

2023



WA  
**digital  
inclusion**  
project

## Client Guide



# WA Digital Inclusion Project

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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 at least 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.

The WA Digital Inclusion Project has three strategic focus areas:

1. **Ability** - build the digital skills and capability of front-line community services workers so that they support their clients to access services online.
2. **Access** - improve access to connectivity for people in the community.
3. **Affordability** - improve affordability of access and devices for people in the community.

This module was created around the Ability and Access strategies to help support and develop the skills of front-line workers and their clients.

Longer term goals of the project include developing training programs for people in the community to gain digital skills and qualifications that will help them to gain employment and volunteering opportunities into the future.

The following information has been collected from a number of websites that provide digital technology, such as 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. Their website offers a range of resources like courses, podcasts and games to help you with your digital journey. Cited from the [Be Connected website](#).



**Digital Transformation Hub** is a range of resources that include practical guides, technology discounts specifically for not for profits and tailored advice, suited to your needs. They are supported by Infxchange as well as the NSW and Victoria governments, Google, Microsoft, PWC and Griffith University just to name a few of their partner supporters.



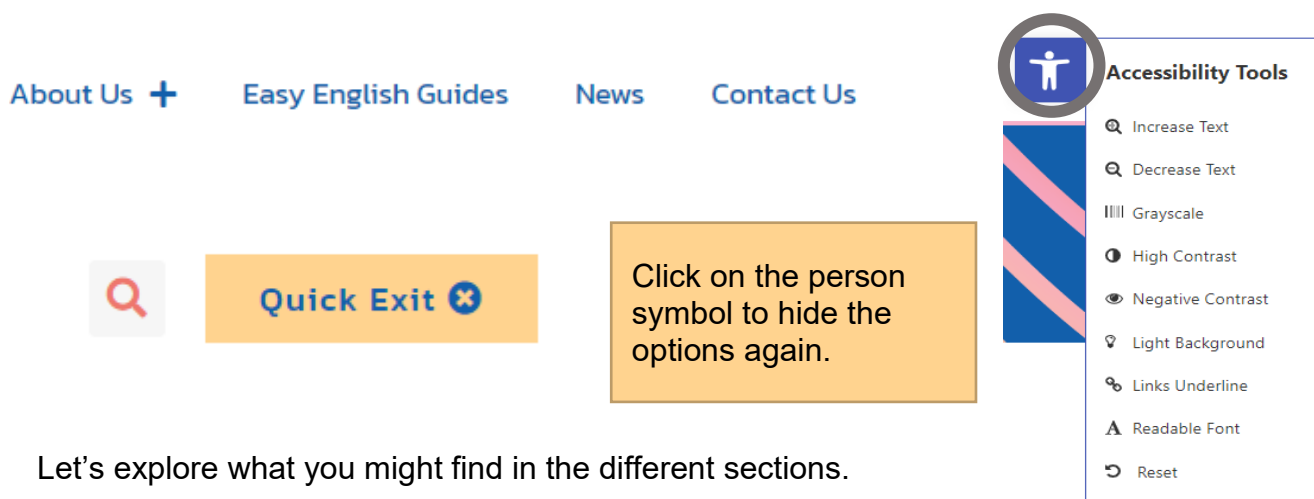
**GFC Global** has a range of free resources that include lessons, videos, interactives and games that will help you on your digital journey. They are partnered with the YouTube Learning channel and Digital Garage 'grow with Google', to provide a range of people with the confidence and skills that they need to grow in their careers.

## Introduction

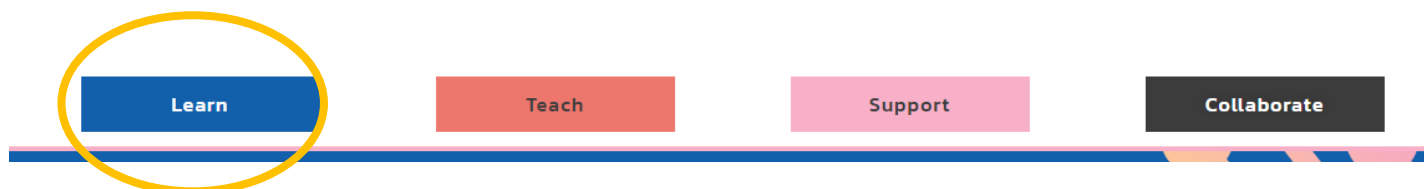
### Where to start and how to navigate using our website

You can access the website with this address: <https://digitalinclusionwa.org.au/>

There are four coloured buttons at the top of our website, **Learn**, **Teach**, **Support** and **Collaborate**. Plus, a search button and 'quick exit' button to exit the website. The person button is an accessibility option that allows you to edit the way you view our website.



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



## Learn Section





















**Start** here to find everything you need to know about the categories and modules that is on the website. It has several categories that has 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.

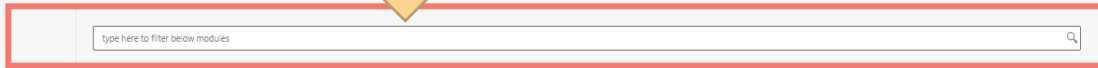
**Foundation Skills** is the biggest category, it has a range of modules to help you on your digital journey.

## Diagrams from our website

 <p><b>Foundation Skills</b></p> <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>	 <p><b>Finding Employment</b></p> <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>	 <p><b>Government Services</b></p> <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>
 <p><b>Health Services</b></p> <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>	 <p><b>Financial</b></p> <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 loan super.</p>	 <p><b>Esafety</b></p> <p>These modules have some great resources about online scams, practice esafety and how to stay safe online. There are resources for parents about children's safety online. There are also activities for children to explore.</p>
 <p><b>Housing</b></p> <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>	 <p><b>Tech Tips</b></p> <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>	 <p><b>Fun / Entertainment</b></p> <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>
 <p><b>Culturally and Linguistically Diverse (CALD)</b></p> <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>	 <p><b>First Nations</b></p> <p>These resources have been developed specifically by and for First Nations peoples. They include using the internet, staying safe online and how to access government and other services.</p>	 <p><b>Social</b></p> <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>
 <p><b>Practice Area</b></p> <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>	 <p><b>Comparing Tech Devices</b></p> <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>	 <p><b>Professional / Education</b></p> <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>
 <p><b>Mobiles</b></p> <p>Understand how your mobile phone works. Learn how to make video calls, download apps, and set up your email.</p>	 <p><b>Aged Care</b></p> <p>This section is for older Australians and talks about the basics in digital technology.</p>	 <p><b>Cookies</b></p> <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>
 <p><b>Information for people with disabilities</b></p> <p>The National Disability Insurance Scheme or NDIS is Australia's first national Scheme that provides direct funding for people with disabilities.</p>	 <p><b>Regional and Remote Links</b></p> <p>Here you will find some helpful regional links including the regional tech hub and emergency support.</p>	

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

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



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

**Categories**

- < Any
- Foundation Skills**
  - Exploring features of a Computer/ laptop or tablet (9)
  - What is the internet and using different search engines (7)
  - How to use a computer (6)
  - Email basics (4)
  - Tech Tips & Help support (3)

**How to unsubscribe from spam emails on Gmail, Outlook, and more?**

Category: Email basics, Esafely, Foundation Skills, Mobbles

This module lists a link which will help you unsubscribe from spam emails on email providers -Gmail and Outlook along with some additional information...

Read More →

**Tech Savvy Seniors**

Category: Aged Care, Exploring features of a Computer/ laptop or tablet, Foundation Skills, Mobbles

The NSW government along with Be Connected and Good things foundation help builds the skills and confidence of seniors...

Read More →

**What is a computer/ laptop/ smartphone ?**

Category: Aged Care, Comparing Tech Devices, Exploring features of a Computer/ laptop or tablet, Foundation Skills, Mobbles

Are you ready to explore the digital world but unsure what a computer, laptop, tablet or smartphone is? In this module, it will be...

Read More →

**How to use a computer ?**

Category: Exploring features of a Computer/ laptop or tablet, Foundation Skills, How to use a computer

Is this your first time navigating a computer? Learn the fundamentals of using your device by naming the parts of a desktop or laptop...

Read More →

**Using the search and Windows device**

Category: Foundation Skills, How to use a computer

Do you have Windows 7, 10 or 11 on your computer? In this module, you will understand how to use the start or search button...

Read More →

**Understanding the Internet**

Category: Exploring features of a Computer/ laptop or tablet, Foundation Skills, What is the internet and using different search engines

These modules go into detail about using the internet to search and understand what the term Wi-Fi means. It also includes the kinds of...

Read More →

**Understanding web browsers with your device**

Category: Foundation Skills, Mobbles, What is the internet and using different search engines

Web browsers are platforms or apps for you to use to access the internet or web on any device. Some popular ones being used...

Read More →

**Managing your mobile or smartphone and its data**

Category: Foundation Skills, Mobbles

Calling all mobile users, if you don't have access to a tablet, iPad or a laptop and use your mobile phone to access the...

Read More →

« Previous 1 2 3 Next »

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.

At the end of each module, there is an assessment 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?

Submit

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



## Teach Section

You will find a range of resources under this section like:

- This booklet and an easy read option
- The Trainer Guide
- A PowerPoint with information to use for training
- Resources to help with teaching, helpful tips and
- Scenarios for group learning.

### 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](#)



#### Scenarios for Group Learning

You can use these 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](#)



Learn

Teach

Support

Collaborate

## 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><a href="#">Read More</a></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><a href="#">View Libraries</a></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><a href="#">Visit WACONnect</a></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><a href="#">Free WiFi in Perth</a></p>
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## Useful Online Services

You may find that many community service organisations have a website and can offer you valuable information online to make an informed choice. In this section you can find useful links to online services that can help support you and your community. You may discover new opportunities to connect with these services and discover new organisations that can offer helpful support.

- [All](#)
- [Financial \(8\)](#)
- [Mental Health \(7\)](#)
- [Government Online Services \(6\)](#)
- [Employment \(5\)](#)
- [Housing \(3\)](#)
- [Buying Devices \(2\)](#)
- [Welcome to Perth \(2\)](#)
- [Telehealth Services \(1\)](#)

type here to filter below modules

<h3>headspace National Youth Mental Health Foundation</h3> <p>headspace is the National Youth Mental Health Foundation, and supports young people(12-25) in their mental health and wellbeing. Services can be received online and...</p> <p><a href="#">Read More →</a></p>	<h3>Black Dog Institute   Science. Compassion. Action.</h3> <p>Black dog Institute is an independent, not for profit medical research institute helping those with mental health issues. They are dedicated to treating significant...</p> <p><a href="#">Read More →</a></p>	<h3>Child and Adolescent Health Service   CAHS – About us</h3> <p>WA Child and Adolescent Health Services offer a range of support, advice and treatment to young people and their families who are experiencing mental...</p> <p><a href="#">Read More →</a></p>
<h3>Bluebird</h3> <p>Bluebird is a free face to face or online, mental health service that is WA based and for adults aged 25-65. There is no...</p>	<h3>WhistleOut Australia</h3> <p>WhistleOut Australia helps compare telecommunications products, like mobile phone and internet plans. Their search tool is designed to deliver clear, easy to understand product...</p>	<h3>NBN Co</h3> <p>The NBN Co designed, built and operate the wholesale broadband access network for Australia. ...</p>

Learn

Teach

Support

Collaborate

## Collaborate Section

Here you will find pages where you can ask other people for help where needed. There is a Reddit forum, a Facebook board forum and a community of practice that you can join. These communities allow you to post your questions, where others can share their digital knowledge and find you the answer's you need.

It also includes a 'how to' page if you are unsure how to create or use Reddit or Facebook.

### 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/>**