



Digital Inclusion Accord



Introduction

The Digital Inclusion in WA Blueprint seeks to improve digital inclusion outcomes by delivering initiatives that address four barriers to accessing and using digital technologies in WA:

Connectivity

Digital technologies play a crucial role in everyday life today enabling Western Australians to get an education and job, manage finances and stay connected to the wider world. Without the means to access and use digital technologies, people, communities and businesses are at risk of being left behind when it comes to participating in modern society and the economy.

The WA Government is committed to ensuring all Western Australians can easily access and use digital technologies, particularly as more and more service delivery goes online. This ambitious vision is set out in the Digital Inclusion in WA Blueprint.

Affordability

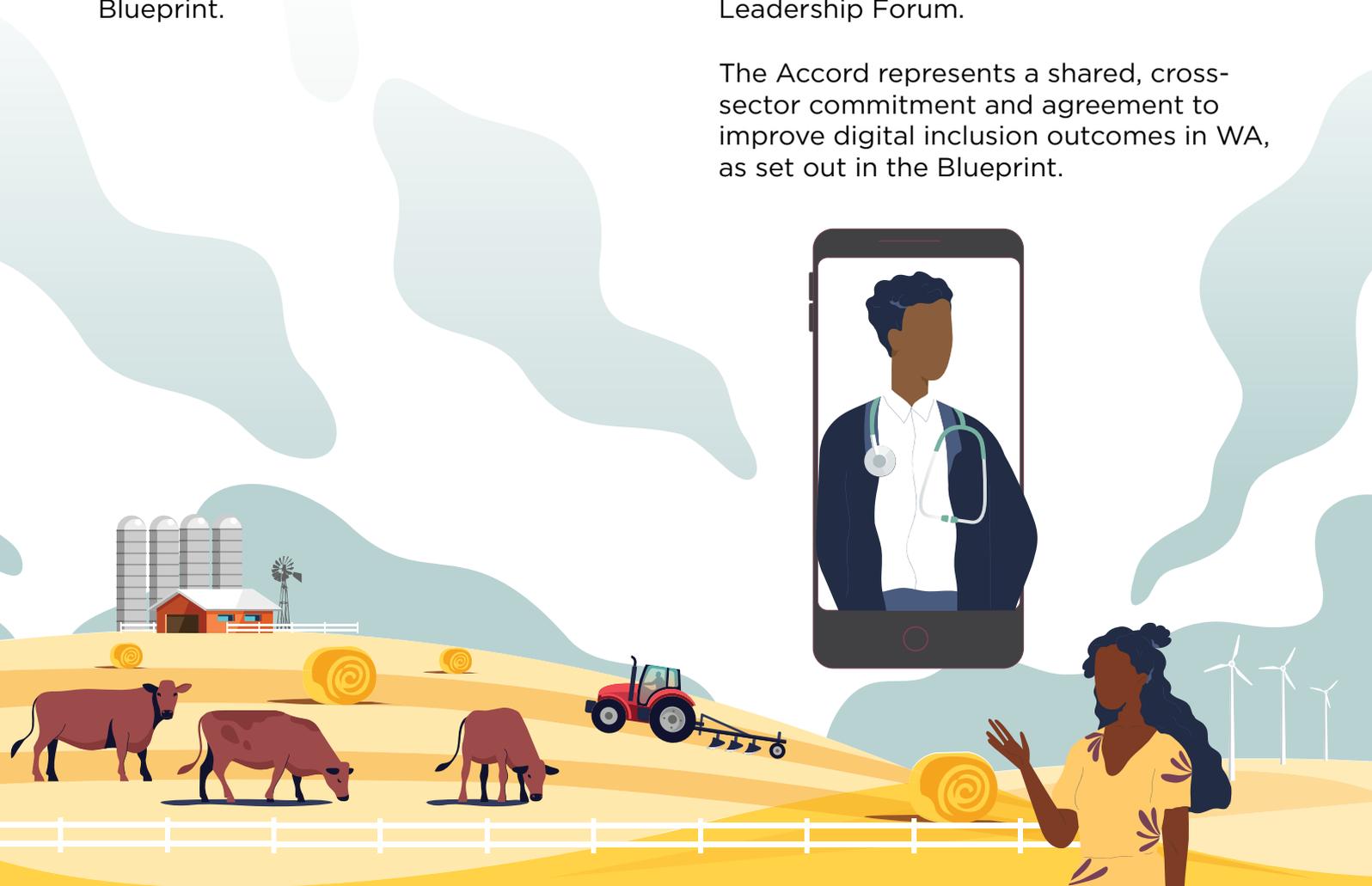
Skills

Design

Digital inclusion is a broad and complex issue that the Government cannot solve alone. Partnerships between government, industry, community services and WA communities are essential to deliver initiatives that support better outcomes State-wide. There are different roles for partners to play in supporting this work.

The Government's Blueprint establishes a Partnership Framework to encourage collaboration across the digital inclusion ecosystem, and improve the strategic direction and coordination of initiatives to address digital inclusion barriers. This Partnership Framework includes the Digital Inclusion Accord (Accord) and Leadership Forum.

The Accord represents a shared, cross-sector commitment and agreement to improve digital inclusion outcomes in WA, as set out in the Blueprint.



Purpose

The Accord seeks to:

- provide the necessary foundation to facilitate and encourage further collaborative efforts and partnerships to address digital inclusion barriers;
- commit parties to mobilise available resources and undertake opportunities to improve digital inclusion outcomes in WA, recognising that this is essential for full and equal participation in society and the wider economy;
- establish a high order agreement between all parties whilst not creating any legally binding obligations; and
- leverage existing digital inclusion networks and partnerships; it does not intend to override or replace these mechanisms.

Outcomes

The expected outcomes of this Accord are to ensure all Western Australians can easily access and use digital technologies through:

- **Well-developed and shared understanding of digital inclusive initiatives** - that all parties will be informed of opportunities for future collaboration, will have visibility of digital inclusion initiatives undertaken across WA, and will have heightened awareness of other parties' priority initiatives and issues impacting communities.
- **Enhanced community capability in delivering digital inclusive programs** - that community service providers will have access to more opportunities, support and resources required to expand their assistance to communities in need.
- **Well established, functional digital inclusion partnerships** - that there are more diverse and sustainable cross-sector partnerships and collaborations that have the resources and network to develop and deliver new digital inclusion initiatives that meet communities needs and aspirations for digital inclusion.



Parties

This Accord is an Agreement between a variety of organisations and entities with varying expertise and capabilities to contribute to a digital inclusion partnership including:

WA Government

Led by the Department of the Premier and Cabinet, the WA Government will lead and coordinate the delivery of the Blueprint, initiatives program and other opportunities that drive collaboration amongst partners. The Department is the Secretariat for the Blueprint Partnership Framework, including the Accord.

Community Service

Community services – including not-for-profits, libraries and community resource centres – provide front line support to digitally-disadvantaged communities. This role is supported by their unique understanding of the cultural, economic and social issues that these communities experience.

WA Communities

Organisations and entities that are representative of digitally disadvantaged communities are able to provide unique insight on the issues and challenges the community experiences. They are also best placed to advocate for the digital inclusion needs and aspirations of these communities.

Industry

Industry leads innovation in products, services and good-will initiatives that support digital inclusion. They are able to work with and support communities to address their needs.



Priority areas

Parties commit to improving digital inclusion outcomes across one or more of the following four priority areas:

Connectivity

support access to reliable, quality internet services that are fit for purpose



Affordability

support access to affordable digital devices, internet services and data



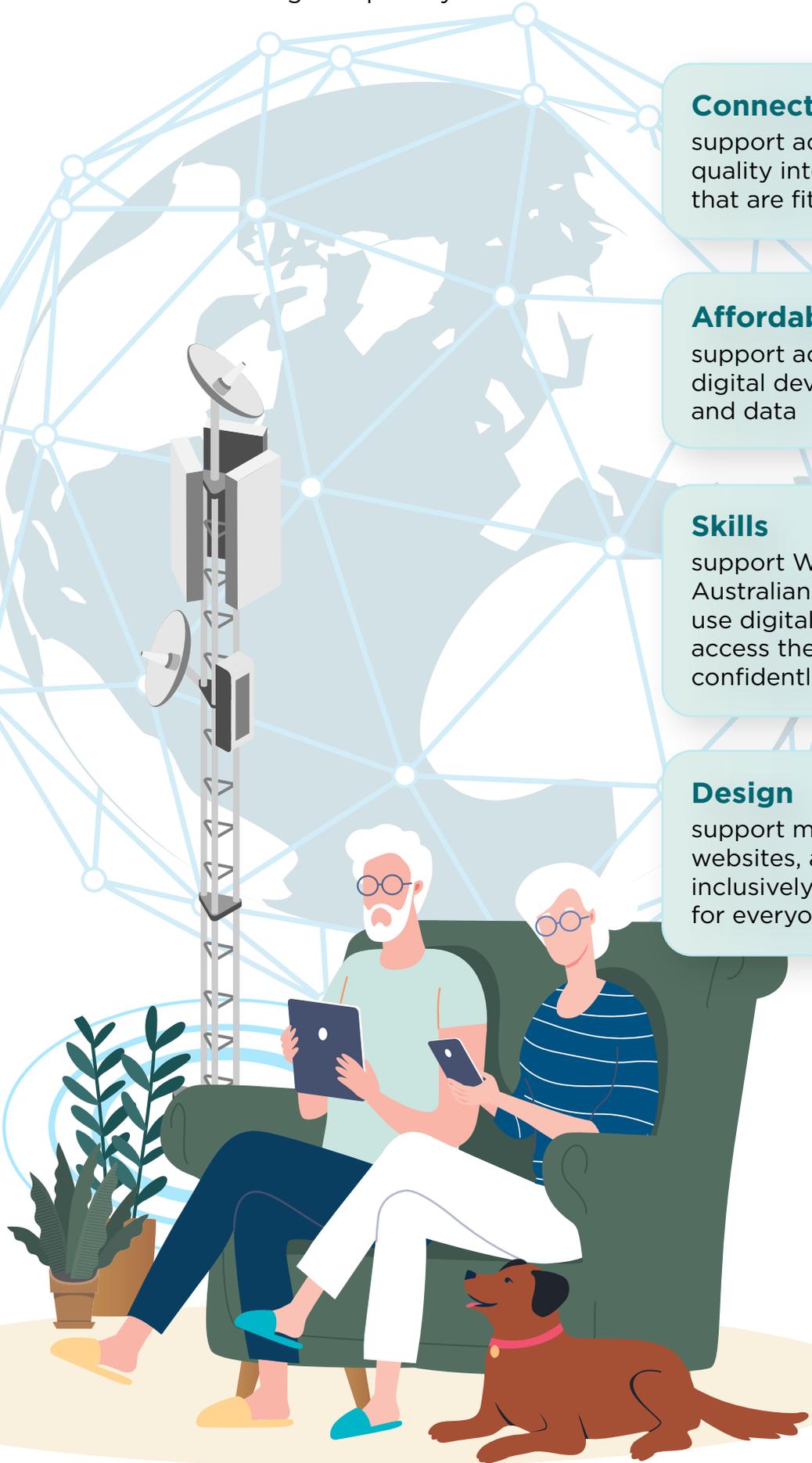
Skills

support Western Australians to be able to use digital technologies and access the digital economy confidently and safely



Design

support making technology, websites, and apps more inclusively designed for everyone's use



Partnership approach

Parties commit to seeking partnerships with other members where there are opportunities to combine resources, capabilities and expertise to support digital inclusion outcomes in digitally disadvantaged communities.

Parties commit to applying the following interdependent principles in their partnerships with others:

- **Openness and transparency**

Where possible and appropriate, maintain open and transparent communication with partners on all aspects that impact their digital inclusion efforts. This includes, but is not limited to:

- » Digital inclusion initiatives that your organisation plans to pursue and further explore.
- » Digital inclusion initiatives that your organisation is currently implementing and delivering.
- » Learning outcomes and known impacts of delivered digital inclusion initiatives, so that others may apply these lessons elsewhere.

This Accord therefore establishes an information sharing process to facilitate this communication between members. Parties commit to providing high level information on initiatives in progress or planned to the Secretariat when applying for [Membership to the WA Digital Inclusion Accord](#)

The Secretariat will collate members' information into a report that will be made publicly available.

- **Community Centric**

Undertake all efforts to understand the diverse inclusion needs and aspirations of digitally disadvantaged communities in WA, including:

- » People with disability;
- » Older people;
- » People in regional and remote communities;
- » People living on low income;
- » People from culturally and linguistically diverse (CALD) backgrounds, particularly refugees; and
- » Aboriginal communities.

Seek to prioritise these needs and aspirations in the delivery of digital inclusion initiatives and support.

- **Value-tested**

Seek to invest in digital inclusion initiatives that are tested or scaled according to their demonstrated benefits and ability to support community needs across the four priority areas.

- **Accountable**

To the extent possible, measure initiative outcomes in line with community needs and priorities and seek and consider feedback and perspectives from recipients. Where appropriate ensure outcomes are available publicly.



Terms of Agreement

Parties of this Agreement are, in effect, members of the Accord

1

Eligibility

To become party to the Accord, an organisation and/or entity must:

- agree to the commitments set out in this Accord;
- where appropriate, work in collaboration and partnership with other members of the Accord; and
- lead or support the delivery of digital inclusion initiatives that address one or more of the four barriers to access and use of digital technologies; or
- have considerable expertise and understanding of the challenges impacting digitally disadvantaged communities.

2

Commencement

The Accord will come into effect following acceptance by the Office of Digital Government.

3

Amendment

The Accord and any attachments may be amended by mutual agreement between the Accord parties.

4

Duration

The Accord will remain in force for all Parties until it is revoked or replaced.

5

Review

The effectiveness of the Accord will be reviewed by the Department of the Premier and Cabinet (the Department) within two years of its commencement.

The Department will provide an opportunity for Parties to inform the outcomes of the review.

Outcomes of the review will be shared with all Parties.

6

Termination

Parties can opt to withdraw from the Accord at any time by indicating their intention to do so, with the Secretariat.

Application

Organisations wishing to join the Accord must complete the Application for Membership to the WA Digital Inclusion Accord. We encourage applicants to share information on their current and planned digital inclusion initiatives by including this information in their Application Form.

Your Application for Membership to the WA Digital Inclusion Accord should be submitted [online](#) or to Dgov-administrator@dpc.wa.gov.au.

Organisations application for membership to the Accord will be confirmed by the Department of the Premier and Cabinet.

Enquiries regarding the Accord can be made via the same email address or phone on (08) 6552 5000.



Application for Membership to the Accord

This Application Form is comprised of two parts:

Part A: Application for Accord Membership – in doing so Applicants commit to outcomes and terms of the Accord.

Part B: Information Sharing on Digital Inclusion Initiatives – to enhance understanding and facilitate collaboration amongst Accord members.

Part A – Application for Accord Membership

Note that by completing this form you authorise the Department of the Premier and Cabinet to publish your organisation details under the List of Accord Partners on the wa.gov.au website.

Organisation*

ABN and/or Registration Details (If applicable)*

Phone*

Email*

Our organisation identifies as:

- Community Services**
Includes not-for-profits, libraries and community resource centres – provide front line support to digitally-disadvantaged communities. This role is supported by their unique understanding of the cultural, economic and social issues that these communities experience.
- WA Communities**
Organisations and entities that are representative of digitally disadvantaged communities are able to provide unique insight on the issues and challenges the community experiences. They are also best placed to advocate for the digital inclusion needs and aspirations of these communities.
- Industry**
Industry leads innovation in products, services and good-will initiatives that support digital inclusion. They are able to work with and support communities to address their needs.
- Government**
Agencies of the Western Australian Government.

Our interests are in the following priority areas (please select all that apply):

- Connectivity**
Support access to reliable, quality internet services that are fit for purpose
- Affordability**
Access to affordable digital devices, internet services and data
- Skills**
Western Australians to be able to use digital technologies and access the digital economy confidently and safely
- Design**
Support making technology, websites, and apps more inclusively designed for everyone’s use

I hereby authorise this application to join the Digital Inclusion Accord and:

- have read and agree to the Accord Terms of Agreement;
- commit to working toward the collaborative achievement of the Accord outcomes.

Name:	<input type="text"/>	Signature	<input type="text"/>
Job Title	<input type="text"/>	Date:	<input type="text"/>

Part B - Information Sharing on Digital Inclusion Initiatives

Providing information on initiatives that your organisation are progressing or planning to progress will help to build understanding and awareness amongst Accord partners, and identify opportunities where resources, capabilities and expertise could be combined to support digital inclusion outcomes. Please provide details of your initiative/s below.

In providing this information, you acknowledge and authorise that the Department of the Premier and Cabinet may make this information publicly available.

Initiative name*

Description

This initiative addresses the following barriers to digital inclusion (please select all that apply)*



Connectivity

Support access to reliable, quality internet services that are fit for purpose



Affordability

Access to affordable digital devices, internet services and data



Skills

Western Australians to be able to use digital technologies and access the digital economy confidently and safely



Design

Support making technology, websites, and apps more inclusively designed for everyone's use

This initiative supports the following digital inclusion cohorts (please select all that apply)*



People with disability



Older people



People in regional and remote communities



People from CALD backgrounds



Aboriginal communities



People living on low income

Other partners or Stakeholders

Timeline

Authorisation

Name

Job Title

Organisation

Signature

Date

Enquiries regarding the Application for membership to the Accord can be made via Dgov-administrator@dpc.wa.gov.au or (08) 6552 5000