOSS) leads the initiative and manages the project. Lotterywest is the major supporter of the WA Digital Inclusion Project.



We work together with our partners in the WA Government and our digital partner NBN Co. We started out on July 1st, 2022, with a \$3.9 million grant from Lotterywest. With this support

Here are some digital strategies that we follow on this project:

- [WA Government Digital Strategy](#)
- [Digital Inclusion in WA Blueprint](#)

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