

Digital inclusion

Stories from local communities

Across local communities, stories of digital exclusion are increasingly common. This fact sheet features short stories of digital exclusion and responses.

Ahmed

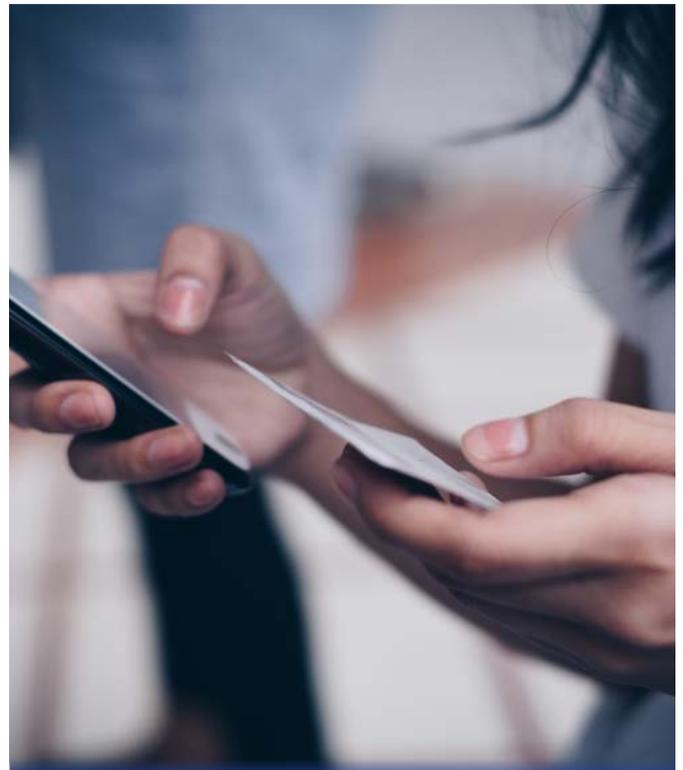
Ahmed is a young person who has been attending a mental health support service. He cannot attend in person, so telehealth appointments have been arranged. Ahmed realises the appointments are using up most of his pre-paid data, so he stops attending the appointments.

Ahmed's local service provider helps him with a mobile phone data voucher so he can attend his appointments. The provider participates in advocacy efforts to influence telehealth systems so that they don't use consumers' data.

Sam

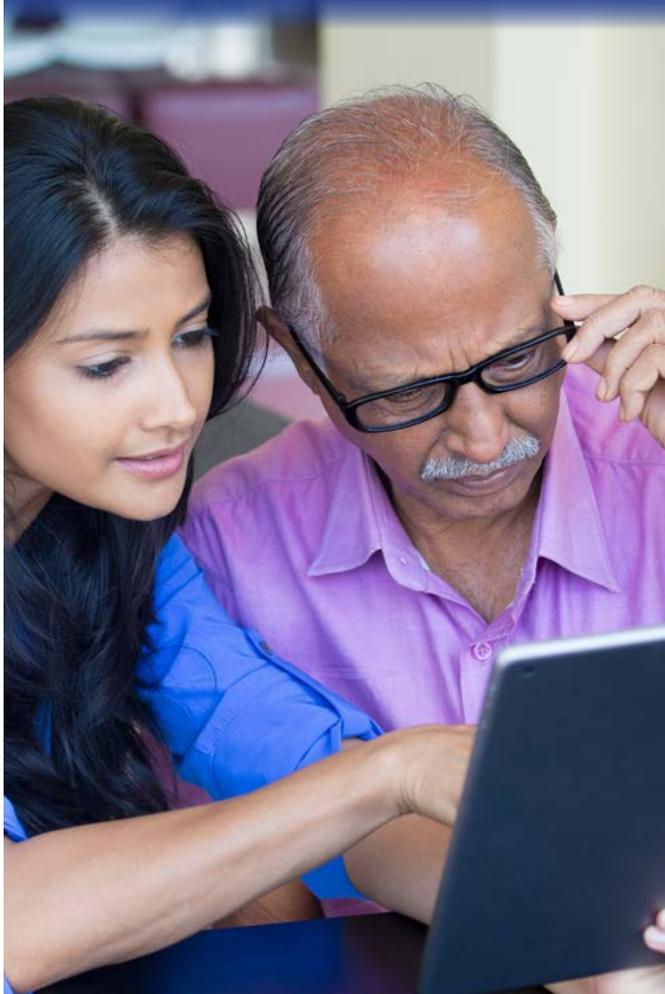
Sam is a parent on a low-income. She often uses the free wi-fi at local facilities to pay bills online and stay in touch with friends on social media, rather than use pre-paid mobile data. Covid-19 restrictions mean she can no longer access her local facilities.

Sam's local service provider gives her a map of free wi-fi location still available. The provider raises the issue at a local network meeting where the library shares their plans to extend their wi-fi hotspots to outside the building as they reopen.



Ahmed's local service provider helps him with a mobile phone data voucher so he can attend his appointments.

Laurie is matched with a digital mentor who shows him how to video-call with his family and friends.



Laurie

Laurie is an older resident in the local community who lives alone. He has a computer and internet connection at home which he uses to email family and friends. Apart from email, Laurie does not use his computer for other tasks, as he doesn't feel confident and is not quite sure what to do.

Through his connection with a local organisation Laurie is matched with a digital mentor who shows him how to video-call with his family and friends. He also learns how to play games and find information and videos that interest him.

Maria

Maria has learnt how to use video-calls to connect with her family interstate. She feels very lonely and leaves the call on all day so she can feel closer to her family. Maria receives a large bill due to her increased data usage and is noticeably distressed during a routine contact with her local GP.

Maria's GP refers her to a financial counsellor who gives her support and information about internet data usage. More broadly the financial counsellor participates in advocacy efforts for subsidised home internet for low income households.