

APPENDIX 2 – Digital Inclusion booklet example

"I needed to brush up my computer skills for work."



Coming back to work after ill health, I was getting knocked back at interviews for not having up-to-date IT skills.

The JobCentre suggested a course at my local Adult Ed centre so I enrolled. Before I'd even completed the course I got another interview. I felt confident enough to ask them about their IT system and this time my new skills matched their requirements and I got the job.

Anna

"My smartphone is my lifeline."



I had no idea how to use it at first but my son has taught me.

Now I use WhatsApp to ring the people who are important to me for free. I don't see my brothers and sisters – they live all over the country – but I can keep in contact with my smartphone.

When I'm at my lowest I video chat my sister and we talk for hours about everything.

Now I do my banking on the app, it's so much easier than before.

Rinjindar and Leeland