

CONCEPT
EXPLAINER

WHAT IS

Digital exclusion

swipe



Digital exclusion

occurs when individuals are unable to access and use technologies like the internet and digital devices. This might be due to not being able to afford devices and internet services, a lack of skills or confidence to use them, or living in an area with poor service availability.

Many technologies are also not suitably designed for people with certain disabilities, therefore, digital exclusion can also occur on the basis of disability.



In modern society,

many essential services have moved online, from banking and job applications to healthcare appointments. This shift was accelerated during the COVID-19 pandemic due to restrictions on in-person services. Although these services offer convenience and efficiency, they also create challenges for those experiencing digital exclusion.



Not being able to

access these online services means individuals may struggle to find or apply for jobs, access government support, or manage their finances effectively.

They risk missing educational opportunities, paying more for goods because they cannot compare prices online, and experiencing greater social isolation due to limited ways to connect with others.



Digital exclusion

disproportionately affects marginalised groups, and is often linked to socioeconomic factors like poverty and rurality. People over the age of 65 and disabled groups are also most likely to be affected.



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