

Digital Inclusion

Overview

WAITTA's inaugural Digital Inclusion award, The Connected State, recognises organisations that have significantly contributed to expanding digital access and use for all Western Australians, thus bridging the digital divide.

Organisations that provide IT services, solutions and support that enable Western Australians at risk of digital disadvantage to access and use digital technology and online services are encouraged to enter.

Description

This award recognises an outstanding digital and/or technology solution and/or service created in or based in WA that best solves pressing social challenges, and social injustices to deliver a significant positive change. The digital inclusion award is typically given to individuals, organisations, or initiatives that have made significant contributions to promoting digital equity and inclusion in their communities or society at large.

The purpose of this award is to recognise those who have demonstrated excellence in bridging the digital divide and empowering disadvantaged individuals or groups to fully participate in the digital world.

Entry is open to any ICT solution and/or service that is demonstrated to deliver a total benefit to society from using the solution by:

- Demonstrating commitment to advancing digital inclusion by creating or supporting initiatives that promote digital equity and inclusion, such as providing access to digital tools, training programs, or resources to marginalised communities
- Providing evidence of successfully increasing digital access and skills among the targeted population including how the target population was identified and selected e.g., research, consultation etc.
- Indicating which disadvantaged communities were addressed by the initiative/s e.g. people with a disability, people living in regional and remote communities, people on low income, people from culturally and linguistically diverse backgrounds, older people and Aboriginal communities
- Delivering innovation and creative approaches to addressing the digital divide, including the use of emerging technologies or novel methods of delivery
- Illustrating a clear plan for sustaining and scaling their digital inclusion initiatives over time, ensuring that they can have a lasting impact on the communities they serve
- Building collaboration and partnerships with other organisations or stakeholders to achieve digital inclusion goals, recognising that this work requires a collective effort
- Showing which barriers to digital inclusion were addressed by the initiative/s e.g., affordability, connectivity, skills, and/or design

Benefits should highlight all the private benefits plus any external benefits of use of the solution and/or service.

While the application may not necessarily be in full-scale implementation, it must provide details of user acceptance and testing and/or already be in use by customers of the organisation.

Sample Market Sectors

Regional, Rural and Remote Services, Indigenous, Health and Wellbeing, Education, Sustainability and Environment, NGOs, and the Disability Sector.

Criteria and Attributes

Entries in 'The Connected State' award will be judged according to the following criteria:

Digital inclusion initiatives provided

- What was the problem/need identified and how does it impact on pressing social challenges and social injustices?
- What competitive analysis was undertaken?
- What are the gaps in the market?

How the digital inclusion initiatives provide a positive and sustainable impact for people from disadvantaged groups

- What is the solution and how does it deliver a significant positive change?
- User uptake, experience and acceptance
- Understanding/implementation of the user requirements

Impact on the WA digital inclusion landscape

- Market share - number of customers/clients, revenue or investment, technology enhancements
- Underlying technology used
- Methodology used
- Management of Privacy and Security.

Innovation in approach, design and/or solution

- What is the innovative impact of the solution? For example, is it incremental, disruptive, radical or architectural innovation/excellence?
- What research or needs analysis was undertaken? (And what did this show?)