

JUNE 2022 - FEBRUARY 2023

CASEY

DIGITAL EQUITY LIVING LAB

OUTCOMES



[CASEY.VIC.GOV.AU](https://casey.vic.gov.au)



FOREWORD

The City of Casey remains among Victoria’s swiftest expanding regions, offering a range of opportunities for social, economic, and environmental advancement.

The Digital Equity Living Lab (DELL) program is one such opportunity, and I am delighted to see Council’s leadership in facilitating a program that drives innovation and positive change across our community.

Over the past 3 years, we have seen how important technology, innovation, and data management are in overcoming the challenges of the modern world. It is critical that the community of Casey has access to these tools, and the knowledge necessary to use them. By creating the DELL program, Council aimed to ensure those most susceptible to digital exclusion were provided with a toolkit to live comfortably and confidently in the modern world, whilst fostering collaborative partnerships, innovation, and economic growth.

The DELL program has been a resounding success, showing that the City of Casey is a forward-thinking community that embraces collaboration and digital technologies. Through the DELL program, we have seen significant social, economic, and digital benefits for our community.

By providing access to technology and digital literacy training, Council has empowered our community to be more resilient in the face of digital change. By fostering innovative partnerships, we have seen several digital initiatives implemented across Doveton, which will continue to provide benefit to the community for years to come. By utilising modern technologies, Council has the opportunity to increase efficiencies and ensure their delivery of services continues to be at a high level.

I am proud of the work Council has accomplished through the DELL program, and I am excited to see the ongoing positive impact it will have on our community.



Noelene Duff PSM
Chair of Administrators
City of Casey



ACKNOWLEDGEMENT OF COUNTRY

The City of Casey proudly acknowledges the Traditional Owners, Casey’s Aboriginal communities and their rich culture and pays respect to their Elders past, present and future. We acknowledge Aboriginal people as Australia’s First Peoples and as the Traditional Owners and Custodians of the land on which we work and live.

WHAT IS A LIVING LAB?

A Living Lab is a collaborative community facility in which real-life users, stakeholders, and partners co-create and test new products, services, and solutions. It combines collaborative design with real-life testing to produce more relevant, user-centric outcomes.

The primary role of a Living Lab is to research, test and trial concepts that address community challenges. The purpose is for Council to form partnerships and test solutions that enhance service provision, increase community experiences, and create local economic growth.

Living Labs are a powerful tool for local communities, providing a platform which:

- > Addresses pressing social challenges
- > Catalyses community initiatives
- > Produces user-friendly outcomes
- > Connects sectors and the community

Living Labs support the uptake and advancement of innovative programs and services by facilitating:

- > Community co-creation and input on initiatives
- > Testing and feedback on digital technologies and their implementation
- > Education of the community on the use of digital technologies
- > Ensuring the community is able to use the technologies implemented across their city

LIVING LABS IN THE CITY OF CASEY

As a part of the Smart Casey Launchpad, the City of Casey are leveraging the benefit of Living Labs to explore innovative solutions to challenges facing our community.

In October 2021, Council launched the Digital Equity Living Lab (DELL) in response to research and a subsequent Digital Equity Framework.

The City of Casey’s Digital Equity Living Lab aimed to foster trust and transparency across Casey by co-designing, trialling, and scaling innovation and new technologies with and for our communities.


The 4 key objectives of the program were:

 <p>To build innovation capability with employees, community, and partners</p>	 <p>To increase collaboration and partnerships</p>	 <p>To increase opportunities and Council efficiencies</p>	 <p>To generate funding to support living lab initiatives</p>
---	---	---	--

DIGITAL EQUITY LIVING LAB: THE DOVETON APPROACH


The Living Lab pilot was established to address digital inequity, based on the comprehensive data published in the Casey Digital Equity Framework. The Framework highlighted Doveton as the area which would benefit most from increased digital opportunities.

As such, the City of Casey focussed the DELL program at the Autumn Place Community Hub in Doveton, aiming to address issues across the digital inclusion domains of **Access**, **Affordability**, and **Digital Ability**. Three challenge statements were issued to the market to seek partnerships and initiatives that could be trialled within Doveton.




ACCESS

How might we enable all people in Doveton, particularly those who are digitally excluded, to access the internet so that they are empowered to get on-line regularly for a range of activities?



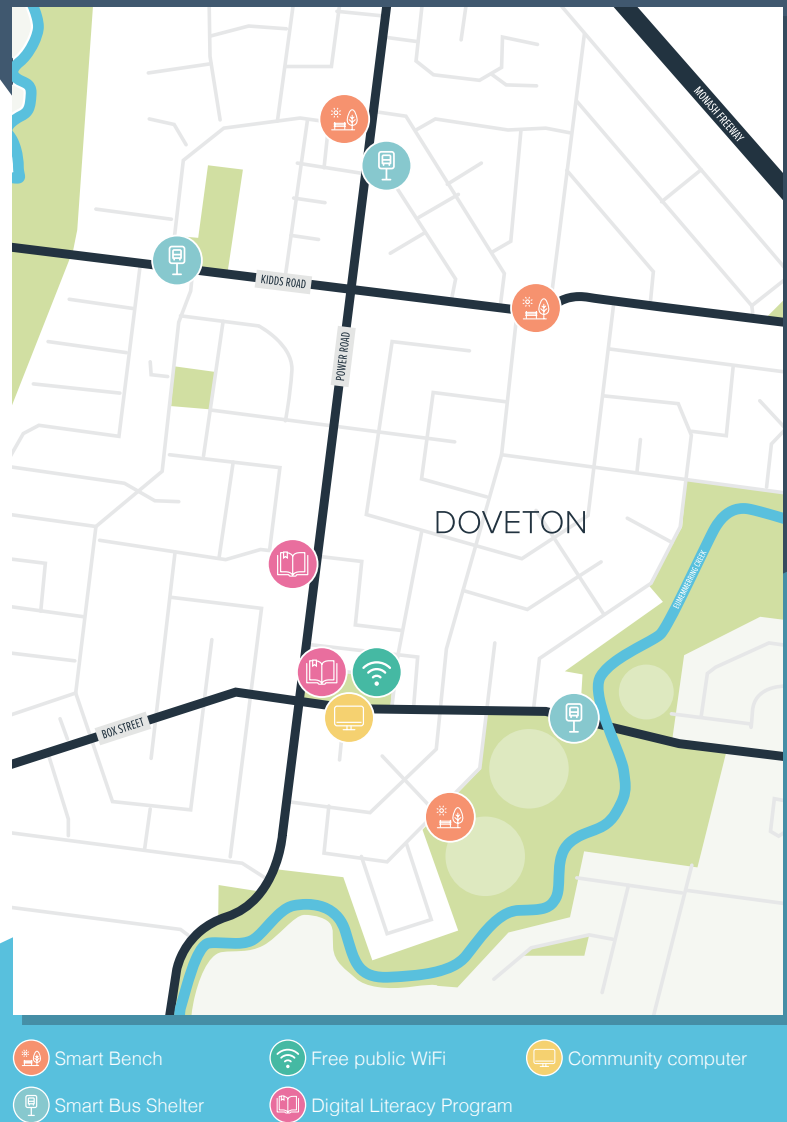
AFFORDABILITY

How might we invest in and/or advocate for alternative means of accessing affordable internet and devices, in order to ensure the best value for digitally excluded communities?



DIGITAL ABILITY

How might we empower and motivate digitally excluded people to build digital skills, increase confidence to get on-line, and to safely use the internet in an ongoing way that improves their lives?



DELL PARTNER PROJECTS

The City of Casey received submissions from interested partners who were assessed against rigorous criteria. The DELL program trialled the following solutions to the challenges facing the Doveton community.



Doveton's Digital Day Out
Casey Cardinia Libraries

An event to provide the community with information about local suppliers delivering digital services and resources. The event also showcased a range of technologies including virtual reality, augmented reality, robotics and 3D printing.

- > 46 community attendees
- > Exhibitions from 10 organisations
- > Community interest in additional digital resources and services



Smart Benches
Eco Renewable Energy

Solar-powered street furniture with free public WiFi, charging capabilities, and environmental sensors. Community members have unlimited access across three locations.

- > WiFi access 20 metres from bench
- > 30 unique users per bench each week
- > 1,392 overall WiFi sessions
 - Approximately 4.6 sessions per day
- > 333 charging sessions
 - At least 1 session per day
- > Linden Place, most popular location
- > Fully solar-powered



Smart Bus Shelters
yStop

Bus shelters that include solar panels, free WiFi and device charging capabilities across three locations.

- > 20 unique users per shelter each week
- > 459 overall WiFi sessions
 - Approximately 2.5 sessions per day
- > 231 charging sessions
 - At least 1.3 sessions per day
- > Affordable advertising for local businesses and Council services
- > Fully solar-powered

COUNCIL INITIATIVES

In addition to the trial projects, the City of Casey also progressed a number of related projects to support the outcomes of the DELL program.



Autumn Place Free WiFi

The City of Casey worked with Telstra to provide free WiFi to residents in Autumn Place.

- > 1,887 unique users
- > 8,112 total WiFi sessions
- > 103 average weekly visitors; 51% repeat users
- > 35-minute average dwell time
- > 1.5 terabytes of data downloaded; equivalent to 1,500 hours of standard quality video streaming



Technology Provision

The City of Casey procured 15 laptops through social enterprise Enable Australia for Doveton Residents to loan from the Doveton Library. A Community Computer was also created in Autumn Place for Casey residents to access the internet.

- > 5 laptops given as community prizes
- > 13 laptops loaned
- > 2-3 computer users per week
- > 30 minutes average Community Computer use time



Digital Literacy Programs

The City of Casey aimed to build the digital confidence of local seniors by hosting an Online Safety and Cyber Awareness program with NBN and Victoria Police, and a range of 1:1 technology support sessions with Lively.

- > 22 attendees from a range of culturally and linguistically diverse backgrounds
- > 6 technology support attendees

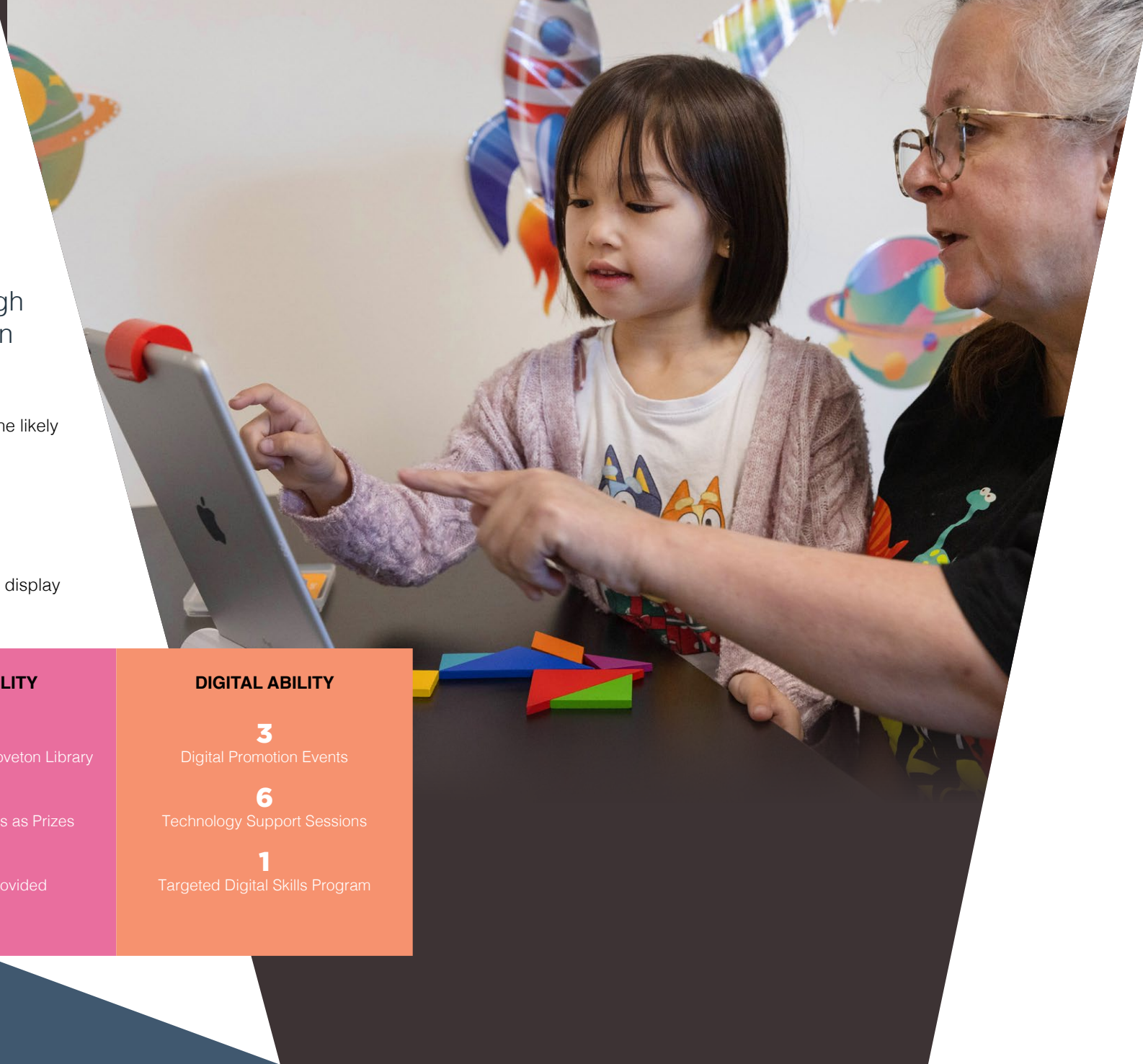
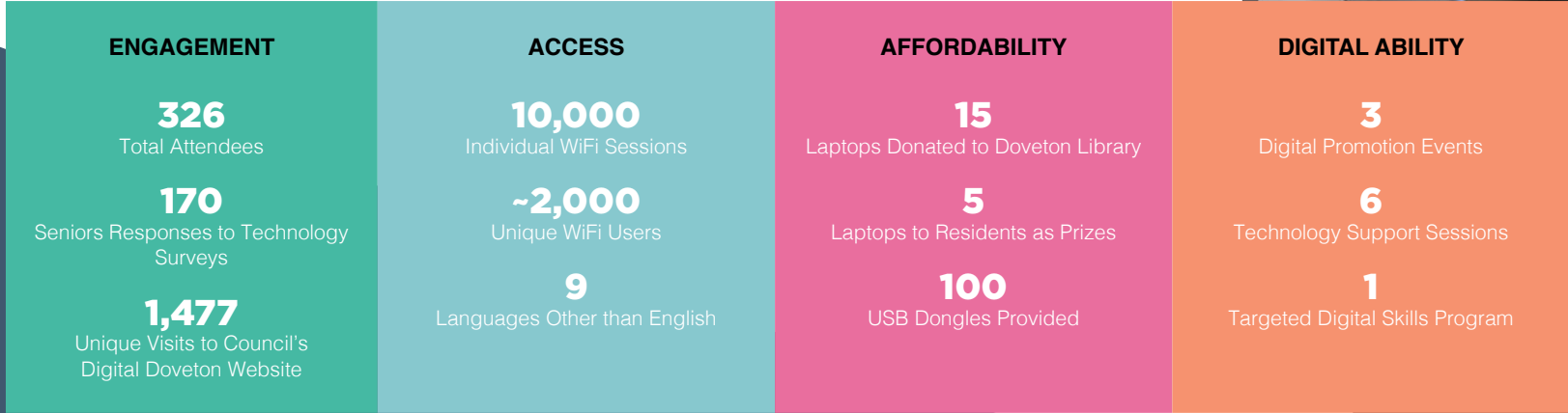
THE OVERALL IMPACT

The Digital Equity Living Lab reached over 2,000 people through the course of the trial period, approximately 16% of the Doveton population.

While the statistics below paint a picture of this reach and impact, we should of course consider the likely immeasurable impact these initiatives have had including:

- > Building confidence and understanding of digital opportunities
- > Promoting the City of Casey as a forward-thinking and digitally inclusive local government area
- > Showcasing the offerings and services of Council to further build engagement.

Overall, this program has the capacity to continue to build on the momentum and engagement on display during the trial period to deliver beneficial outcomes for the Casey community.



NEXT STEPS...

The Digital Equity Living Lab has left a series of positive outcomes – ranging from accessible internet and digital technologies to increased digital skills – which will remain in Doveton for years to come. Looking forward, the DELL program has the potential to further its impact across the City of Casey and its residents.

SCALE-UP OPTIONS

Key elements of the DELL Program will be continued moving forward including:

- > The Smart Bench leases have been extended until end of 2023.
- > An ongoing Seniors digital literacy mentorship program is being developed in conjunction with several external partners.
- > Consideration to extend free public WiFi across community facilities and key sites in other digitally excluded suburbs in Casey.

Given the success and uptake of the partnership trials and initiatives in Doveton, the Digital Equity Living Lab Program can now scale-up to expand its reach across a larger area of the City of Casey. One possible scale-up option is to replicate key elements of the program in other disadvantaged areas of the City of Casey. In line with the Digital Equity Framework, suburbs where the DELL program would have the greatest positive outcome are:

- > Cranbourne (14% No internet access from home)
- > Hallam (12% No internet access from home)
- > Hampton Park (12% No internet access from home)

LIVING LAB DEVELOPMENTS

In addition to the Digital Equity Living Lab Program, the City of Casey is also running two other Living Labs: the Circular Economy Living Lab and the Future Mobility Living Lab.

The Circular Economy Living Lab is focused on exploring innovative ways to advance a more Circular Economy in Casey. Throughout 2023, trials were run with aims of reducing food waste, minimising construction and demolition waste, and creating more efficient usage and maintenance of Council's built environment and assets.

The Future Mobility Living Lab, due to commence in late 2023, is focused on exploring safety and inclusivity in mobility, and sustainable transport options. The focus will be to test and trial emerging technologies with research partners such as universities. This will be achieved through a series of community engagement pop-ups to gain further insights into challenges currently facing the community, and challenges that may be faced in the future.

GET INVOLVED

Community members can get involved with current and future Living Labs by utilising some of the new technology being rolled out, taking part in trials, or participating in community co-design and pop-up sessions.

Local businesses, start-ups, community groups, and educational institutions are encouraged to apply to take part in future Living Lab trials, where they may have an innovative solution to contribute.

Keep the conversation going at the Smart Casey Hub page on Casey Conversations.

conversations.casey.vic.gov.au/smartcasey



CONTACT CITY OF CASEY

03 9705 5200

NRS: 133 677 (for the deaf, hearing or speech impaired)

TIS: 131 450 (Translating and Interpreting Service)

smartcity@casey.vic.gov.au

casey.vic.gov.au

PO Box 1000

Narre Warren VIC 3805

CUSTOMER SERVICE CENTRES

Cranbourne

Customer Service Centre Cranbourne
Park Shopping Centre, Shop 156,
South Gippsland Highway, Cranbourne

Narre Warren

Bunjil Place,
2 Patrick Northeast Drive,
Narre Warren



@CityofCasey



TIS: 131450 (Translating and Interpreting Service)

口译员 | مترجم شفاهی | භාෂා පරිවර්තක | ਦੁਭਾਸ਼ੀਏ | ترجمان