ADIA
Australian Digital Inclusion Alliance

A National Digital Inclusion Roadmap

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Executive Summary

Australia is digitising, with the COVID-19 pandemic accelerating the pace of every-day activities moving online. It is becoming increasingly critical that all Australians are digitally included so they can participate in all aspects of society.

Being digitally included means:

- A person has **affordable access** to high-quality internet, and owns appropriate devices to utilise the internet.
- A person can use the internet in an **accessible** way, whether they are living with disability, from culturally or linguistically diverse backgrounds, or with other needs.
- A person has the **ability**, skills and confidence to complete tasks on and benefit from the internet.

In order for Australians to engage in basic online services such as MyGov, Centrelink and Medicare - as well as banking and telehealth - it is essential they have affordable and reliable internet and devices, can use the internet in a way that works for them and have the skills to complete tasks confidently and safely.

Digital inclusion is not just necessary for Australians' personal life. Increasingly, a person must have internet access and skills to join the workforce. Finding job opportunities, applying for positions and having the necessary basic digital skills all hinge upon being digitally included, with digital exclusion being a driver for unemployment.

Before the pandemic, Australians were being left behind because they did not have the affordable access or the skills necessary to participate in a digital world. Now, with more of life moving online, increasing digital inclusion in Australia must be a priority.

Currently, the approach to increasing digital inclusion is decentralised and inconsistent across government, business and community groups. Each entity is setting its own goals and creating its own programs to address the problem, lessening the impact of each program. Providing a central strategy to address digital inclusion would allow all stakeholders to work together to amplify the efforts, ensuring the most vulnerable Australians are not left behind.

In this position paper, the ADIA recommends the following to **increase digital inclusion in Australia:**

- A whole-of-government strategy should be developed - a National Digital Inclusion Roadmap (Roadmap) - so businesses, nonprofits and government can work towards the same goal. Responsibility for the strategy should sit with one Department.
- While the Roadmap is being developed, specific initiatives can be initiated:
    - Creating a Digital Capabilities Framework to provide a common understanding and goal for what it means to be a digitally capable individual.
    - Assessing which affordability measures taken in the immediate response to COVID-19 can be retained going forward. This may include a permanent low cost option for those on low incomes.
    - Move towards all federal, state and local government websites being compliant with the latest accessibility standards (Web Content Accessibility Guidelines - WCAG 2.1).

Introduction

Society and the economy are quickly digitising, making daily tasks easier, faster and cheaper to accomplish. Many people in society applaud the ability to transfer money using online banking, file government paperwork through websites and communicate via video call and social media. They are able to not only adapt to new technology but embrace it, as they navigate daily life.

> The COVID-19 pandemic has not only accelerated the digitisation of our daily life, but has moved it from a convenience to a necessity.

While people are benefitting from the increased role technology is playing in society and during the pandemic, many Australians are digitally excluded, lacking affordable connectivity, the knowledge or the hardware to utilise technology.

Some of the most digitally excluded are seniors, people who live in rural and remote Australia, people with a disability and people vulnerable across income and employment. This makes it difficult to use digital services, stay socially connected in a time of physical distancing and put their best foot forward for employment opportunities.

Prior to the pandemic, vulnerable Australians were being digitally excluded from the economy, society and the workforce. Now, more than ever, it is vital Australia addresses the digital divide and works in a coordinated manner to ensure all Australians are digitally capable and can thrive in a digital world.

In this paper, the ADIA outlines the current state of digital inclusion in Australia, highlights the fragmented nature of the programs currently being run, calls for a coordinated effort between government, private and community sectors, and proposes initiatives that can be immediately implemented while a whole-of-government strategy is being developed.

The State of Digital Inclusion in Australia

Being **digitally included** means:

- A person has **affordable access** to high-quality internet, and owns appropriate devices to utilise the internet.
- A person can use the internet in an **accessible** way, whether they are living with disability, from culturally or linguistically diverse backgrounds, or with other needs.
- A person has the **ability**, skills and confidence to complete tasks on and benefit from the internet.

Digital inclusion is now required in many areas of life and work where until relatively recently they were not, which has been underscored by the COVID-19 crisis. Only those with access to the internet, skills and accessibility measures to make the most of it are able to truly participate in work, learning, telehealth, access to government information and services, and maintain connection during this time of social distancing.

The Australian Digital Inclusion Index (ADII)[1] tracks digital inclusion throughout Australia, with the first Index being released in 2016. The Index creates a baseline for digital inclusion to be measured against, allowing the ability to track changes in how Australia is performing over time.[2]

According to the latest **Australian Digital Inclusion Index published in 2019:**

- Whilst there are improvements in digital inclusion there is still a large digital divide between different groups of people.
- Australians with low levels of education, employment and income are significantly less digitally included and in some instances that gap is widening.

- The groups with the lowest digital inclusion score are people in Q5 low-income households, people 65 years of age and older, mobile-only users and people who did not complete secondary school.
- Australians who are 65 and older are the least digitally included age group, with a consistent gap with the most digitally included age group (25-34).
- Affordability of the internet has only improved marginally, making it a debilitating factor for low-income Australians. Mobile-only users have lower affordability scores, with the cost per gigabyte higher than a fixed connection.
- Indigenous Australians have low digital inclusion scores - with a preference for mobile-only connectivity and remoteness being key factors in their score.
- Digital inclusion is higher in capital cities compared to rural areas throughout Australia, with the gap between capital and country areas apparent across all measurements. The NBN is helping connectivity in rural Australia, however affordability and ability are still lagging behind, and the variability between states is high.
- Australians with a disability - defined as receiving the disability pension - have a low level of digital inclusion.

The ADII gives us a crucial snapshot of where different cohorts in Australia currently stand in regards to digital inclusion, and also highlights where the most work needs to be done. With the economy and society digitising rapidly, it is vital Australia uses these findings to increase the digital inclusion of at-risk groups, ensuring they are not left behind.

About the ADIA

Recognising the need for collaborative action to move the needle on digital inclusion, stakeholders came together in late 2016 to brainstorm how best to create change. The outcome has been the Australian Digital Inclusion Alliance (ADIA). Established in 2017, the ADIA is a shared initiative with over 400 business, government, academic and community organisations working together to accelerate action on digital inclusion.

Our vision is to reduce the digital divide and enable greater social and economic participation for everyone in Australia.

We believe everyone in Australia should be able to make full use of digital technologies.

The ADIA is supported by Infoxchange and backed by Australia Post, Google and Telstra,, with participants throughout the country from all sectors. It has a Governance Committee that represents members across the community sector, private sector and academics; and across affordability, accessibility, and capability and skills building.

Each of the member organisations conduct a variety of research and practical programs aimed at reducing the digital divide and enabling greater social and economic participation for everyone in Australia. The value in coming together through the ADIA is in encouraging information sharing and collaborative action to improve the state of digital inclusion in a strategic, cohesive way.

Working together, we can harness the collective skills, knowledge and capabilities of organisations across the country to reduce the digital divide. Through continued collaboration and information sharing we believe we can amplify the work of the sector and locate the gaps for future initiatives.

A Fragmented Approach to Addressing Digital Inclusion

Currently, there are numerous programs and initiatives to increase digital inclusion. Some are national, some are targeted at particular demographics, some are short-term, some are online, some are group-based. In totality, they lack coordination and there is not a common understanding of what the map of efforts looks like.

The ADIA has compiled a list of the most prominent government, private and community programs, strategies and frameworks in the digital inclusion space, and included it at the ANNEXURE (Annexure 1: Current Digital Inclusion Frameworks, Strategies and Programs in Australia). The list demonstrates the vast number of programs and strategies, all working independently and targeting different groups in Australia.

Within the Annexure alone, there are **65 programs, frameworks and strategies:**

- 37 Government Initiatives
- 28 Private and Community Sector Programs

Every initiative targets a different group of Australians. **A breakdown of some of the target groups is:**

- 16 programs and initiatives specifically for youth, students or the education sector
- 11 initiatives focusing on specific workforces (eg - health care workers, miners, defence personnel)
- 7 programs or initiatives targeting rural and remote Australians
- 6 programs dedicated to Indigenous Australians
- 5 programs focused on older Australians
- 5 programs dedicated to small businesses
- 4 programs for low income Australians
- 2 programs focused on migrants in Australia

Many of the programs are not targeted to the people who the ADII identify as the least digitally included - low-income households, seniors, mobile-only users, people who live in rural and remote Australia, people with a disability and Australians who did not finish secondary school.

Also, many of these digitally excluded cohorts overlap - for example many seniors only use mobile devices and many remote Australians are in low-income households. Having a full understanding of the landscape of digital inclusion programs will allow for better targeting of programs as well as better curated curriculum for the people who identify with multiple digitally excluded cohorts.

There are 11 frameworks and strategies focused on specific workforces, all written without a common capability framework. Some organisations, such as the National Centre for Vocational Education and Research, recognise this as a problem and specifically call for a national digital skills framework to address this fragmentation.

The Federal Government alone has several departments working on projects looking at digital inclusion, without whole-of-government coordination. The projects span from Social Services to Defence to Health, all working in silos without collaboration or a shared end goal.

The community and private sectors put substantial resources into increasing digital capabilities with programs like Go Digi, Digital Springboard, Digital Garage and Tech Savvy Seniors, but each organisation is defining their own goals and aiming to address different things. For the industry as a whole, there are multiple efforts underway with no guidance from the government on what the programs should aim to achieve. A clear, common focus would have a substantial impact on the efficacy of the programs while still supporting approaches tailored to different needs.

From a consumer perspective, this situation is confusing and hard to navigate. It is difficult to identify what programs are available, who is eligible and how to take advantage of opportunities to learn and upskill. This also applies to products and services that might support the access and affordability of online participation.

Currently, the scattered approach to improving digital inclusion is not providing as much of an impact as it could with greater coordination. Providing a central strategy would enable government to harness community and industry efforts to amplify its own efforts.

A Whole-of-Government Strategy

Right now, due to COVID-19, organisations are digitising at a faster pace than ever before. In order not to see the impacts of digital exclusion significantly exacerbated, Australia needs an overarching strategy, so that Australian businesses, nonprofits and government can work towards the same goal.

We have identified immediate action items, alongside the development of a whole-of-government strategy - a National Digital Inclusion Roadmap (Roadmap) - that would be led by a single government department.

The Roadmap would be delivered across three crucial pillars of digital inclusion - Affordability, Ability and Accessibility.

The initiatives that could form the immediate action plan, are:

- Creating a Digital Capabilities Framework to provide a common understanding of what it means to be a digitally capable individual.
- Assessing which affordability measures taken in the immediate response to COVID-19 can be retained going forward. This may include a permanent low cost option for those on low incomes from the NBN.
- Move towards all federal, state and local government websites being compliant with the latest accessibility standards (Web Content Accessibility Guidelines - WCAG 2.1).

These initiatives could commence immediately, alongside the development of the overarching Roadmap.

National Digital Inclusion Roadmap

Affordability

Addressing availability and affordability of internet services

Access to devices and the internet

Removing cost as a prohibitive barrier

Ability

Ensuring everyone has the capabilities and confidence to benefit from and complete activities on the internet

Analysis of digital capability programs being provided to understand gaps and overlaps

Creating a Digital Capabilities Framework to provide a common understanding of what it means to be a digitally capable individual

Implementing a consistent way for individuals and community organisations to find out what is available locally by way of programs and resources to encourage digital inclusion

Accessibility

Allowing everyone to use the internet including those living with disability, from culturally or linguistically diverse backgrounds, or with other needs

Ensuring websites are compliant with the latest accessibility standards

Ensuring whole of government adherence to accessibility requirements suitable for public procurement of ICT products and services

The Roadmap will achieve the following:

- Set overarching goals to work towards that enable the government, private sector and community organisations to effectively collaborate.
- Create a Digital Capabilities Framework to provide a common understanding of what it means to be a digitally capable individual.
- Implement a consistent way for individuals and community organisations to find out what is available locally by way of programs and resources to encourage digital inclusion.
- Conduct overlap and gap analysis, so the sector can ensure resources are being used effectively. This would support identification of areas of importance for individual organisations to focus their attention.

Affordability

The Roadmap should establish initiatives to address affordability - removing cost as a prohibitive barrier when accessing internet services and devices. Without affordable internet access and appropriate devices, school children have a harder time keeping up in school - both academically and socially, it makes it difficult for adults to find employment and lift their family out of poverty, and it is a barrier to access support services and stay socially connected.

The Roadmap can tackle **affordability and access issues by:**

- Incorporating NBN rollout and wireless plans to demonstrate progress towards 100% connection across Australia.
- Assessing which affordability measures taken in the immediate response to COVID-19 can be retained going forward. This may include a permanent low cost option from the NBN. See ACCAN's 'No Australian Left Offline' initiative: https://accan.org.au/no-australian-left-offline
- Spearheading efforts to support low income and vulnerable populations to access devices.
- Identifying and funding free public wifi access points in community centres, libraries and other public locations.

Ability

The Roadmap must also address digital ability - ensuring everyone has the capabilities and confidence to benefit from and complete activities on the internet. The capabilities necessary are essential and basic skills that will enable people to navigate the digital world, such as using email, setting up online accounts, keeping passwords secure and utilising online services like banking, shopping and completing government forms. Also, as Australian businesses adapt to a world with COVID-19, employees must be digitally capable to support a digitally transformed business.

When discussing digital capability, people use a variety of terms and each term can mean something different to each person. When the ADIA talks about someone being digitally capable, it means they have the knowledge and confidence to safely, securely and discerningly navigate different devices and the internet. It is a commitment to lifelong learning and adapting to new technologies and platforms. It means they can make sound judgements on the safety and authenticity of a product, service or information source. Digital capability encompasses the ability to do certain things online, as well as to do them safely and effectively.

Initiatives the Roadmap could implement to **address digital capability include:**

- Conducting a gap and overlap analysis, to give a clear picture of what areas of digital capability are not being appropriately addressed, or alternatively, being addressed by multiple organisations. It is vital we have a clear understanding of the digital capability landscape to ensure we are approaching the problem comprehensively and efficiently.
- Implementing a consistent way for individuals and community organisations to find out what is available locally by way of programs and resources to encourage digital inclusion.
- A National Digital Capabilities Framework that defines the capabilities Australians need. This would provide a common language and understanding as the government, the private sector and community organisations continue to deliver programs to develop Australians' digital capabilities.

Looking at the proposed National Digital Capabilities Framework in more detail:

- In the view of the ADIA, it is important the framework is driven by the government. With a myriad of programs currently underway, and inevitably more on the horizon, it is necessary

to have a government-backed shared understanding. This will support organisations to work together to increase digital capability across the country, ensuring a more productive and connected society.

- The Framework would be a guideline - not regulatory in nature. It would articulate a common language and shared understanding of what it means to be digitally capable.
- The Framework would define the key capabilities that every Australian requires in order to safely and effectively benefit from and contribute to the digitally enabled world. This framework will provide a common language for discussing the digital capabilities Australians should possess. It will clearly articulate the capabilities that the sector is working to equip Australians with.
- The Framework would act as the basis upon which to examine the range of capabilities that training programs currently cover; addressed to which audiences. It would enable identification of gaps and overlap to support efficient and effective expenditure of combined resources to give every Australian the best chance of having the digital capabilities necessary to be digitally included.
- The Framework would inform measurement of digital capabilities of Australians to enable tracking of a common understanding of progress against a core set of capabilities.
- In terms of developing the Framework - there is currently an array of work both in Australia and internationally to articulate what it means to be a digitally capable individual. The ADIA has examined these various Frameworks and includes at the ANNEXURE (Annexure 2 - Digital Capabilities: International and Domestic Frameworks and Skills) a summary of the existing Frameworks and the capabilities they include. This work could be leveraged in developing an Australia specific Digital Capabilities Framework.
- The most notable example of work in this space to date is from the Australian Department of Education, Skills and Employment which is piloting the inclusion of essential digital skills in the Australian Core Skills Framework (ACSF). The ACSF is intended for use by the government in evaluating Registered Training Organisations' applications for funding, meaning it is very limited in purpose and has not been created with the wider set of digital capabilities programs in mind. Further, the current ACSF only includes essential digital skills to a very basic level. If it were to be useful for the purposes described above, it would need to extend to illustrate the capabilities a more competent digital citizen needs to fully participate in society and the economy. Having said that, the ACSF could be a valuable starting point for creating a more widely relevant National Digital Capabilities Framework.

Accessibility

Accessibility refers to supporting everyone to use the internet including those living with disability, from culturally or linguistically diverse backgrounds, or with other needs posed by current barriers built into online technologies.

In order to make substantial progress towards achieving accessibility, **the government should:**

- Move towards all federal, state and local government websites being compliant with the latest accessibility standards (Web Content Accessibility Guidelines - WCAG 2.1).
- Ensure whole of government adherence to the Australian Standard AS EN 301 549, accessibility requirements suitable for public procurement of ICT products and services.
- Incentivise the adult learning sector to incorporate inclusion and accessibility in ICT and design courses by 2022.

Conclusion

The world is digitising, with the COVID-19 pandemic rapidly increasing the pace of services being moved online. Even before the pandemic, the most vulnerable Australians were being left behind.

While Australia learns to live with COVID-19, many of the programs and services forced to digitise will not revert back to operating as they did before the pandemic. This will only highlight the digital inequity in Australia.

Right now, there is an uncoordinated effort underway to improve digital inclusion. For example, in relation to digital capability, with no central guidance, programs are teaching different skills to different groups of people, all working towards different goals.

Australia needs a whole-of-government approach to address the fragmented nature of the work currently being done. With a Roadmap, government, private sector and community organisations can work towards shared goals, base programs on a common Digital Capabilities Framework and ensure their efforts are directed where they are needed most.

The ADIA and its members are committed to improving digital inclusion in Australia.

With a coordinated approach from the government, we can work in unison to lessen the digital divide and give Australians the capabilities they need to thrive in a modern, digital society.

Endnotes

[1] Australian Digital Inclusion Index (2019) page 5.

[2] Note that the ADII is currently being revised with the new version to be released later in 2020. The current ADII's methodology can be found here: Australian Digital Inclusion Index (2019) page 50-51.

Annexure 1:

Current Digital Inclusion Frameworks, Strategies and Programs in Australia

Currently, there are numerous efforts underway across several sectors to define and increase digital inclusion. However they are uncoordinated and there is not a common understanding of what the map of efforts looks like.

Below is a compiled list of the most prominent government, private and community programs, strategies and frameworks in the digital inclusion space. The list demonstrates the vast number of initiatives, all working independently and targeting different groups in Australia.

Organisation	Initiative	Target Group(s)	Areas of Focus/Suggested Actions	Outcomes/Objectives/Overview
Australian Government				
Australian Public Service Commission	Whole of APS Workforce Strategy	All APS staff	CAUL Digital Dexterity • Digital identity and wellbeing • Information literacy, media literacy and data literacy • Digital learning and development • ICT proficiency and productivity • Digital creation, problem solving and innovation • Collaboration, communication and participation	Ensure all APS Staff have the digital skills to safely complete necessary tasks.
Department of Agriculture,	Growing a digital future in	220,000 people employed in Australian	Six digital capabilities: • Digital literacy	To understand the digital capabilities required by

Water and the Environment **Cotton RDC**	Agriculture: Agricultural Workforce Digital Capability Framework	agricultural industry Future employees and employers Training providers	• Technology operation • Data management • Data monitoring, analysis & interpretation • Digital Communication • Incident management Five enabling capabilities: • Process improvement • Personal learning & mastery • Collaboration • Business transformation • Critical thinking	agricultural workers in order to address any gaps in the ability to meet future demand. Also to provide education providers with a framework to develop education pathways for up-skilling the agricultural workforce to better adopt technology.
Department of Defence	Defence Industry Skilling and STEM Strategy	Students considering a career in Defence Take-up of STEM studies and careers SMEs' to grow and attract a national defence industry workforce.	Engage: Improving access to information about defence industry career opportunities and increasing support for the national effort to improve the take up of STEM studies and careers. Attract: Providing support to defence industry businesses to grow and attract a national defence industry workforce. Train and Retain: Encourage investment in skills and provide support to defence industry businesses to train and sustain a national defence industry workforce. Collaborate: Facilitate stakeholder	The aim of the Strategy is to support Australian defence industry's efforts to develop a robust and resilient workforce, which has the knowledge and skills to support Defence's capability requirements. The Strategy targets gaps and opportunities within the broader defence industry policy environment and the education and workforce development pipeline.

			collaboration and coordination, to improve longer-term sectoral understanding to better predict and address future workforce needs and to enable quicker responses to defence industry workforce needs from key stakeholders.	
Department of Defence	Joint Professional Military Education: Professional Learning Area Four: Technology and Capability	Defence Force Personnel	Professional Learning Area Four: Technology and Capability Topics include: • Australian Defence Force capabilities • capability life cycle • technological literacy • current and emerging technology • application of technology for operations	Challenges personnel to understand emerging technologies, threats and opportunities and how they can be applied in the wider context of joint warfighting.
Department of Education, Skills and Employment	Australian Curriculum - Foundation to Year 10	6-16 Year Olds	Use ICT – presentation tools, locate information, digital publishing, interpret timelines, ownership and use, managing files, mapping and geospatial tools, online communication, digital music/multimedia. Digital technologies – Digital systems (networks), robotics and automation, coding and programming, computational thinking, user interface	Use ICT – Develops skills and understandings in managing and operating ICT to investigate, create and communicate; incorporates digital citizenship when considering the ethical and social impacts of using technologies Digital technologies – develops knowledge, understandings and skills of the underlying concepts

			design, storing and transmitting data (binary numbers), pattern recognition, algorithms, programming boards, data collection.	of information systems, data and computer science. Encourages students to design and create digital solutions that solve problems taking their preferred futures into consideration.
Department of Education, Skills and Employment	Australian Institute for Teaching and School Leadership: National Teacher Workforce Strategy	Jurisdictions School Systems Schools Teachers The Education Sector	Areas of potential focus include: • Developing an understanding of supply and demand for teachers • Supporting teachers and the teaching profession • Identifying and developing the 'educators of the future' • Addressing priority needs • Building data and evidence	Reviewing teacher workforce needs of the future to attract and retain quality teachers and prioritise specific areas of need.
Department of Education, Skills and Employment	Australian Qualifications Framework Review	Secondary students 17-18 years re: Senior Secondary Certificates Any person enrolling in a VET/higher education qualification leading to an award	The Review proposes a number of options to revise terminology. Review recommends general capabilities (such as digital literacy and ethical decision making) are identified for use in individual qualifications.	In December 2019, the Government accepted all the recommendations of the review in relation to higher education and accepted the aims of the recommendations of the review in relation to vocational education contingent on further discussions with state and territory governments.

Department of Education, Skills and Employment	Digital Technology Skills Organisation Pilot	Digital Technology Skills Steering Group: • **Yasmin Allen,** ASX • **Emma Broadbent**, Cisco • **David Masters,** Microsoft • **Tom Moore,** WithYouWithMe • **Alex Badenoch,** Telstra • **Emma Weston,** AgriDigital • **Marc Washbourne,** ReadyTech • **Dennis Dragatogiannis,** DXC Technology	• Identification of skills needs • Qualifications development • Improving the quality of training delivery and assessment • Engage with other reforms occurring across the national training system where relevant	Shape the national training system to be more responsive to the skills needs of employers within its sector.
Department of Education, Skills and Employment	Digital Transformation Industry Reference Committee (IRC)	Any person enrolling in a VET qualification	The Digital Transformation IRC works with industry to define competencies in areas such as: • Big data • Supply chains • Automation • Digital skills • Cyber security	To oversee efforts across the training sector to adopt future focused skills in response to greater automation and digitalisation of work practices.
Department of Education, Skills and Employment	Foundation Skills for Your Future	Australian citizens or permanent residents who: - Are aged 15 and over	The Foundation Skills for Your Future program provides free training to improve a person's: • English, oral and written communications skills	Supporting eligible Australians develop their Language, Literacy, Numeracy and Digital literacy (LLND) skills to support them to undertake further education and

		- have left secondary school education; and • are employed OR recently unemployed (within nine months) and not registered with an Australian Government employment service provider	• Reading skills • Mathematical skills • Digital skills	training, remain in employment or change jobs.
Department of Education, Skills and Employment	Foundation Skills for Your Future - Remote Community Pilots	Australians 15 years+ in pilot locations in the Northern Territory, Western Australia, South Australia and Northern Queensland	The Pilots aim to: • Improve the language, literacy, numeracy and digital literacy (LLND) skills of community members in the remote communities; • Identify and develop systemic approaches to LLND skills training delivery in remote communities • inform future program delivery, new funding arrangements and/or changes to existing programs such as the SEE program. Focus areas: • Connect, communicate and collaborate • Digital identity and safety • Digital technologies and	To deliver foundational LLND skills, training and assessment in four remote communities, improving participation in the community, and furthering training and employment.

			systems • Access, organise, present and problem solve Domains of communication: • Personal and community • Workplace and employment • Education and training	
Department of Health	National Digital Health Strategy	Health Workforce	By developing a workforce that is able to confidently use digital health technologies and services, the following will be delivered by 2022: • The Agency will collaborate with governments, care providers and partners in workforce education to develop comprehensive proposals so that by 2022, all healthcare professionals will have access to resources that will support them in confident and efficient use of digital services. • Resources and curricula will be developed to ensure all healthcare practitioners are exposed to and trained in digital technologies and their use during training and upskilling. • A comprehensive set of clinical resources which clearly outline the evidence for how, when and where digital health	A trained, digitally aware workforce – appropriately equipped with hardware, software and digital literacy.

			should be used in everyday clinical practice. • Promotion of a network of chief clinical information champions to drive cultural change and awareness of digital health within the health sector.	
Department of Health	National Medical Workforce Strategy	Medical Workforce Education and Training Providers	Create a flexible workforce which quickly adapts to new technology and supports innovative models of care.	The Strategy aims to ensure high quality health care is available to all Australians, no matter where they live. The Strategy will improve access to care by building a medical workforce that is appropriately structured and genuinely supported to meet emerging needs - that is, the right people with the right skills where they are needed the most.
Department of Home Affairs	2020 CyberSecurity Strategy	Individuals across Australia	*"Cyber.gov.au provides all the information individuals need to know about being cyber secure and serves as an excellent foundation for further initiatives to build cyber security resilience within the community. Accessing and implementing this information are actions the community can take to increase their cyber security."*	Enhance the cyber security of all Australians and Australian infrastructure.

			"The Australian Government will invest in a new public awareness raising campaign, delivered in coordination with campaigns about online safety" *"The Australian Government will also provide a comprehensive online cyber security training program for small businesses, older Australians and Australian families, delivered through cyber.gov.au."*	
Department of Home Affairs	Australian Migrant English Program (AMEP)	Migrants and humanitarian entrants of 15 yrs and older	Media literacy interests Online safety	Help migrants and humanitarian entrants to learn foundation English language and settlement skills to enable them to participate socially and economically in Australian society.
Department of Industry, Science, Energy and Resources	Artificial Intelligence (Including work on Skills in the Workforce (Data61 and AlphaBeta Jan 2020)	All (general population, workers, businesses etc.)	• Research to support development of the AI Framework Categories include: • AI users – needing general AI literacy about AI benefits and risks • AI specialists ('the AI Workforce') – in-depth AI technical literacy and capability, complementary	Provides example occupations for each category: • AI users: consumers of technology, workers relying on machinery and technology • AI specialists: Software engineers, AI scientist, machine learning analysts, ICT managers, researchers and academics, computer vision engineers

			technical and enterprise skills • AI leaders – robust AI technical literacy about AI capabilities, limits and risks, in-depth AI ethical literacy	• AI leaders: AI industry experts, CEOs, politicians, NFP heads, union leaders, Vice-Chancellors and academics etc. Links to components of skills system (as National Higher Education and Informal skills system) and assesses current supply as primarily 30 universities teaching AI within computer science.
Department of Industry, Science, Energy and Resources	Digital Economy Strategy: Australia's Tech Future	Collaborating with industry, community groups and academia Working closely with state and territory governments	• People: developing Australia's digital skills and leaving no one behind • Services: how government can better deliver digital services • Digital assets: building infrastructure and providing secure access to high-quality data • The enabling environment: maintaining our cyber security and reviewing our regulatory systems	Ensure Australians can share in the opportunities of a growing, globally competitive modern economy, enabled by technology.
Department of Industry, Science, Energy and Resources	The Enterprising Community	Small businesses	A new online tool to help small businesses go digital. Digital Coaching International will receive $1.9 million to establish 'The Enterprising Community', a non-government organisation that will	Supporting all Australian small businesses to go digital.

			create a website to drive digital capability among small businesses. 'The Enterprising Community' will partner with the technology sector, industry associations and Small Business Commissioners to deliver up-to-date and consistent digital advice, training and online support forums.	
Department of Industry, Science, Energy and Resources	Innovation and Science Australia's Australia 2030: Prosperity through innovation and Government's response	Australian Government Education and Training Sector Industry	The imperatives relevant to digital inclusion include: • Education: respond to the changing nature of work by equipping all Australians with skills relevant to 2030 • Industry: ensure Australia's ongoing prosperity by stimulating high-growth firms and raising productivity • Government: become a catalyst for innovation and be recognised as a global leader in innovative service delivery	Develop a plan for accelerating innovation and prosperity of this country by the year 2030. The plan makes 30 recommendations that underpin five strategy policy imperatives.
Department of Industry, Science, Energy and Resources	National Innovation and Science Agenda: Women in STEM	Women	Funds allocated to: • Progress a Women in Science Strategy, a Roadmap for sustained increases in women's STEM participation • Women in STEM Ambassador to promote STEM in schools • The development of a STEM	A package to encourage women's participation in STEM.

			Choices resources kit • Grants for projects that increase women's and girls' participation in STEM and entrepreneurship.	
Department of Infrastructure, Transport, Regional Development and Communications	Broadband Advisory Council	All Australians	The Advisory Council will provide advice and recommendations to the Minister for Communications, Cyber Safety and the Arts on: • ways the NBN and other high-speed networks can be used to lift Australia's economic output and the welfare of Australians more generally • opportunities to increase the use of the NBN other networks, including by small and family businesses • barriers to using the NBN and other networks, including financial and cultural/behavioural issues and cost effective strategies to reduce such barriers, and • potential implementation, communication and outreach strategies.	Provide advice on ways to maximise the benefits of the National Broadband Network (NBN) and other high speed networks in key sectors of the economy.
Department of Infrastructure, Transport, Regional Development and Communications	Implementing the Government's response to the ACCC's Digital Platforms Inquiry	Students Older adults Other vulnerable people	In relation to digital media literacy, the Government committed to: • Develop a proposal to establish a network of experts and organisations to develop media literacy materials	Improve people's understanding and trust in news sources to address misinformation and a rising mistrust of news.

			around a common framework prioritising students, older adults and other vulnerable people • Seek to have news and media literacy included within the scheduled review of the Australian curriculum.	
Department of Infrastructure, Transport, Regional Development and Communications	Universal Service Guarantee	Rural and Remote Australians	The USG will: • use the NBN to deliver broadband services • will continue to use Telstra's existing copper and wireless networks in rural and remote Australia for the provision of voice services in nbn fixed wireless and satellite areas • retain payphone services	The new Universal Service Guarantee (USG) provides all Australian homes and businesses with access to both broadband and voice services, regardless of their location.
Department of Prime Minister and Cabinet **Office of the eSafety Commissioner**	Your Online Journey	Adult Indigenous Australians	Each module focuses on a specific topic including: • Websites • Creating email accounts • Social media sites • Internet providers • Search engines • Data allowances and how to best use their available data • How the internet can be used for study and to apply for jobs • How to avoid scams • Deal with online bullying • Share devices safely • Manage a digital footprint	The Your Online Journey app has been created to share the benefit of using the internet to all areas of Australia, particularly its remote communities. It is targeted at adults in Indigenous communities who are not engaging online, even when internet access is available. The app takes the mystery out of getting online and guides the user in how to stay safe on the internet.

Department of Social Services	Growing the NDIS Market and Workforce Strategy	NDIS Providers NDIS Workforce	Priorities 3 and 4: • Foster a capable NDIS workforce • Grow the NDIS workforce 3.1 - Developing workforce capabilities NDIS Commission will develop an NDIS Capability Framework which will set out the behaviours and core capabilities to be demonstrated by providers and workers when delivering services, depending on their role. It will include strategies to improve existing training programs, resources and modes of delivery. 3.2- Improving formal qualifications for the sector	In the long-term, it is expected that the education and training sectors will be able to use the Capability Framework to inform the development of future education and training products.
Department of Social Services **Office of the eSafety Commissioner** **Good Things Foundation**	Be Connected	50 Years and Older	Through Be Connected, older Australians are able to learn the basics of how to connect online, including how to: • use a digital device • be safe online • send emails • use Facebook and other social media • shop online • share holiday photos with family Good Things Foundation manages and supports a network of 3,000 community organisations who deliver	Be Connected is an Australian Government initiative aimed at increasing the confidence, skills and online safety of older Australians in using digital technology. Be Connected adopts a family and community centered approach to target those aged 50 years and over, who have minimal or no engagement with digital technology.

			the Be Connected program to their local communities. Community organisations in the Network can access small grant funding to support their digital mentoring activities	
Office of the eSafety Commissioner	eSafety Training	All Australians	The Office of the eSafety Commissioner has numerous online training suites, for: • Educators • Primary StudentsParents and Carers • Seniors • Services (Domestic and family violence workers, mental health and social workers, law enforcement agencies) • Businesses, Organisations and Clubs	eSafety offers a suite of online training sessions designed to help Australians have safer and more enjoyable online experiences. These programs are generally provided at no cost.
Office of the eSafety Commissioner	Online Safety Grants Program	NGOs to help Young Australians	Grants to NGOs that: • support innovative development, collaboration and implementation of online safety education programs • ensure children, young people and their communities can access inclusive, citizen-focused online safety education resources • promote and increase the positive and safe use of digital technologies in at-risk communities, via improvements in service	Grant funding of between $80,000 and $1 million is available to non-government organisations (NGOs) that deliver online safety education to children, young people and their communities, or training to those who work with them.

			delivery • contribute to driving diversity and inclusion online through resources for at-risk communities • encourage help seeking behaviours and provide clear pathways for assistance for children and young people who are experiencing some form of online harm • create a culture within schools and communities where safe online behaviours amongst children and young people become the 'norm' • deliver projects that use co-design principles and evidence-based frameworks as standard practice for delivering online safety education • embed Safety by Design principles in the development of solutions and programs, where appropriate.	
Office of the eSafety Commissioner	Trusted eSafety Provider Program	School-aged children and educators	Framework for assessing competency-based e-learning products for children's online safety.	

Organisation	Initiative	Target Group(s)	Areas of Focus/Suggested Actions	Outcomes/Objectives/Overview
State Governments				
Northern Territory Government	Digital Territory Strategy	Community and businesses	Initially focussed on "skills, knowledge and capabilities", connectivity and government services.	Objective is to enable Territorians to get the most out of the digital opportunities and challenges now and into the future.
NSW Government - Department of Education	Digital Citizenship	Students Parents Teachers	Program includes: • supporting teachers to model best practice and to actively teach the skills to be a good digital citizen • providing advice and guidance to parents and carers on how to best support and care for their children when online • encouraging students to be safe and responsible when online and to be positive contributors to a digital society.	Our goal is to empower students, teachers and parents with practical advice, based on current research, to guide them in making informed decisions about how children and young people engage and conduct themselves online.
Queensland Government	GetOnlineQld	Queenslanders of 18 Years of Age	GetOnlineQld program to provide Queenslanders with free, one-on-one help to: • learn basic digital skills • access the social, educational and financial benefits of being online.	Community Digital Champions • The Advance Queensland Community Digital Champions program encourages Queenslanders to explore and enjoy the benefits of the digital age through the stories and activities of inspirational champions.

				Digital mentors • Our digital mentors are ordinary Queenslanders who want to help their community by teaching basic digital skills and helping other people to build confidence in using digital technologies.
Tasmanian Government	Digital Ready	Small Business	Helping small businesses get online by providing tutorials and coaching on: • Websites • Social Media • Online Accounting • Marketing	The program has been developed to empower Tasmanian small and medium businesses to take charge of their online presence and develop an online strategy that really works.
Tasmanian Government	Our Digital Future Strategy	Digital Community, Digital Economy, Digital Government	Tasmania's Department of State Growth is working collaboratively with industry partners, Libraries Tasmania, other government agencies and the Tasmanian community sector to develop targeted initiatives for lifelong learning and digital inclusion. Digital Community relevant major activities include: • Deliver the Digital Ready for Daily Life program for digitally disadvantaged groups, including low income households, older Tasmanians	Developing the foundations we need to support digital inclusion and community wellbeing, a vibrant digital economy and workforce, and an integrated range of Government services that are easy to access and use by all Tasmanians.

			and people not in paid employment • Strengthen opportunities for lifelong digital skills learning Digital Economy relevant major activities include: • Empower local businesses through the Digital Ready for Business program (see below) • Work with industry, business and education partners to develop and promote digital education, career pathways and workforce capability • Work with industry providers to enhance the adequacy and reliability of Tasmania's digital communications infrastructure	
Victorian Government	Connecting Regional Communities Program	Rural Communities	Address multiple digital issues in regional Victoria such as: • mobile black spots • lay the grounds for future work • digital agriculture • free public WiFi • enhanced broadband projects	CRCP has been designed to help develop, test and implement a range fit for purpose digital solutions taking into account regional differences. The Victorian Government will work with the community,

			• policy development	Regional Partnerships, local governments, the Commonwealth Government and commercial providers to meet regional Victorians diverse digital needs.
Victorian Government	Let's Stay Connected Fund	Victorian communities	The fund provides grants between $5,000 and $200,000 to support community-led initiatives. This could include helping community groups continue to operate by adapting the way they deliver programs or events, including through online forums or supporting communities to improve digital skills and access online communication channels.	To support innovative, community-led and community-based initiatives that build connection, reduce feelings of loneliness and isolation and can be implemented quickly.
Western Australian Government	Draft Digital Inclusion Blueprint	Digital community	Identifies four priority areas for digital inclusion: connectivity, affordability, digital skills and government service design.	

Organisation	Initiative	Target Group(s)	Areas of Focus/Suggested Actions	Outcomes/Objectives/Overview
Private and Community Sector				
ACCAN	Talking Telco	Communities and small businesses	There are guides across: Internet, home phone, mobile plans, consumer rights, digital safety and managing the financial aspects of a service.	To help people understand how to get their home or small business phone, mobile and internet connected, and how to get help if there are problems with the service.
Aged Care Industry Information Technology Council	A Technology Roadmap for the Australian Aged Care Sector	Aged care industry and employees	Short-term actions: • Include questions designed to identify technological readiness in the ongoing National Census of the Aged Care Workforce Short & medium & long term: • Design, implement and evaluate (via a series of pilots) a national Workforce Technology Development Strategy to build capacity to use technologies effectively & integrate them into service processes and systems. Medium and long term: • Provide increased opportunities for online learning and videoconferencing (possibly via a dedicated incentive fund)	The Technology Roadmap has been designed to complement the Aged Care Roadmap, reflecting its underpinning principles, and applying the filter of technology to the way in which care is provided and to the business systems supporting aged care organisations.

			and explore capacity for sharing operational costs across aged care providers. • Include informal carers in paid workforce training and learning opportunities designed to enhance digital literacy and confidence.	
Alannah and Madeline Foundation	Digital Compass		A program designed to support the ethical development of teenagers by applying a framework to give young people the necessary skills to make ethical choices, along with practical ways to change their behaviour. The program has three components: • Workshop activities • Personal data reports • Behaviour Plans The combination of these three components provides young people with a new understanding of how acceptable certain online behaviours are according to them and their peers, their own values and how to correct their behaviour online when they do not act in line with these values, new ways of intervening in difficult online situations, and how	Program is now in Trial phase in NSW. AMF are the delivery partners of the program which is funded by the Vincent Fairfax Foundation and developed by the Behavioural Insights Team.

			their ability to be 'in control' is influenced by their environment.	
Alannah and Madeline Foundation	Digital Licence	Foundation to Grade 2 Students Grade 3 to Grade 6 Students Grade 7 to Grade 9	Online safety education program that offers three 'licence' for different grade/year levels. The eSmart Digital Licence (DL) is Australia's #1 selling online safety education program, having already helped over 278k students in ANZ stay safe online.	The Foundation is entering into a strategic partnership to apply DQ global standards and measurement to the DL for the purpose of measurement within a global digital intelligence framework.
Alannah and Madeline Foundation	eSmart Libraries	Individuals/Library users	A free purpose-built system designed to equip libraries and connect library users with the skills they need for smart, safe and responsible use of technology	eSmart Libraries is in more than 80% of public libraries across the country. Currently unfunded.
Alannah and Madeline Foundation	eSmart Schools	School communities	The eSmart Schools Framework is designed to help schools improve cyber safety and reduce cyber bullying and bullying. The Framework is a management tools to deal with bullying and cyber issues and incidents so that students feel safer and more supported at school. It also helps schools to embrace the benefits of technology	eSmart Schools is in over 2, 200 schools across Australia. State Governments are the main funders including Victoria, Queensland, Tasmania and Northern Territory. The initiative is also supported by corporates in some geographic areas.

			while reducing students' exposure to cyber risks, such as cyber bullying, online sexual predation, sexting, identity theft and fraud.	
Alannah and Madeline Foundation	Playing IT Safe	Early Years (0-5 years), parents and educators	A set of online resources and play-based activities to help parents, carers and educators teach prior to school age children how to stay safe online.	Developed in partnership with the Australian Federal Police and the eSafety Commissioner. AMF is currently piloting the implementation of the Playing IT Safe resources in early childhood setting across Australia, with the support of Gandel Philanthropy.
Alannah and Madeline Foundation	Safe Sistas	Aboriginal and Torres Strait Islander girls aged 12- 17 years	The program is designed to address young Indigenous women's general online safety practices to reduce and respond to the issue of image-based abuse in Indigenous communities. The Safe Sistas workshops are delivered by AMF to students in the Stars program. The Stars Foundation works to support and enable Aboriginal and Torres Strait Islander girls and young women to make active choices towards realising their potential in schools in the Northern Territory, Queensland and Victoria	Originally funded through Facebook who have als recently funded an evaluation by the Department of Indigenous Studies, Macquarie University. The Safe Sistas workshops take place in Stars schools, and to date have an overall reach of 857 girls from years 7 to 12, and 40 Stars mentors. AMF is currently working on the development for a boys program and a primary aged online safety program that is culturally

				appropriate and relevant.
Alannah and Madeline Foundation **Google**	Media Literacy Lab	Australian school students	Critical thinking, information handling	Teach young Australians essential media literacy concepts so they learn to recognise online harm, manipulation, misinformation, and the many faces of fear and hate speech and how to stand up to it.
Australia Post and Infoxchange	Go Digi	Ageing community members Regional and remote communities Culturally and linguistically diverse (CALD) communities Indigenous communities Small businesses	Levels: • Rookie • Everyday • Savvy Most popular guides include: • What is eBay? (Level = everyday) • How to find health information online (Level = rookie) • How to get started with social media (Level = rookie) New guides: • Express Plus Centrelink App: Learn the basics • Express Plus Medicare App • How to connect your myGov account to other government services • How to create a myGov Account	Go Digi is a national four year digital literacy program with the goal of supporting more than 300,000 Australians to improve their digital skills.
Council of Australian	Digital Dexterity Framework	University students	Digital Dexterity • Digital identity and wellbeing	This framework outlines the skills and capabilities

University Librarians (CAUL)		University staff	• Information literacy, media literacy and data literacy • Digital learning and development • ICT proficiency and productivity • Digital creation, problem solving and innovation • Collaboration, communication and participation	that students will need to succeed in the workforce of the future. It is intended for institutions to adopt and adapt as needed.
Good Things Foundation	Get Online Week	Community	An annual digital inclusion campaign in October, aimed at building the digital capability of adults of all ages at risk of digital exclusion and raising awareness about how they can access local support to improve their skills	To raise awareness of digital inclusion
Good Things Foundation **The Australian Digital Health Agency**	Health My Way	Australian adults	Digital health literacy.	To support uptake of the MyHealth record
Google	Digital Garage	Small Businesses	136 online courses in Australia covering: • Data and Technology • Online Marketing • Career Development Courses can be sorted by category, difficulty, duration and course provider.	Digital Garage will help you brush up your digital skills to grow your business, your career, or just your confidence. The everyday experts at The Digital Garage will help you succeed online. Anyone can benefit, regardless of their skill level, goals or background.

Google **Infoxchange**	Digital Springboard	Individuals	Skills for work • Build a CV • Write a cover letter • Create an online professional profile • Interview skills • Introduction to email • Presentation skills • Spreadsheets for beginners Skills to boost your career or business • Social media strategy • Writing for social media • Get started with code • Measuring success with Google Analytics Skills to help manage your money • Tools and tips to keep your budget on track • Simple ways to keep your money safe online Skills for starting your own business • Getting started • Bringing your business ideas to life • Making a plan for success	Help people learn the digital skills they need to thrive in work and life. It is a community-based learning program that works to address identified digital skill gaps to ensure no one is left behind in today's digital world. Courses are available across the country and are delivered face-to-face by local, trusted delivery partners such as community organisations, charities and libraries.
inDigiMob	Supporting community aspirations for digital inclusion	Indigenous communities in remote Northern Territory	inDigiMOB provides digital skills training on how to use computers, tablets and smartphones as well as how to be safe online. Other digital skills areas covered:	By bridging the digital divide, Aboriginal and Torres Strait Islander people can experience improved access to health, government and financial

			• Online shopping • Internet banking • Multimedia production (video and audio) • Digital design • Interviewing & podcasting • Archiving and cataloguing The content is tailored to the needs and interests of each community	services; wellbeing through connection with family and friends; access to education pathways; improved employment readiness; and autonomy over sharing, preserving and recording their stories and culture.
Microsoft	Learn	Individuals	1,650 online courses covering the following Microsoft products: • .NET • Azure • Dynamics 365 • GitHub • Microsoft 365 • Microsoft Graph • Office • Power Platform • Quantum Development Kit • SQL Server • Visual Studio • Windows Courses can be sorted by difficulty, product or role.	Microsoft Learn is a free, online training platform that provides interactive learning for Microsoft products and more. Our goal is to help you become proficient on our technologies and learn more skills with fun, guided, hands-on, interactive content that's specific to your role and goals.
Minerals Council of Australia	The Future of Work: the changing skills landscape for miners	Mining Workforce	Drivers of change: • Shifting workforce expectations • Convergence of technology, robotics and artificial	Innovation, people and skills combined with technological advances will deliver a more globally competitive minerals sector that delivers fulfilling

			intelligence • Social and demographic factors • The known unknowns Skills Defined in the report: • Basic • Complex Problem solving • Resource management • Social • System • Technical	careers in high-pay, high-skilled jobs. The release of EY's Skills Map for the Future of Work – commissioned by MCA – provides a comprehensive examination of future skills and training and technology trends in the Australian minerals industry.
National Centre for Vocational Education and Research	Skilling the Australian workforce for the digital economy	Workers Needing Upskilling - Specifically looks at logistics and warehousing	Proposes an Australian Workforce Digital Skills Framework A review of international digital skills frameworks conclude: • Digital skills development needs to encompass not only efficient and effective use of digital technology, but also the development of complex cognitive, interpersonal, entrepreneurial and innovation dimensions. • Safety, framed particularly in terms of cyber security, privacy and protection of personal data, is prominent and needs to be included in discussions of digital skills. • The development of a framework to capture these broad and fluid areas of digital	There is a need to advance digital skills development in Australia, an imperative that requires a multi-pronged strategy from government and industry stakeholders. Such a strategy necessarily requires the development of a national digital skills framework, which could be integrated into the Australian Core Skills Framework. For their part, employers should undertake an assessment of digital skills gaps to ensure that their workforces are upskilled to meet the challenges of the emerging digital economy. The digital skills embedded in VET programs and in industry training packages therefore need to be revised and updated to cater for future digital skills requirements.

			skills has to balance the framing of individual skills and proficiencies while taking into account the work context.	To facilitate implementation of these recommendations and to support the development of targeted training programs, this study has developed a comprehensive digital skills framework, enabling the identification of digital skills gaps among Australian industries and workforces.
National Centre of Indigenous Excellence	Indigenous Digital Excellence (IDX)	Indigenous communities	Includes work on training and educating communities on how to access services and use digital tools; providing parents, families and communities with digital tools and training how to use them; and investing in programs to train Indigenous community members to be the trainers in the use of digital technology.	To increase indigenous digital participation
NBN Co	NBN Local	Rural and Regional Communities	Professionals based in rural and remote Australia to help Australians connect to the NBN. They will: • Educate residents and businesses on the status of the NBN • How to connect to the NBN • How to switch services • Work to better understand telecommunications needs at a community level	A team dedicated to improving NBN customer experience for regional and remote Australia. The nationwide team will spend time on-the-ground in regional locations around the country to better understand the telecommunications needs at a community level.

Optus	Donate Your Data	Disadvantaged young people.	The program provides eligible students on The Smith Family's *Learning for Life* program with a free Optus Prepaid service with 10 GB of data, talk and text. They also have the opportunity to receive additional data donated by Optus customers. Currently on the program 30GB of additional donated data is distributed monthly, however there is no guarantee of participants receiving additional donated data and the amount of additional donated data distributed may change. Optus has also started working with a range of other charities on this program.	Students have reliable and regular access to the internet, and can better undertake their schoolwork.
Regional, Rural and Remote Communications Coalition	Better Comms for the Bush Priorities for Action	Regional, rural and remote communities and businesses	Connectivity and digital skills/capabilities	Digital equity for regional, rural and remote Australians.
State Library of Queensland and Telstra in partnership with	Deadly Digital Communities	Indigenous communities in regional and remote Queensland	Deadly Digital Communities provides digital skills training on how to use computers, tablets and smartphones as well as how to be safe online. Other	The aim of Deadly Digital Communities is to encourage Aboriginal and Torres Strait Islander people in regional and remote Queensland to accelerate

Indigenous Knowledge Centres and local councils			digital skill areas covered: • Email • Social media • Online shopping • Internet banking • Using apps • Accessing Government services • Developing resumes The content is tailored to the needs and interests of each community	Indigenous participation in digital society.
Telstra	Access for Everyone/ Everyone Connected	Low Income Australians	Measures to improve access to and the affordability of telecommunications include: • InContact service • Improved billing and pricing options • Pensioner Discount Scheme • Bill Assistance Program • Concessional value mobile offer • Concessional seniors starter bundle	Designed to assist people on a low income, or facing financial hardship, maintain telecommunications access. Funded by Telstra, The Access for Everyone Low-Income Package and Marketing Plan identifies those in need and matches products and services to help them maintain access to communications.
Telstra	Social Seniors	Seniors - Victoria	Social Seniors is a series of practical workshops that teaches seniors how to create their own digital stories and connect and share their interests with	Social Seniors aims to help seniors to: • Connect and share information on common

			others via social media. The program is for those who have some digital skills and confidence already, and are interested in extending these further.	interests; • Participate regularly in community groups and activities using social media platforms; • Embed the use of digital technology into their everyday lives; • Find new opportunities for active pursuits and social activities in their local area; • Learn about online privacy and security; and • Build confidence to use online channels such as banking, paying bills and accessing local service
Telstra	Tech Savvy Seniors	Seniors - Primarily in rural and remote Australia	Tech Savvy Seniors provides digital skills training on how to use computers, tablets and smartphones as well as how to be safe online. Other digital skill areas covered: • Email • Video calling • Social media • Online shopping • Internet banking including paying bills online • Using apps	Tech Savvy Seniors gives older people, particularly those in regional and remote areas of New South Wales, Queensland and South Australia, the opportunity to develop the skills and confidence to use technology for keeping in touch with family, friends and their communities, accessing important services and discovering more about the things they are interested in.

			• Accessing Government services • Exploring hobbies online including researching local and family history Training available in English and 13 other languages.	
The Smith Family	Digital Access Program	Disadvantaged parents with children participating on The Smith Family's *Learning for Life* scholarship	The program provides a limited number of laptops, internet packages and ongoing tech support to eligible families. The program also provides information for parents on other online training available to them through government agencies or telcos.	Relevant technology is supplied to the homes of disadvantaged families, helping students to undertake their schoolwork. Families access training to use technology and engage in safe online behaviour.

Annexure 2

Digital Capabilities:
International and Domestic Frameworks

Jurisdictions and institutions around the world are adapting to the digitisation of daily life, working to ensure government frameworks address the new skills that citizens need to fully participate in society. There is an array of work in Australia, the UK, Canada and New Zealand that articulates what it means to be a digitally capable individual.

The ADIA has reviewed a range of frameworks and the capabilities they include, and assembled the table below. This work could be leveraged in developing an Australian Digital Capabilities Framework.

The international and domestic frameworks reviewed include:

- UK Department of Education (UK) - *Essential Digital Skills Framework*
- New Zealand (NZ) - *Digital Inclusion Outcomes Framework*
- *DQ Institute Framework* (DQ)
- Commissioned by the Government of Canada (CA) - *Defining Essential Digital Skills in the Canadian Workplace: Final Report*
- University of Tasmania (UTAS) - *Digital Capabilities Framework: The future is digital* report
- Department of Employment, Skills, Small and Family Business - Foundation Skills for Your Future: Digital Literacy Skills Framework (DLSF)
- QUT for the Queensland Department of Housing and Public Works (QUT) - *Measuring and Evaluating Digital Ability for Digital Inclusion in Queensland*
- University of Twente, the London School of Economics and Oxford University - International Skills Scale

Below is a compilation of digital skills to be considered for an Australian Digital Capabilities Framework, organised into the following categories:

Item #	Item	Source
Foundational Skills		
1	Able to turn on and log in to a device	UK CA DLSF
2	Able to use the controls of a device (keyboard, mouse, touchscreen or accessible equivalents)	UK DLSF UTAS
3	Able to make use of accessibility tools to make a device easier to use (eg, changing display brightness)	UK UTAS
4	Able to interact with the home screen of a device	UK CA
5	Able to safely and securely connect a device to the internet	UK CA DLSF
6	Able to open a web browser to find and use websites	UK CA
7	Understand that account information such as usernames and passwords need to be kept safely	UK CA DLSF
8	Able to create and update passwords when prompted to do so	UK QUT CA DLSF
9	Able to install and update software on a device	CA DLSF
Communication and Social Skills		
10	Understand the need to communicate safely online	UK DLSF UTAS
11	Able to set up and use an email account	UK DLSF
12	Able to communicate using messaging apps	UK DLSF UTAS

13	Able to use word processing programs to create documents	UK CA DLSF UTAS
14	Able to use internet-based software to create documents	CA DLSF
15	Able to share documents by creating attachments to emails	UK DLSF UTAS
16	Able to communicate using video tools	UK QUT DLSF
17	Able to post content such as messages, photos and videos to social media platforms	UK QUT DLSF
18	Able to use social media for organisation and promotion	QUT DLSF
19	Able to use a mobile phone to make voice calls	QUT DLSF
20	Able to use a digital camera to take photos	QUT DLSF UTAS
21	Able to use an internet connected TV to watch programs	QUT DLSF
22	Able to use a mobile phone or tablet to access email	QUT DLSF
23	Able to use a device to play games socially online	QUT
24	Able to use a device to create and edit photos	QUT DLSF UTAS
25	Able to demonstrate ethical and considerate behaviour and netiquette when using devices across different audiences	DQ CA DLSF UTAS
26	Able to develop and manage personal and professional relationships online	DQ DLSF UTAS

27	Able to manage 'digital footprint' in a manner that contributes to a positive personal/professional reputation	DQ CA DLSF UTAS
28	Able to use voice to text/text to voice applications	DLSF
29	Able to locate phone number in own contacts list	DLSF
30	Able to connect to free wifi	DLSF
Information Handling Skills		
31	Understand that not all content online is accurate and reliable	UK DLSF UTAS
32	Able to evaluate whether or not content is reliable	UK CA UTAS
33	Able to use search engines to find information	UK CA DLSF
34	Able to use tools such as bookmarks and favourites to save important information on a web browser	UK DLSF UTAS
35	Able to access content such as calendars across multiple devices	UK CA DLSF
36	Understand that the cloud is a way of storing information in a remote location	UK DLSF
37	Able to organise and store information on a device or the cloud using folders	UK CA DLSF
38	Able to use the internet to legally access entertainment content	UK CA DLSF
39	Understand the importance of and able to create backups of devices and key documents	CA DLSF
40	Able to comply with an employer's digital policy	CA DLSF
41	Able to take notes on a device/tablet	DLSF

Transactional Skills		
42	Able to set up an account online for buying goods or services	UK DLSF
43	Able to access and use public services online including filling out forms	UK QUT DLSF
44	Able to use different forms of payment systems online such as credit/debit cards, bank transfers, epayment tools to complete transactions	UK DLSF
45	Able to upload documents and photos when required to do so to complete an online form	UK DLSF
46	Able to use online banking applications	UK DLSF
47	Able to top up public transport payment card	DLSF
Problem Solving Skills		
48	Able to solve problems by finding relevant information online	UK CA DLSF
49	Able to use the internet to find a range of sources of help for different activities	UK DLSF
50	Able to use chat tools (where available) on websites	UK DLSF
51	Able to use online tutorials and advice forums to solve problems and improve skills	UK DLSF
52	Able to solve simple tech problems	QUT DLSF UTAS
53	Able to use the help function available in software	QUT DLSF
54	Able to use GPS functionality to navigate	DLSF
Navigating the Internet Safely Skills		
55	Understand the risks and threats involved in carrying out activities online and the importance of working securely	UK DQ DLSF

56	Understand the risks of storing data online	QUT DLSF
57	Understand that virus can infect and damage computers and that this can be mitigated through the use of security software	UK QUT DQ DLSF
58	Able to use anti-virus software to help protect devices from cyber threats	CA DLSF
59	Understand that activities online are tracked and permanently recorded and that records of these activities could be accessed by others now and in the future	UK DLSF
60	Understand that others can capture and use personal data and that this can be mitigated through the use of privacy settings	UK QUT DLSF
61	Understand that it could be illegal to share other people's data without their permission	UK DLSF
62	Able to respond to requests to authenticate online accounts	UK DLSF
63	Understand the need to keep passwords secure by using multiple passwords for different accounts	UK DQ CA DLSF
64	Able to use privacy settings on social media and other accounts	UK DQ DLSF
65	Able to identify secure websites by looking for the padlock symbol in a web browser window	UK DLSF
66	Able to recognise suspicious links in emails and in popup windows and understand that clicking on these links could infect devices with malicious software	UK CA CA DLSF
67	Understand why it is important to keep devices and security software up to date and able to do so when prompted	UK DLSF
68	Understand that it may be illegal to reuse content that belongs to others without their permission	UK DQ DLSF UTAS

69	Understand the need to backup devices regularly either by making a physical copy of the device or storing the backup on the cloud	UK CA DLSF
70	Able to develop appropriate communicative, technical and decision-making skills to address behavioural cyber incidents as they occur	DQ DLSF
71	Able to use conflict management techniques to mitigate the risk of cyber incidents such as by avoiding confrontation with individuals or groups or reporting incidents to platform administrators	DQ CA DLSF
72	Able to evaluate and identify weaknesses in networks that leave devices vulnerable to cyber threats	DQ DLSF
73	Delete sensitive digital content	CA DLSF