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## Our Community Blueprint for **Digital Inclusion in WA**

Committed to making sure that our people and communities can confidently and safely enjoy the benefits of digital technologies in their everyday lives.

Produced and published by

## **The Department of the Premier and Cabinet**

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## **Accessibility**

The WA Government is committed to making sure that all Western Australians have the opportunity to provide feedback on our proposed approach for digital inclusion in WA.

Our Community Blueprint and Surveys are available in an accessible format and have been translated to Italian, Chinese, Vietnamese and Arabic. Hard copies can be provided on request.

### **If you have any issues accessing the information required, please contact us.**



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## **Acknowledgement of Country**

The Government of Western Australia acknowledges the traditional custodians throughout Western Australia and their continuing connection to the land, waters and community. We pay our respects to all members of the Aboriginal communities and their cultures; and to Elders both past, present and emerging.



## What are we doing?

The WA Government is committed to making sure that our people and communities can confidently and safely enjoy the benefits of digital technologies in their everyday lives. We've developed a draft Digital Inclusion in WA Blueprint, to guide us in this. The Blueprint outlines our proposed approach and some key initiatives to make WA a digitally inclusive State.

We're currently consulting with the community, government agencies, industry, the community services sector and other key stakeholders, to help us further develop and finalise our draft Blueprint. Understanding the issues that our people and communities face in accessing and using the internet or technology, will help us to develop an approach and some key initiatives that are right for WA.

Our Community Blueprint, Blueprint Survey for Individuals and Lived Experience Survey are in an accessible format and have been translated to Italian, Chinese, Vietnamese and Arabic. Hard copies can be provided on request.

## We'd like to hear from you

We invite you to provide your feedback on both our Community Blueprint and your lived experiences in accessing and using the internet and technology in WA. We have developed two surveys to help you do this. Our Blueprint Survey for individuals and Lived Experience Survey are available on our webpage [www.wa.gov.au/government/have-your-say-digital-inclusion-western-australia](http://www.wa.gov.au/government/have-your-say-digital-inclusion-western-australia)

## What is digital inclusion?

Digital inclusion is about making sure that more Western Australians can enjoy the benefits offered by technology. It's also about making sure that as more things become digital, our people and communities don't get left behind.

## Why do we need a blueprint for digital inclusion in WA?

The digital world opens up many new and exciting opportunities for Western Australian people and communities. Whether it's accessing education courses located somewhere else, joining an online community of people who share similar interests, or being able to maintain connection to Country, the internet and other technology allows us to really connect with each other and participate fully in society.

Unfortunately, many Western Australians don't have access to or can't use digital technologies. The reasons for this range from not being able to connect to the internet, to not having the skills or knowledge to be able to safely access the online world.

A blueprint for digital inclusion is an important step towards making sure that our people and communities can access the opportunities and benefits that digital can offer.

## How does digital inclusion benefit our people and communities?

Digital inclusion provides many very real benefits for our people and communities.



**Better Access**  
to the internet



**New Skills**  
for the future



**New Business**  
opportunities



**Better Access**  
to Government  
services

## Our vision

Our vision is that Western Australians and their communities can confidently and safely enjoy the benefits of digital technologies and services in their everyday lives.

## Achieving our vision



### Connectivity

Being able to connect to the internet from anywhere, at any time



### Affordability

Affordable access to digital devices, quality internet services and data



### Skills

The know-how to use the internet and digital technology in ways that are beneficial for each of us



### Design

Access to technology and online services that are designed so they can be used by everyone

Our People and Communities  
deserve to be able to participate in  
**Western Australia's digital future.**

# Our Approach

## Empowering Western Australians



### People with disabilities

Access to technology and online services that can be used by everybody



### Older people

Skills to be able to access and use online resources and services confidently and safely



### Aboriginal Communities

Reliable internet access and skills to be able to access the digital world confidently and safely



### People living in regional and remote WA

Reliable electricity and internet connections



### People living on low income

Access to affordable technology and internet

We want to **empower** our **people** and **communities** to be able to **engage** with the internet and technology in the way that they choose.

# Digital Inclusion partnerships



## Our Government

Lead the improvement of digital inclusion in WA by driving collaboration, providing support, and delivering digital inclusion initiatives



## Industry and research partners

Develop, deliver, and co-fund digital inclusion programs in partnership



## Community services and the not-for-profit sector

Provide front line support to our people and communities, to help them engage with digital technology



We'll work closely with our partners to **make sure** that the **voices of people** facing barriers to digital inclusion **are heard**, and that we can **deliver** the **right local solutions**.



## Connectivity

People are connected to the internet and technology



### Improve

internet connectivity in regional and remote WA



### Repurpose

Government technology for those who need it



### Support

internet access in community housing

## Digital Inclusion WA

proposed initiatives

## Skills

People know how to use the internet and technology



### Train the trainer

(kids training older community members) to improve digital skills



Online Government digital inclusion hub that provides **digital skills training resources to the community**



Using local Government counters to **help community members learn**





More **free wi-fi** hubs



**Free online access**

to Government and education websites



Provide **subsidised** or **repurposed** technology to regional and remote WA



# Affordability

People can afford the internet and technology



**Simple online platform**

for community members to provide feedback to Government



**All in one**

Government online services



**More culturally appropriate content**

on Government websites



Explore how Government can make technology **more inclusive for people with disability**



# Design

Technology and services are designed to be easy to use and inclusive



# Where to from here?

The WA Government is committed to making sure that all Western Australians have the opportunity to provide feedback on proposed approach to digital inclusion in WA.

The feedback gathered through our Surveys and other consultations will be reviewed and used to inform the final Digital Inclusion in WA Blueprint.

For more information and the opportunity to have your say, please visit our webpage [www.wa.gov.au/government/have-your-say-digital-inclusion-western-australia](http://www.wa.gov.au/government/have-your-say-digital-inclusion-western-australia)



