



NSW Digital Inclusion Strategy

Connectivity	Affordability	Digital ability	Accessibility	Digital trust and safety
Outcome 1 Communities have better access to digital connectivity	Outcome 2 People who are facing hardship can afford digital connectivity, devices and products	Outcome 3 People have the digital skills and connectivity literacy they need to thrive	Outcome 4 NSW Government digital products and services are accessible for everyone	Outcome 5 People are safe and secure online
Action 1 Drive digital connectivity solutions for people in need through private sector partnerships and a temporary coverage policy	Action 2 Implement a device program for those in need, affordable broadband schemes, and a government data donation model	Action 3 Develop a robust digital skills support system through local networks and partnerships	Action 4 Develop a holistic accessibility approach by establishing accessibility requirements and skills across government	Action 5 Continually raise awareness of how to navigate cybersecurity and privacy, while monitoring public trust in digital government services
Example initiatives <ul style="list-style-type: none">• NSW Government temporary coverage policy• Digital inclusion data collection for Aboriginal and Torres Strait Islander people• Feasibility study to extend the Digital Connectivity Principles to all new infrastructure	Example initiatives <ul style="list-style-type: none">• NSW Device Bank• Government data donation model feasibility study	Example initiatives <ul style="list-style-type: none">• Digital inclusion mentorship network• Tech industry and Non-Government Organisation partnerships for digital ability	Example initiatives <ul style="list-style-type: none">• NSW Digital Inclusion Standard• Digital accessibility procurement scheme	Example initiatives <ul style="list-style-type: none">• Cybersecurity community training• Ongoing cybersecurity support• Digital Trust Measurement Framework for NSW Government

World-class digital government services are available to all, complemented by non-digital services for those who need them.



nsw.gov.au/digital-inclusion-strategy

