



# Disability and Digital Citizenship Report

Easy Read



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# About this report



The report is about digital inclusion for people with disabilities.



We explain some of the work Australia has been doing.



We make **recommendations**.

These are ideas about how things can improve.



The report was written by researchers:

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- Wayne Hawkins at Western Sydney University
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This report is in Easy Read.

You can find the full report at

**[www.researchdirect.westernsydney.edu.au](http://www.researchdirect.westernsydney.edu.au)**

# About digital inclusion



Everyone has the right to be included in the digital world.  
This includes people with disability.



Digital inclusion is when people can use technology and the internet to take part in daily life.



Digital inclusion is important for a person's

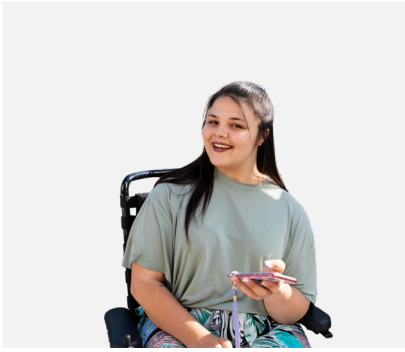
- belonging
- wellbeing
- rights.



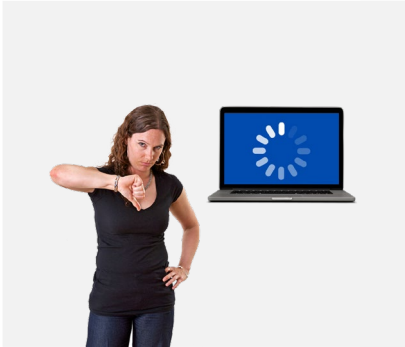
Australia has been working to make sure that everyone is included in the digital world.



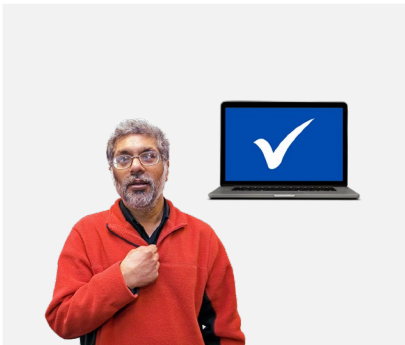
But things need to be better for people with disability.



We must do more to make sure people with disability can take part in the digital world.

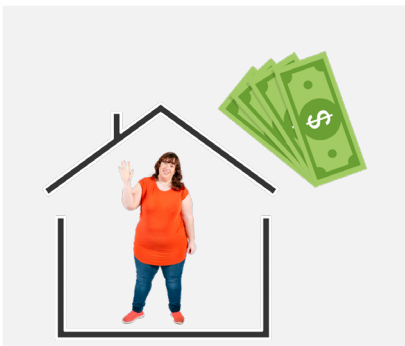


There are still many barriers that stop people with disability from using technology and getting online.

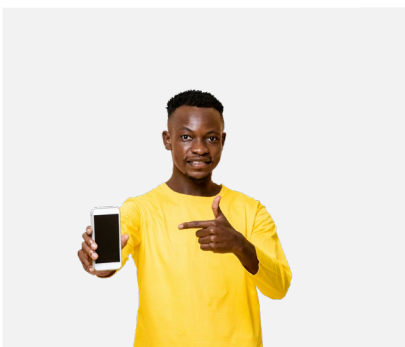


We must make sure that people with disability

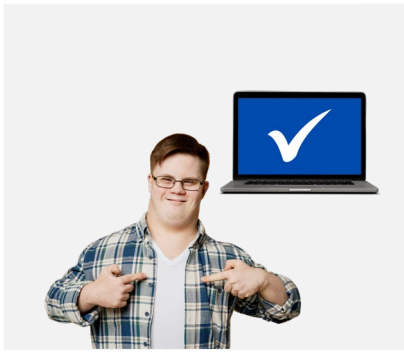
- can access technology and the internet



- can afford technology and the internet



- are able to use technology and the internet.



We say that **digital citizenship** is important.

Digital citizenship is when people can take part in society online.

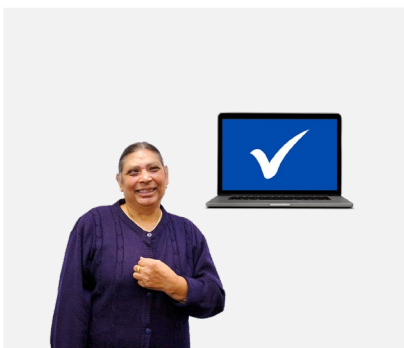


A citizen is a full member of society.

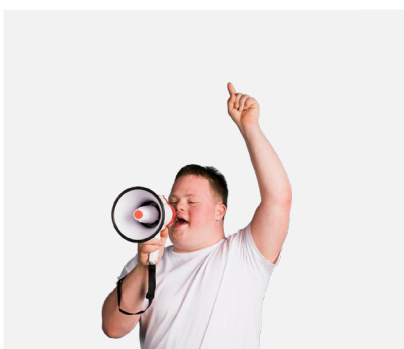
They are included and they belong.



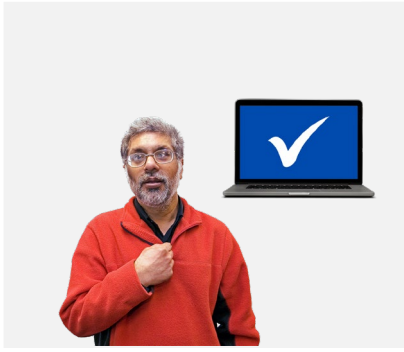
They can take part in social life and the life of their community.



A digital citizen can take part in the digital world in the same way as everyone else.



They have the same rights and chances as everyone else.



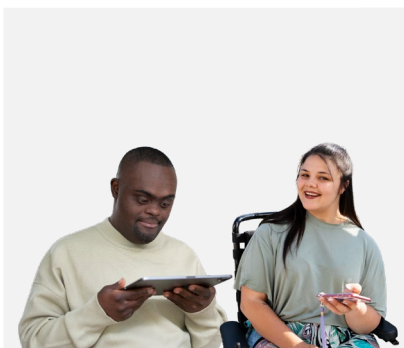
When we think about digital citizenship, it can help us to think about inclusion.



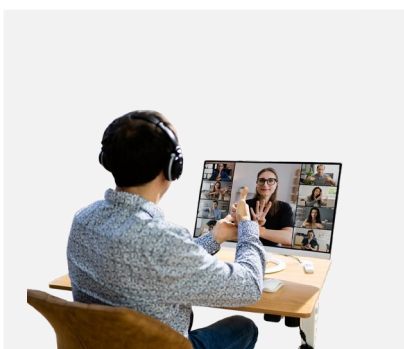
It can help us think about ways to include people with disability in the digital society.



We say everyone should work together to make inclusion happen for people with disability.



But we must understand that people with disability are not all the same.



People can have different abilities.  
They have different interests and needs.

# Our recommendations



In this report we look at ways to improve digital inclusion for people with disability.



We think about the policies and plans we need to make this happen.



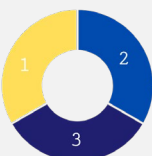
We think about ways that businesses, communities, and government can work together.



In the report there are 7 **Recommendations**.

A recommendation is an idea.

It is something we can do to make things better.



There are 3 parts:

- research
- policy
- practice.

# Research



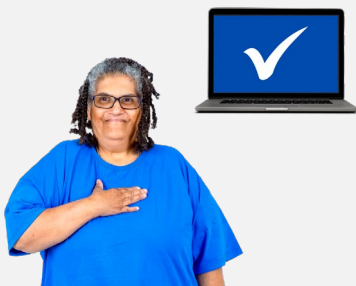
Research means to find information and learn more about something.



We can do research to find out what is happening for people with disability.



We can find out more about people's experiences of the digital world.



For example, what are people's experiences of

- digital technology
- digital citizenship?



We have 3 recommendations for doing research.

# Recommendation 1



We need a clear meaning for

- digital citizenship
- disability digital citizenship.



This will help everyone understand it in the same way.



We need to understand how the digital world can affect citizenship for people with disability.



For example, what are important issues for Australians with disability?

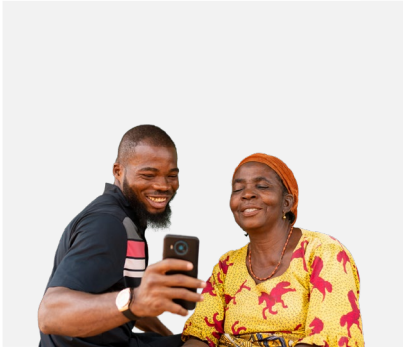
What is good, and not so good?



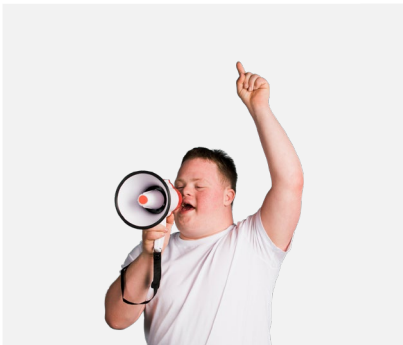
We want to know if online spaces and technology can help people to become citizens.



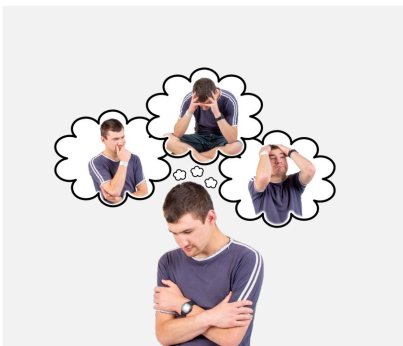
For example, citizenship for people who come to Australia from other countries.



We need to understand what digital citizenship is like for different people and groups.



We need to think about the rights of people with disability when they are digital citizens.

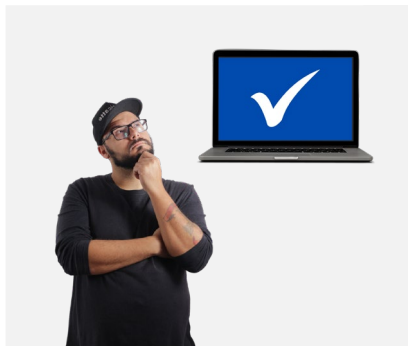


We should think about how people with disabilities might face many challenges at once.



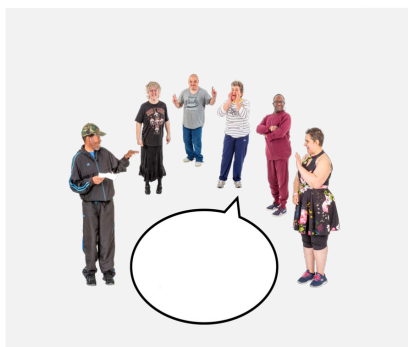
We should look at how different parts of a person's life affect their digital use.

# Recommendation 2



This idea is about

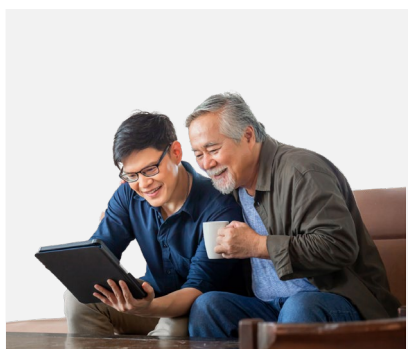
- how we understand digital inclusion
- how we measure digital inclusion.



We need a clear meaning for digital inclusion so everyone understands it in the same way.



We also need a way to measure digital inclusion.  
We need to know if people with disabilities are becoming more included in the digital world.



Some people might not say they have a disability.  
But they may have difficulties getting online or using technology.



We need to include these people in our research.

# Recommendation 3



We should do research to find out about people's digital skills.

We need to understand questions like:



Are people with disability able to use technology and the internet?

Do they have the skills they need?



The research should look at training to help people learn digital skills.



We need to understand if training is helping people to get online.



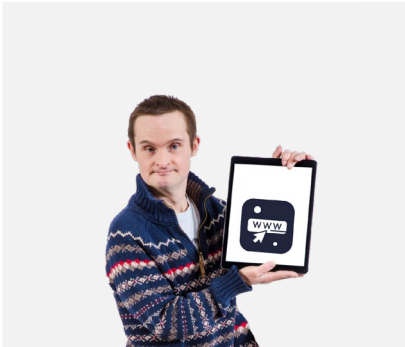
We want to know what is happening in

- rural and remote areas
- areas where people cannot find the training they need.

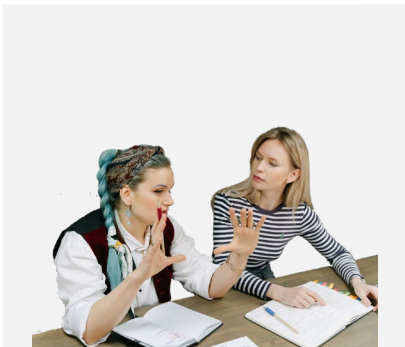
# Policy



A policy is a plan for how government will do its work.



In Australia, there are many different policies to help people build their digital skills.

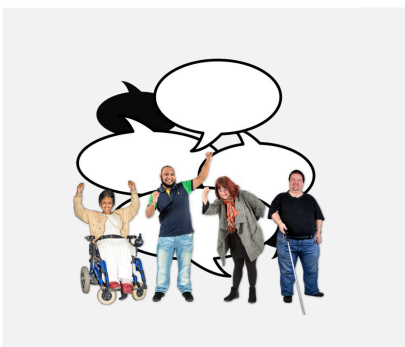


Digital policies explain how governments will help people to be included in the digital world.



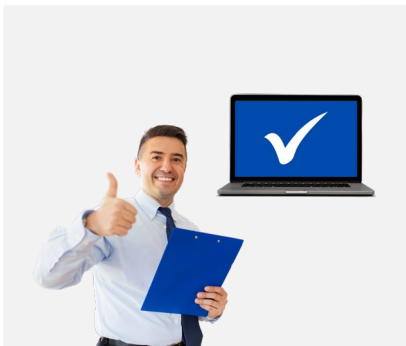
But we say there must be a **national** policy for digital inclusion.

This is a policy that used everywhere in Australia.

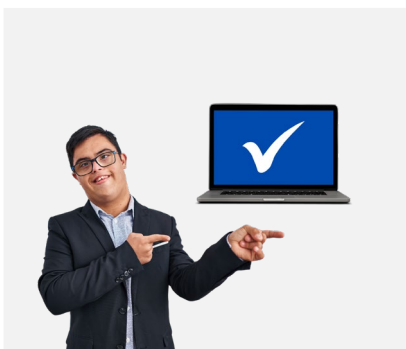


This plan must make sure all Australians with disability are included.

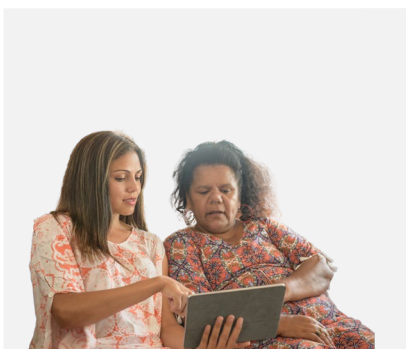
# Recommendation 4



We need 1 digital policy for all governments in Australia to use.



The plan must make sure that all Australians with disability are included in the digital world.

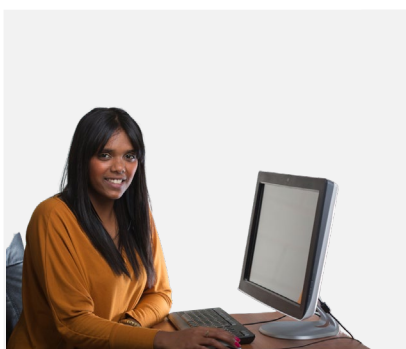


This plan must include Aboriginal and Torres Strait Islander people.



This plan should tell us

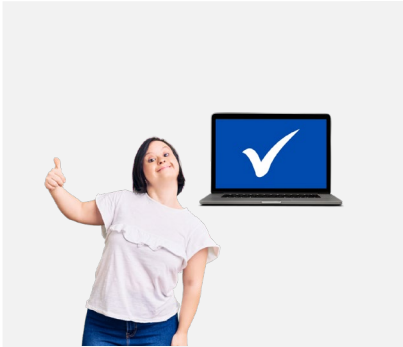
- when goals will be met
- what changes we can hope to see.



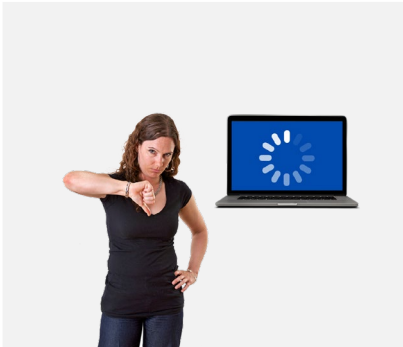
The plan should help other digital policies to work well.

It can guide future work on disability and digital citizenship.

# Practice



These recommendations are things we can do to make things better for people with disability.



People with disability can face barriers to taking part in the digital world.



Barriers are things that stop people from being included.



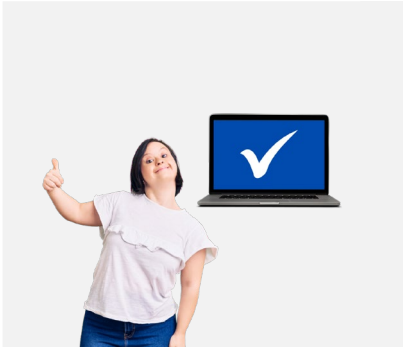
Barriers can be things like:

- access
- ability
- affordability.



The next 3 recommendations are ideas to help with these barriers.

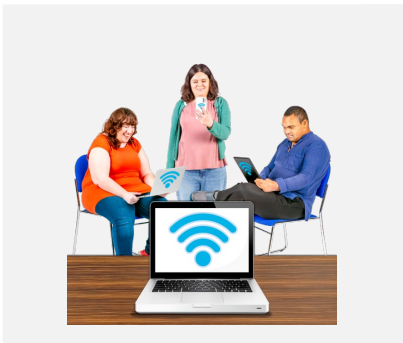
# Recommendation 5



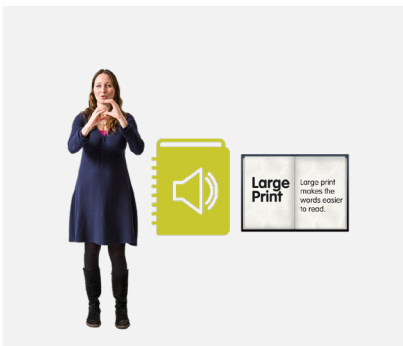
This idea is about increasing access to the digital world.



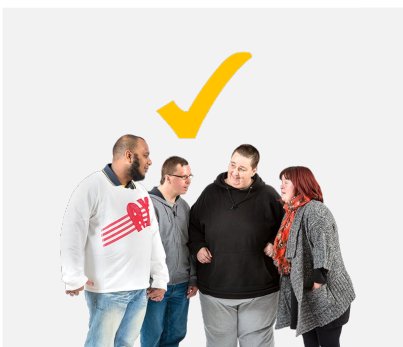
The government should create programs to help people access technology and the digital world.



That means making sure people can get the technology and internet services they need.



These programs should be easy for people with disability to use.



The programs must meet the needs of different groups of people with disability.

# Recommendation 6



This idea is about making sure people with disability can **afford** technology and the internet.



Afford means people have enough money to pay for technology and the internet.



The government should create programs to make the digital world affordable.



There should be affordable internet plans.  
For example, an NBN plan that people with disability can afford.



There should also be programs to offer affordable equipment to people with disability.

# Recommendation 7



This idea is about training and digital skills.

We must make sure people have the skills they need.



Everyone should help to provide digital training for people with disabilities.



The government can create programs to help people learn digital skills.

They can help with funding or money for training.



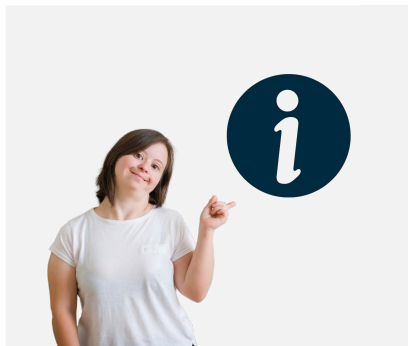
Businesses and organisations can also help to provide training.



Training should be suitable for groups with different disabilities.

It should be easy to use and meet people's needs.

# For more information



For more information contact Gerard Goggin at Western Sydney University.



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