

## Digital Inclusion

*This State Budget continues investment into digital access to government services including enhancements to the ServiceWA app, as well as government ICT infrastructure, cybersecurity and digital service delivery across departments through its Digital Capability Fund.*

*New initiatives funded in this year's budget include payments delivered through the ServiceWA app as part of a much-needed cost-of-living relief package. This means considerations are required for how those experiencing digital exclusion (who are also more likely to need the support) will be able to access these payments.*

*While these investments support modernised, efficient service delivery, there is still no dedicated investment towards community-based and targeted digital inclusion initiatives. Essential government services are increasingly moving to digital platforms, while emerging technologies also continue to disrupt the way society operates. This means that digitally excluded people across WA (including older people, people on low incomes, people with disabilities, First Nations communities, and those in regional, rural and remote areas) are at increasing risk of being further left behind.*

<b>Initiative</b>	<b>Supporting Digital Platforms including ServiceWA</b> (BP2, V1, P62, P68) (BP3, P38, P107)
<b>Investment</b>	\$49.5 million.
<b>Description</b>	The WA Government is investing to support digital platforms including the ServiceWA app to expand its services such as enabling the rapid deployment of payments and rebates.
<b>Implications</b>	<i>While investment in enhancing digital platforms is welcome, considerations are required to ensure appropriate and targeted support for people experiencing digital exclusion to be able to safely use and benefit from digital platforms and service delivery.</i>

<b>Initiative</b>	<b>Digital Driver's Licence and Digital Identity</b> (BP2, V1, P62, P68, P69) (BP2, V2, P501, P532, P542) (BP3, P52, P108, P152, P161, P163, P192, P208)
<b>Investment</b>	\$28.2 million over four years.
<b>Description</b>	To deliver digital driver's licences as part of the WA Government's commitment to deliver easy-to-use, smart and secure digital services. Digital driver's licences are expected to go live in 2027. The investment includes \$15.5 million of capital investment.

<b>Implications</b>	<i>While we welcome the significant investment in delivering smart and secure digital services, there is concern about the risk for these to widen the digital divide as people experiencing digital exclusion, particularly those with low levels of digital literacy, will continue to experience barriers to access and use these services.</i>
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<b>Initiative</b>	<b>Digital Capability Fund – Artificial Intelligence (AI) Investment Fund</b> (BP2, V1, P75) (BP3, P108)
<b>Investment</b>	\$12.3 million.
<b>Description</b>	Establish a central Artificial Intelligence (AI) Investment Fund to enhance public sector productivity and a Rapid AI Delivery Team to support agencies and provide assurance oversight of AI projects
<b>Implications</b>	<i>It is positive to see the leveraging of emerging technologies such as AI to enhance productivity under effective and ethical governance. However, uplifts in digital literacy need to take place, particularly for people experiencing digital exclusion, so that everyone can safely use and fully benefit from these technologies.</i>

<b>Initiative</b>	<b>Artificial Intelligence (AI) Solution for Teachers</b> (BP2, V1, P343, P344) (BP3, P136, P138)
<b>Investment</b>	\$4.6 million over two years.
<b>Description</b>	An additional \$4.6 million across 2026-27 and 2027-28 to extend an AI pilot program, which aims to improve lesson planning and reduce teachers' workloads.
<b>Implications</b>	<i>It is great to see the WA Government investing into programs to improve and reduce teachers' workload.</i>