



Connecting all Tasmanians to digital services

TASCOSS BUDGET
PRIORITIES STATEMENT

2018/2019



TasCOSS

INTEGRITY
COMPASSION
INFLUENCE



Background

The latest Australian Digital Inclusion Index (ADII) report shows that Tasmania remains Australia's least digitally included state.¹ The ADII data show that the gap between Tasmania and other jurisdictions is increasing. Without remedial action, Tasmania will be left further behind.

Some groups in Tasmania experience particularly high levels of digital exclusion shown by ADII scores substantially below the national average.



**State average
of digital inclusion**
49.7 %

Low income households **40.5%**

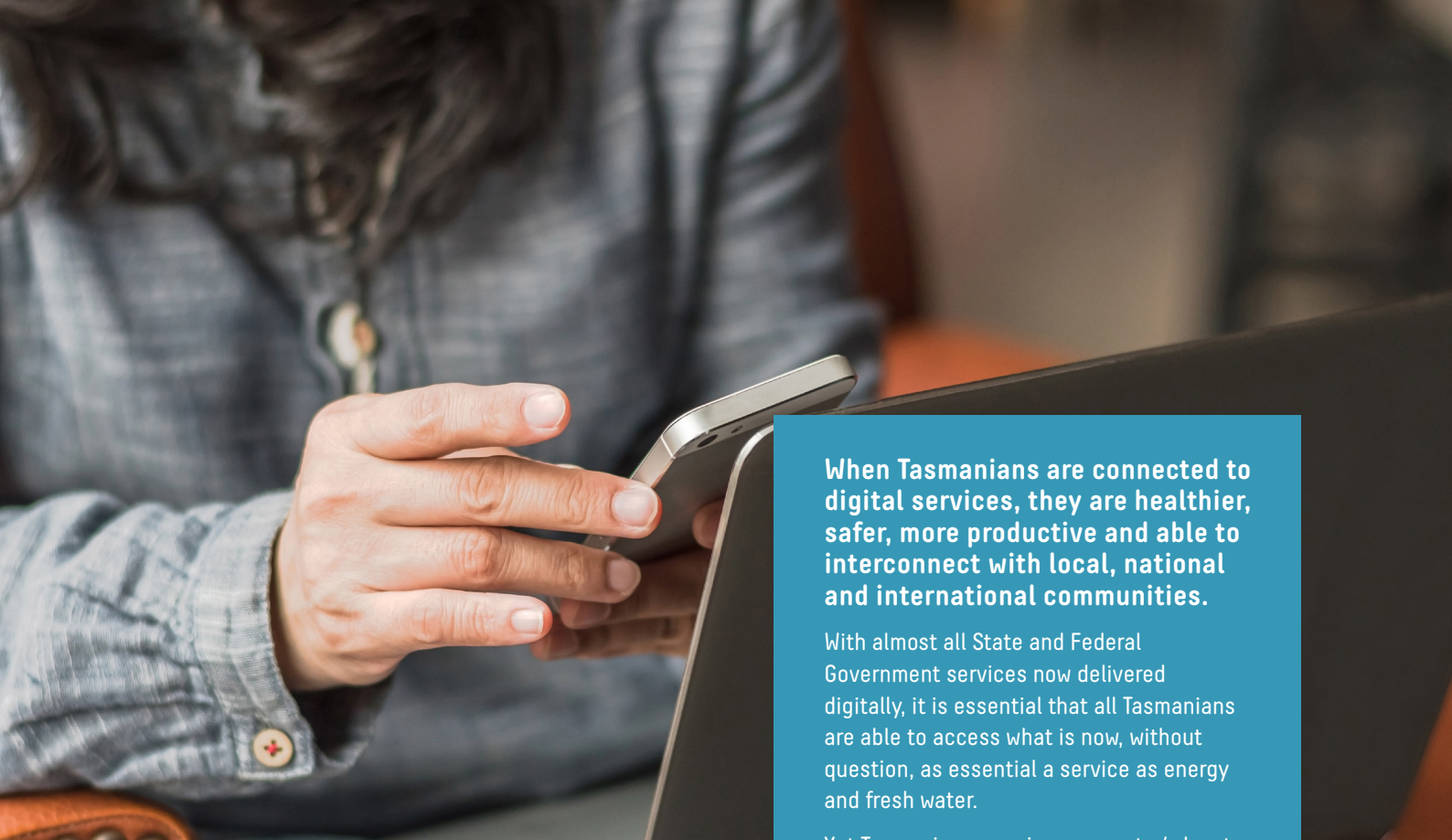
Older Australians **41.0%**

People who did not complete secondary school **42.7%**

People not in paid employment **45.8%**

¹ Australian Digital Inclusion Index, 2007 Report. Available at <https://digitalinclusionindex.org.au/wp-content/uploads/2016/08/Australian-Digital-Inclusion-Index-Report-2017.docx>

Tasmania's index score is 6.8 points below the national average (49.7 compared with 56.5). The second lowest state is South Australia on 53.9, 2.6 points below the national average.



When Tasmanians are connected to digital services, they are healthier, safer, more productive and able to interconnect with local, national and international communities.

With almost all State and Federal Government services now delivered digitally, it is essential that all Tasmanians are able to access what is now, without question, as essential a service as energy and fresh water.

Yet Tasmanians remain our country's least digitally included citizens and the gap is growing.

Increased digital inclusion improves life for all Tasmanians. Now is the time for action so our fellow Tasmanians are not left behind because they can't access this essential service.

Proposal

A Tasmanian Digital Inclusion Strategy for those currently experiencing high levels of exclusion.

The strategy would focus on people and government services:

People

The primary focus of the strategy would be to increase the capability and affordability for Tasmanians who are currently experiencing high levels of digital exclusion. Specifically this will include low income households, older Tasmanians, people with low education attainment and people not in paid employment.

The strategy would recommend and enable actions to build capabilities for all digitally excluded groups across Tasmanian communities, so they are able to participate online and expand their social and economic options and opportunities.

> **Capabilities** – enabling everyone to learn to do more online – assistance that reaches people where they are to meet their own goals and interests. This would recognise any related barriers, for example low levels of adult literacy, in conjunction with specific learning needs relating to using various technologies.

> **Foundation knowledge** – what technology is right for an individual or family's needs, 'how-to' workshops and targeted workshops in specific areas such as online government services and employment applications.



Services

Support state and local government, community [and business] services so digital delivery means a better experience for people who use services. This includes identifying where and why it is appropriate for non-digital, more traditional assistance to be available for people who need them.

Identify good models that incorporate user needs and plain English and expand/adapt/replicate. Consider

> Digitalready <http://digitalready.tas.gov.au/about/> as model for community

> FindHelp Tas

> Digihealth.gov.au

To build the strategy

> **Snapshot:** What is going on and working well; what are we learning

> **Develop a Governance, accountability and evaluation framework** for implementing the strategy including a whole of government online services focus

> **Consult stakeholders** to validate strategy and implementation plan

This proposal recognises there are broader and targeted digital inclusion strategies that are required in Tasmania beyond the need of the groups highlighted in this proposal. This approach is not seen as a standalone but rather a contribution to the overarching goals of a digitally inclusive Tasmania.



Costs

\$300k

Develop Digital Inclusion Strategy

\$3.5m

Strategy Advancement Initiatives

Provide increased options for Tasmanians to access government online services at multiple public locations in Tasmanian communities via free wifi & computer access

Provide community based coaching & support to increase knowledge in access & ability

Develop plain English, people centred Tasmanian government sites & support local government & community organisations to ensure their online services are accessible to all Tasmanians

Provide options for free access & support to enable increased opportunities for lifelong learning

About TasCOSS

TasCOSS is the peak body for the Tasmanian community services sector. Our mission is to challenge and change the systems, attitudes and behaviours that lead to poverty and inequality. Our membership comprises individuals and organisations active in the provision of community services to low-income, vulnerable and disadvantaged Tasmanians. TasCOSS represents the interests of its members and their clients to government, regulators, the media and the public.

OUR VISION: One Tasmania,
free of poverty and
inequality where everyone
has the same opportunity.



INTEGRITY
COMPASSION
INFLUENCE

→ tascoss.org.au