

Bettina Konti
Chief Digital Officer
Office of the Chief Digital Officer
GPO Box 158
Canberra ACT 2601

Via email: CDO@act.gov.au

Dear Ms Konti

Your Digital Territory: ACT Government Digital Strategy 2020-2022

ACT Council of Social Service (ACTCOSS) represents not-for-profit community organisations and advocates for social justice in the ACT. We welcome the ACT Government's engagement with the community in the development of its Digital Strategy for 2020-2022. ACTCOSS supports the development of the strategy in line the themes identified as offering opportunities for improving our city:

- Community-centred services
- Creating value from data
- Co-designed city planning
- Building strategic and productive relationships with business and industry.

We welcome a Digital Strategy that prioritises:

- Improving the quality of life for Canberrans
- Improving prospects for people
- Strengthening the community
- Digital inclusiveness
- Enabling faster, evidence-based decision making
- Integrating city systems – Engaging with citizens to co-design innovative solutions to urban problems, big and small
- Providing real time knowledge about the city.

ACTCOSS has previously provided recommendations on digital inclusion and the digital economy through our [submission](#) to the Australian Government's Digital Economy Strategy consultation paper and our [2017 ACT Cost of Living Report](#) on telecommunications. These documents are provided here to further inform development of the Digital Strategy.

ACTCOSS sees a critical link and alignment between the *ACT Government Digital Strategy 2020-2022* and the [ACT Community Services Industry Strategy 2016-2026](#). This vital connection is reflected in the four Digital Strategy themes noted above. Through the [Social Compact](#), the ACT Government and the community sector work in partnership for the benefit of all peoples and communities in the ACT. This entails working together to deliver community-centre services; sharing data to develop better services; building community involvement and participation, addressing social needs and strengthening community capacity; and working together to use digital technology for inclusive economic growth in Canberra.

A key alignment of priorities between the *ACT Government Digital Strategy 2020-2022* and the *ACT Community Services Industry Strategy 2016-2026* is the need to develop the digital capacity of the community services industry through ICT infrastructure and a skilled, digital savvy workforce.

ACTCOSS is keen to be engaged in the further development of the Digital Strategy and facilitate engagement with the community sector and people most at risk of digital exclusion in our community. We would welcome the opportunity to discuss this with you further and my contacts are (02) 6202 7200.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Susan Helyar', with a stylized flourish at the end.

Susan Helyar
Executive Director

Email: director@actcoss.org.au

14 June 2019