

Responding to Digital Equity in the Western Parkland City

Guidance for councils

Acknowledgement of Country

The Western Parkland Councils acknowledge the traditional owners of the lands that include this region: the Darkinjung, Dharawal, Dharug and Gundungurra peoples, and the living culture of the traditional custodians of these lands.

We also respectfully recognise that the traditional owners have occupied and cared for this country over countless generations, and celebrate their continuing contribution to the life of this region.



This guidance is delivered in collaboration with Smart Places, Transport for NSW and The Parks, Sydney's Parkland Councils, an alliance of the eight local government areas that comprise Western Parkland City as part of the Western Parkland City Digital Equity and Inclusion Insights Program. The Program received a co-contribution of funding through the Smart Places Acceleration Program, a special reservation of the NSW Government's Digital Restart Fund.

About this guide

As the tier of government most connected to local communities, local councils play an important role in ensuring everyone in the community can confidently use digital technologies. Councils in Western Parkland City are already implementing many initiatives toward a more digitally inclusive future for their community. This guide will support this even further.

Purpose of this guide

The purpose of this guide is to provide information to assist councils in the Western Parkland City to improve digital inclusion for their community. This guide is relevant for teams across councils working to improve digital inclusion, including property and asset teams, libraries, customer service, corporate planning, community development, community engagement, strategic planning and IT. The guide:

- provides an overview of digital challenges in the Western Parkland City
- considers how councils can support digital inclusion through their strategic and operational planning processes
- includes practical ideas, possible opportunities for consideration and case studies.

What is digital inclusion?

For the purposes of this guide, digital inclusion means that everyone can access, afford and have the ability to engage with digital technologies to participate in the digital world. To be digitally inclusive means everyone in your council area can:

- have affordable access to high-quality connectivity (for example Wi-Fi) and appropriate devices to use it
- access digital devices and council and other services without barriers, regardless of abilities, situations and places
- have the ability, skills and confidence to use digital technologies, services and online resources (including emerging technologies such as AI and smart technology)

- use digital technologies, services and resources safely and securely
- make informed decisions digitally and are aware of the opportunities, risks and impacts of the digital world.

Why digital inclusion is important for councils

Some people and groups in the community face more barriers to being able to access, afford and engage with digital technologies. This includes older people, socio-economically disadvantaged people, people with disability, First Nations people, people from a culturally and linguistically diverse background, women and LGBTQI+ people.

Experience can also be intersectional, in that some people can be a member of a number of diverse social cohorts at the same time and may experience intersecting and compounding challenges or barriers.

Access to the internet and digital technologies is no longer a luxury but a fundamental necessity to participate in life. It is the gateway to information, social networks, job opportunities, health, education and essential government services.

As councils shift more core services such as community engagement, library services, rates, development services, bookings for facilities and payments to online, it is critical that digital inclusion is improved to ensure all community members have equal opportunity to access, participate and interact with their local council.

Digital inclusion also allows councils to engage with the community quickly and efficiently during times of disaster and when communicating about important projects that require LGA-wide input. It also provides a range of economic benefits to councils.

Understanding digital equity and inclusion in Western Parkland City

The Western Parkland City includes the local government areas of Blue Mountains, Camden, Campbelltown, Fairfield, Hawkesbury, Liverpool, Penrith and Wollondilly.

A localised study conducted as part of the Western Parkland City Digital Equity and Inclusion Program identified that 30% of Western Parkland City residents are digitally excluded, which is significantly higher than the rest of Greater Sydney (17%). This means that there are significant gaps in the capacity of Western Parkland City community members to

access, participate and interact with their local council online.

Digital exclusion is highest in communities where social and economic disadvantage impacts people's ability to afford quality and reliable internet plans and the devices needed to connect online.

A snapshot of digital exclusion in the Western Parkland City is provided below, drawing on data from the Western Parkland City Digital Equity and Inclusion Insights Program.

The Western Parkland City has lower use of computers compared with the rest of Greater Sydney



89% of Western Parkland City residents access digital resources, services and training online

*compared with **95%** in Greater Sydney*

Access to digital technology is lowest in

Fairfield
The Blue Mountains
Hawkesbury
Wollondilly

Residents in Wollondilly are the lowest users of online services and activities in Greater Sydney



50% of First Nations people in the Western Parkland City have NBN connection

*compared with **73%** of other residents*

People's ability to use digital technology is lowest in

Fairfield
The Blue Mountains
Hawkesbury
Wollondilly

People use the internet less and rely on mobile and pre-paid services



30% of households in Fairfield, Campbelltown, the Blue Mountains and Liverpool would need to pay over 5% of their household income to afford a quality and reliable internet connection

Digital inclusion through the IP&R framework

Local councils play an important role in ensuring all community members have equitable access to digital resources and can access, participate and interact with their local council online. Many councils in the Western Parkland City already have assets, programs and initiatives in place to support the community to access and engage with digital technology. This includes the provision of devices for public use in libraries, free public Wi-Fi and digital literacy programs.

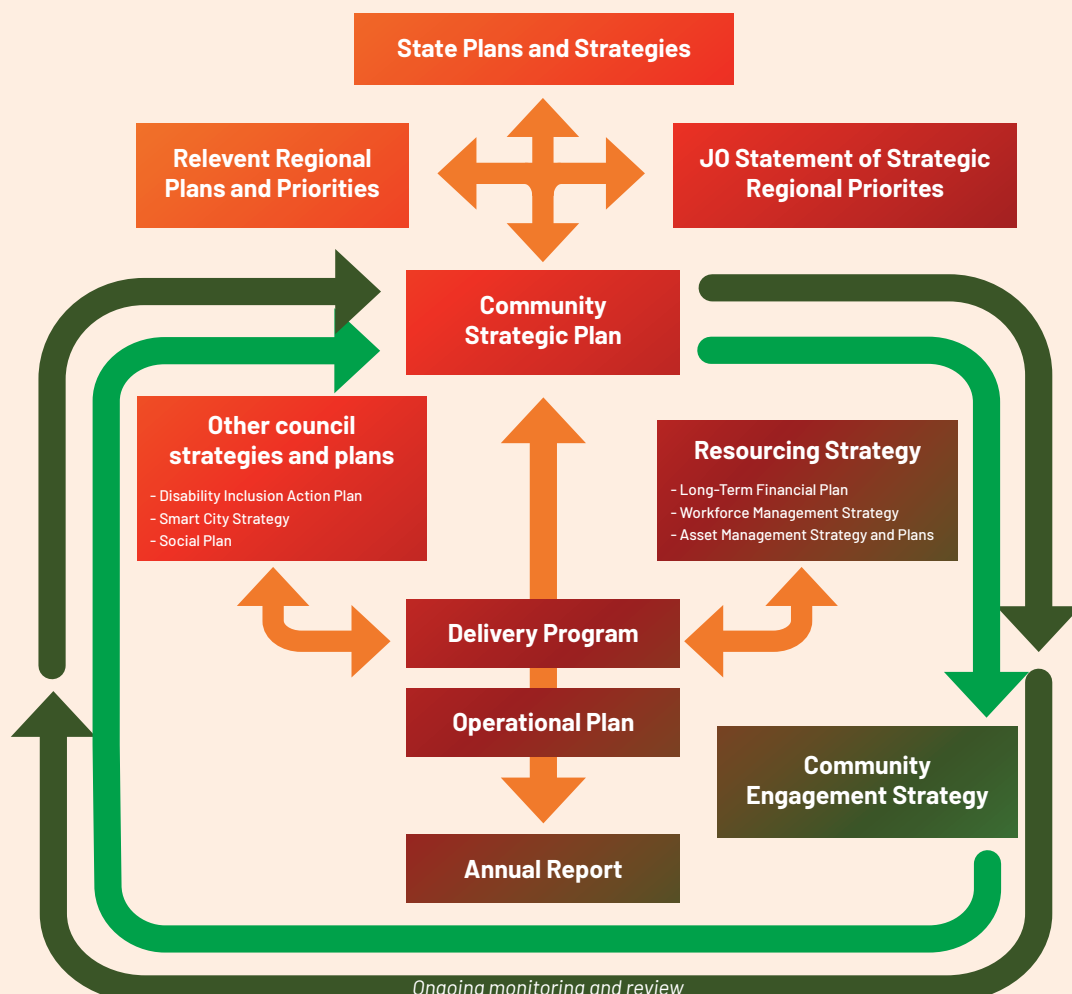
The Integrated Planning and Reporting (IP&R) framework is a council's primary planning and reporting tool, allowing you to draw your various plans together and plan holistically for the future.

Digital inclusion considerations should be embedded in your IP&R processes to allow you to drive change and foster inclusion with resourcing support, and ensure there is a coordinated effort within council to deliver positive outcomes for your community.

You can incorporate digital inclusion at all levels of your IP&R process, including the following:

- Community Engagement Strategy
- Community Strategic Plan (CSP)
- Long-term Resourcing Strategy
- Delivery Program and Operational Plan
- other supporting strategies and plans.

IP&R framework (adapted from NSW Office of Local Government)



Community Engagement Strategy

Council's Community Engagement Strategy to inform the CSP must be based on the principles of access, equity, participation and rights, which align strongly with digital inclusion outcomes.

To raise digital inclusion when engaging with your community, you can:

- provide information to your community by sharing data about digital exclusion in your local government area (LGA) and promoting the benefits of digital inclusion
- seek feedback from your community about their experience of digital exclusion generally and the level of importance for council (and partners) to address digital exclusion in your area
- seek feedback from your community about their experience of digital exclusion in relation to council's communication and services
- involve the community in developing objectives and strategies that will make your LGA more digitally inclusive.

Multiple forms of communication and engagement should be used to ensure those who are currently digitally excluded can be heard.

This can help to determine the programs and strategies that are needed in your LGA and identify the best way to reach and support community members. It will also inform strategies to be included in your CSP.

Example questions to ask your community:



- Where do you usually use the internet?
- Do you have access to an internet connection in your household?
- Do you have regular access to a digital device (such as a computer, smartphone or tablet) in your household?
- Do you experience any financial challenges when it comes to using the internet and digital technology?
- How often do you use the internet?
- How would you rate your digital skills?
- Do you experience any accessibility challenges when using the internet? Accessibility challenges may include being unable to see or read what is on a screen well, or not being able to type or use a mouse or touchpad easily
- Are you concerned about your online safety?
- What training or support around digital technology would be helpful to you?

Engaging with digitally excluded community members



With 30% of residents in the Western Parkland City being digitally excluded, community engagement processes must incorporate non-digital methods and a range of opportunities for people to provide feedback, in order to reach everyone in your community.

Inclusive engagement methods being used by councils include letterbox drops, telephone surveys, pop-up stalls, paper copy surveys and drop-in sessions. Councils also use libraries and community centres to disseminate information within digitally excluded communities.

Community Strategic Plan (CSP)

For councils in the Western Parkland City, digital inclusion should be a core objective of the CSP, as it is crucial in order to meet each of the social justice principles.

Digital inclusion as a principle or goal: Inclusion of a broad overarching principle or goal, such as 'digital equity and inclusion' in your CSP will ensure that more detailed strategies and actions are addressed through your **Operational Plan** and **Delivery Program**. Digital inclusion should also be included as a metric, to support ongoing data collection so you can understand the status of digital equity and inclusion in your community over time.

Example CSP objective:

"A connected community where all individuals have equitable opportunities to access, afford and engage with digital technology, services and online resources."



Example strategies:

- support community members to access devices and connectivity
- upskill community members in how to use digital technology safely
- reduce barriers (including accessibility and affordability barriers) for community members to use digital products and online services.

Partnerships with other stakeholders and the community to action strategies

In some cases, delivering on the strategies in the CSP may require forming partnerships with external stakeholders, such as other government agencies, businesses, non-government organisations, community groups and individuals. This could include reaching out to telecommunication companies to understand opportunities to share data.



Long-term Resourcing Strategy

The Resourcing Strategy has three essential elements: long-term financial planning, workforce planning and asset management planning. It is used by councils to inform decision-making when finalising the CSP and developing the Delivery Program and is updated annually as part of the development of the Operational Plan.

Long-term financial planning

Long-term financial planning helps councils identify the financial considerations to be addressed over the long term and the resources needed to address community objectives.

In relation to digital inclusion, you can consider the following in your Long-term Financial Plan:

- availability of alternative funding and grant programs – ensure that the financial sustainability of a project is considered post the funding time
- volunteer and community-based programs
- maximising the use of development contributions, including Voluntary Planning Agreements, in accordance with legislation
- innovative service-delivery models and partnerships.

Workforce planning

Workforce planning is one element of the Resourcing Strategy that impacts the way councils conduct everyday service design and delivery. Workforce planning enables councils to ensure they have the right people with the right skills and experience to implement digital inclusion initiatives and actions.

Digital equity and inclusion is important for all staff to understand and work towards. **Council staff may need to be upskilled to provide the support that your community needs to overcome digital exclusion. Library staff in particular are increasingly playing an important role in providing technology access and support for community members.** This is an extension to the traditional role of library staff, and additional training may be required to meet the needs and emerging expectations of your community.

Dedicated roles and teams that support councils in inclusive service design and delivery include:



- a dedicated digital equity and inclusion officer in your council could act across the organisation and with external organisations (such as governments and community organisations) to progress strategies and actions to reduce digital exclusion in the community
- a cross-organisation 'digital equity and inclusion working group' could take responsibility for actioning digital inclusion strategies
- you could identify digital equity and inclusion 'champions' to work both within your council hierarchy and externally promote digital inclusion objectives and strategies.

Internal digital literacy training

Provide digital literacy training to council staff, particularly frontline staff working in libraries, or community centres to upskill them in providing technology support to community members.



Asset management planning

Asset management planning determines how funding will be applied to council's assets. There are many opportunities for you to enable digital inclusion, by prioritising the provision of the following:

- free and untimed Wi-Fi and computers in and outside council's libraries and community spaces
- access to up-to-date technology, devices and software that can be used at various times / days of the week
- access to private and quiet spaces to take meetings or record videos in
- access to free and untimed Wi-Fi in civic spaces and public parks.

Delivery Program and Operational Plan

When community engagement and the CSP have identified digital inclusion as a strategic objective, it is important to ensure that it is appropriately reflected in the **Delivery Program** and annual **Operational Plans**.

You can:

- elaborate on objectives and strategies in the CSP through the development of stand-alone supporting documents, such as a Digital Inclusion Strategy and the Disability Inclusion Action Plan
- ensure specific digital inclusion activities/considerations are articulated in the Delivery Program and Operational Plan
- identify existing programs and service areas that address digital inclusion in the Delivery Program and Operational Plan, such as digital literacy programs or services at libraries
- identify and connect existing actions in other program service areas that address digital inclusion and ensure these are listed in the Operational Plan.

Examples of opportunities you could consider in your Delivery Program and Operational Plan are outlined in the attached tool: *Good to best practice opportunities to move toward digital inclusion*.

Digital inclusion strategy

Develop a digital inclusion strategy, including an audit that identifies your existing programs and service areas that address digital equity and inclusion, and the actions you are currently delivering. Ensure information about your existing programs is up-to-date and clearly communicated to your community. One way you can do this is by using Western Parkland Council's [Online Service Hub](#) database to promote your programs.



Other strategies and plans

While the focus of this guide is on the IP&R framework, it is acknowledged that there are other strategies and plans that can be utilised to embed digital inclusion.

Local strategic planning statement (LSPS)

The LSPS is a strategic plan that guides the future development of an LGA. It describes the 20-year vision and priorities for land use in the local area, and how change will be managed into the future.

Including digital inclusion as an overarching planning priority in your LSPS will ensure that it informs your planning and development decisions and future infrastructure and service planning.

Digital inclusion considerations can also be reflected in and addressed through your other supporting strategies, plans and policies, including the following:

- disability inclusion action plans
- smart city or innovation strategies
- social plans
- health and wellbeing strategies
- community safety and crime prevention strategies
- ageing strategies
- community facilities strategies
- economic development strategies
- public open space strategies.

Disability inclusion action plan

Some councils include digital equity and inclusion actions in their Disability Inclusion Action Plan under Focus area 4: Providing accessible systems and processes.

Example actions could include **updating your council website to comply with the Web Content Accessibility Guidelines (WCAG), providing closed captions on any videos on the website and developing Easy Read versions of key council documents available online.**



Planning public open spaces

When preparing standards guides for public open spaces, ensure the inclusion of digital infrastructure. You could work with telecommunication companies to ensure that public spaces have adequate mobile connectivity for the needs of the community, in addition to free and untimed Wi-Fi, wayfinding and mobile phone charging stations.



Monitoring, reporting and evaluation

The ongoing monitoring and review of progress and performance is fundamental to the success of the IP&R framework and occurs across all its planning elements. The example digital inclusion opportunities listed in the Good to Best Practice Tool at the end of this guide can help you understand and assess your current maturity level.

There are a number of sources of data available that you can use to measure the effectiveness of digital inclusion strategies, activities and actions. These include:

- community surveys and consultations
- attendance at training sessions, programs or events
- ABS Census data
- council Wi-Fi usage data
- council engagement website statistics
- council library website statistics
- customer satisfaction surveys
- library satisfaction surveys.

For measurement of progress and performance to be meaningful, it is important to establish baseline data on your current digital inclusion standing. This can be achieved through an LGA-wide survey. It is also important to establish KPIs that are specific, measurable, achievable, relevant and time-bound.

Establishing baseline data through a survey



A mix of methods should be used to promote and conduct the survey to ensure you reach everyone in your community, including those who are not digitally included. Examples include an **online survey, telephone surveys, paper copies of the survey at libraries and council offices, a letterbox drop and intercept surveys.** To further understand the unique experiences of particular cohorts, you could conduct **targeted focus groups** with independently recruited participants.

Resources

Here is a list of other resources to support improving digital inclusion for your council.

- **NSW Digital Connectivity Index:** <https://www.nsw.gov.au/departments-and-agencies/nsw-telco-authority/nsw-digital-connectivity-index>
- **SmartNSW Playbook:** <https://www.transport.nsw.gov.au/industry/cities-and-active-transport/smart-places/smart-places-playbook>
- **SmartNSW Case Study Library:** <https://www.nsw.gov.au/business-and-economy/smart-nsw-case-study-library/listings>
- **The Parks services and learning opportunities:** <https://theparks.nsw.gov.au/digital-equity/>
- **Uncovering the Digital Divide in the Western Parkland City: Findings report for Western Parkland City Digital Equity and Inclusion Program:** <https://researchbank.swinburne.edu.au/file/a960bedf-f25a-461b-b7fb-e89e13baa644/1/2023-digital-divide-western-parkland-findings.pdf>



Tools

You are welcome to adapt
and use these tools:

Considerations for vulnerable
community cohorts

Good to best practice activities to
move toward digital inclusion

Case studies of digital inclusion
initiatives implemented by councils

Considerations for vulnerable community cohorts

To be digitally included...



Students and young people

Sometimes I struggle getting access to a computer for my school work. I mostly use my mobile phone.

I need...

- access to computers and internet connectivity in libraries and public spaces
- financial assistance to purchase or receive free devices.



People with low English skills

Support services need to respond to my language, learning and cultural barriers and preferences.

I need...

- content translated into multiple languages
- bilingual staff available to help
- information disseminated through community/ cultural groups
- strategies that consider that young people in my family might be translating for me.



People in low income households

I may have multiple intersecting barriers relating to access, affordability, and digital skills.

I need...

- digital literacy programs
- financial assistance to purchase or receive free devices
- access to computers and internet connectivity in libraries and public spaces.



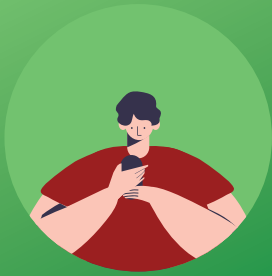
Older people or non-internet users

I need help to overcome barriers to getting online.

I need...

- information about the benefits of digital technology and the internet
- encouragement to keep using technology post retirement
- financial assistance to purchase or receive free devices
- upgrades to devices and software
- training about how to get started, navigate and be safe online.

To be digitally included...



People with disability

Additional support is important to help me have more independence and autonomy.

I need...

- modified devices and equipment to increase usability
- assistive technology
- accessible website compatible with screen readers
- information about how and where to access supports
- Easy Read versions of online materials
- closed captions on videos
- digital literacy programs.



New migrants and refugees

Affordability and access to appropriate devices is a key barrier to inclusion.

I need...

- access to computers and internet connectivity in libraries and public spaces
- digital technology in basic household goods packages
- financial assistance to purchase or receive free devices.



First Nations people

I may have multiple intersecting barriers relating to access, affordability, and digital skills.

I need...

- to be consulted with in a culturally appropriate way
- financial assistance to purchase or receive free devices
- access to computers and internet connectivity in libraries and public spaces.

Good to best practice opportunities to move toward digital inclusion

Councils in the Western Parkland City are already delivering initiatives that improve digital inclusion. However, varying levels of financial and staff resources impact on the activities you are able to deliver.

Acknowledging these challenges, this tool provides examples of opportunities that you can consider to improve digital inclusion – from good to best practice. The first step will be establishing an evidence base for digital inclusion in your LGA.

From there, the opportunities in this tool are designed to be considered in your Delivery Program and Operational Plan and resourced through your Long-term Resourcing Strategy, once you have established digital inclusion as a priority in your CSP.

The aim is to support you to assess your existing activities and identify opportunities for additional activities. It is a guide only, encouraging progression from good to best practice.

The opportunities in this tool have been categorised under the pillars of access and connectivity, affordability, ability and accessibility. You can use the tool in its entirety or you can go directly to the relevant pillar based on the digital inclusion challenges you have identified in your LGA. Please note that for this reason, some opportunities are duplicated across multiple pillars where they help to address multiple challenges.

What is good to best practice?

Good practice	Better practice	Best practice
		
Lower level of funding and resourcing required.	- Progress in place to implement and build on digital inclusion activities. - Mid level of funding and resourcing required. - Begins to incorporate digital inclusion activities as business as usual.	- Most beneficial for the specific cohorts. - Higher level of long-term funding and resourcing required. - Digital inclusion activities incorporated across the organisation.

Example activities for councils to implement

Access and connectivity

Good practice	Better practice	Best practice
✓	✓✓	✓✓✓
• Provide free unlimited 24/7 Wi-Fi inside and outside libraries • Provide public access to up to date computers in libraries • Undertake research and consultation by and with First Nations communities to better understand culturally appropriate strategies for increasing digital inclusion	• Actively promote and share information about funded digital inclusion programs, learning opportunities and digital inclusion services in the area. This could include affordable phone plans, a device bank and other initiatives staff hear about. Information can be disseminated through community organisations, existing networks and groups, schools and universities. Information should be available in multiple languages and shared using both digital and non-digital methods • Provide free public access to a broader range of digital devices in libraries, including tablets. The purchase of devices should be included in budget planning • Deliver culturally appropriate services and programs to support First Nations community members	• Provide free, untimed and high-speed Wi-Fi in civic spaces and public open spaces • Provide a mobile digital inclusion van/bus that provides Wi-Fi and digital support to communities outside of urban centres. Services provided by the bus could include temporary satellite internet in locations with limited or no connectivity • Provide devices on long term loan and access to downloadable software/ programs • Provide community hubs or private work/study spaces throughout the LGA, with free 24/7 access • Provide a mobile library service to provide digital resources and assistance to people who cannot attend the library • Monitor and maintain data inputs to the Western Parkland Council's Online Service Hub that provides a publicly available directory of where free Wi-Fi can be found across the LGA • Continually seek additional funding or partnerships to deliver subsidised internet connection and device packages, which could be distributed through schools, support services and social housing providers • Appoint a dedicated digital equity and inclusion officer in council, who could act across the organisation to progress strategies and actions to reduce digital exclusion in the community

Affordability

Good practice	Better practice	Best practice
✓	✓✓	✓✓✓
• Provide free unlimited 24/7 Wi-Fi inside and outside libraries • Provide public access to up to date computers in libraries • Run free digital literacy programs in libraries or at local community centres (such as Tech Savvy Seniors) on a range of days and times, including out of business hours	• Leverage council's partnerships with community organisations, neighbourhood centres or educational institutions to deliver free digital literacy programs and short courses • Actively promote and share information about funded digital inclusion programs, learning opportunities and digital inclusion services in the area. This could include affordable phone plans, a device bank and other initiatives staff hear about. Information can be disseminated through community organisations, existing networks and groups, schools and universities. Information should be available in multiple languages and shared using both digital and non-digital methods • Provide free public access to a broader range of digital devices in libraries, including tablets. The purchase of devices should be included in budget planning • Develop a digital inclusion strategy with targeted initiatives to improve affordability and capability directed to those most in need	• Provide free, open access, untimed Wi-Fi in civic spaces and public open spaces • Provide a mobile digital inclusion van/bus that provides Wi-Fi and digital support to community outside of urban centres. Services provided by the bus could include temporary satellite internet in locations with limited or no connectivity • Provide devices on long term loan and access to downloadable software/ programs • Provide community hubs or private work/study spaces throughout the LGA, with free 24/7 access • Monitor and maintain data inputs to the Western Parkland Council's Online Service Hub that provides a publicly available directory of where free Wi-Fi can be found across the LGA • Continually seek additional funding or partnerships to deliver subsidised internet connection and device packages, which could be distributed through schools, support services and social housing providers • Appoint a dedicated digital equity and inclusion officer in council, who could act across the organisation to progress strategies and actions to reduce digital exclusion in the community

Ability

Good practice	Better practice	Best practice
✓	✓✓	✓✓✓
• Run free digital literacy programs in libraries or at local community centres (such as Tech Savvy Seniors) on a range of days and times, including out of business hours • Upskill library staff in digital literacy so they can better support community members • Support Migrant Resource Centres to provide digital literacy programs in community languages and using bilingual staff	• Partner with community organisations, neighbourhood centres or educational institutions to deliver digital literacy programs and short courses • Provide a digital help desk service where community members can get support using devices and the internet • Provide one-on-one technology help sessions to provide basic support with devices and the internet • Provide culturally appropriate resources and ensure bilingual staff are available to provide support in community languages • Improve the design of council website and online services to ensure it is easy to navigate and works well on a range of devices and screen sizes	• Provide a mobile digital inclusion van/bus that provides Wi-Fi and digital support to community outside of urban centres. Services provided by the bus could include temporary satellite internet in locations with limited or no connectivity • Provide a home library service to provide digital assistance to people who cannot attend the library – consideration should be given to appropriate insurance measures for such services • Provide training and capacity building for community members to be able to support and train others in their community • Appoint a dedicated digital equity and inclusion officer in council, who could act across the organisation to progress strategies and actions to reduce digital exclusion in the community

Accessibility

Good practice	Better practice	Best practice
✓	✓ ✓	✓ ✓ ✓
Conduct accessibility audit to ensure council website and online forms are compliant with Web Content Accessibility Guidelines (WCAG), videos have closed captions and that Easy Read versions of online documents are made available	- Improve the design of the council website and online services to ensure they are easy to navigate and work well on a range of devices and screen sizes - To ensure council communication effectively reaches all cohorts of the community, translate information into multiple languages and share with the community using both digital and non-digital methods	- Provide a home library service to provide digital assistance to people who cannot attend the library – consideration should be given to appropriate insurance measures for such services - Appoint a dedicated digital equity and inclusion officer in council, who could act across the organisation to progress strategies and actions to reduce digital exclusion in the community

Case studies

Digital inclusion initiatives from councils in the Western Parkland City are shown in green.
Initiatives from councils outside the Western Parkland City are shown in orange.



Resilient Wollondilly Van

Wollondilly Shire Council

Wollondilly Shire Council created a mobile van fitted out with amenities, including Wi-Fi and tablets, that they use to conduct community outreach and education in areas with limited or no connectivity.



Click and Connect

Penrith City Council

Penrith City Council partnered with Digital Literacy Foundation to deliver an iPad loan program where community members can access an iPad and data to use at home for up to six months for free.



1:1 Tech Help sessions

Fairfield City Council

Fairfield City Council offers free 25-minute sessions with a library staff member, who provides assistance with their device. If the question cannot be answered on the spot, staff guide the person to additional support.



Free Wi-Fi in Randwick

Randwick City Council

Randwick City Council provides free public Wi-Fi at libraries and a range of community facilities, halls, parks and beaches. Everyone in the community can access the free Wi-Fi and library membership is not required.



Students Supporting Seniors

Woollahra Municipal Council

Woollahra Municipal Council offers a free, weekly digital skills program for people aged 55+, in collaboration with a local school. Tuition is provided on a one-on-one basis by high school students under teacher supervision.



Tech Savvy Elders

Wagga Wagga City Council

Wagga Wagga City Council partnered with the NSW Department of Communities and Justice to develop a tailored Tech Savvy Elders digital literacy pilot program for Wiradjuri and First Nations Elders.

