



Tasmanian Government Digital Inclusion Framework

Enabling access, participation
and trust in a digital Tasmania

2026–2031



Acknowledgement of Country

The Tasmanian Government acknowledges and pays respect to Tasmanian Aboriginal people as the Traditional Owners of Tasmania - its lands, seas and waterways.

We honour Elders past and present as the custodians of knowledge, culture and community, and recognise their continuing role in caring for Country and guiding future generations. We also acknowledge the strength and voices of Tasmanian Aboriginal people today, who continue to share and sustain Culture, heritage and connection for the benefit of all Tasmanians.

For Tasmanian Aboriginal people, knowledge is living and relational - carried through stories, practice and connection to Country. Data and information are not simply numbers or reports; they are expressions of knowledge, identity and aspiration. They are layered, interconnected and grounded in enduring ways of knowing, being and doing.

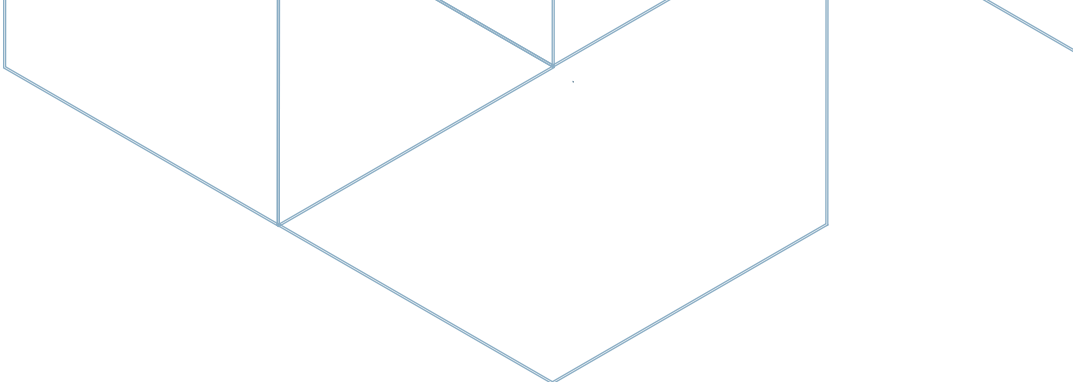
As we work toward greater digital inclusion, we recognise the importance of ensuring that digital systems, services and data practices are inclusive, culturally safe and built on trust. This includes supporting equitable access to technology and connectivity, building digital capability, and ensuring that data is used ethically, transparently and in ways that respect Aboriginal knowledge and sovereignty.

We are committed to partnering with Tasmanian Aboriginal people and organisations to design and deliver digital initiatives that are accessible, respectful and responsive - ensuring that no one is left behind in an increasingly digital world.

Closing the Gap

The National Agreement on Closing the Gap 2020 is clear that better outcomes are achieved when change is led by Aboriginal people, with Aboriginal people at the centre. As a signatory to the National Agreement on Closing the Gap, the Tasmanian Government is committed to Closing the Gap to improve better life outcomes for Aboriginal people. This will be achieved through four priority reforms:

1. Formal partnerships and shared decision-making with Aboriginal people.
2. Building the Aboriginal community-controlled sector.
3. Transforming Government organisations, including to eliminate institutional racism, ensure cultural safety, increase the provision of services by Aboriginal organisations and increase accountability.
4. Sharing access to data and information to support the Aboriginal sector to participate in service design, delivery and monitoring.



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Accessibility

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A message from the Minister

The ability for Tasmanians to access and afford reliable, quality internet connections and devices is essential in today's digitally enabled world. It is equally important that people have the skills and knowledge to use this technology confidently and safely.

This is especially true as we see more and more of our essential services, education, business and social interactions move online.

As we identified in Digital Tasmania 2026-2031, the Tasmanian Government is committed to providing Tasmanians with modern connected public services and information, while continuing to ensure people have choice and support for how they interact with government services.

The Tasmanian Government is working with dedicated community organisations to help Tasmanians improve their digital literacy and confidence online. Indeed, collaboration with frontline organisations is essential to ensuring programs, resources and support reach those people most in need.

Closing the digital divide is a complex task. This framework is a foundation stone upon which we can continue to build on the work already underway, and through improved collaboration and a more coordinated effort between government, industry, and the community, work together to address digital exclusion, and help ensure all Tasmanians thrive in this technology enabled world.



The Hon. Felix Ellis MP

Minister for Innovation, Science and the Digital Economy



Introduction

Rapid advances in technology have delivered many benefits, and underpin everything we do, but these advances have also widened the gap for those that are left behind. Digital inclusion means everyone can access and use digital technology to enrich their lives. Digital exclusion limits our ability to participate in modern society, and limits access to everyday, essential services and information. It is a complex and widespread problem, which makes it difficult to solve.

According to the Australian Digital Inclusion Index (ADII), digital exclusion affects roughly one in five people in Australia.¹ While Tasmania has made small improvements in our overall ADII score, evidenced through the 2025 ADII, our state continues to fall below the national average. The ADII data highlights distinct barriers faced by specific demographic groups and communities, including for:

- people living in regional and remote locations
- low or irregular income households
- older people
- Tasmanians with a disability
- culturally and linguistically diverse communities; and
- Aboriginal Tasmanians.

During consultation for the development of the Digital Tasmania 2026-2031 Strategy, we heard from people from across Tasmania – representing community groups, local government, businesses, industry bodies, education and individuals – and the message was overwhelmingly that Tasmania’s digital future should be inclusive, connected and people-centred.

This framework sets out the Tasmanian Government’s roadmap to address digital inclusion through a coordinated, long-term approach. Our framework seeks to make Tasmania a more digitally inclusive state, with a better understanding of the challenges Tasmanians face, to identify specific support needs and to enable better, more targeted interventions to overcome exclusion.

1 Australian Digital Inclusion Index (ADII) 2025 <https://digitalinclusionindex.org.au/>



What the framework will do

The framework provides a whole-of-government approach to support the vision of a prosperous and connected Tasmania, by:

- building on work already underway across government and the community
- establishing collaboration between government, industry and the community sector to progress towards all Tasmanians having easy access to reliable, affordable technology and services and the skills to use them
- bringing Tasmanian Government agencies together to better address the underlying challenges that lead to digital exclusion.

What is the Tasmanian Government's role?

The Tasmanian Government engages with digital inclusion in multiple roles – as an enabler, provider, regulator, investor and partner.

As an **enabler**, we support the foundations that allow people to participate in the digital world. This includes improving connectivity, supporting modern infrastructure and helping Tasmanians access the tools and support they need.

As a **provider**, we design and deliver digital public services that are simple to use, secure and responsive. This includes improving how people interact with services and making it easier for Tasmanians to access government information and support.

As a **regulator**, we set the standards for responsible data and AI use, building trust, privacy and safety in the digital environment. We also maintain strong cyber security safeguards and support transparency so that Tasmanians can engage confidently with digital systems.

As an **investor**, we invest in digital foundations that strengthen participation and capability across the state, through programs like community based digital access, skills and capability initiatives, and investment in systems and infrastructure underpinning Tasmanian Government digital services.

As a **partner**, we work with community organisations, libraries, education providers, industry, and all levels of government, to coordinate efforts and support community led work, building shared capability and capacity, avoiding duplication and improving digital participation.

Opportunities for change

In order to address digital inclusion in Tasmania, the framework addresses five key priority areas. They are:

Access	The quality of internet connections can vary around Tasmania. In some areas, at times it is unreliable or slow. This makes it difficult for people to do the things they want or need to do online. Some people can only access the internet from their mobile phones.
Affordability	For some Tasmanians, devices, reliable internet connections and data plans are unaffordable. Pay-as-you-go plans can seem achievable and convenient but ultimately cost people more.
Ability – skills and capability	Not everyone feels confident using digital technology and some people are not sure how to use a device or get online, or how to navigate basic digital government services. Information can be hard to understand due to literacy challenges, or if it is only provided in English.
Government service design	We're working to make government services easy to understand and convenient to use. They should also be accessible for everyone who needs them. Government services should be accessible online and through more traditional means including phone or face-to-face. It's important Tasmanians have choice in how they engage with government.
Safety – trust and transparency	Not everyone trusts digital technology and services, worrying about scams and misinformation, or the safety of their personal information.

The framework

Our vision (what we want to see)

A prosperous and connected Tasmania, collaborating and thriving in a technology-enabled world.

Our priorities

Access	Affordability	Ability - skills and capability	Government service design	Safety - trust and transparency
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Our outcomes (how will we know we are achieving our vision?)

Tasmanians have reliable access to quality internet connections no matter where they live, work or travel in our state	The affordability of devices, data and quality connections support Tasmanians to participate online	People have the skills to use the digital services they want or need, to work, engage with services and resources, and maintain social connections	Government digital services are designed for easy access, so they are accessible to everyone	Tasmanians have the confidence and trust to use digital services and feel safe and aware of the opportunities, risks and impacts of doing so
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Our focus areas (what should we do to achieve this?)

Tasmanians are able to connect to digital services and information through reliable internet access and appropriate devices, regardless of where they live, work or learn	Tasmanians are better able to afford the devices, data and internet services needed to participate online	Tasmanians have the skills, confidence and support needed to use digital technology safely, effectively and in ways that meet their needs	Government digital services are easy to find, understand and use, and alternatives for people who cannot or choose not to engage online are provided	Tasmanians feel confident, informed and safe when engaging with digital services, and trust that their information is handled responsibly
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Our delivery enablers (what will help us achieve this?)

Governance and leadership	Partnerships and collaboration	Improved data and evaluation	Support community-led delivery
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How we will deliver the framework

Focus 1: Improve access to reliable digital connectivity

What we want to achieve

Tasmanians are able to connect to digital services and information through reliable internet access and appropriate devices, regardless of where they live, work or learn.

Why this matters

Access to reliable digital connectivity underpins participation in modern life, including access to government services, education, employment opportunities, health services and social connection. Geographic location, infrastructure limitations and reliance on mobile-only access continue to create barriers for some Tasmanians.

Key actions

- Support coordinated advocacy and alignment with existing State and Commonwealth connectivity initiatives to improve outcomes for regional and remote communities.
- Improve visibility, coordination and use of existing public internet access points, through the Statewide Wi-Fi Access Program, such as libraries and other government facilities.
- Work with community organisations and service providers to better understand device access gaps and strengthen referral pathways to existing device access, reuse or sharing programs.
- Encourage inclusion of digital connectivity considerations in relevant government planning, policy and service design processes.



Focus 2: Reduce affordability barriers to digital participation

What we want to achieve

Tasmanians are better able to afford the devices, data and internet services needed to participate online.

Why this matters

Cost remains a significant barrier to digital inclusion, particularly for people on low or fixed incomes. Affordability can limit access to essential services, employment, education and social connection, even where infrastructure is available.

Key actions

- Improve understanding of affordability pressures faced by priority cohorts using existing data and insights.
- Strengthen coordination and targeting of existing supports by improving identification of need and referral through trusted community touchpoints.
- Support improved information for Tasmanians about low-cost plans, concessions and affordability options offered through Commonwealth, industry and community programs.
- Explore opportunities to improve government practices related to device lifecycle management, reuse or redistribution, where appropriate and in partnership with community organisations.



Focus 3: Build digital confidence and capability across all communities

What we want to achieve

Tasmanians have the skills, confidence and support needed to use digital technology safely, effectively and in ways that meet their needs.

Why this matters

Digital skills and confidence are essential for accessing services, maintaining social connections and participating in work and learning. Capability needs vary across communities and individuals, and effective responses rely on trusted, local support.

Key actions

- Support coordination of existing digital literacy and capability initiatives across government, community organisations and service providers.
- Promote partnerships that strengthen digital skills development, particularly for priority cohorts, through community-led and place-based approaches.
- Establish mechanisms to share knowledge, resources and good practice among organisations delivering digital inclusion support.
- Facilitate access to teaching and learning resources; and encourage consistent approaches to digital capability support across service systems to reduce duplication and gaps.



Focus 4: Ensure government digital services are usable and accessible

What we want to achieve

Government digital services are easy to find, understand and use, and provide appropriate alternatives for people who cannot or choose not to engage online.

Why this matters

As more services move online, inclusive and accessible service design is critical to ensure digital transformation does not create new barriers or exacerbate existing exclusion.

Key actions

- Embed inclusive and accessible design expectations within existing digital, service and policy design standards.
- Strengthen guidance and assurance processes to improve usability, accessibility and consistency of government digital services, through adherence to standards and reducing diversity in common components to simplify the customer experience.
- Promote the principle of choice by ensuring digital services are complemented by appropriate non-digital access channels.
- Use feedback and insights from the community, business and frontline service deliverers to inform continuous improvement of digital services.



Focus 5: Build confidence and trust in the use of digital services

What we want to achieve

Tasmanians feel confident, informed and safe when engaging with Tasmanian Government digital services, and trust that their information is handled responsibly.

Why this matters

Concerns about privacy, security, scams and misinformation can limit people's willingness to engage online. Building trust and digital confidence is essential to inclusion and participation.

Key actions

- Support consistent, clear and plain-language messaging about online safety, privacy and scam awareness across the Tasmanian Government.
- Strengthen guidance for agencies on transparent, safe and responsible data handling and sharing practices.
- Raise awareness of trusted sources of information and support related to digital safety and cyber resilience.
- Use existing feedback mechanisms to monitor public confidence and trust in government digital services over time.

Delivery enablers

Governance and leadership

Strengthen whole-of-government coordination and shared focus on digital inclusion.

- Formalise and strengthen existing cross-government coordination mechanisms to oversee, guide and advise on digital inclusion activities across government.
- Ensure relevant Tasmanian Government agency groups are engaged in coordination and information sharing.
- Leverage existing community advisory and engagement mechanisms, and committees, to inform digital inclusion priorities through expert advice and lived experience.
- Continue participation in Tasmanian and national digital inclusion forums to support knowledge sharing, collaboration and alignment with broader initiatives.

Partnerships and collaboration

Support coordinated, cross-sector approaches to improving digital inclusion.

- Work with community organisations, industry, local government and education providers to support inclusive digital participation, skill development and cyber resilience through partnership agreements and a virtual community of practice.
- Strengthen cross-sector collaboration by establishing shared principles and practical mechanisms for information sharing, coordination and alignment of effort.
- Convene periodic opportunities for stakeholders to share insights, identify gaps and inform priorities, including perspectives from people with lived experience.

Improved data and evaluation

- Use existing data and insights to inform understanding and continuous improvement.
- Identify and use appropriate, existing indicators and data sources to improve understanding of digital inclusion challenges and trends.
- Apply insights to support prioritisation, coordination and informed decision-making, without creating unnecessary reporting burden.

Support community-led delivery

Enable place-based responses through coordination and alignment.

- Support alignment of government activity with local needs by working in partnership with community organisations and service providers.
- Recognise and value community-led approaches and lived experience as critical to effective and inclusive outcomes.



Strategic alignment

The Digital Inclusion Framework aligns with a number of Tasmanian and national digital, data, inclusion and technology strategies and policies. These include:

Digital Tasmania 2026-2031

Supports the delivery of Digital Tasmania 2026–2031 by providing a focused lens on access, affordability, skills, inclusive service design and trust. While Digital Tasmania sets the overall direction for digital capability and transformation, the Digital Inclusion Framework ensures these changes support equitable participation and do not widen existing digital divides.

Advanced Technology Strategy (2026)

Strengthens the foundations required for equitable adoption of advanced technologies. While the Advanced Technology Strategy focuses on innovation, productivity and economic growth, the Digital Inclusion Framework ensures that access, capability, service usability and trust support inclusive participation across communities and the workforce.

The National Agreement on Closing the Gap

Addresses system level digital barriers to equitable access to information and services. It aligns particularly with Priority Reforms focused on transforming government organisations, strengthening shared decision making, and supporting access to information. The framework complements Aboriginal led strategies and commitments under Tasmania's Closing the Gap Implementation Plan and does not replace the need for culturally led approaches.

First Nations Digital Inclusion Roadmap

Addresses system level barriers to access, capability, inclusive service design and trust within government responsibility, and supports the Roadmap's Aboriginal led vision by strengthening the enabling conditions for digital inclusion, recognising that leadership, priorities and solutions remain First Nations led.

Wellbeing Framework

Supports the Wellbeing Framework by enabling access, participation, capability and trust across multiple wellbeing domains. While digital inclusion is not a standalone wellbeing outcome, it is a critical enabler that supports community connection, responsive governance, learning, prosperity and safety.

Tasmanian Community Services Industry Plan 2021–2031

Complements the Industry Plan by addressing system-level digital barriers that affect both service users and the community services workforce. By improving access, capability, inclusive service design and trust, the framework supports place-based service delivery, workforce sustainability and leading-for-impact outcomes across the community services industry.

Multicultural Action Plan

Aligns by addressing digital access, capability, service design and trust as critical enablers of inclusion and participation and supports culturally inclusive outcomes by improving the accessibility and usability of digital systems, while recognising that culturally led engagement and service delivery remain central to meeting the needs of culturally and linguistically diverse Tasmanians.

Older Tasmanians Action Plan

Aligns by addressing key barriers experienced by older Tasmanians across access, affordability, digital skills, service usability and trust. It supports age-friendly outcomes by strengthening digital capability, ensuring accessible service design, maintaining non-digital options, and enabling social participation, independence and wellbeing.

Sustainable Device Management Guide (Australian Government)

The guide recognises that effective device lifecycle management—particularly reuse, refurbishment and redistribution—may be useful to improve access to technology and reduce affordability barriers for Tasmanians. It supports sustainable, circular approaches to government ICT while enabling partnerships with community organisations to deliver social outcomes, linking environmental sustainability with improved digital inclusion and participation.

Inter-jurisdictional alignment

The strategy is in line with the inter-jurisdictional Digital Inclusion Working Group Workplan and work underway by the Digital and Data Ministers Meeting Group.

Glossary

Access	Being able to get online using reliable internet connections and suitable devices, such as computers, tablets or mobile phones. This can include places where people can access the internet for free or low cost, like libraries or community centres.
Affordability	How easy it is for people to pay for internet services, data plans and devices on an ongoing basis, without it causing financial stress.
Ability (digital skills or digital capability)	Having the skills, confidence and knowledge to use digital devices and online services. This includes knowing how to get online, use websites or apps, and understand basic online safety.
Community-led delivery	When services or support are designed and delivered by community organisations or local groups who understand their communities and have trusted relationships with the people they support.
Cyber resilience	The ability to stay safe online and deal with risks such as scams, fraud, hacking or misinformation, and to know where to get help if something goes wrong.
Digital exclusion	When people are unable to fully take part in the digital world because they lack access, affordability, skills, confidence or trust, or because digital services do not meet their needs.
Digital inclusion	A situation where everyone can get online, afford to stay connected, use digital technology with confidence and safety, and take part in everyday activities that increasingly happen online.
Digital infrastructure	The systems that make digital connections possible, such as internet and mobile networks, and places that provide public internet access.
Digital literacy	Knowing how to find, understand and use information online. This includes things like using websites, sending emails, understanding online forms, and recognising scams.

Digital services	Services that are delivered online, such as government services, online learning platforms, health information websites and other services accessed through the internet.
Government service design	How government services are planned and set up, including making sure online services are easy to use, clear to understand and accessible to people with different needs.
Inclusive and accessible design	Designing digital services so they can be used by as many people as possible, including people with disability, people who use assistive technologies, people with low literacy, or people who speak languages other than English.
Lived experience	Knowledge and insight gained from people's own personal experiences, especially from people who face barriers to using digital technology or accessing services.
Non-digital access options	Ways of accessing services without using the internet, such as face-to-face services, phone calls or paper forms.
Place-based approaches	Ways of working that are tailored to the needs and strengths of local communities, recognising that different places face different challenges.
Priority group	Groups of people who are more likely to experience digital exclusion. This can include people living in regional or remote areas, people on low incomes, older people, people with disability, Aboriginal Tasmanians and people from culturally and linguistically diverse backgrounds.
Stewardship	The role of government in setting direction, improving coordination and supporting good systems, rather than directly running services.
Trust and safety	Feeling confident that online services are secure, personal information is protected, and people understand the risks and benefits of being online.



Tasmanian
Government