



Easy Read Information



NSW Government Digital Inclusion Strategy

Part 1 of 2



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How to read this book

We wrote this book in an easy to read way.

We use pictures to explain some ideas.

You can ask someone to help you read it.



In this book, '**we**' means New South Wales Government.

This book has some hard words.

The first time we write a hard word:

- the hard word is in **blue**
- we write what the hard word means.

**hard word
is in blue**

There is a word list on page 20 to remind you what the hard words mean.

This is a long book, so we have made it in 2 parts.

This is Part 1. It has basic information.

Part 2 has detailed information. You can find Part 2 at www.nsw.gov.au/departments-and-agencies/nsw-telco-authority/connectivity-leadership/digital-inclusion-strategy

Background

What is digital technology?

Today, people rely on **digital technology** for many things.

Digital technology is something that uses a computer, mobile phone or the internet.

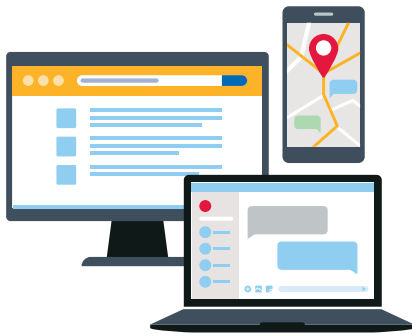
Many people use digital technology for:

- work
- school
- services like banking or health care
- talking to friends and family.

But digital technology is changing quickly and is sometimes hard to use.

Because of this, some people are affected by **digital exclusion**.

Digital exclusion is when people cannot or will not use digital technology.





What does digital exclusion look like?

We know that these groups are affected most by digital exclusion:

- people who have low income or low education
- Aboriginal and Torres Strait Islander people
- people with disability
- older people
- people from different cultures
- people who live far away from big cities
- women
- **LGBTIQ+** people.



LGBTIQ+ means people who are lesbian, gay, bisexual, transgender, intersex, queer, or another sexual or gender identity.

Some people do not want to use digital technology at all, so they are also affected by digital exclusion.

Problems that people affected by digital exclusion may face are:



- not having enough money to pay for digital technology



- not having the skills to use digital technology



- living in a place with poor internet, or none at all



- digital technology is not **accessible** enough

Accessible means things are easy to use for everyone, including people with disability.



- not having access to online information in their language



- not being allowed to use digital technology because of **domestic abuse**

Domestic abuse is when someone is treated badly by a family member.

- getting bullied online because of who they are
- not feeling safe online because of **scammers**.



Scammers are people who pretend to be someone you can trust so that you will give them money or other valuable things.

What is digital inclusion?

We want New South Wales to be a place where all people can access help and services using digital technology if they want to.

We call this **digital inclusion**.



Digital inclusion means everyone can use digital technology if they want to. It is the opposite of digital exclusion.

Digital inclusion looks like this:

- a person has the right **devices** and can connect to good internet



Devices are things people use to connect to the internet, such as computers or mobile phones.



- a person can use digital technology without **barriers**

Barriers are things that stop someone from being able to do something.



- a person has the right skills and feels good about using digital technology

- a person knows what is good and bad about the internet and can make the right choices



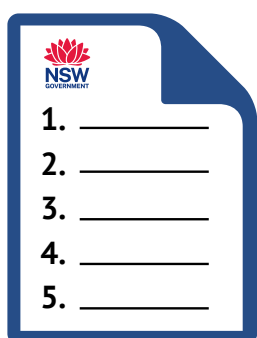
- a person feels safe and secure when they use the internet.

Digital Inclusion Strategy



Digital inclusion is a **government priority**.

A **government priority** is important work that the government is in charge of.



We have made a **Digital Inclusion Strategy**. In this book, we call it a **plan**.

The **plan** is what we are doing to make sure that all people can access digital services in New South Wales.

The plan also makes sure that people can still access services without digital technology.



We did lots of research to make this plan. We looked at what other countries and governments are doing about digital inclusion.

We also worked with lots of people, like:



- people who use digital technology in New South Wales



- people affected by digital exclusion
- many different people and groups that work for New South Wales Government



- companies that provide digital technology and the internet.

This plan is connected to other New South Wales Government priorities. They are listed on page 18.

5 pillars

The plan is made of 5 parts. We call them pillars.



- **Connectivity:**

This means making good internet available to everyone.



- **Affordability:**

This means making digital technology cheaper for people in need.



- **Digital ability:**

This means giving people more chances to learn how to use digital technology.



- **Accessibility:**

This means making digital technology easy to use for everyone, including people with disability.



- **Digital trust and safety:**

This means helping people feel safe when they use digital technology.

This is basic information. You can read more about the 5 pillars in Part 2 of this book.

Benefits



Benefits are good things that happen because of the plan.

Digital inclusion will bring benefits for communities, government and the economy.

Communities

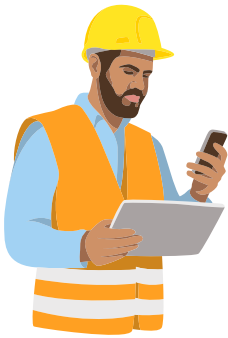
Communities that use digital technology will save lots of money and time when:



- more people log in to myGov and the Service NSW app instead of phoning up or visiting in person
- more people use **telehealth** instead of visiting their doctor.



Telehealth means using phone or video call for a doctor appointment.



People will also have more skills to get jobs.

People who have digital skills make more money than people who do not have digital skills.

Accessibility helps lots more people, not just people with disability.



People who feel safe online and who know how to spot scammers may save lots of money.

Government

More accessibility for government services means more people can join in.



Some ways that digital services help people are:

- applying for help with Centrelink
- getting a licence
- accessing public records.

When people use digital services, the government will have more time to:



- work on harder jobs
- help people who cannot or do not want to use digital services.

Economy



Having more people with digital skills will make business more **productive**.

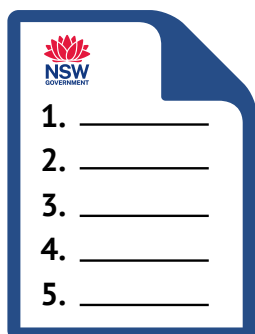
Productive means getting more work done in less time.



People will use their productive digital skills to make new jobs and businesses.

Who is in charge of the plan?

NSW Telco Authority is part of New South Wales Government.



NSW Telco Authority is in charge of making and delivering this plan.

They will work with government and make sure the plan stays on track.

They will deliver the plan in 3 stages:

Stage 1

- In the first 2 years, they will close the urgent gaps in digital inclusion.

Stage 2

- In 2 to 3 years, they will focus on any communities still affected by digital exclusion.

Stage 3

- In 3 to 5 years, they will keep improving on work in the first 2 stages.



Contact

If you want more information about this plan, you can:



- go to our website <https://www.nsw.gov.au/departments-and-agencies/nsw-telco-authority/connectivity-leadership/digital-inclusion-strategy>



- or email the Digital Inclusion Strategy team at digitalinclusionstrategy@customerservice.nsw.gov.au



- or ask someone to help you.

Other New South Wales Government priorities

The NSW Performance and Wellbeing Framework

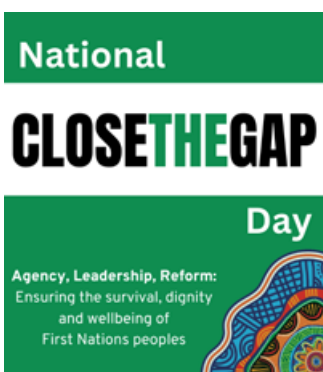
This priority looks at how well government services work.

It also tracks **quality of life** for people in New South Wales.



Quality of life is the amount of health and happiness people feel.

<https://www.treasury.nsw.gov.au/nsw-performance-and-wellbeing-framework>



Closing the Gap

This priority aims to make life better for Aboriginal and Torres Strait Islander people.

Target 17 of Closing the Gap is about digital inclusion.

<https://www.closingthegap.gov.au/>

NSW Digital Strategy

This priority is about how government is using more digital technology.

<https://www.digital.nsw.gov.au/strategy>



NSW Connectivity Strategy

This priority aims to make sure that internet in the countryside is as good as internet in the city.

<https://www.digital.nsw.gov.au/policy/nsw-connectivity-strategy>

NSW Disability Inclusion Plan

This priority is about how government can help make the lives of people with disability better.

<https://dcj.nsw.gov.au/community-inclusion/disability-and-inclusion/nsw-disability-inclusion-plan.html>



There is an easy read version at

<https://dcj.nsw.gov.au/documents/community-inclusion/disability-inclusion/nsw-disability-inclusion-plan/nsw-disability-inclusion-plan-easy-read.pdf>

Word list

This word list is in order from A to Z.

accessible

Things that are easy to use for everyone, including people with disability

barriers

Things that stop someone from being able to do something

benefits

Good things that happen because of the plan

devices

Things people use to connect to the internet, such as computers or mobile phones

digital exclusion

When people cannot or will not use digital technology

digital inclusion

Everyone can use digital technology if they want to. It is the opposite of digital exclusion.

digital technology

Something that uses a computer, mobile phone or the internet

domestic abuse

When someone is treated badly by a family member

government priority

Important work that the government is in charge of

LGBTIQ+

People who are lesbian, gay, bisexual, transgender, intersex, queer, or another sexual or gender identity

productive

Getting more work done in less time

quality of life

The amount of health and happiness people feel

scammers

People who pretend to be someone you can trust so that you will give them money or other valuable things

telehealth

Using phone or video call for a doctor appointment