



# Digital Equity throughout the Settlement Journey: Lived Experiences, Current Practices, Future Directions

## Research Methods

### Case Studies



### Focus Groups



### Key Informant Interviews



### Literature Review



## A Community-based Research Project

A research approach that involves active participation of stakeholders, those whose lives are affected by the issue being studied, in all phases of research for the purpose of producing useful results to make positive changes. (Nelson et al., 1998)

## Research Questions

### 1. Lived experiences

How do racialized newcomers currently experience ICTs during their settlement journey, and to what extent is this experience equitable?

- Navigating language barriers
- Facing barriers in digital inclusion
- Wanting flexibility in accessing services online
- Needing improved accessibility to information online
- Needing mobile-friendly resources
- Increased risk related to privacy and security

### 2. Current practices

What policies and practices are currently implemented by settlement service providers, both IRCC-funded and non-IRCC-funded, to address digital (in)equities? and how effective are these efforts to tackle structural racism?

- a) Policies and practices that currently are implemented**
- Enhancement of newcomers' digital literacy through training
  - Enhancement of newcomers' accessibility to ICTs
  - Offered programs in various formats (online, hybrid, in person)
  - Capacity building in digital literacy for organizations' staffs
  - Partnerships among organizations to achieve more digital equity
- b) Effectiveness of the current policies and practices to tackle structural racism**
- Not effective
  - Some signs of effectiveness but,
  - Not clear because of lack of evaluation
  - Opportunities for improved effectiveness if challenges are addressed

### 3. Future directions

What strategies should be taken to improve policies and practices concerning ICTs, ensuring that racialized newcomers receive equitable support throughout their settlement journey?

- Increasing funding
- Adding a more client-focused approach
- Extending the length of digital literacy programs
- Offering services in multiple languages
- improving knowledge mobilization
- Conducting research

## Recommendations

### Flexibility in Service Pervision

1. Adopt a Client-Centred Approach
2. Increase Flexibility in Service Delivery
3. Adopt Hybrid Service Delivery Models
4. Improve Systemic Integration of Digital Equity
5. Adopt Tailored Digital Literacy and Support Programs
6. Enhance Language and Translation Support
7. Adopt a Trauma-informed Approach
8. Strengthen Trust and Safety
9. Address Mobility and Accessibility Issues

### Capacity Building for the Sector

1. Increase Funding
2. Foster Collaborative partnerships
3. Leverage community and Family Networks
4. Commit to ongoing Research and Evaluation
5. Improve Knowledge Mobilization

To learn more about this report please contact [General@communitybasedresearch.ca](mailto:General@communitybasedresearch.ca)