

Blueprint to close the digital divide

In the rapidly evolving digital world, being digitally included is essential for full economic participation, social connection, enhanced wellbeing and equitable access to services.

Three priorities to close Australia's digital divide

1. Create a national digital inclusion strategy

- Create and implement a government-led national digital inclusion strategy so all Australians benefit from a coordinated approach
- Appoint a Minister to lead the strategy across government, in collaboration with corporate and community sectors

2. Invest in community led digital skills support for everyone

- Expand nationally coordinated, community led digital skills programs to support all Australians who are digitally excluded
- Embed AI literacy into digital literacy initiatives with cross-sector collaboration on ethical AI use and funding to help social impact organisations benefit from the AI revolution

3. Ensure equitable access to connectivity, devices and data

- Fund permanent digital affordability solutions, including a National Device Bank to provide free devices for those in need
- Support low or no cost internet connections and data for those at greatest risk of digital exclusion



Good Things Australia is a future-focused digital inclusion leader, advocating, partnering, educating and innovating to ensure no one is left behind in the digital world.

The digital divide is the gap between those who do and do not have the skills, confidence and affordable access they need to participate equally online.

Almost 1 in 4 Australians are digitally excluded.

People on low incomes or with low levels of education, people with disability, First Nations people, new migrants and refugees, and people over the age of 65 are most at risk of being left behind.

Digital inclusion is driver of:

 Employment growth

 Enhanced wellbeing

 Social inclusion

 Greater productivity

Everyone needs to be safe, confident and included online

Digital inclusion is a requirement for full and equal participation, enabling people to access essential government, education and health services and stay connected with loved ones, work and community.

With the rapid uptake of generative AI and emerging technologies across the world of work, life and play, the cost of being left behind will only increase. Investing in digital inclusion is not only a matter of social justice, it's essential for Australia's future.



It is possible to close the digital divide

Closing the digital divide will take an increased commitment to, and funding for, digital inclusion programs.

Greater investment from government, industry and philanthropy is needed. Working together, across sectors, we can close Australia's digital divide, for good.