

2023



WA  
**digital  
inclusion**  
project

# Trainer Guide



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*“The biggest part of our digital transformation is changing the way we think.”*

— **Simeon Preston**, Bupa

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## 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 collaboration between leading community service organisations, the WA Government and digital partner NBN Co. The project aims to build the digital capability of front-line community service workers together with their clients. The WA Digital Inclusion Project aims to provide training to 1,500 front-line community service workers on the use of digital inclusion resources, improving their digital skills and empowering them to pass on knowledge to their clients in the community. The WA Digital Inclusion Project will draw on existing and established training materials to ensure sustainability beyond the life of the project.

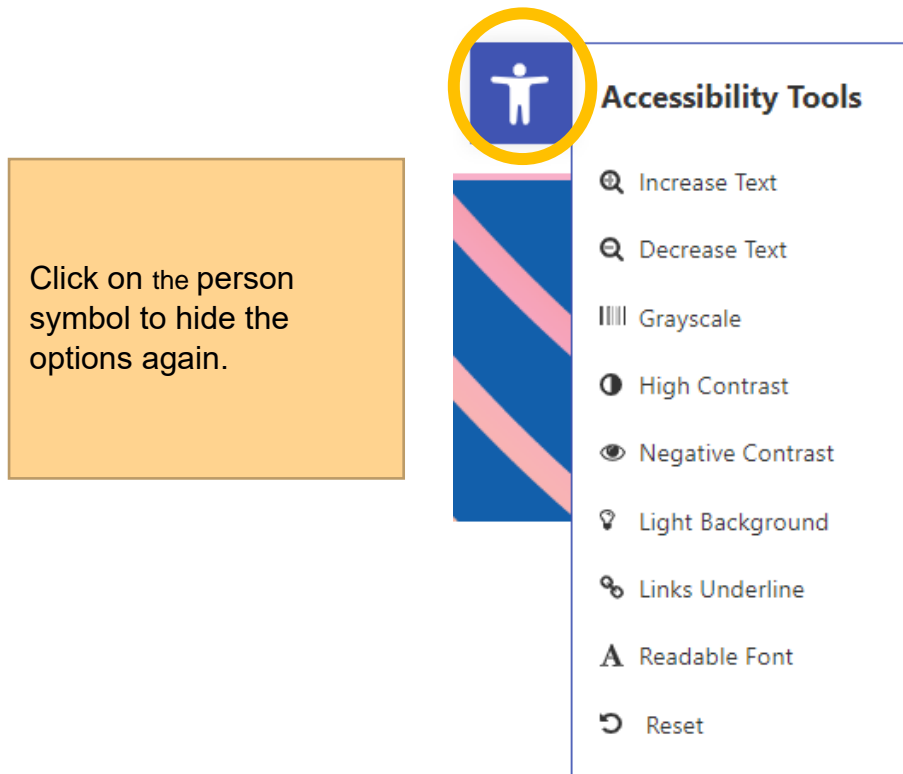
This project aims to improve three areas: Ability, Access, and Affordability.

1. **Ability** – We build the digital skills of community services workers so they can support their clients to access services online.
2. **Access** - We make it easier for people in the community to connect to the internet.
3. **Affordability** - We make it easier for people to afford device and internet costs and get online.

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. This training will help people to grow their digital skills and gain qualifications for their future job and volunteer opportunities.

These buttons help you navigate around our website:



Click on the person symbol to hide the options again.

**Accessibility Tools**

- Increase Text
- Decrease Text
- Grayscale
- High Contrast
- Negative Contrast
- Light Background
- Links Underline
- Readable Font
- Reset

 English ▾  [Quick Exit](#) 

[About Us](#) + [Easy English Guides](#) [News](#) [Contact Us](#)

[Learn](#)

[Teach](#)

[Support](#)

[Collaborate](#)

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 Australians<sup>1</sup>. 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.

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

## Introduction Section

With the help of these and other websites, we have created categories and modules to help you and your clients on your digital journey. Each category has a range of modules with videos, helpful links and resources. This table shows you where to find the different categories at a quick glance.

Learn	Teach	Support	Collaborate
Aged Care	Trainer Guide	Community Resource Network Map	Community of Practice
CALD	Client Guide	State Library of WA	Facebook Page
Comparing Tech Devices	Case studies & scenarios	Links to helpful services	Reddit Page
Cookies	PowerPoint	Newsletter	Partner Networks
Esafety, Parent Guides & Students			
Financial			
Finding Employment			
First Nations			
Foundation Skills			
Fun & Entertainment			
Government & Health Services			
Housing Information			
Information for people with disabilities			
Mobiles			
Practice Area			
Professional/ Education			
Regional and Remote Links			
Social			
Tech Tips			

In the **Learn** section, you can teach your clients skills from various categories. Each area has modules and hands-on activities based on the information available and the feedback we received. If you are teaching digital foundation skills, you will find these in the **Learn** section.

The **Teach** section is for community helpers who want to help others to learn digital skills. It has helpful tips and techniques for you as you teach clients using the WA Digital Inclusion website and resources. You can also find this guide, along with some learning scenarios to use in group sessions.

The **Support** section is where you will 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.

The **Collaborate** section includes a discussion forum where community members can benefit from peer support. Here's a link to our [project partners](#).

## Learn Section

The Learn category focuses on learning the **basics** of using a computer, tablet or smartphone. It covers where to start on your computer journey, labelling parts of your computer, interactive games, how to set up your device, create emails and much more.



### Foundation Skills

This category is the largest as it holds most of the modules to do with the **basics** of using a computer, tablet or smartphone. It covers where to start on your computer journey, labelling parts of your computer, interactive games, how to set up your device, create emails and much more.















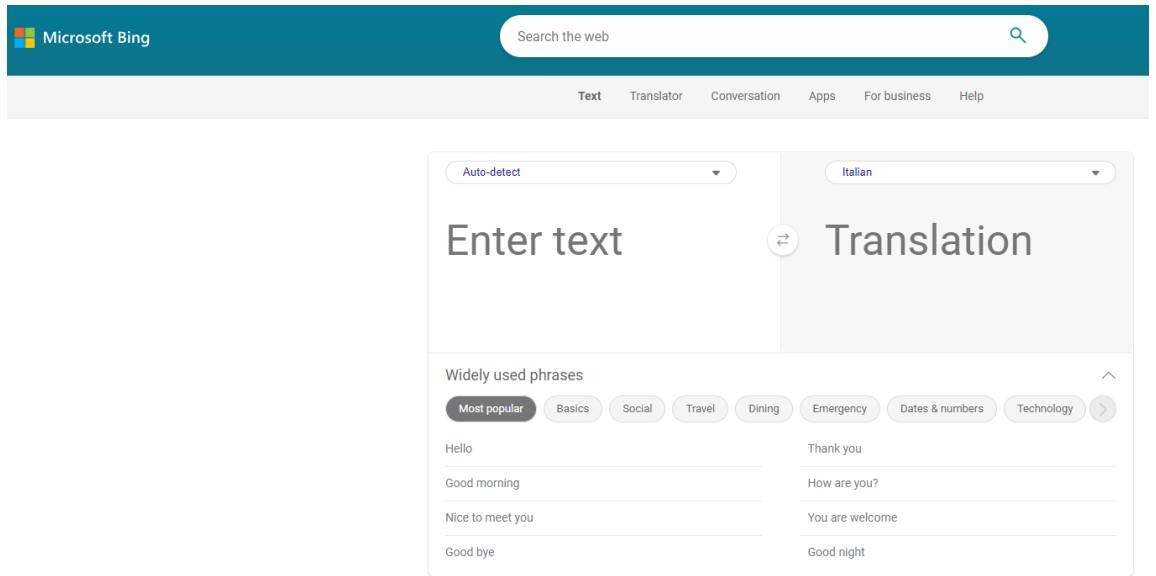
### Aged Care

**Aged Care-** This section is for the Seniors and talks about the basics in digital technology.

## Learn Digital skills

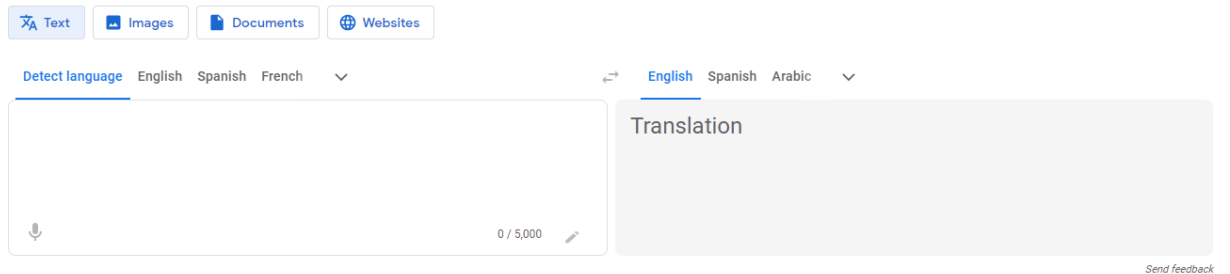
Choose a category that you would like to learn more about. You can also [see all the modules](#) at the bottom of this page.

 <h3>Foundation Skills</h3> <p>Let's start with the basics! This module teaches you the basics of how to use a computer and access the internet. If you want to start at the beginning, then use these modules to help you learn and use these new skills.</p>	 <h3>Finding Employment</h3> <p>Are you ready to join the workforce but not sure how to write your CV or resume? Here are several resources to help you apply for jobs. These include tips for job hunting, preparing for an interview and templates to create your CV.</p>	 <h3>Government Services</h3> <p>Do you want to avoid waiting for hours at government service centres? Check out the myGov website and app for your mobile device. MyGov gives you access to government online services like Medicare, Centrelink, My Aged Care, NDIS, Workforce and the Australian Taxation Office.</p>
 <h3>Health Services</h3> <p>The Australian Government offers some essential health services online, including My Health Record, Digital Health, immunisations and Telehealth. Find links here to these services and resources to help you use them.</p>	 <h3>Financial</h3> <p>Managing a budget and doing your banking online is an important skill to learn. This category covers how to apply for a tax file number, pay bills online, make purchases online using PayPal and claim rebates and lost super.</p>	 <h3>Esafty</h3> <p>These modules have some great resources about online scams, practice esafty and how to stay safe online. There are resources for parents about children's esafty online. There are also activities for children to explore.</p>
 <h3>Housing</h3> <p>Are you looking for a home but unsure about how to find a rental or how to manage all the rental paperwork? Learn more about how to find housing, property management apps, and smart homes.</p>	 <h3>Tech Tips</h3> <p>These guides cover how to get better at using your device – whether it is Android or Apple. You can also find a handy glossary to explain new technology terms and services.</p>	 <h3>Fun / Entertainment</h3> <p>Add some fun and excitement to your day! These computer games and apps will help you become more comfortable online. Explore new and exciting programs and apps that are based around fun.</p>
 <h3>Culturally and Linguistically Diverse (CALD)</h3> <p>Find out about online translation services to help you use the internet if English is not your first language. There are also some helpful technology resources in languages other than English.</p>	 <h3>First Nations</h3> <p>These resources have been developed specifically by and for First Nations people. They include using the internet, staying safe online and how to access government and other services.</p>	 <h3>Social</h3> <p>Learning to use different social media platforms can be confusing. Find out about different social media platforms that you can use to connect with friends and family. These links show you how to use these online platforms and apps.</p>
 <h3>Practice Area</h3> <p>Have you ever thought to yourself, 'if only I had more time to practice doing something on my device? Well, here is your chance. In this area, you can practice using a laptop, desktop, and smart devices in a fun interactive way.</p>	 <h3>Comparing Tech Devices</h3> <p>Choosing and buying a new device can be overwhelming. Here are some websites that you can use to compare a range of device options. These cover choices like an Apple or Android phone, a desktop computer or a laptop, an iPad or a tablet.</p>	 <h3>Professional / Education</h3> <p>Now you know the basics of a computer or mobile and you are ready to learn how to use your device. Here you can learn about using Microsoft and Apple programs, and how to use cloud services.</p>
 <h3>Mobiles</h3> <p>Understand how your mobile phone works. Learn how to make video calls, download apps, and set up your email.</p>	 <h3>Aged Care</h3> <p>This section is for older Australians and talks about the basics in digital technology.</p>	 <h3>Cookies</h3> <p>Have you ever wondered what you are giving permission to when you click 'consent to cookies and tracking'? These links will help with your understanding of cookies.</p>



**CALD-** This section is focused on clients that are Culturally and Linguistically Diverse. It has links to Google or Bing translate to help with translation into a language that you feel comfortable in using. You can also change the language of our website to your preferred language. Just click on the translate button on the right top hand side of our website.

Google Translate




## Comparing Tech Devices

**Comparing Tech Devices-** This module has several guides on purchasing tablets, laptops, desktops and whether you are a student or a teacher, how you can access devices at an education price and save some money.





## E-Safety

**Esafety, parent guides, scams and students-** This module covers different ways to stay secure and avoid scams on laptops, desktops, tablets and smartphones. It also includes information on two-factor ID, keeping safe on social media, and cyber safety. The Parent Guides cover ways to keep your child safe such as using kids' mode in Microsoft Edge, online abuse and how to report it, cyberbullying, and helpful links for new parents. The student section includes introductions to the internet such as Messenger for Kids, exploring Augmented Reality (AR) and using kids' mode whilst surfing the web.



## Financial

**Financial-** If you are unsure how to pay bills online, get a tax file number, shop online using eBay or PayPal, or find lost super then this module is for you. There are helpful links to financial institutes like the national debt helpline, hardship portals, and Telecommunications Industry Ombudsman. It includes hands-on practice games from 'Be Connected' where you can practice using an online banking platform.



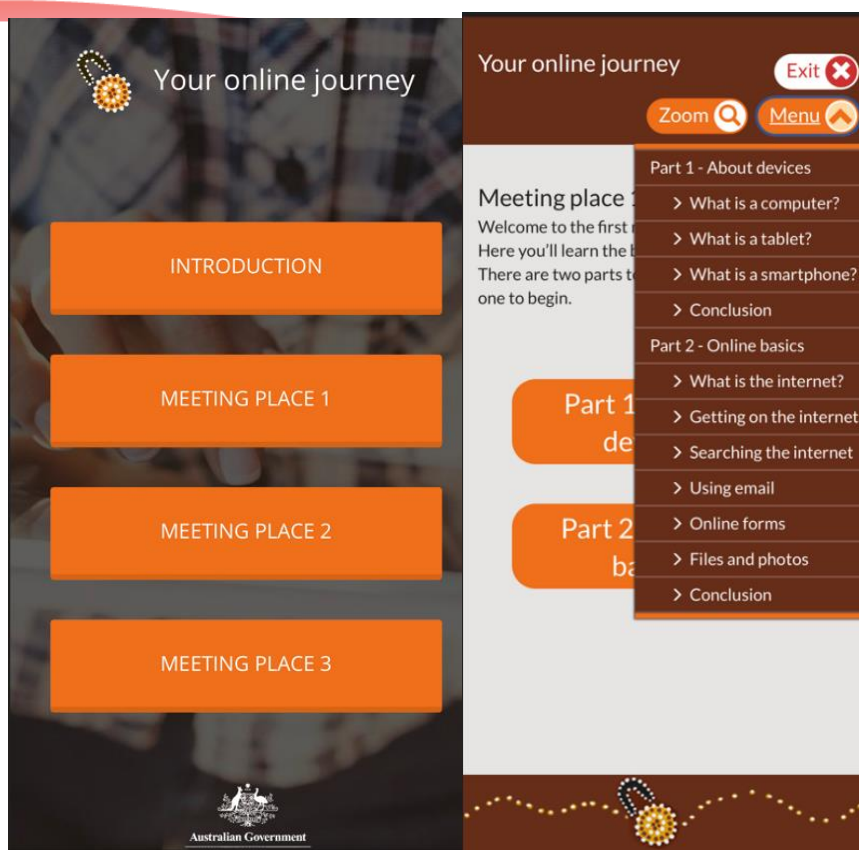
## Finding Employment

**Finding Employment-** This module includes tips from Go Digi and GCF Global on applying for jobs online. It includes links to LinkedIn and Seek on how to write and upload a resume to these online platforms and apply for jobs. You can also find links to templates for writing a resume, cover letter or resignation letter.



## First Nations

**First Nations-** Find out about Be Deadly Online and other helpful First Nations resources in this module. 'Your online journey' is an app that has been created by and for First Nations peoples. This app covers basic computer knowledge using keywords and videos that are easy to relate to, taking users through the different stages of their online journey. Learn the basics about being online, gather skills to be safe online and open connections to the rest of the world. There is a link to a 16-page teacher guide on how to use this app. You can download "**Your online journey**" from the App Store or Google Play Store.



## Foundation Skills

**Foundation Skills-** This category has several modules based on the basics of digital.

It includes:

How to use a computer	Keyboard skills/ shortcuts/ mouse	Different search engines like Google Chrome, Edge, and Safari	Using the Search/ Start menu	What is a computer/ laptop/ tablet or smartphone?
How to adjust the sound and connect to Bluetooth devices	How to change or customise the display settings on your computer	How to use the camera function on your laptop/tablet and find it in Photos	Using Google Maps or the Maps app	How to use the Calendar feature on your computer
How to scan a document using your phone	How to force-close programs if they freeze or glitch	Understanding web browsers, the internet & WIFI	Managing Storage/ Files	Customise your system settings and set up PC and Apple devices
Security & Privacy/Online Forms	Emails- create and send emails using Yahoo, Outlook, Gmail, iCloud, and attachments	Passwords- changing them, signing in, safe and forgotten passwords	Mobile Use- Apple, Android, Apps, WhatsApp, Viber, skype, zoom, scanning documents	Help & Support & Assorted Tech Tips



## Fun / Entertainment

**Fun & Entertainment-** Using your computers, tablets and smartphones can also be about fun and entertainment. Here you will find information on 3D links that help you explore the world around us, apps to make collages or editing pictures, games for smart devices, Minecraft, streaming platforms like Netflix, Disney+, Foxtel, Spotify, Apple music, YouTube Music, Augmented Reality (AR) information, Ancestry.com, online journals and Google Earth.



## Government Services

**Government Services-** Find out about myGov services like Medicare, Health Records, NDIS, Centrelink, and the Australian Taxation Office (ATO). Learn how to link and connect your myGov services using the app or online platform.



## Health Services

**Health Section-** This section includes information on My Health Record including privacy and access, COVID-19 information, Medicines, allergies, and Telehealth. You can also find out about storing information online like Personal Health.



## Housing

**Housing-** Learn about apps that are used by real estate agencies, maintenance report information, smart home technology and how to find housing using online platforms.



## Information for people with disabilities

**Information for people with disabilities-** The National Disability Insurance Scheme or NDIS is Australia's first national scheme that provides direct funding for people with disabilities.



## Mobiles

**Mobiles-** This section covers managing your mobile or smartphone for both Apple and Android phone users. We also explore iCloud, video calls, phone scammer alerts, and how to manage apps.



### Practice Area

**Practice Area-** This area provides hands-on practice on how to use a mouse and keyboard, mobile payments and banking, and learning the parts of a desktop or laptop.



### Professional / Education

**Professional Education-** This section is for people with some computer knowledge who want to learn more. It includes Google Photos, Google Drive, iCloud, and other cloud storage, using an iPad or tablet, Apple programs vs Microsoft programs, Teams and SharePoint, and Education. Explore books on Apple programs that you can download using the iBook app on your device. There are also short Microsoft videos showing you how to use the different Microsoft programs. This section is useful for front-line workers and youth.



### Regional and Remote Links

**Regional & Remote links-** Here are some helpful regional links that includes emergency support and services for the remote areas.



### Social

**Social-** Find out about using Facebook, Messenger, Instagram, Snapchat, TikTok, Twitter, and Pinterest. Take an introduction to social media, how to get started and how to protect your privacy when using these platforms. If you like to buy and sell items, this module also includes buying and selling items on eBay and Facebook Marketplace.



### Tech Tips

**Tech Tips-** In this module, you'll find Tech Tips for Android and Apple phones, iPads and tablets, and Mac and Windows users. There is also a glossary of Tech Terms for those tricky words. This module builds on the foundation skills and covers general knowledge of desktop and laptop computers in more detail.

## Teach Section:

In this section, you can find the Trainer's Guide with tips for teaching your clients, and case scenarios to use in group sessions. There is also a Client Guide that your clients can use to navigate around our website.

**Trainer's Guide-** This is the trainer's Guide, with short brief explanations where to find things within our website. It also includes tips and skills for training your clients.

**Client Guide-** The Client Guide is illustrated with pictures showing where to find things and how to use our website. It is similar to this guide but with less detail. You can use both guides to support your learning and training.

When **teaching these skills** to your client, here are some important tips to remember:

1. **Be patient, resilient and kind-** We all need to start somewhere and need the time and support to practice these skills to develop. When things get tough, don't give up straight away.
2. **Demonstrate and show skills-** To learn new skills, it's important to practice them. When teaching someone, follow these three steps: "I do, we do, you do". Start by showing them what to do and where to find the necessary information. Then, guide them through the process, helping them to remember the steps and apply the skill. Finally, let them try on their own, but be available to offer guidance if needed.
3. **Readiness to learn-** Are your clients ready to learn and develop these new skills? If not, can you adapt your lesson to suit their needs at this time? Remember, we don't want to overwhelm our clients as we want them to feel motivated to learn more later on.
4. **Motivation to learn-** How motivated is your client to improve their digital skills right now? Try to keep them motivated by adapting your delivery style. Include some breaks, amusing YouTube videos, or fun activities. Find out what they want to know more about and how much time they have to learn a particular skill. This will help you plan the timeframe for their learning. Be familiar with the website content so that you can direct your client to the sections that meet their needs.
5. **Communication Skills-** When teaching clients, it's important to have good communication skills. This means getting to know them and what they like and don't like, as well as their interests. It's also important to praise their efforts and give them helpful feedback. As a teacher, we need to communicate information that is engaging

and easy to understand for our clients.

6. **Be punctual-** Try to get to a meeting a few minutes early. That way, you can find parking, and find the room or the client you are meeting. Make sure you are on time for your group or meeting.
7. **Multitasking-** With practice, you can multitask and meet more than one goal when you train others. A great multitasking skill is to listen to your clients' needs and answer their questions as they come up.
8. **Time Management & being organised-** Make sure you know how much time you have for meeting a client. Your ability to manage time will be reflected in how you structure the lesson. Everyone is busy these days, so a brief and straightforward lesson can be very helpful.

## Case Studies and Scenarios for Group Learning:

### Scenario 1: Buying a gift

Your child's birthday is coming up and they want the newest iPad or tablet available. However, your family's financial situation has changed recently, and you need to be careful with extra expenses like birthday gifts. You want to make their wish come true, but you're concerned about internet expenses and online safety. You are aware of the extra costs, but you are unsure where to begin.

List **three areas** of our website where you might find information to:

- help you buy a tablet or iPad for your child or
- gain insights on internet costs or online safety.

Answer:

**Financial-** Choosing an internet plan, Hardship portal, how to pay online using PayPal.

**Parent Guides-** Introduction to internet safety for your child, Online safety basics

**Comparing Tech Devices-** Laptop, computers and tablets, Apple devices, desktops, choosing an internet plan and student discounts.

**Practice Area-** Practice area for smart devices.

### Scenario 2: Mobile Users

You have to scan and send an important document by 6 pm today. It's already 5 pm and you haven't scanned it yet. The library in town, which has a scanner, is now closed. However, you have your mobile phone and good data service. Use our website to discover how you can solve this problem.

**How can you use your mobile to scan the document and attach it to an email?**

Answer:

**Under the Mobile Section:**

- How to scan a document using a smartphone or tablet (Apple, Android and Microsoft devices)
- Office Lens for Windows Users
- How to link your email to your Apple or Android device

**Foundation Skills:**

- How to scan a document using a smartphone or tablet (see also Apple support in the Mobile Section)

### Scenario 3: Applying for jobs

You are about to apply for a new job, but you are unsure where to start. A friend mentioned the WA Digital Inclusion Project website, so you start there. Use our website

to help you find some useful information.

1. How would you apply for recent jobs being advertised?
2. What documents would you need to have ready to apply for these jobs?

**Brainstorm some ways to do this using both a tablet/laptop, and a phone.**

Answer:

- **Finding Employment**
- Use LinkedIn, Seek, WA Gov
- Writing a resume (Video)
- How to write a CV Profile (Video)
- Free Cover & Resume Letter (Seek)

#### **Scenario 4: Setting up a new laptop**

A new client needs your support to set up their new laptop. Since you're not sure if they have basic knowledge of digital technology, you decide to ask them a few questions. Brainstorm some questions that you might ask them.

Answer:

- Tell me more about what you would use your laptop for?
- Is there anything specific you would like to know or learn more about while using your laptop?
- What programs are you familiar with? Which ones do you need help with?

Now, to answer these questions, use the WA Digital Inclusion Project website to find some helpful resources.

**Foundation Skills:** Preparing to set up your devices (Apple/PC); Customising system settings, security and privacy. How to change the display on a desktop or laptop? What is a computer/ laptop/ smartphone?

**Question: Tell me more about what you would use your laptop for?**

Answer: **Social category-** Facebook, Messenger, Instagram, Twitter, Pinterest and modules on how to get started with social media, how to protect your privacy etc. Selling items online like eBay/ Facebook Marketplace

- How to use FaceTime
- Perth News- what's the latest in Perth

**Services:** Finding a local library near you, or a local Community Resource Centre.



**Government & Health Services:** Using the myGov website to link Medicare and Centrelink to my account.

**Question: What programs are you familiar with or need help with?**

**Answer: Professional/Education:** Microsoft Word/Pages, PowerPoint/Keynote, Excel/Numbers, Teams/SharePoint, Microsoft Forms (Videos and Modules for each category)

- Free guides to download for Apple programs using iBooks. (iPads, iPhones, Apple Watch, iCloud, MacBook Pro)

**Tech Tips:** How to use a computer, Apple or Windows laptop/desktop.

**Scenario 5: Esafety- Scam alert**

You received the text message on your mobile below, stating “the vehicle bill in your name has generated a fine, please deal with it as soon as possible”.

First, look at the message. Discuss as a group.

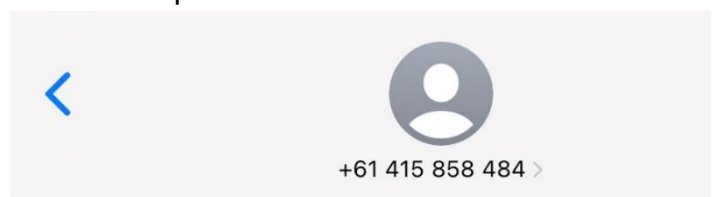
- Do you think this message is true?
- What facts might tell you this is a scam?
- Think of pros and cons whether this message is true or a scam.

Using our website, what modules or links could you use to find out if this is true or a scam.

**Answers:**

**For Pros and Cons-**

- The phone number is not from the department of transportation.
- They sent it at 11.37pm
- There is no personal data like your car registration.
- The words they are using- ‘please deal with it...’



Text Message  
Yesterday 11:37 pm

**Esafety-** Scams for adults, parents and kids  
- Types of Scams

**Links:**

**Under Support-** Esafety: WA Scam Net, Scam Watch, How to spot a scam

The vehicle bill in your name has generated a fine, please deal with it as soon as possible; <https://undo1.top>

**Fun Fact-** The link takes you to a Google search new tab window.

## Support Section:

The website's Support section provides resources to help you on your digital journey. You can find links to local libraries where you can book a time to use computers for free. You can find an interactive map of nearby Community Resource Centres.


In the Useful Online Services area, you'll find links related to our categories. You'll also see additional links to Mental Health agencies and our partner's websites. You can also find the main [WAConnect](#) link for the latest updates in our state and sign up for our newsletters.

The Support section of the website is where you will find resources that you can access for your digital journey. It has links to local libraries where you could access free computers once you book a time. It also has an interactive map of your local Community Resource Centres near you.

Under Useful Online Services, it has links relating to our categories, but includes more links to Mental Health agencies or our partner's websites. You can also find the main WACOSS link that will have the latest updates to what's happening in our state and can subscribe to our newsletters.

### Support


Find support in your area.



#### Community Resource Centres

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.


[Read More](#)



#### Libraries

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.


[View Libraries](#)



#### WACONNECT

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.

[Visit WACONNECT](#)



#### Free WiFi Locations

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.

[Free WiFi in Perth](#)

### Other Useful Online Services

Many community service organisations have websites that offer valuable information. In this section, you can find useful links to online services that support you and your community. You may discover new opportunities to connect with services and organisations that offer helpful support.

## Collaborate Section:

The Collaborate Section is where you'll find our Reddit and Facebook pages. They're great places to connect with others and ask questions. You'll also find links to other helpful agencies, including our partners.

### Collaborate

Engage with others to find common solutions.



#### Reddit: WA Digital Inclusion Board

Join the WA Digital Inclusion Reddit discussion board and connect with the WA community. This forum is led by people in the community. We created this discussion group so that peers can support each other to become digitally included. Ask questions here and find recommendations on technology and getting online.

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

[Visit Reddit](#)



#### Reddit: Community of Practice

If you are passionate about helping others, why not take part in a Community of Practice, where you support people who are digitally excluded.

[Visit Reddit Community of Practice](#)



#### Facebook: WA Digital Inclusion Board

Join the WA Digital Inclusion Facebook group and connect with the WA community. This group is led by people in the community. We created this group so that peers can support each other to become digitally included. Ask questions here and find recommendations on technology and getting online. You will need a Facebook login to join this group.

[Visit Facebook](#)



#### Not sure how to use Reddit or Facebook?

You can find out [how to set up an email](#). Learn [how to sign up on Reddit here](#). Find out [how to sign up on Facebook here](#).

[Reddit How-to](#)

[Facebook How-to](#)

## Our 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/>