First Nations Inclusive Digital Design **Do's** and **Dont's**

Do

Co-design digital services in partnership with First Nations Australians

Include three pillars of the First Nations Digital Inclusion Plan - access, digital ability and affordability

Be transparent about why information is requested.

Use visual ways of communicating that are culturally safe and inclusive.

Allow for nominated support to complete transactions as devices are often shared.

Consider custom design of content and artwork based on location and community.

Build and test for regional and remote areas where internet connectivity may be poor.

Build in mobile first design patterns that don't consume excessive data.

Don't

Assume or question kinship relations.

Insist on information that might not be easily available.

Display content in wordy paragraphs.

Exclusively use Western/Anglo-Saxon terminology.

Tie service provision to locations through geo fencing (allow for roaming).

Design data heavy services as this will inhibit users with limited data and service restrictions.

For further information see our Digital Inclusion Standard guidance document for links to additional resources.