

Diversity & Digital Inclusion

CATEGORY INFORMATION

Category Description

Recognises technology-led solutions that promote diversity and digital inclusion by improving access, participation, representation or equity and reducing digital, social or systemic barriers.

This category focuses on solutions where technology is used to enable diversity, expand access to digital capability, services or opportunities, and support participation by individuals or groups who may otherwise be excluded or under-represented.

What Fits This Category (Examples)

Example technology and digital innovation solutions include (but are not limited to):

- Technologies that improve accessibility, usability or participation in digital services;
- Solutions addressing the digital divide, including access to devices, connectivity or digital skills;
- Platforms or tools that enable participation by diverse or under-represented communities;
- Technologies supporting inclusive education, employment or workforce participation;
- Assistive or adaptive technologies;
- Solutions designed to remove barriers related to disability, location, language, age, gender or socio-economic factors;
- Digital systems that demonstrably improve diversity or inclusion outcomes through intentional design and delivery.

What Does Not Fit this Category

To ensure clear differentiation, this category does not include:

- Organisational diversity or inclusion policies without a technology solution;
- Programs or initiatives focused solely on awareness, advocacy or training without a digital or technology component;
- Solutions where diversity or inclusion is incidental rather than a core design outcome.

Eligibility & Context

Entries may be led by industry, government, start-ups, not-for-profit or research organisations, where diversity and digital inclusion outcomes are a core and intentional part of the technology solution.

Solutions may be implemented, piloted or in advanced stages of development, provided there is a clear link between the technology and measurable or demonstrable diversity or inclusion outcomes.

JUDGING CRITERIA

1. Diversity and Inclusion Challenge

How clearly is the diversity or digital inclusion challenge defined, and who does it affect?

This criterion will be judged on:

- clarity of the barrier, exclusion or inequity being addressed,
- understanding of the affected individuals or communities,
- and why addressing this challenge matters.

2. Technology as the Enabler

How effectively does technology enable the diversity or digital inclusion outcome?

This criterion will be judged on:

- how technology is used as the primary enabler of change,
- appropriateness of the technology to the inclusion challenge,
- and whether the outcome would not be possible, or materially weaker, without the technology.

3. Design for Inclusion

How intentionally has diversity or inclusion been considered in the design and delivery of the solution?

This criterion will be judged on:

- inclusive design principles or practices
- consideration of accessibility, usability or representation,
- and how diverse needs have informed technical or product decisions.

4. Outcomes & Impact

What outcomes has the solution delivered, or is it demonstrably positioned to deliver?

This criterion will be judged on:

- evidence of improved access, participation, representation or equity,
- adoption, usage or measurable results (where available),
- and credibility of the pathway from solution to real-world impact.

5. Innovation & Differentiation

To what extent is the solution distinctive in how it enables diversity or digital inclusion?

This criterion will be judged on:

- originality of the technical or design approach,
- differentiation from existing solutions or practices, including how this approach moves beyond intent to deliver measurable or demonstrable outcomes, and
- whether the solution represents a meaningful advancement in inclusive technology design or delivery.