



Tasmanian Council of Social Service Inc.

Digital Consumer Reference Group — Supplementary Figures and Tables

TasCOSS 2022/2023 Budget Priorities Statement



**INTEGRITY
COMPASSION
INFLUENCE**

Appendix A: Australian Digital Inclusion Index Key Findings

The Australian Digital Inclusion Index (ADII) tells us that Tasmania is the most digitally disadvantaged state or territory in Australia and the gap with the mainland is widening. The ADII also alerts us that people living on low incomes, the elderly, the less-educated and job seekers, are disproportionately disadvantaged.

ADII 2021 Key Findings: *(higher scores out of 100, means greater digital inclusion)*

- Tasmania has the lowest ADII score in Australia of 66, up 3 points from 63 in 2020. Australia's ADII is 71.1, up 3.6 from 2020.
- Tasmania's ADII is 5.1 below the national average, which is a worse result than 2020 when we were 4.5 below the national average.
- Tasmania's digital inclusion score is improving, but we are falling further behind the mainland and going backwards comparatively.
- Tasmania recorded the following results against the three key sub-indices:
 - Access = 65 (5 below national average of 70), which is up from 64 in 2020 (5.4 below). Tasmania improved its Access score and slightly closed the gap with the mainland.
 - Affordability = 92 (1.1 below national average of 93.1), which is the same as 2020 (0.9 below). Tasmania had no improvement in Affordability but fell further behind the mainland.
 - Digital Ability = 58 (6.4 below national average of 64.4), which is down from 59 in 2020 (4.6 below). Tasmania's Digital Ability score went backwards and fell further behind the mainland.
- Tasmania recorded the lowest digital inclusion scores in the nation for:
 - all states/territories; and
 - all sub-indices (Access, Affordability and Digital Ability).
- Overall, digital inclusion is improving in Australia. Australians are connecting more devices to the internet, consuming more data and participating in a greater range of social, cultural, and economic activities online.

Appendix B: Premier's Economic and Social Recovery Advisory Council Final Report Recommendations

Infrastructure Planning:

#10 The ten year infrastructure pipeline should be extended to include information on digital infrastructure investment plans, including from telecommunications providers, to address digital inclusion strategies.

Digital Infrastructure:

#33 The Tasmanian Government should take an active role, working with the Australian Government, telecommunication carriers and other providers to improve Tasmania's digital infrastructure as a priority, including by:

- undertaking a review of digital infrastructure coverage gaps and priorities for future investment (which would inform the quantum of funding required);
- commissioning research to determine the economic and social gains from greater deployment of digital infrastructure;
- actively pursuing greater collaboration and co-investment arrangements with the Australian Government, telecommunications industry carriers and other providers; and
- allocating funding for digital infrastructure projects to strengthen connectivity, particularly in our regions.

Digital Inclusion:

#34 The Tasmanian Government should:

- as a priority, improve digital inclusion across Tasmanian communities by:
 - setting clear whole-of-government Key Performance Indicators (KPIs) for closing the digital divide within the next 2-5 years in each of the three key dimensions of digital inclusion: access, affordability, and digital ability; and
 - to achieve those KPIs, align actions and provide material funding to drive outcomes under *Our Digital Future*.
- engage with local communities to address digital inclusion at a local level; and
- leverage its extensive digital footprint through expanding access to its existing facilities which provide digital capability to our communities. These include:
 - schools;
 - libraries;
 - online access centres; and
 - Service Tasmania outlets.

Appendix C: Digital Consumer Reference Group Potential Stakeholders

The following list is not exhaustive and is purely an initial record of stakeholders that TasCOSS has engaged with on digital inclusion and are mapped as potentially playing a role in the Digital Consumer Reference Group (DCRG).

Government	Industry	Community and Consumers
<ul style="list-style-type: none"> - Department of Communities - Department of Education <ul style="list-style-type: none"> o 26TEN o Education o Libraries Tasmania - Department of Infrastructure, Transport, Regional Development and Communications <ul style="list-style-type: none"> o Communications o Infrastructure o Regional Development Australia (RDA) Tasmania - Department of Premier and Cabinet - Department of State Growth 	<ul style="list-style-type: none"> - Hydro Tasmania - Ionata - NBN Co - Optus - Primary Health Tasmania - TasICT - Tasmanian Small Business Council - TasNetworks (42-24) - Telstra - TPG/Vodafone 	<ul style="list-style-type: none"> - Anglicare Tasmania - Australian Red Cross - Bapcare - Beacon Foundation - Big hART - Carers Tasmania - Child Health Association Tasmania (CHAT) - Colony 47 - Commissioner for Children and Young People - Consumers experiencing disadvantage or vulnerability - Council on the Ageing (COTA) Tasmania - Disability Voices Tasmania - Flourish Mental Health Action in Our Hands Inc - Health Consumers Tasmania - Health Promotion Tasmania - Hobart City Mission - Laurel House - Lived Experience Australia - Mental Health Families and Friends Tasmania - Migrant Resource Centre Tasmania - Mission Australia - National Disability Services - Neighbourhood Houses Tasmania - No Interest Loans Scheme (NILS) Tasmania - Relationships Australia Tasmania - Royal Flying Doctor Service (RFDS) Tasmania - Tasmanian Aboriginal Centre - Tasmanian Council of Social Service (TasCOSS) - The Salvation Army Tasmania - The Smith Family Tasmania - Women's Legal Service Tasmania - Youth Network of Tasmania
	<p style="text-align: center;">Research and Academia</p> <ul style="list-style-type: none"> - Australian Communications Consumer Action Network (ACCAN) - Brotherhood of St. Laurence - Good Things Foundation - Institute for Social Change (University of Tasmania) - Royal Melbourne Institute of Technology (RMIT) - South Australian Council of Social Service (SACOSS) - Thriving Community Partnership 	