



Easy Read Information



# NSW Government Digital Inclusion Strategy

Part 2 of 2



# What's in this book?

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# How to read this book



**hard word  
is in blue**

**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.

There is a word list on page 18 to remind you what the hard words mean.

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

Part 1 has basic information. You can find Part 1 at [www.nsw.gov.au/departments-and-agencies/nsw-telco-authority/connectivity-leadership/digital-inclusion-strategy](http://www.nsw.gov.au/departments-and-agencies/nsw-telco-authority/connectivity-leadership/digital-inclusion-strategy)

This is Part 2. Part 2 has detailed information.

# More about the 5 pillars

In Part 1, we told you about our plan.

The plan has 5 pillars:



- **connectivity**



- **affordability**



- **digital ability**



- **accessibility**

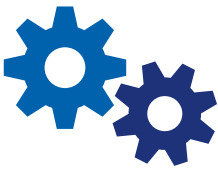


- **digital trust and safety.**

In Part 2, we will tell you more about the 5 pillars, including:



- **Outcome:** what we want



- **Actions:** how we will get the outcome



- **Examples:** what our actions may look like



- **Measurement:** how we will know if the plan is working.



## Connectivity

### Outcome

Make good internet available to everyone.

People need access to good internet for:

- work
- school
- important services
- talking to family and friends.



### Action

We will:

- work with internet companies to try to connect more people to good internet
- make a plan for backup internet and phone signal in **emergencies**.



**Emergencies** are things like bushfires, floods and storms.

Actions may look like:



- exploring ways to make sure that good internet is built into new **infrastructure**

**Infrastructure** is things like buildings and roads.

We already give new public infrastructure good connectivity. Now we want to make sure all infrastructure has it.



- talking with Aboriginal and Torres Strait Islander people about **digital inclusion**

**Digital inclusion** means everyone can use digital technology if they want to.

- making sure Aboriginal and Torres Strait Islander people only share information they want to share.

## Measurement



We will know the plan is working if:

- the **score** for internet access goes up

The **score** is our way of tracking how good the internet is in New South Wales.

It has numbers for internet access, internet affordability and types of people using the internet.

A bigger number is a better score.

- certain places get a connectivity score of more than 60 for internet access
- more homes have good internet.





## Affordability

### Outcome

Make **digital technology** cheaper for **people in need**.



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

**People in need** are people with low income or people who are going through hard times.

People in need will have better chances if they can afford digital technology.

### Action

We will:



- start a laptop donation program
- work with internet companies to try and offer cheaper internet to people in need
- try to find ways to donate mobile data to people in need.



Actions may look like:

- giving people in need old laptops that we don't use anymore
- donating leftover data from the government.

## Measurement

We will know the plan is working if:

- the score for internet affordability goes up.



## Digital ability

### Outcome

Giving people more chances to learn how to use digital technology.

People with good digital skills will feel better about using the internet and finding what is right for them.

### Action

We will:

- make a strong digital skills support system
- connect with local networks.



Actions may look like:



- setting up digital mentor groups with local communities
- helping community programs teach more people digital skills
- working with internet companies to write information that is easier to understand.

## Measurement

We will know the plan is working if:

- more people have skills to use the internet
- people feel better about setting up their **devices** and internet



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

- people know more about what they can do online.



## Accessibility

### Outcome

Make digital technology easy to use for everyone, including people with disability.

Having products and services that are easy to use means they will be more **accessible** for more users.

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

### Action

We will:

- write a digital inclusion **standard**

A **standard** tells us if something is good enough.

- write a rule about bringing in accessible goods and services.





Actions may look like:

- making sure all our goods and services meet accessibility standards
- making sure that we buy digital technology that is easy to use for everyone.

## Measurement

We will know the plan is working if:



- more people are happy with accessibility of government services
- more of our websites and services meet accessibility standards.



## Digital trust and safety

### Outcome

Help people feel safe when they use digital technology.



People should be able to trust the government with things online. People should also have skills for digital safety and privacy.

### Action

We will:

- build knowledge and skills for digital safety and privacy
- monitor how much people trust the government with online services.

Actions may look like:

- teaching people about **cybersecurity**

**Cybersecurity** means protecting your digital information.

- helping people to spot **scammers**



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

- helping people who have been scammed.

## Measurement

We will know the plan is working if:

- more people know how to spot scammers
- more people trust government digital services.





## 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](mailto:digitalinclusionstrategy@customerservice.nsw.gov.au)



- or ask someone to help you.

# 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

## **cybersecurity**

Protecting your digital information

## **devices**

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

## **digital inclusion**

Everyone can use digital technology if they want to

## **digital technology**

Something that uses a computer, mobile phone or the internet

## **emergencies**

Things like bushfires, floods and storms

## **infrastructure**

Things like buildings and roads

## **people in need**

people who have low income or people who are going through hard times

## **scammers**

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

## **score**

Our way of tracking how good the internet is in New South Wales

## **standard**

This tells us if something is good enough