

# Foundations of Digital Literacy for Social Inclusion

## Multicultural Council of Wagga Wagga

Wagga Wagga City Council

Funding requested: \$684,125.45

**Summary:** The project aims to address the digital literacy needs of newly arrived refugees and migrant communities in Wagga Wagga. The initiative will establish a culturally appropriate digital learning hub offering foundational skills training, access to technology and support for navigating online services. The project will be delivered in three stages over two years, including recruitment, equipment purchase, curriculum design, community engagement and training delivery. It will also upgrade the MCWW website to serve as a central resource hub for multicultural communities. The program will train frontline staff and community interpreters to assist clients in using critical apps and services related to education, employment, health and safety. By improving digital confidence and access, the project will empower participants to engage more fully with local services, pursue education and employment pathways, and reduce vulnerability to misinformation and social isolation.

**Community value:** This project will deliver lasting community value by improving digital inclusion for refugee and migrant communities in Wagga Wagga. Many newly arrived individuals face barriers such as language, trauma, and limited access to technology, which hinder their ability to engage with essential services. By providing foundational digital skills and access to a dedicated technology hub, the initiative will empower participants to manage their affairs, connect with local services, and pursue education and employment opportunities. Training for frontline staff and interpreters will strengthen service delivery and reduce pressure on local agencies. The upgraded MCWW website will serve as a long-term resource for community engagement and support. It aligns with HumeLink's priorities of community connection, education, and social legacy, and will contribute to a more inclusive, resilient and digitally connected Wagga Wagga.



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