



DIGITAL
AND
YOU

State Library of Queensland

Digital and You Program Playbook 2026

STATE
LIBRARY
QUEENSLAND



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SECTION 1

Introduction



Digital and You Program

The Digital and You program (2023–2026), led by State Library of Queensland, funded by the Queensland Government, tackled digital exclusion in regional and remote Queensland.

It aimed to bridge the digital divide by addressing barriers such as connectivity, skills, and confidence, ensuring equitable access to digital opportunities for those most at risk.

The program delivered three key initiatives:

- Growing Indigenous Knowledge Centres (IKCs)
- Regional Digital Development
- Deadly Digital Communities

Using a place-based approach, the program partnered with councils, communities, IKCs and public libraries to deliver tailored solutions, including workshops, roaming technology kits, eSports tournaments, and grants for internet access.

A strong focus on sustainability ensured local capacity to expand digital initiatives, reinforcing libraries and community hubs as critical digital access points.

Concluding on 30 June 2026, this playbook documents the program's journey, offering practical insights to guide future efforts in advancing digital inclusion across Australia.

Key program outcomes

November 2024 to June 2026

664



Workshops
delivered

4,547



Participants

100+

Regional & remote
communities

49

First Nations &
Regional Councils

95%



Satisfaction
with training

93%



Improved
digital skills



**Efficient, friendly, clear, concise,
extremely knowledgeable across
the board on tech. Super
appreciative of these workshop
opportunities. Thank you**

Why digital inclusion matters

Digital literacy is essential for accessing services, opportunities, and full participation in daily life. Yet, the 2025 Australian Digital Inclusion Index (ADII) highlights ongoing gaps, especially in regional and remote Queensland, where limited access to technology and skills excludes many.

State Library's Digital Technology Strategy 2025–29 reinforces this role, partnering with local governments to position libraries and IKCs as community hubs.

For over 30 years, libraries have been vital in bridging the digital divide, offering free technology access, digital skills programs, and inclusive support.

Through the Digital and You Program, Growing IKCs, Regional Digital Development, and Deadly Digital Communities projects have empowered communities, raised awareness, and built local capacity. By leveraging libraries' strengths and fostering partnerships, these projects have amplified their impact.

Digital inclusion ensures all Queenslanders, regardless of location or background, can access the opportunities of a connected world. Libraries and IKCs are key to building a more equitable, digitally empowered future.

Purpose of the Playbook

The Digital and You Playbook documents the journey, achievements, and lessons learned from the program. It serves as a practical resource for libraries and stakeholders to advance digital inclusion in regional and remote areas.

1



Capture key learnings

Share insights from design, implementation, and outcomes to inform future initiatives.

2



Provide practical guidance

Offer tools, strategies, and place-based approaches adaptable to diverse needs.

3



Promote sustainability

Support communities in continuing digital inclusion efforts beyond the program.

4



Inspire innovation

Encourage creative, locally driven solutions to bridge the digital divide.

By consolidating the program's experience, the playbook ensures the legacy of Digital and You endures, empowering others to build on its success and drive meaningful progress in closing the digital divide.

SECTION 2

Program overview



Program Summary

The Digital and You program was supported by a 3 year (2023-26) Queensland Government investment to address digital exclusion across regional and remote Queensland.

It delivered three key initiatives:

Growing Indigenous Knowledge Centres (IKCs)

Delivered in partnership with 16 First Nations councils, providing locally selected technologies and digital skills workshops. Programs aligned with community priorities and included training for IKC Coordinators.

The project also established Queensland's first digital IKCs at Kowanyama, Doomadgee, and Mornington Island.

Regional Digital Development

Deployed 5 Regional Digital Development Officers (RDDOs) across 4 regions to assess the digital landscape, barriers to participation, and community priorities.

RDDOs designed digital skills programs and delivered workshops around local needs. Training of library staff enabled future delivery.

Deadly Digital Communities (DDC)

Co-designed and delivered culturally safe digital programs with Elders and First Nations communities across Queensland.

Delivered through 4 regional council public library services, workshops ranged from digital storytelling and podcasting to AI-supported visual art.

Evidence-based design

The Digital and You Program was designed using an evidence-based, place-based approach to address the specific digital inclusion needs of regional and remote Queensland communities. It combined national research, local data, stakeholder consultation, and community insights to deliver targeted, effective initiatives.

At the national level, the program drew on the Australian Digital Inclusion Index (ADII), which highlights barriers to digital inclusion across access, affordability, and digital ability. Emerging challenges such as digital confidence, online safety, and new technologies like artificial intelligence were also considered.

The ADII identifies groups most at risk of exclusion, including older people, low-income households, regional communities, and First Nations peoples.

Research emphasised that digital inclusion efforts are most effective when community-led, delivered through trusted organisations, and tailored to specific cohorts. Insights from Queensland University of Technology’s Digital Media Research Centre, reinforced the importance of place-based approaches, digital mentoring, and locally responsive programs in addressing digital inequity.

Evidence Based

- Research
- Data and Analytics
- Best Practices
- Performance Evidence



Place-based design

Locally, the program engaged regional and remote councils, public libraries, IKCs, and other stakeholders to identify barriers such as limited digital confidence, affordability, device access, and challenges navigating digital government services.

By integrating national evidence, local intelligence, and community input, Digital and You avoided a one-size-fits-all approach. Instead, it delivered tailored initiatives that addressed local needs, leveraged community strengths, and promoted equitable digital participation.

This approach reflects best practice in digital inclusion, demonstrating that sustainable outcomes are achieved through evidence-based, community-driven, and place-responsive strategies.

Community Driven

- Engagement
- Co-creation
- Local Knowledge
- Belonging and ownerships



Place responsive

- Context and culture
- Environment
- Built environment
- Systems and connectivity



Consultation and engagement

The Digital and You Program was shaped through extensive consultation with councils, public libraries, IKCs, communities, and stakeholders to ensure initiatives reflected local priorities, strengths, and digital inclusion challenges.

First Nations Councils and Communities

Between October 2023 and January 2024, State Library engaged with 16 First Nations Council CEOs and Community Services Managers to understand the unique digital needs and priorities of communities and their IKCs.

Key barriers identified:

- Connectivity issues and limited device access
- Affordability and digital skills gaps
- Workforce capability needs
- Importance of culturally safe digital learning

This was complemented by an IKC Digital Needs Assessment, which combined community surveys, research, and service data to build a comprehensive evidence base.

These insights informed the development of the Growing IKCs project, ensuring funding investments were community-driven and targeted to local needs.

Regional Councils and Communities

RDDOs engaged with regional councils, libraries, community organisations, and other key stakeholders to map regional digital challenges and opportunities.

Challenges identified

- Gaps in infrastructure and connectivity
- Digital skills and workforce readiness needs
- Role of digital tech in economic development
- Social inclusion and community resilience

These insights shaped regional digital program plans and place-based strategies, aligning activities and investments with local priorities and ensuring tailored solutions rather than a one-size-fits-all approach.

By integrating local knowledge, research, and stakeholder input, the Regional Digital Development initiative delivered targeted, place-based initiatives that strengthened digital inclusion across Queensland communities.

A photograph of a workshop or presentation. A man in a black t-shirt stands at the front, holding a small object, possibly a drone. He is addressing a group of people seated in rows of orange and red plastic chairs. The room has a concrete floor and walls, with a large metal cage on the left and a whiteboard on the right. A green exit sign is visible on the wall.

I have never liked drones but within 10 minutes of listening to the young man's presentation...I wanted one. I can definitely see how a drone could enhance my art practice and connection to Country

Program Logic

VISION

Digital inclusion is key to a resilient and livable Queensland. Every Queenslanders, regardless of location, is empowered with the skills and knowledge to fully participate in, and benefit from, the digital economy and society.

QUEENSLAND LIBRARY NETWORK AND THE DIGITAL AND YOU PROGRAM

GROWING IKCs

Grow and enable the digital capability of communities through their IKCs with equipment and community-led digital support and programs.

REGIONAL DIGITAL DEVELOPMENT

Embedded digital development network partners with LGAs to map digital economy indicators, co-design solutions, and deliver programs.

DEADLY DIGITAL COMMUNITIES

New place-based, co-designed programs to improve digital literacy and increase access to services for First Nations Peoples.

PUBLIC LIBRARIES & IKCs

Build staff digital capability to design and deliver digital programs directly to communities.

OTHER STAKEHOLDERS

STATE AND LOCAL GOVERNMENT, CORPORATE ENTITIES, NGOS, COMMUNITY ORGANISATIONS, PEAK BODIES AND ADVOCACY GROUPS

QUEENSLAND INDIVIDUALS & COMMUNITIES

Program principles

The guiding principles that linked to the vision and underpinned the program.

Build sustainable capability

Develop programs that create long-term digital skills and capacity within communities

Leverage and build on existing work

Don't reinvent the wheel, strengthen and scale existing initiatives and lessons learned

Enable collaboration and partnerships

Promote cross-sector partnerships and coordination across government, industry, and community organisations

Embed place-based and community-led design

Ensure programs are locally relevant, co-designed, and culturally appropriate, particularly for First Nations communities

Deliver beyond basic skills

Focus on outcomes beyond foundational skills, including digital participation, economic inclusion, and wellbeing

Provide structured pathways

Deliver a scaffold approach to digital capability, linking skills development to economic and employment opportunities

Drive awareness and participation

Foster enthusiasm and engagement so communities actively participate in digital opportunities

Evidence-based and measurable

Ensure robust measurement, evaluation, and reporting to inform improvements and track long-term impacts

Primary objectives

What we set out to achieve.

Build awareness, engagement and communities of practice

Develop resources and networks to support participation and shared learning

Promote benefits of digital adoption and emerging tech

Improve the understanding of how digital supports economic growth, productivity, and innovation

Support First Nations digital inclusion

Enable culturally appropriate, community-led digital skill development and access

Deliver place-based digital inclusion programs

Co-designed with communities to support engagement in the digital economy

Increase digital capability in communities, businesses, and libraries

Enhance skills and confidence to drive adoption of digital tools and services

Strengthen regional digital economies

Use data, insights, and planning to inform targeted digital development and program delivery

Develop and test scalable digital pathways

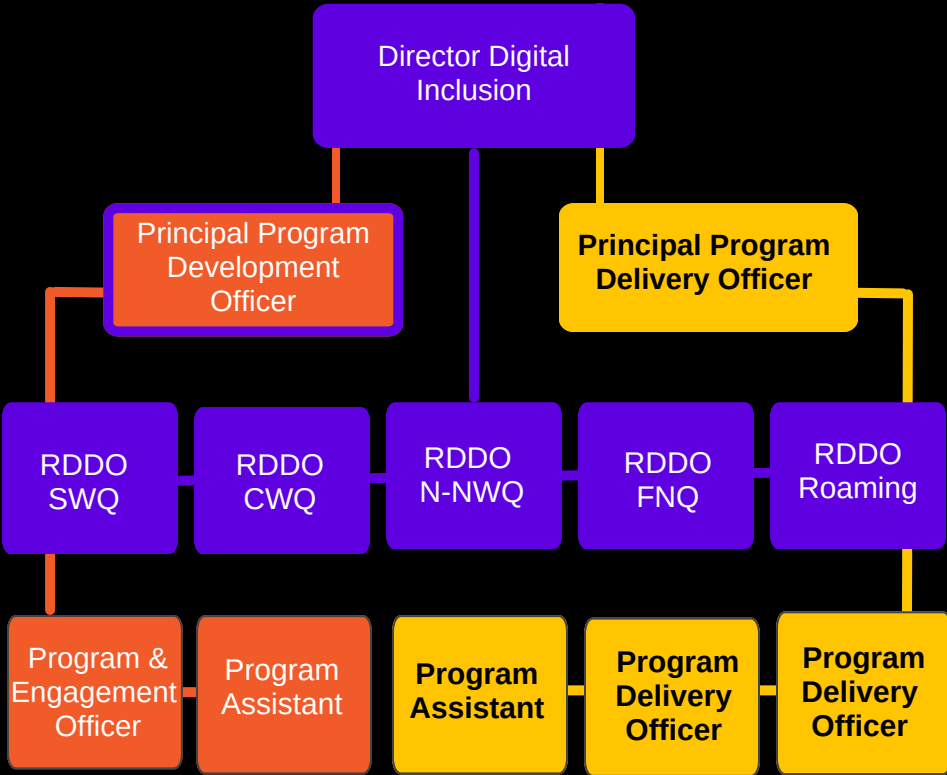
Pilot approaches that connect skills development with training and employment opportunities

Enable sector-wide collaboration and capability uplift

Support agencies and organisations to expand digital inclusion initiatives, particularly through IKCs and libraries

Program team

Digital Inclusion team was comprised of up to 13 temporary and seconded staff fully funded by the program. The team was based across State Library's offices in South Brisbane and Cairns, and across South West, Central West, and North-North West Queensland.



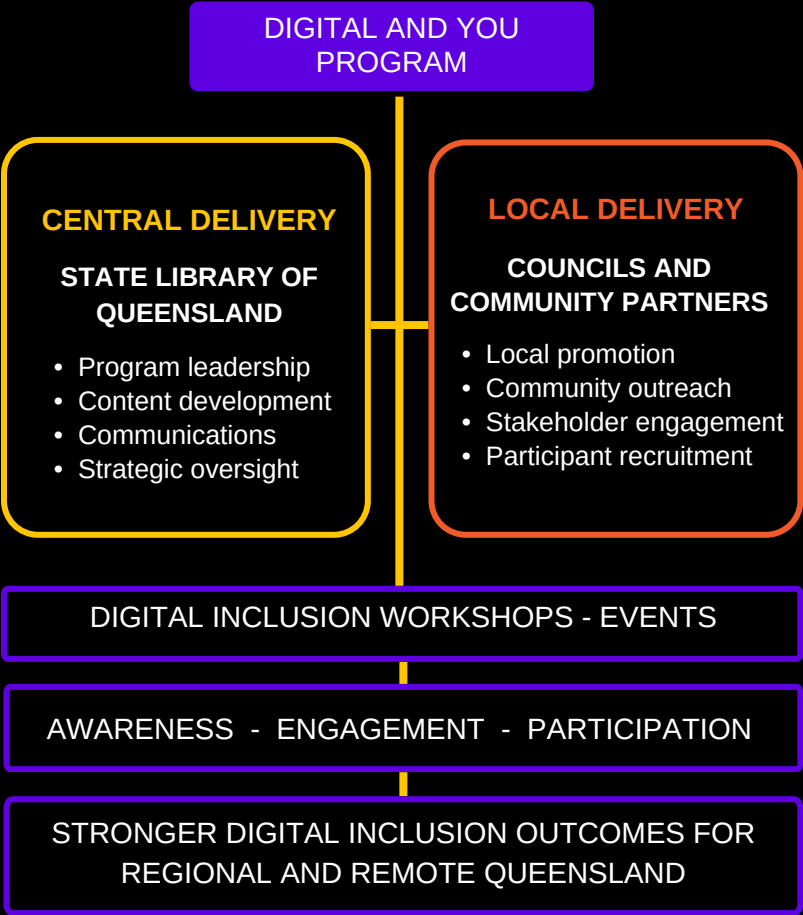
- Regional Digital Development Officer project delivery team
- Growing IKCs project delivery team
- Governance, Finance, Marketing and Comms and Admin team



Marketing and engagement

Engagement activities aimed to drive awareness, strengthen stakeholder engagement, and maximise community participation in digital inclusion workshops and initiatives in regional and remote Queensland.

The program adopted a dual delivery model, combining centralised content development and digital inclusion leadership through State Library channels, and local promotion through councils and community partners to drive attendance and engagement.



Visual identity

The program was supported by a strong Digital and You identity.



Design

Carbon Creative design agency was engaged to develop visual concepts for the program. The brief was to make the online world feel approachable and engaging, remove barriers or fears that people may have about technology, and reinforce that anyone, regardless of their starting point, can confidently build digital skills and enjoy the everyday benefits of being connected.

Market testing

MCR Market & Communications Research conducted qualitative research testing of two visual concepts via in-depth interviews with people who fit the program's target audience profile.

The concept preferred by the majority of respondents was chosen for the program.

Usage

The visual identity appeared on all State Library Digital Inclusion channels, in promotional kits supplied to partners, and in a range of merchandise giveaways.

The QUT Digital Inclusion Program Evaluation Report noted the brand's 'positive impact and continued potential', enabling event discovery and participation, and strengthening multi-channel promotions under a recognisable visual.

External channel partnerships

Emphasis was placed on enabling councils and community partners to deliver locally relevant, audience-specific promotion, as the most effective driver of workshop participation and local awareness.

This approach reflected the importance of leveraging established local communication channels and trusted community networks, including council social media, newsletters and websites, library audiences, community groups, and on-the-ground promotion. These channels are more effective in regional and remote contexts because they:

- Reach highly targeted local audiences who are more likely to attend in-person workshops
- Carry greater trust and credibility, as messaging is delivered by familiar and recognised local organisations
- Allow for tailored messaging that reflects local context, priorities, and community needs
- Enable timely and responsive promotion, aligned with local schedules and community engagement opportunities

Additional reach was achieved through complementary channels such as Business Queensland event listings (for small business workshops) and community and partner networks.

Ready-to-use, customised promotional assets

The Digital Inclusion team developed ready-to-use promotion packs tailored to individual communities, helping to ease the burden on local staff while supporting consistent, high-quality promotion.

200+
packs produced

Each pack was tailored to a specific community, reducing workload for local staff and ensuring consistent quality.

Typical content included



Social media graphics, videos & text copy



Posters and flyers



Newsletter and EDM content



Webpage and booking platform content



Banners



Digital signage

DIGITAL
AND
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Munch & Learn

FREE bite-size
digital workshops
for small business

Kuranda & Mareeba
STARTS MON 16 JUNE 2025

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**FREE school
holiday fun!**

3D DESIGN & PRINTING WORKSHOP

Turn your ideas
into real designs
and 3D creations!



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BOULIA BYTES FREE DIGITAL WORKSHOPS

DIGITAL PHOTOGRAPHY

Join a free, hands-on workshop to build your skills in capturing great digital photos on your phone, tablet, or digital camera.

These sessions are ideal for small businesses and community groups looking to use photography to enhance their online presence and lift visual marketing.

 **BOULIA LIBRARY**
5.30-6.30pm, Thursday 21 May

 Light refreshments provided

 Bring your own fully charged phone, tablet, or digital camera

 **BOOKINGS ESSENTIAL**

e.library@boulia.qld.gov.au

p. 07 4746 2178

or book through the Digital and You
app www.digitalandyou.com.au/app



BOULIA
SHIRE COUNCIL



**STATE⁷
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QUEENSLAND





DIGITAL
AND
YOU



GAME ON

E-SPORTS IKC TOURNAMENT

Local legends wanted. Bring your spirit, build gaming skills, play for your mob

All ages and skill level welcome



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3:00 PM

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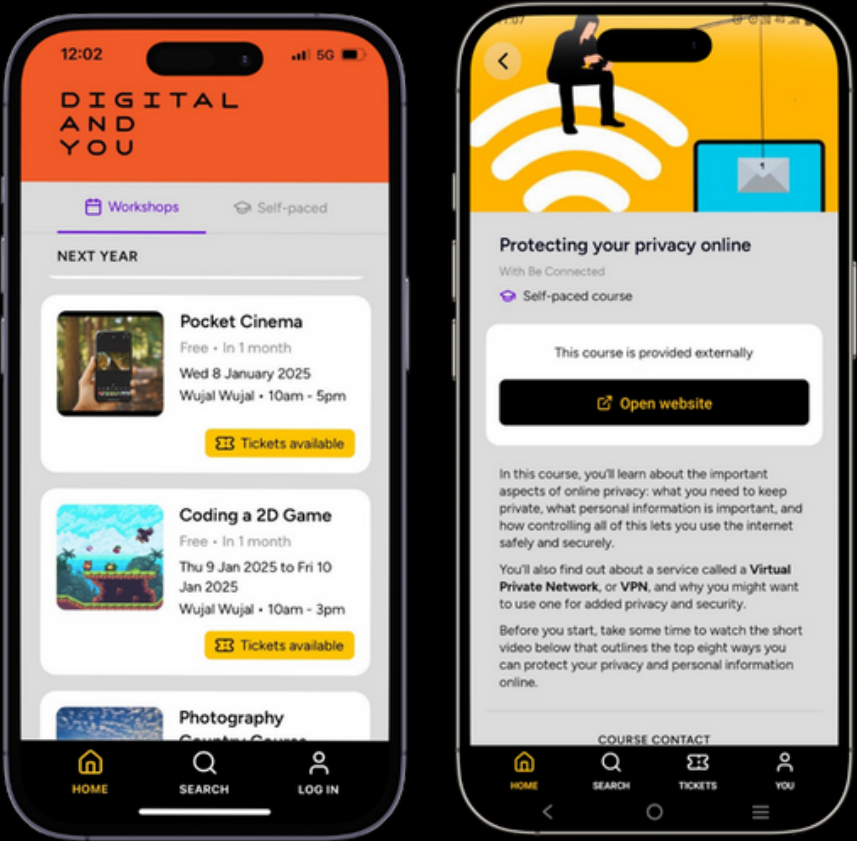
**MORRINGTON
SHIRE COUNCIL**

**STATE
LIBRARY**
QUEENSLAND



Digital and You app

State Library engaged Carbon Creative to develop the Digital and You app to provide program participants with an easy way to find and book workshops, undertake self-paced training, and track their learning achievements. Libraries could also use the app to list and promote their own digital training events.



What the app did

The app allowed users to browse and book digital workshops, access 24/7 self-paced online learning, receive recognition for completed programs and stay connected with activities.



Browse & book workshops



Self-paced online learning



Event listings & ticket management



Achievement recognition

Roll-out

The app became operational in December 2024 and was officially launched statewide in May 2025.

Over 290 Queenslanders registered to use the app with more than 100 self-paced learning sessions completed. Uptake was particularly strong among First Nations communities participating in the Growing IKCs program.

What we learned

Older devices, limited storage and restricted data plans made access difficult — libraries relied on other local engagement strategies.

The multi-step registration process created barriers for participants with lower digital confidence, highlighting the need for facilitator support.

SECTION 3

Program delivery



Growing IKCs initiative

The **Growing IKCs initiative** used a community-led, evidence-based and place-based delivery model to strengthen digital capability and skills across First Nations communities.

**16 First Nations
Councils
consulted**

**Evidence-based
needs
assessment**

**Community-led
co-design
approach**

Delivery Model

The model was informed by extensive consultation with 16 First Nations Councils, supported by analysis of the IKC Digital Needs Assessment survey, broader research, and State Library internal data. This combined evidence base ensured the initiative responded to the distinct priorities, barriers and opportunities identified in each community.

Core Approach

At its core, the delivery model provided councils with flexible, scaffolded funding to co-design and deliver digital inclusion workshops that reflect local needs, community aspirations and IKC capability.

Digital Ideas Catalogue

The key enabling tool — supported councils to select, cost and plan suitable digital programs for their communities.

Digital IKCs

Digital IKCs built on the existing IKC model by supporting councils and communities to help overcome challenges such as unreliable access to devices, high costs, skills shortages and limited support, by offering a supportive, community-run space with new technology where community can learn at their own pace, work on personal projects and build digital confidence.

3

new Digital IKCs established and opened in Kowanyama, Mornington Island and Doomadgee - councils and communities that previously had no IKC.

Technology

The technology in the new Digital IKCs includes items such as desktop computers and laptops, iPads and tablets, interactive display screens, Xbox consoles for esports, podcast kits and wireless microphones, 3D printers, 360-degree cameras, drones, sublimation printers and heat presses, document and photo scanners.

More Than a Space

Digital IKCs are a safe and welcoming space where community can drop in for support, join in workshops, preserve and share culture, create new things, and connect with others in the community.



Delivery model

1. Needs identification and evidence gathering

The first stage of the model focused on understanding community need. Between October 2023 and January 2024, State Library consulted with CEOs and Community Service Managers from 16 First Nations Councils.

These discussions identified:

- local digital priorities
- barriers to digital participation
- community capability gaps
- infrastructure and equipment needs
- workforce development needs for IKC coordinators
- opportunities for locally relevant digital skills delivery.

This qualitative consultation was supported by:

- findings from the IKC Digital Needs Assessment survey
- other relevant research
- State Library internal data and insights.

2. Co-design with councils and communities

The second stage of the model centred on co-design.

Rather than applying a single program model across all locations, State Library worked with councils to shape responses that were:

- place-based
- community-informed
- responsive to local capability and readiness
- aligned to each IKC's operating context.

This approach recognised that each First Nations community has different digital strengths, challenges and aspirations, and that effective delivery must be locally relevant.

3. Planning support through the Digital Ideas Catalogue

The central feature of the delivery model was the Digital Ideas Catalogue, developed to support councils translate identified needs into practical program choices.

The 2024–25 Digital Ideas Catalogue was developed based on the IKC Digital Needs Assessment and discussions with councils. It provided structured planning information including:

- program descriptions
- intended community outcomes
- required technology
- trainer requirements
- materials needed for delivery.

The Catalogue included a **Digital Ideas Catalogue Calculator**, which provided estimated costs to help councils plan their funding allocation and program delivery.

Each workshop was aligned to achievable skills within the **Australian Digital Capability Framework v1.0**, ensuring activities were grounded in a recognised capability framework and supported practical, measurable skill development.

The Catalogue was subsequently updated for 2025–26, with the addition of six new digital workshops and the equipment required to deliver them. This ensured the resource remained current, responsive and useful for councils seeking to expand or refine their local digital inclusion activities.



GROWING IKCS DIGITAL IDEAS CATALOGUE

2025/26



OUR THRIVING **DIGITAL** FUTURE
Queensland's Digital Economy Strategy Initiative

STATE LIBRARY OF QUEENSLAND

DIGITAL INCLUSION | digitalinclusion@slq.qld.gov.au
2025 - v3.0

PODCASTING SHARING ORAL HISTORY

The Podcasting Sharing Oral History workshop is designed for individuals passionate about sharing First Nations history through the dynamic medium of podcasting.

Throughout this transformative workshop, participants will embark on a journey to unearth, preserve, and disseminate vital narratives. They will delve into research and storytelling techniques crucial for capturing the richness of oral tradition, exploring captivating story topics with an understanding of the unique cultural significance of First Nations history.

Participants will also master microphone techniques, audio literacy, and respectful interviewing practices, ensuring the integrity of the stories shared. Finally, they will refine their skills in audio editing, sound design, and podcast distribution, preparing their narratives to resonate with a global audience.



POTENTIAL TOPICS

Introduction to Podcasting

Explore what makes a podcast engaging, how to find and shape your story or topic, and tips for developing a compelling channel

Intros and Stings

Learn about microphones and essential gear, how to capture quality sound and atmosphere, and ways to create effective intros and transitions

Recording Induction

Hands-on session covering gear setup, sound recording techniques, and best practices for capturing interviews and oral stories

Audio Editing Basics

Introduction to editing tools and techniques, cleaning up audio, arranging clips, and adding effects to create a polished episode

Distribution & Hosting

Understand how to host and publish your podcast so that listeners can easily find and subscribe to your content

PROGRAMS

Promotion & Metrics

How to promote your podcast and understanding listening metrics

SKILLS ACHIEVABLE

As defined in the Australian Digital Capability Framework v1.0



- ✔ **Information and Data Literacy**
Navigating, evaluating, and managing digital content effectively. Understanding online search techniques, assessing relevance and credibility, and implementing digital organisation strategies
 - ✔ **Communication and Collaboration**
Engage in diverse digital interactions, communications, and collaborations, managing digital identity and reputation while utilising various platforms effectively
 - ✔ **Digital Content Creation**
Create, edit, and integrate digital content while adhering to copyright and licensing regulations, and understand basic computer programming principles
-

DELIVERY & PRICING

Face-to-Face (5 Hour session - 8 participants)

This program can be delivered face-to-face by State Library of Queensland.



Includes essential practices for online security and privacy, teaching how to protect personal information and use the internet responsibly.



This workshop can be delivered multiple times while the facilitator is within the community at **no additional cost**.



No cost follow up and refresher online workshops are included after the face-to-face workshop for participants.



This program can be bundled and delivered while the facilitator is within the community. Only the first program cost applies; additional bundled sessions are at **no additional cost**.

Delivery Cost

Costs provided are approximate, subject to flights, accommodation and availability. Does not include required technology or resources. Availability of bundling programs is dependent on facilitator availability and scheduling.

4. Governance and funding agreements

2024-26 Growing IKCs Funding Agreements were established between the State Library and participating councils. These agreements provided the governance framework for the initiative and clarified roles, responsibilities and funding arrangements.

Councils retained control over their allocated funding and local delivery decisions.

Administration approaches

Council-managed funding and procurement

Councils managed their own funding allocation, purchasing and delivery arrangements.

State Library-managed funding and procurement

Councils delegated administrative and procurement functions to State Library.

Split funding arrangement

Councils and State Library shared responsibility for funding administration and procurement, with each party managing agreed components.

Where State Library managed funds, it acted solely as an agent on behalf of the council. This ensured councils retained full control over their allocated funds, including decisions about priorities, purchases and program delivery.

This arrangement provided flexibility for councils with different levels of administrative capacity, while preserving local authority and supporting efficient implementation.

5. Deliver through IKCs

IKCs were the local delivery point for the initiative.

State Library and councils implemented:

3 new Digital IKCs

Strengthened existing IKCs

Purchased digital equipment

Training for IKC coordinators

Delivered community digital skills workshops

This ensured delivery occurred in trusted local settings and was shaped by community need.



The teachers or people running the courses are amazing, so relaxed and easy to follow, always making time for questions and making sure it's relevant to each small group and their individual needs

Key implementation principles

When applying this model, the following principles should guide delivery:

Start with community need

Use consultation and data to understand local priorities before designing activities.

Co-design

Work with councils and communities to shape responses that fit local circumstances.

Keep funding flexible

Allow councils to direct investment to the areas of greatest need and opportunity.

Provide practical planning tools

Support decision-making with clear program options, cost estimates and delivery requirements.

Maintain local control

Ensure councils retain authority over funding decisions, even where administrative support is provided.

Build for long-term impact

Invest in equipment, workforce capability and community skills to strengthen sustainability over time.

Implementation challenges

The Growing IKCs initiative was designed to be flexible and community-led, but delivery across diverse First Nations communities also presented a number of practical challenges.

Different levels of local readiness

- Councils and IKCs started from different levels of digital capability, staffing capacity, infrastructure and experience in program delivery.
- This meant some communities were ready to implement activities quickly, while others required more foundational support.

Connectivity and infrastructure limitations

- In some communities, unreliable internet access, limited bandwidth, or gaps in local infrastructure affected the type and quality of digital activities that could be delivered.

Workforce capacity and turnover

- The success of local delivery often depended on the capability and availability of IKC coordinators and council staff.
- Staff turnover, competing priorities and limited local workforce capacity could affect continuity and momentum.

Balancing flexibility with administration

- The initiative was intentionally flexible, with councils able to choose between council-managed, State Library-managed or split funding arrangements.
- While this supported local control, it also created variation in administration, procurement and delivery timeframes.

Procurement and logistics in remote locations

- Purchasing and delivering equipment, technology and workshop resources into remote and very remote communities could involve delays, higher costs and limited supplier options.

Sustaining delivery beyond initial funding

- While the initiative strengthened local capability and infrastructure, maintaining activities over time depended on ongoing local capacity, staff confidence, equipment upkeep and continued community engagement.

Designing for local relevance

- A community-led model requires time and engagement to ensure activities are locally relevant and culturally appropriate. This can extend planning time but is critical to effective delivery.

Using challenges in the playbook

- These challenges should be understood as design and delivery considerations, not barriers to success.
- Identifying them early helps strengthen planning, tailor support, and improve the sustainability of both initiatives.

Growing IKCs outcomes

01

Increased access to digital tools and technology in IKCs.

02

Strengthened digital capability and confidence among community members.

03

Strengthen the digital skills and confidence of IKC Coordinators.

04

Provided councils with practical planning tools to allocate and expend funding.

05

Provided flexible administrative options that reflect different council capacities.

06

Increased digital participation across 16 First Nations communities.

07

Created stronger foundations for long-term digital inclusion and community benefit.



“ I really enjoyed learning about my family and sharing stories together ”

RDDO initiative

The **Regional Digital Development** initiative strengthened digital inclusion, digital capability and local digital economies across regional, rural and remote Queensland.

5.9 pts

Digital inclusion gap between cities and non-metro Australia

11.0 pts

Below national average in very remote areas

Why it matters

While not designed directly in response to the ADII or ABS Remoteness Areas data, these findings highlight why the initiative is so important. The 2023 and 2025 ADII show a persistent gap that widens with remoteness.

This is especially relevant in Queensland, where many smaller regional councils are classified as Very Remote, and larger councils across North and Far North Queensland fall within Inner Regional, Outer Regional or Remote areas. These communities often face greater barriers to accessing digital technologies, training and support.

Delivery approach

By embedding skilled officers in the regions and using flexible delivery models, the **RDDOs** supported councils, libraries, businesses and communities to build digital capability in ways that are locally relevant and sustainable.

Digital inclusion

Local digital economies

Regional prosperity



**Mitch makes learning fun so you
come away with new skills and a
great item you have created
yourself. Win win**

Role of RDDOs

State Library employed five RDDOs, strategically embedded across South West Queensland, Central West Queensland, North and North West Queensland, and Far North Queensland.

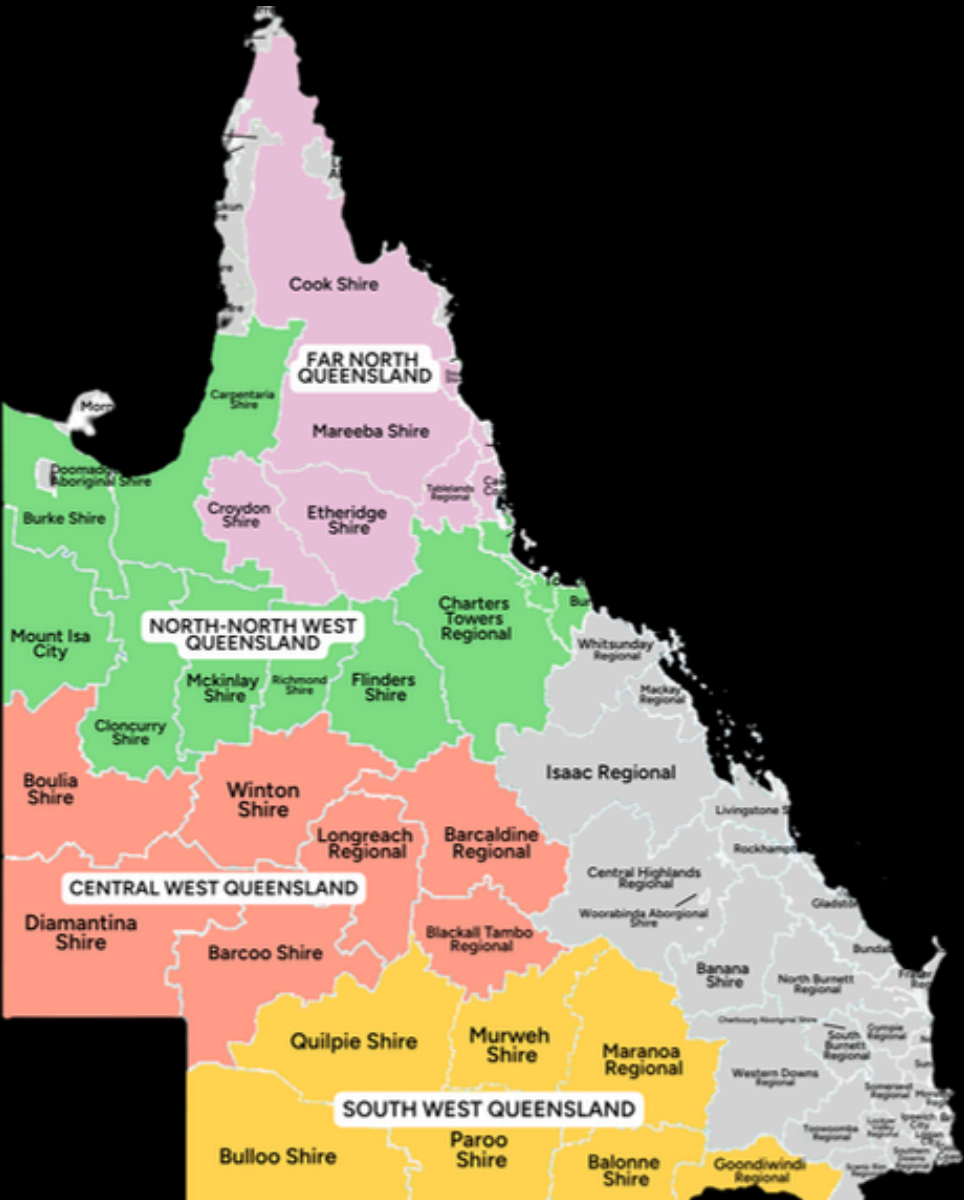
- RDDOs worked closely with:**
 - Regional Organisations of Councils (ROCs)
 - Council library services
 - Local businesses
 - Community groups
 - Other local stakeholders
- Through these relationships, RDDOs helped communities to:**
 - Build digital skills and confidence
 - Access tools, resources and learning opportunities
 - Embrace innovation
 - Support local economic and social development
 - Strengthen local digital economies
 - Build long-term resilience and sustainability

The RDDOs used a flexible, place-based delivery approach that could be adapted to the needs, capacity and priorities of each region.

Delivery was shaped by local context, including remoteness, council priorities, available partners, community readiness and infrastructure.

To support this, three RDDO delivery models were implemented.

RDDO Regions



RDDO Delivery Models

Three distinct models were developed by the RDDOs to cater to varying needs and capacities of regional communities - ensuring flexibility, responsiveness, and sustainability.



Common Elements Across All Models



Choosing the Right Model

The choice depended on specific needs and capacities of each region and each community within a region.

Direct Delivery - Best for regions with limited existing capacity or where direct engagement is critical.

Strategic Partnership - Ideal for regions with strong council priorities and access to external expertise.

Integrated Delivery - Suitable for regions requiring both strategic oversight and hands-on support.

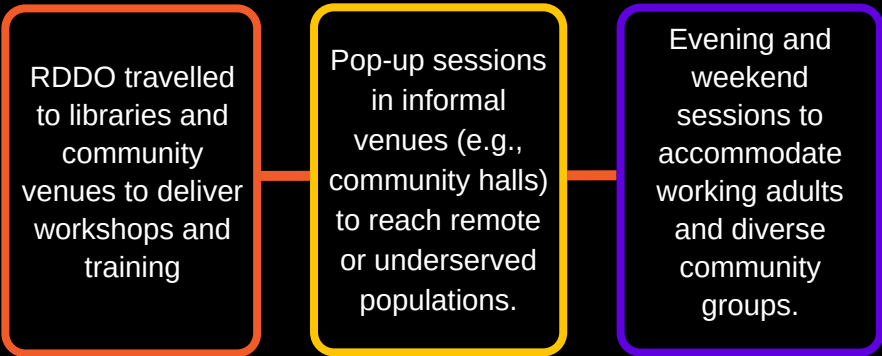
1. Direct Delivery Model

Hands-on program delivery directly to libraries and communities based on local digital needs and interests.

RDDOs were actively involved in delivering workshops and training sessions.

Target audience - community, community groups, library staff and other local stakeholders.

Delivery approach



Flexibility

Workshops adjusted in real time based on participant needs, group size, and available infrastructure.

Strengths

- ✓ High level of community engagement and direct impact.
- ✓ Built trust and relationships with local communities.
- ✓ Immediate skill-building

Challenges

- ✗ Resource intensive for RDDOs (time, travel, logistics)
- ✗ Limited scalability due to reliance on direct delivery

2. Strategic Partnership Model

Program design aligned with council priorities and local issues, with external specialists engaged for delivery.

RDDOs focused on strategic planning, program design, and coordination.

Target audience - councils, libraries, community and other local stakeholders.

Delivery approach



Flexibility
Programs were adjusted based on council feedback and participant needs.

Strengths

- ✓ Aligned with broader regional development goals.
- ✓ Leveraged external expertise for specialised topics.
- ✓ Scalable across multiple regions.

Challenges

- ✗ Required strong coordination between councils, libraries and external facilitators.
- ✗ Relied on the capacity of external facilitators to deliver quality programs.

3. Integrated Delivery Model

Combined strategic planning with direct community engagement and external expertise.

RDDOs balanced strategic program design with direct engagement in delivery.

Target audience - libraries, community groups, organisations, small businesses, and councils.

Delivery approach



Flexibility

Programs were adjusted based on council feedback and participant needs.

Strengths

- ✓ Aligned with broader regional development goals.
- ✓ Leveraged external expertise for specialised topics.
- ✓ Scalable across multiple regions.

Challenges

- ✗ Required strong coordination between councils, libraries and external facilitators.
- ✗ Relied on the capacity of external facilitators to deliver quality programs.

Key implementation principles

When applying any of the 3 RDDO delivery models, the following principles should guide delivery:

Start with local context

Understand the region's priorities, capacity and barriers before selecting a delivery model.

Use the model that fits, not the model that is easiest

Choose the approach that best matches community need, available partners and delivery goals.

Work through trusted local partners

Libraries and councils are critical to local engagement, promotion and sustainability.

Build local capability

Focus on leaving behind skills, tools and confidence, not just delivering one-off sessions.

Stay flexible

Adjust delivery methods, timing and content to suit local conditions and participant needs.

Balance reach and depth

Consider when direct engagement is needed and when partnership-based delivery will achieve greater scale.



RDDO digital content creation workshop

Digital Starter Grant Program

Introduced in 2025–26 as part of the RDDO initiative, the Digital Starter Grant Program was designed to help address digital exclusion in Queensland’s regional and remote communities.

Through engagement with councils, libraries and local communities, RDDOs identified three persistent barriers to digital participation:

- inadequate connectivity, leaving many areas without reliable internet access
- limited access to technology, such as laptops, tablets and other digital devices
- limited opportunities to build essential digital skills, reducing people’s ability to participate fully in the digital economy.

These barriers contribute to ongoing digital inequity, limiting access to services, learning, employment and broader social and economic opportunities.

The program provided targeted funding to eligible councils in RDDO regions to support practical, locally relevant digital access solutions. Funding was used for the procurement of:

Low Earth Orbit (LEO) satellite services and other technology solutions to improve connectivity

Digital devices, such as laptops and tablets, to expand public access to technology through libraries and community spaces.

The Digital Starter Grant Program played a pivotal role in helping bridge the digital divide by:

01

Improving digital access in regional and remote communities.

02

Increasing availability of reliable connectivity and digital devices.

03

Supporting libraries and community spaces as local access points for digital participation.

04

Strengthening digital capability and confidence.

05

Enabling communities to participate more fully in the opportunities of the digital age.

06

Fostering greater equity, resilience and inclusion across Queensland.

implementation challenges

The RDDO initiative was designed to respond flexibly to regional needs, but delivery across large and diverse geographies also involved a number of challenges.

Large geographic coverage

- RDDOs worked across broad regional areas, often covering long distances between communities.
- Travel time, cost and logistics could reduce the time available for direct engagement and delivery.

Diverse local contexts

- Communities across regional, rural and remote Queensland differ significantly in infrastructure, digital confidence, council capacity and local priorities.
- This required RDDOs to continually adapt their approach rather than rely on a standard delivery model.

Connectivity barriers

- In some locations, poor or unreliable internet access limited the effectiveness of digital workshops and reduced opportunities for ongoing digital participation after sessions ended.

Limited local delivery capacity

- Some councils, libraries and community organisations had limited staff capacity to host, promote or continue digital activities, which could affect reach and sustainability.

Balancing strategic and operational roles

- RDDOs were often required to balance relationship management, program planning, coordination, travel and direct delivery.
- In some regions, this created pressure on time and resources.

Reliance on external providers

- Under partnership-based delivery models, the quality and availability of external training specialists could affect program consistency, scheduling and outcomes.

Sustaining impact over time

- While workshops, grants and lending kits created immediate benefits, long-term impact depended on continued local engagement, access to technology, and the ability of communities and libraries to build on initial support.

Using challenges in the playbook

- These challenges should be understood as design and delivery considerations, not barriers to success.
- Identifying them early helps strengthen planning, tailor support, and improve the sustainability of both initiatives.

RDDO outcomes

01

Improved digital capability and confidence in regional communities.

02

Increased access to digital learning opportunities through libraries and local partners.

03

Responded to local priorities and barriers in a practical way.

04

Strengthened local partnerships and community networks.

05

Supported innovation, participation and resilience in regional economies.

06

Strengthened local digital economies.

07

Contributed to long-term digital inclusion across regional and remote Queensland.



A brilliant facilitator made the workshop an enjoyable and educational event. My digital skills have definitely improved since taking part in this workshop

DDC initiative



DDC was a digital initiative designed to bridge the digital divide for Aboriginal and Torres Strait Island communities across Queensland.

Delivered in partnership with 4 regional council library services, the program leveraged libraries as trusted community hubs to provide culturally relevant digital literacy training.

Through place based, co-designed workshops and tailored programs, the DDC initiative empowered participants to build essential digital skills, access online services, and engage in cultural storytelling, fostering social inclusion, confidence, and long-term community benefits.

The DDC initiative highlighted the critical role of libraries as inclusive, culturally grounded spaces for digital empowerment.

By combining digital literacy with cultural storytelling and community-led design, all library programs created lasting impacts on individuals and communities, fostering resilience, pride, and a stronger sense of connection in the digital age.

DDC Outcomes

Digital Inclusion

The program significantly reduced digital exclusion by providing access to digital tools and culturally safe learning environments.

Cultural Storytelling

Participants developed digital stories that preserved cultural identity, family histories, and community knowledge, fostering intergenerational sharing and pride.

Social Connection

Workshops strengthened feelings of inclusion, belonging, and community pride through shared cultural experiences.

Therapeutic Benefits

Programs demonstrated the value of digital tools in emotional processing, stress relief, and self-esteem building.

Pathways to Growth

Participants were inspired to pursue further training, volunteering, and employment, contributing to long-term skill development and community empowerment.

SECTION 4

Program learnings



Growing IKCs initiative key learnings

Co-designed resources enhance engagement

- Collaboratively developed resources like the Digital Ideas Catalogue improved engagement by addressing community pain points and local interests.
- Workshops tailored to community needs, supported by necessary equipment, enabled culturally meaningful digital programs.

Collaborative partnerships strengthen delivery

- Strong partnerships with councils, particularly First Nations councils, demonstrated the importance of respecting local governance and community priorities.
- Offering to procure equipment on behalf of councils expedited the process, with most councils opting for this support.

Managing funding and procurement internally

- Managing funding internally through the State Library streamlined processes and ensured alignment with program goals.
- However, this required significant effort, with challenges such as equipment availability, price fluctuations, and delivery delays.

Managing External Impacts on Delivery

- External factors such as severe weather, Sorry Business, and shifting local priorities can significantly impact timelines despite thorough planning.
- Securing council approval to work with IT providers earlier would have mitigated delays.

RDDO initiative key learnings

Regional Presence Drives Impact

- Embedding RDDO) within Regional Organisations of Councils (ROCs) was proven to be highly effective.
- This approach enabled targeted mapping and analysis of digital economy indicators, generating valuable business intelligence to identify and support regional opportunities.
- The on-the-ground presence of RDDOs ensured tailored, region-specific solutions that addressed local needs and priorities.

Community Engagement is Essential

- Extensive consultation across 33 Local Government Areas revealed a critical gap - many small regional and remote communities lack access to digital inclusion support due to limited connectivity and insufficient technology access through council facilities, including libraries.
- Engaging directly with these communities highlighted their unique challenges and informed the development of targeted, impactful programs.

Partnerships Amplify Outcomes

- Strong partnerships with charities, universities, councils, and other stakeholders were instrumental in delivering a diverse range of digital programs.
- These collaborations supported regional small businesses, creative industries, youth digital mentors, and broader community members, amplifying the reach and impact of the initiative.
- Partnerships also fostered innovation and resource-sharing, enabling more sustainable and inclusive outcomes.

Skilled RDDOs were Critical to Success

- Having skilled and experienced RDDOs is the cornerstone of successful program delivery. However, unforeseen circumstances such as illness, injury, or personal matters can significantly impact timelines and outcomes.
- Building contingency plans and ensuring adequate staffing support are essential to maintaining program momentum and continuity.

External Factors Can Disrupt Delivery

- Despite thorough planning, project delivery can be significantly affected by external factors beyond control. Challenges such as severe weather events and shifting local priorities can delay or disrupt activities.
- Flexibility, adaptability, and proactive risk management are crucial to navigating these challenges and ensuring program objectives are met.

SECTION 5

Program evaluation



Digital Inclusion Program Evaluation

State Library engaged Queensland University of Technology's (QUT) Digital Media Research Centre to evaluate its Digital Inclusion program. The evaluation examined how effectively the program aligned with strategic priorities and supports meaningful digital participation across Queensland.

QUT was selected for its recognised expertise in digital society research and its longstanding partnership with State Library.

Key initiatives evaluated

- Growing IKCs
- RDDOs
- DDC
- Digital and You (visual identity and app)

Assessment focus

These initiatives were assessed for their impact on building digital skills, confidence, and community engagement, particularly for people facing barriers to digital inclusion.

The report provides practical insights to inform future funding opportunities, strengthen partnerships, and support advocacy for libraries and IKCs in advancing digital inclusion across Queensland.

Findings

The findings highlight the importance of:

- Community-driven, place-based approaches
- Investment in local capacity
- Creative and culturally relevant programming
- Together, these elements are critical to achieving sustainable digital inclusion outcomes.

High Level Program Outcomes

- Significant growth in workshops delivered and participants engaged
- High satisfaction with training and measurable improvements in digital skills
- Strong engagement with highly excluded groups, including First Nations communities, older Queenslanders, and small businesses
- Libraries positioned as digital hubs for essential services, creativity, and economic participation
- Conservative estimated social return on investment of \$36 million, with greater benefits in regional and remote areas.

\$36M estimated social return on investment

STATE LIBRARY DIGITAL INCLUSION PROGRAM HIGHLIGHTS



561

Workshops delivered

Growth: 327%



3,451

Participants reached

Growth: 333%



93%

Satisfaction with training



89%

Improved digital skills efficacy



\$36M

Social return on investment*



231

Strategic engagements with partners through Regional Digital Development



33

Rural libraries and community groups with loan equipment, independently delivering programs



3

New Digital IKCs in Kowanyama, Mornington Island and Doomadgee



180

Professional development engagements



4

New Torres Strait Island Regional Council Digital Hubs coming



368

Laptops and tablets provided to First Nations communities



10

IKC Coordinator-led programs

Growth: 500%



27

Interactive screens installed in IKCs



908

Multimedia devices supplied to IKCs



48

Participating regional, rural and remote local councils

NB: Growth is calculated as year-on-year growth throughout the whole program and averaged across Growing IKCs and Regional Digital Development.

*SROI calculation on the value of digital inclusion programs uses McCosker et al.'s (2020) rate of \$4.01:\$1. However the actual return is potentially higher due to the increased value created in rural and remote communities where per participant benefit proxies are higher due to higher rates of online service and telehealth access.

SECTION 6

Case studies and resources



Growing IKCs Case Study: IKC eSports Tournament

A structured digital activity that built skills, strengthened connection and created a safe after-school pathway for young people and families

At a glance

What started as young people coming to the IKC to play on Xbox quickly became a powerful digital inclusion activity. By using eSports as a structured, supervised and team-based program, IKCs created a safe and appealing way for young people to engage with technology, build social skills and connect more regularly with their local centre.

The challenge

Many communities needed safe, meaningful and consistent after-school activities for young people. There was also a need to build digital capability in a way that felt relevant and engaging, rather than formal or classroom-based.

The approach

Participating IKCs were equipped with Xbox consoles, gaming equipment and support to run structured eSports sessions and tournaments. Rocket League was used as the main game, helping participants build teamwork, communication and strategic thinking alongside digital skills.

The activity was designed as more than just gaming. It provided:

- a structured and supervised after-school activity
- clear rules and expectations for behaviour
- opportunities for teamwork and positive peer interaction
- a fun and familiar entry point into digital technology
- a reason for young people to return to the IKC regularly.

Inter-IKC tournaments added another layer of engagement by bringing communities together in friendly competition and creating a sense of pride, excitement and aspiration.

The outcomes

The impact was immediate. In Doomadgee, young people began attending every day after school once eSports was introduced.

Key outcomes included:

- stronger engagement with the IKC
- improved digital confidence and capability
- development of teamwork, communication and strategic thinking
- better peer relationships through organised play
- improved inclusion for young people who did not connect with physical sport
- reported improvements in school attendance
- a safe and positive alternative to disengagement or anti-social behaviour.

The initiative also had strong community-wide benefits. It attracted participants from young children through to young adults, while also drawing in parents, carers and Elders. Families came to watch, cheer on participants and engage with the IKC in new ways.

Why it worked

This initiative worked because it met young people where they already were. Instead of asking them to engage with technology in an abstract way, it connected digital learning to something they genuinely enjoyed.

Success was supported by:

- using an activity that young people were already interested in
- creating a safe, structured and social environment
- embedding skill development in play
- making participation visible and exciting for families and community
- building a whole-of-family entry point into the IKC.

Lessons for other programs

- Start with what people are already interested in.
- Use structured activities to build both digital and social capability.
- Create clear expectations and a safe environment for participation.
- Design programs that can engage families and the wider community, not just individual participants.
- Recognised that digital inclusion activities can also support wellbeing, belonging and community connection.

Playbook takeaway

- Structured eSports can be an effective digital inclusion tool. When delivered in a safe and supported environment, it can help young people build digital skills, strengthen social connection and create a meaningful pathway for broader family and community engagement.



IKC eSports tournament Kowanyama

RDDO Case Study: Richmond Shire Council Digital Starter Grant

A targeted digital infrastructure investment that helped a remote library stay connected, support the community and strengthen local disaster resilience.

At a glance

The Digital Starter Grant Program was introduced as part of the Regional Digital Development Officers initiative to address digital inclusion barriers in regional and remote communities. Through the grant, Richmond Shire Council upgraded the Richmond Library with Starlink internet and digital devices, turning the library into a critical digital access point for residents and stranded travellers during major flooding.

The challenge

Many regional and remote communities face barriers to digital inclusion, including limited connectivity and access to technology. These barriers reduce the ability of trusted community spaces to provide digital access, training and support.

In Richmond, the importance of reliable digital access became especially clear during the December 2025 to March 2026 monsoonal event. Widespread flooding caused multiple closures along the Flinders Highway, isolating travellers in Richmond for extended periods. At the same time, the library's existing IT and telecommunications systems failed due to equipment breakdowns, and supply chain disruptions delayed repairs.

The approach

The Digital Starter Grant Program gave eligible councils in RDDO regions funding to acquire low earth orbit satellite services and digital devices such as laptops and tablets. The aim was to equip libraries and other trusted community spaces to deliver digital access, training and programming in remote areas.

Richmond Shire Council used the grant to install high-speed internet via Starlink at the Richmond Library and purchase digital devices for public use. The library initially chose a roaming Starlink option to support mobility for resupply tasks during emergencies, before permanently installing the equipment at the library when mobile use was no longer required.

The grant also covered supporting equipment, with remaining funds used to pay the monthly Starlink connection fee for about 27 months.

The outcomes

During the monsoon disaster, the newly installed Starlink service and digital devices allowed the Richmond Library to remain operational and responsive to community needs despite the failure of its existing systems.

The library became a critical digital access hub for both residents and stranded travellers.

Key outcomes included:

- Residents and travellers used the internet for online banking, checking road conditions and monitoring flood cameras, helping them make informed decisions about travel and safety during a rapidly changing emergency.
- The library provided a welcoming place where stranded travellers could connect online, contact family and organise their next steps.
- The street library offered comfort and engagement, helping boost morale during a stressful period.
- The library's ability to maintain service continuity highlighted the role of digital infrastructure in supporting community resilience during disasters.

Community feedback reinforced the value of the investment:

- A stranded traveler said internet access at the library allowed them to check road closures, contact family and organise their next steps after being stuck in Richmond for three days with no phone service.
- Another community member said the library staying open and welcoming, with a place to sit, connect online and access the street library, made a big difference to morale.
- Mayor Wharton said the funding turned the library into a lifeline during the floods by keeping people connected, informed and supported.

Why it worked

This initiative worked because it invested in practical digital infrastructure through a trusted local community space. By combining reliable connectivity, public devices and a familiar local service, the grant enabled the library to meet immediate community needs while also strengthening longer-term digital inclusion.

It also worked because the solution was flexible and responsive to local conditions. The initial roaming setup supported emergency resupply tasks, while the permanent installation ensured ongoing community access once the immediate need changed.

Lessons for other programs

- Invest in trusted community spaces such as libraries to deliver digital access and support.
- Combine connectivity and devices so communities can access services immediately when needed.
- Design solutions that are flexible enough to respond to local and emergency conditions.
- Recognised digital infrastructure as part of community resilience, not just service delivery.
- Support ongoing access by considering operational costs such as connectivity fees, not just upfront equipment purchases.

Playbook takeaway

- Targeted investment in connectivity and devices through trusted local spaces can deliver immediate digital inclusion benefits and provide critical support during emergencies.
- In Richmond, a relatively small digital infrastructure upgrade helped transform the local library into a community lifeline when it was needed most.



A stranded traveler using the Wi-Fi outside Richmond library

RDDO Case Study: Supporting small business

A practical digital capability program that helped regional and remote small businesses build confidence, improve productivity and identify new opportunities.

At a glance

For Queensland Small Business Month, the RDDO initiative supported small businesses across regional and remote Queensland through free workshops, online learning and mentoring.

Workshops delivered offered practical digital skills that save time, reduce pressure and help business owners make confident decisions

The challenge

Small businesses in regional and remote Queensland often need practical digital support that is accessible, relevant and easy to apply.

Many business owners are managing competing pressures and need simple, useful tools that can improve day-to-day operations, strengthen marketing and support better decision-making.

There is also a need for flexible delivery options that can reach different audiences, including small business owners, older Australians, community groups and volunteers.

The approach

RDDOs delivered a mix of online and in-person learning opportunities designed around real-world business needs.

This included:

- AI skills training through the online AI in the Outback series and in-person Intro to ChatGPT sessions, with a focus on practical use rather than technical theory
- Digital design, branding and marketing workshops through the Digital Power Hour series, covering Canva, digital marketing, templates and event promotion
- Website-building sessions through Build your own website with Weebly, helping beginners create and manage a basic website
- Photography workshops to strengthen visual marketing
- Social media training through Social Media in 60 Minutes, helping businesses post with more confidence.

FNQ RDDO partnered with Mareeba Shire Council to provide free one-on-one mentoring. This gave business owners a confidential space to work through challenges, ask questions and plan next steps with an experienced digital mentor.

The outcomes

By combining practical skills, flexible delivery and a strong regional focus, the program helped Queensland small businesses improve productivity, stay competitive and identify new opportunities.

Key outcomes included:

- stronger confidence in using digital tools
- improved ability to apply AI in practical business settings
- better branding, marketing and online promotion capability
- increased confidence in creating content and posting on social media
- improved capability to build and manage a basic website
- tailored support for business owners through one-on-one mentoring
- broader access to digital capability support across regional and remote communities.

Why it worked

This initiative worked because it focused on practical, immediately useful skills rather than abstract digital concepts. Business owners were supported to learn tools and techniques they could apply straight away in their own work.

It also worked because the delivery model was flexible. By combining online sessions, in-person workshops and individual mentoring, the program was able to meet people where they were and respond to different levels of confidence, experience and need.

The partnership approach also added value, with local collaboration helping create trusted and accessible support for small businesses.

Lessons for other programs

- Focus on practical digital skills that solve real business problems.
- Offer a mix of online, in-person and one-on-one support.
- Tailor content for different audiences and confidence levels.
- Use local partnerships to improve reach, trust and relevance.
- Frame digital capability as a tool for productivity, confidence and opportunity, not just technology adoption.

Playbook takeaway

- Small business digital support is most effective when it is practical, flexible and grounded in real-world needs.
- The RDDOs demonstrated that targeted workshops, accessible online learning and trusted mentoring can help regional and remote businesses build confidence, work more efficiently and make better use of digital opportunities.



DIGITAL
AND
YOU

SMALL BUSINESS

May is for Mentoring

Get **free**, practical support from experienced mentors to strengthen your business and explore new opportunities

Links to resources and reports

Website

[Digital and You Webpage](#)

Digital Ideas Catalogue

[Digital Ideas Catalogue 2025-26](#)

Digital and You Reports

[Evaluation of State Library's Digital Inclusion Program](#)

Digital and You videos

[Digital and You video](#)

[On the Road with RDDOs video](#)

[Rainforest to Reef Growing IKCs video](#)

[IKCs eSports Tournament video](#)

[Growing IKCs Done Essentials video](#)

Other key resources

[State Library of Queensland Digital Technology Strategy 2025-29](#)

[Australian Digital Inclusion Index](#)

[Mapping the Digital Gap](#)