



## 'Keys to the Digital World'

### Evaluation Framework – Key Goals

Goal	Status	Comments
Reference Group includes representatives from LGAs that will be focus areas for face-to-face engagement, as well as strong representation from the libraries sector and the community centres sector	Completed	<p>Reference Group included:</p> <ul style="list-style-type: none"> <li>• Representatives from 4 LGAs where face-to-face engagement has been taking place (Karoonda East Murray, Mount Gambier, Peterborough, Yorke Peninsula)</li> <li>• Representatives from the libraries sector (Public Library Services, and Public Libraries SA)</li> <li>• Representatives from the community centres sector (Community Centres SA)</li> <li>• Other key regional and digital inclusion stakeholders (Connecting Up, Infoxchange, Regional Development Australia Mid-North, digital inclusion researchers)</li> </ul> <p>Reference Group has met four times (February 16, May 11, July 27, and October 19), and provided feedback on early findings, an initial set of draft recommendations, and finally, the full draft report, at its October meeting.</p>
Opportunities for broad engagement with a wide range of library and community centre users, and digitally-excluded	Completed	<p>Interviews with library and community centre users, and digitally-excluded members of the public, were been promoted through a variety of means:</p> <ul style="list-style-type: none"> <li>• Local libraries and community centres</li> <li>• Local newspapers/newsletters, and other local media</li> </ul>

<p>members of the public, to hear feedbacks and insights</p>	<ul style="list-style-type: none"> <li>• Various seniors' clubs and associations, (Council for Ageing, Country Women's Association, University of the Third Age), for recruiting older community members</li> <li>• Employment agencies (AtWork, Maxima, Workskill, WISE Employment), for recruiting job-seekers</li> <li>• Community sector organisations (AC Care, Uniting Country, Catholic Care), for recruiting low-income community members</li> </ul> <p>It had been recognised that recruiting participants for interviews from the following demographics has been far more challenging:</p> <ul style="list-style-type: none"> <li>• Aboriginal people – who often face much lower levels of digital inclusion</li> <li>• Newly-arrived migrants and refugees – again, a cohort that is more likely to be digitally-excluded</li> <li>• Younger people – while younger people generally have higher levels of digital ability, younger people on low incomes may have challenges with the online world relating to limited funds, making it hard for them to cover the cost of data and devices, and may also have greater digital needs, because of studying or job-searching commitments</li> </ul> <p>Further face-to-face engagement sought to prioritise consultation with Aboriginal people and community organisations, but unfortunately, due to capacity and timing constraints, this remained an aspect of the project where engagement was minimal and under-developed.</p> <p>Unfortunately, due to capacity and time constraints for us, and constraints for many of the Aboriginal community organisations that we sought to engage with, we were not able to do more than a very limited, minimal number of interviews with Aboriginal individuals and organisations. This is an area that, next time, will require a much greater degree of planning and resourcing, something that needs to be a central focus, from the very start of the project.</p> <p>Likewise, while Mount Gambier was identified as a site for face-to-face engagement, partly because of a somewhat more diverse profile, with a relatively large CALD community, while there were some initial conversations with community organisations supporting newly-arrived migrants and refugees, due to organisations having limited capacity, and logistical</p>
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		complexities relating to getting project materials translated, organising interpreters, and other difficulties, we were not able to hold any community consultations with CALD community members.
Opportunities to participate in stakeholder engagement are extended to all SA Councils, libraries, and community centres, with uptake recorded	Completed	<p>Face-to-face engagement in key LGAs were supplemented by online meetings and interviews with library and community centre staff, facilitated by Public Library Services, Public Libraries SA, and Community Centre SA.</p> <p>There were online group interviews with regional libraries and community centres in June and early July, with special attention paid to ensuring that there is a wide mix of geographical regions, and different regional communities (including larger regional cities and towns, and smaller, more rural and remote, LGAs).</p> <p>The total number of consultations with regional community members and organisations, including community centre and library staff; local government staff; staff from other local organisations; users of digital inclusion services provided by libraries and community centres; and community members experiencing digital exclusion, was over 100, exceeding initial plans for the project.</p> <p>This community engagement included face-to-face consultations, ultimately, in 8 regional LGAs, exceeding SACOSS' original target of face-to-face engagement in regional LGAs.</p>
All government agencies with responsibility for funding libraries and community centres receive copies of the report and recommendations and access to a briefing session	Yet to start	This will happen, once LGASA has received the report, and given SACOSS approval to circulate the report.
All Ministers and Shadow Ministers with responsibility for funding libraries and community centres receive copies of the	Yet to start	This will happen, once LGASA has received the report, and given SACOSS approval to circulate the report.

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The Local Government Association, all Councils, and other identified relevant stakeholders receive copies of the report and recommendations and access to a briefing session	Yet to start	This will happen, once LGASA has received the report, and given SACOSS approval to circulate the report.
All South Australian libraries and community centres have access to communications collateral for use and distribution	Yet to start	Based on feedback from the Reference Group, particularly our local partners in Karoonda East Murray, Mount Gambier, Peterborough, and Yorke Peninsula, it was felt that it would be more useful for some brief advocacy materials to be produced, including some short briefing notes that will aid local Councils, in their own lobbying on regional digital inclusion.