

# 2020 2021 ANNUAL REPORT

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Good Things  
Foundation Australia



Improving lives through digital

Below: Ann,  
Be Connected  
learner at  
Stay in Touch.



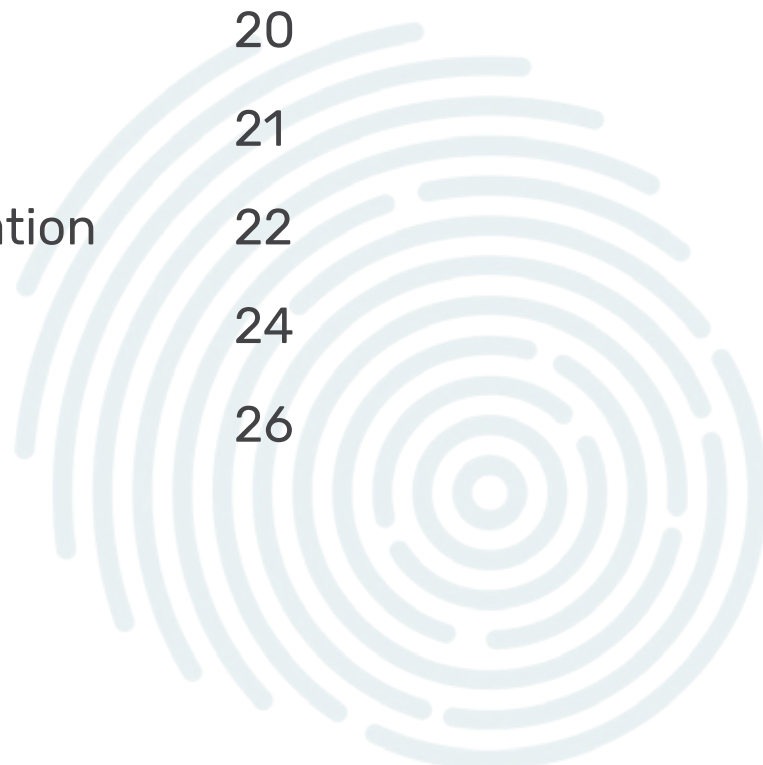
Front cover: Mr. Lan, Be Connected learner at  
Indochinese Elderly Refugees Association.

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We acknowledge the traditional custodians of the land and pay respect to Elders past, present and emerging.





# Message from our CEO

In the last year, our focus on fixing the digital divide has never been more important. Without affordable access to appropriate technology and the digital skills to confidently and safely go online, people have been left isolated, missed out on education and lacked access to important and reliable health information.

We're so proud that our network of community partners has grown to over 3,500 during our four years working in Australia. Through this network of thousands of digital mentors, we are supporting people most at risk of being left behind to have the confidence and skills to stay connected.

I've been inspired by the commitment and ability of our community partners to adapt programs. They have spent hours on the phone talking people through how to video call so they can continue to learn essential digital skills and stay connected to each other, friends and family.

The Good Things Foundation Australia team has adapted too. We distributed \$4.6m in small grants, including funding to enable digital devices to be loaned to people most in need. We created new online learning content about how to access reliable health information online. We held our digital inclusion campaign Get Online Week with online and hybrid events for the first time. We held Network Meetups online, with over 400 attendees from across the country sharing their skills and insights on how to close the digital divide in their community.

After such an important year for digital inclusion, I want to say thank you to all our partners: our funders, collaborators and community network, our Board, and our hard working team for sharing our vision of closing the digital divide for all, for good.

Jess Wilson  
CEO, Good Things Foundation Australia



# Message from our Board Chair

Closing the digital divide is our focus at Good Things Foundation. The pandemic has seen this divide at risk of becoming wider, requiring targeted effort to ensure all benefit from the rapid pace of digital transformation.

The recently released Be Connected Evaluation provides evidence of the impact of our model. Community-led digital inclusion programs support people to be more confident and safer online while increasing social connections.

This year, the Board were proud to confirm Jess Wilson in the role of CEO, Good Things Foundation Australia, and congratulate her and the team on a year of great results under the most trying of circumstances.

We were delighted to confirm Professor Linda Kristjanson AO and Professor Peter Shergold AC as the Patrons of Good Things Foundation Australia. Both are eminent Australians acknowledged for exceptional contributions to education and civil society and share our passion for everyone to benefit from digital.

We also welcomed a new Director to our Board, Vishy Narayanan. As PwC Australia Partner and Chief Digital & Information Officer, Vishy adds his corporate and global experience to the skills and expertise of our Board.

The pandemic has been a time for increased Board meetings. We spent time deep diving into immediate and future focussed issues to support the strategy, business development, risk management and highest quality program delivery of our Australian team and UK colleagues.

As Chair I wish to thank all Directors, the UK trustees, and management here and in the UK for their commitment to growing our impact in Australia. We know there is more to do to end the digital divide in Australia. Together with government, business, community and philanthropic partners, we are resolved to meet this challenge.

Jo Cavanagh, OAM  
Chair, Good Things Foundation Australia



# How we work

Our vision is a world where everyone benefits from digital.

We:

- Build capacity in community organisations through specialised training packages, grants and program support.
- Design and deliver digital inclusion programs that are specialised and community-led, creating social impact.
- Raise awareness of the need to close the digital divide and advocate for those who are digitally excluded.

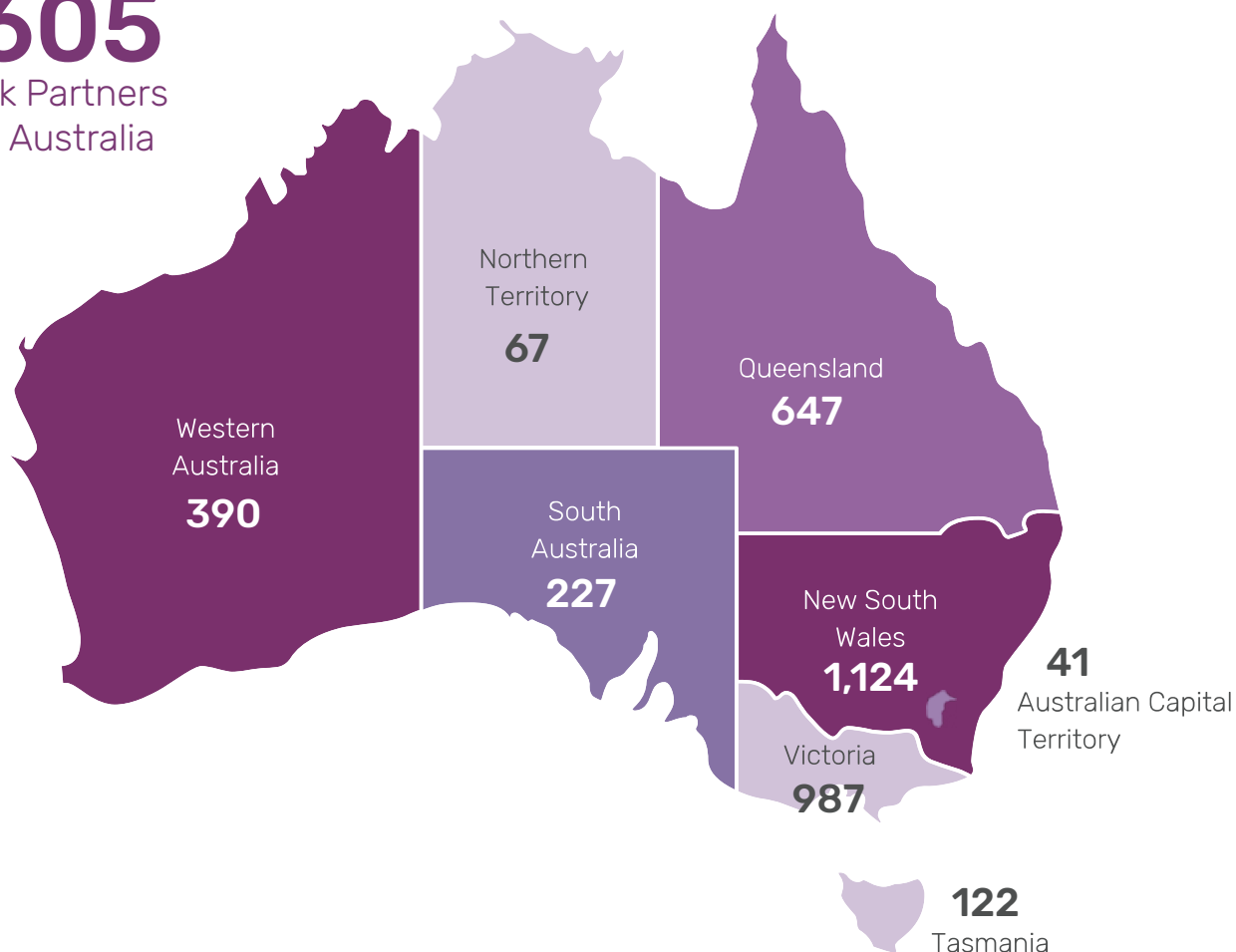
Working in partnership is central to how we work. We believe that we are stronger when working together to close the digital divide.

That's why our network of community organisations is the backbone of everything we do. Our network includes community centres, libraries, men's sheds, disability organisations, employment services providers, and culturally and linguistically diverse community groups.

With our support and coordination, our network makes real impact on the ground by delivering digital skills programs and support to people in their communities.

## 3,605

Network Partners  
across Australia



# Our operating model

Our digital inclusion programs are built on a community-based model, meaning that digital skills support is delivered locally by trusted community organisations to suit their learners' needs.



## Good Things Foundation Australia

We build, coordinate and support our Network Partners through:

- Distribution of small grants funding
- Development of digital skills resources and marketing materials
- Promotion of programs through traditional and social media
- Upskilling of digital mentors.

## Network Partners

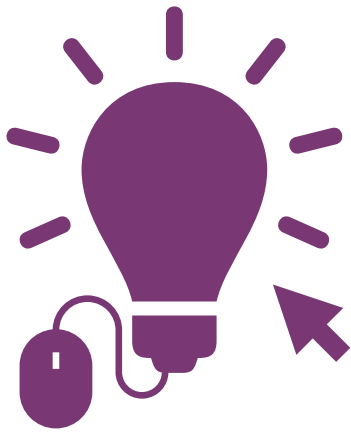
Our network of over 3,500 community organisations use our funding, resources and support to deliver digital skills programs in their local communities.

## Learners

Learners attend digital skills programs at local, trusted Network Partner organisations.

# At a glance

Between 1 July 2020 - 30 June 2021:



**4**

digital skills programs



**3.5K+**

organisations in our network



**\$4.6M**

in grants distributed



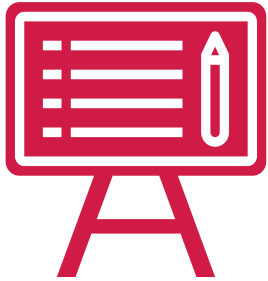
**310K**

people reached with digital skills support



# Supporting our network

Between 1 July 2020 - 30 June 2021:



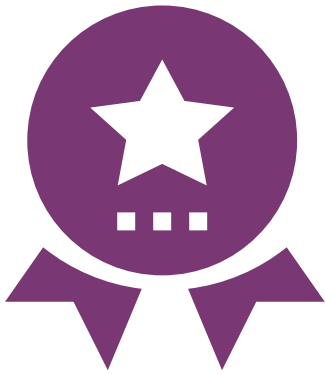
**86**

upskilling  
webinars held



**1,879**

digital mentors  
attended upskilling  
webinars



**91%**

network  
satisfaction rating



**35**

lead digital mentors  
trained to upskill  
their staff and  
volunteers

Christina, Digital  
Mentor at  
Education Center  
Victoria.



# Adapting to COVID-19

This year has continued to show us why it is so important that the digital divide in Australia is closed for all, for good. Those without the skills, confidence and affordable access to get online safely are at risk of being further left behind as the world rapidly digitises around us.

With the COVID-19 pandemic seeing extended lockdowns and ongoing restrictions impacting the traditional in-person delivery of digital skills programs in some communities, we have all had to rapidly adapt.

Throughout the year we carefully listened to our network of community organisations and digital mentors to understand what support is needed for this new world and adapt our programs. Our *Reinventing Digital Literacy Support in a Crisis* report highlights three emerging models of program delivery to people with low digital skills and confidence based on our network's insights.

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# 75%

of our network said people in their community lacked digital devices they could use at home

Get Online Week was held as a hybrid offline and online event for the first time. We were also able to put in place special support arrangements through our grant-funded programs, such as grant extensions, skillshares on delivering programs remotely and hosting our Network Meetups online for the first time.

We were also pleased to be able to offer our Digital Devices grant through the Be Connected program, so isolated seniors could be lent a device with free data and support to use it from their local community organisation.



## 363

Digital Devices grants awarded



## 413

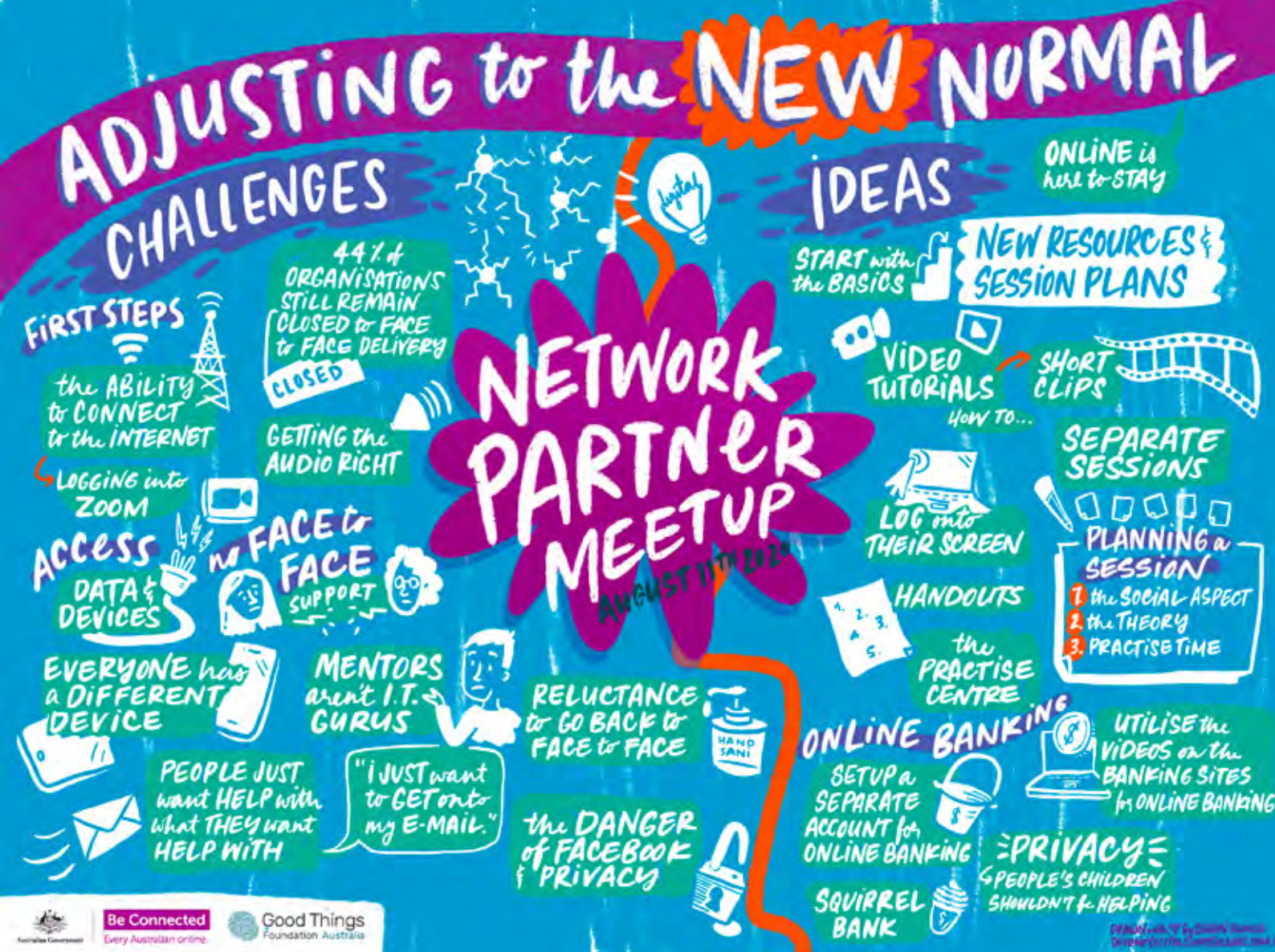
attended online Network Meetups



## \$670K

in Digital Device grant funding awarded





Above: A mindmap created from feedback by our Network Partners on adjusting to online delivery during a 2020 online Network Meetup.

## Case Study The Tec Exec

With the introduction of social distancing laws, Tricia Pye and her digital mentors from The Tec Exec have found new ways to provide support to Australians over 50 through Zoom, with 28 participants tuning into their first session held online.

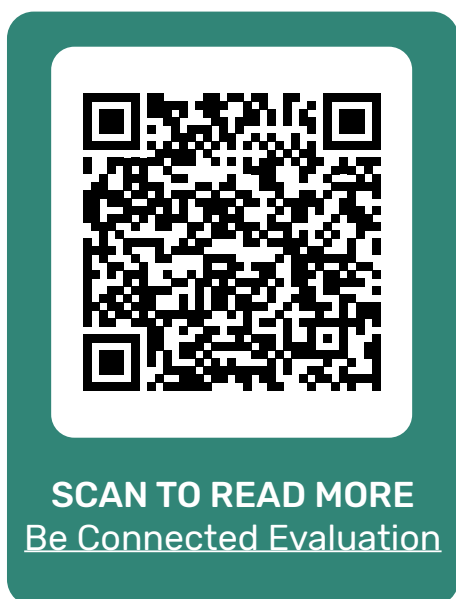
Tricia says: "As virtual training specialists, it was a natural transition for us to move to online learning. Our first session on Zoom was an amazing experience, especially when I saw their initial reaction to joining an online meeting for the first time. They later told me joining an online meeting added to their independence and it was now something they wanted to do and share with their friends and families."

# Be Connected

This year was significant for Be Connected, our community-based digital skills program aimed at Australians aged over 50.

The 2019/20 Federal Budget saw the Be Connected program extended for an additional three years to 2024. The extension of Be Connected, which is run jointly with the Department of Social Services and the eSafety Commissioner, is recognition of the program's success to date and the ongoing digital divide for older Australians.

In March 2021, an evaluation of Be Connected conducted by Swinburne University found that our flexible, community-based network model works. It showed Be Connected had a significant positive impact on building the digital skills, confidence, online safety skills and social connectedness of participants.



# \$4.01

**in social value created for every \$1 invested in Be Connected**

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This year we also concluded our national marketing campaign for Be Connected, raising awareness of the program with seniors across the country through print advertising, direct mail and media campaigns.

We continued to have a focus on upskilling digital mentors. Our Capacity Building grant made up 30% of total grant funds distributed through our Be Connected program, supporting our network to deliver the Good Things Foundation Australia digital mentor training package to staff and volunteers in their community. We also hosted 86 upskilling webinars and created 36 new support resources for our network of community partners.

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# 2,303

**calls to the Be Connected helpline in FY20/21**



## Case Study

### Stockland Ridgheaven Rise Retirement Village

Ridgheaven Rise Retirement Village's Be Connected program is helping their learners to feel confident and connected using technology.

Digital mentors at Ridgheaven Rise Retirement Village teach learners a range of essential skills to get them connected and feeling independent, from how to set up and use emails to knowing how to search the web.

"I think that's why these classes are very good because it's confidence," says Barbara, a resident at Ridgheaven Rise Retirement Village and Be Connected learner.

— “ “ —  
“Everything is confidence.”  
— ” —

With COVID restrictions, learning how to use digital devices has become vital to staying connected to others. With their new digital skills and knowledge, learners at Ridgheaven Rise Retirement Village have been able to combat isolation and stay in touch with their loved ones.

"If we're taking away the fear in using technology and using digital devices, we're helping in taking away the isolation that sometimes our older communities are feeling," says Krystal, Village Manager and Digital Mentor at Ridgheaven Rise Retirement Village.

"We're creating a network where they're able to contact friends and family without having to go to their doorsteps and that in itself is a really wonderful thing."



Digital Mentor Krystal and a Be Connected learner at Ridgheaven Rise Retirement Village.



# Get Online Week 2020

Despite the challenges of hosting a community engagement campaign during the COVID-19 pandemic and social distancing restrictions, Get Online Week 2020 proved the importance and demand for Australians to get online.

Over 700 partners in our network of community organisations held 1,600 community events across every state and territory. 23,500 people were reached and supported by a Get Online Week event in 2020. Good Things Foundation Australia supported our network to host events with \$700,000 in small grants funding, upskilling webinars and the development of event resources, such as printable tipsheets and marketing materials.

In response to the pandemic, for the first time community organisations could hold their Get Online Week events either online or as COVID-Safe in-person events, depending on the public gathering restrictions and health advice in their location.

Many community organisations took advantage of this change to continue supporting their community throughout lockdown, with half of events either held online or were a combination of online and in-person. Although teaching digital skills to those with low digital literacy via online can pose challenges, 92% of Get Online Week attendees said that they learnt something new and 90% were inspired to learn more about what they can do online.



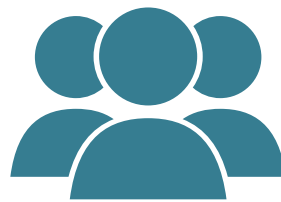
**1.6K**

community events held across Australia



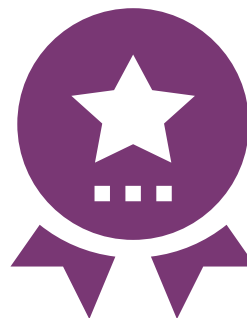
**\$700K**

in Get Online Week grant funding distributed



**23.5K**

people reached



**4.5/5**

rating of our support for event holders



**90%**

of event attendees wanted to learn more about what they can do online

## Case Study

### Filipino Community Council of Victoria

The Filipino Community Council of Victoria held their Get Online Week events in collaboration with Seniors Month.

They adapted their events by broadcasting them live on Facebook and Zoom so their members could join in from home. Since the Filipino Community Council of Victoria also holds a Be Connected Digital Devices grant, they were able to provide tablets to members of their community who have limited access to technology.

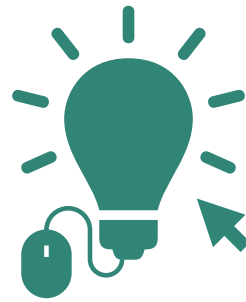
Live singers and dancers performed, they played games and quizzes and held a competition for the 'Best Filipiniana' (traditional Filipino wear) costume.

Get Online Week event holders said:



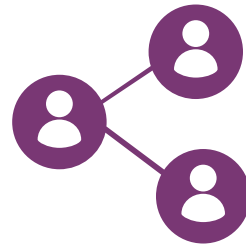
**99%**

found the campaign beneficial to their community



**90%**

found Get Online Week improved their community's digital skills



**89%**

found Get Online Week helped their community to socially connect

Some of the festivities at Filipino Community Council of Victoria's Get Online Week event.



# Health My Way

The first roll-out of our digital health literacy program, Health My Way, concluded in June 2021. Delivered by 75 community organisations nationwide, Health My Way focussed on supporting people aged over 18 to gain essential digital health skills and the confidence to access digital health services, such as My Health Record. Good Things Foundation Australia supported participating community organisations to deliver the program through \$435,000 in small grants funding, the development of resources and learning materials, including three online learning modules, and training 232 Digital Health Mentors.

An evaluation of Health My Way found that 3,103 learners were supported to improve their digital health literacy. Participating organisations told us that Health My Way learners increased both their awareness of digital health resources and their social connections with others.

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# 6,128

people reached through  
Health My Way

## Case Study St George Careers Development Centre

St George Careers Development Centre in Sydney was one of the 75 community partners in the Health My Way program. They went to retirement villages and hosted 45-minute nutrition-themed presentations with an online quiz, then provided follow-up digital skills support in small groups.

“I made sure not to give health advice, but ensured we could support people by improving their digital skills so they could find reliable information or know who to ask,” says George Ahern, a Digital Health Mentor and Program Coordinator at St George Careers Development.

“We made sure they did not just Dr Google, and instead went to official government websites. We also looked at the topic of what to do if government websites do not give you the information you need by providing more general support on how to find reliable information online.”

Through the Health My Way program, St George Careers Development Centre connected with over 200 people in the community.

# Outcomes of Health My Way

Community partners said the program increased participants’:



awareness of digital health resources and apps



social interactions and connections

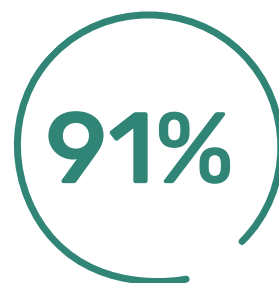


access to digital health literacy support

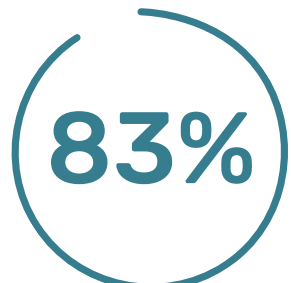
Our community partners and trained digital health mentors:



felt supported by Good Things Foundation Australia



had the skills and confidence to deliver the program



the resources and support met their needs

“

“We are fortunate to continue promoting Health My Way to support our community and to improve our elderly’s digital health literacy skills.”

- Rita Quagliata, Service Coordinator at Health My Way participating organisation Burdekin Community Association

”









# Introducing Good Things Learning

Our new learning platform was released to help people top up their digital skills.

For people ready to learn more about getting online, we developed a learning website that pulls together resources on essential topics. It hosts reliable information about the skills needed to work from home, plus courses we developed on connecting to the NBN and managing health and wellbeing online. We are looking forward to continuing to develop our learning content with our network in mind.



SCAN TO GO TO  
[Good Things Learning](#)

The Good Things Foundation Australia Learning website.



[About this site](#)

[Home](#)

[Subjects](#)

[Search](#)

## Improve your digital skills

This website features free courses and information you can trust. You can learn how to use your device, improve the skills you already have, and stay safe online.

[Start learning now](#)



## What do you want to learn?

Good Things Foundation has compiled a library of learning resources. [Choose a subject](#) you're interested in or [search the full list of resources](#).

Introduction to the nbn™ network

Making the most of your nbn™ connection

# Advocating for change

This year also saw us make new strides in our advocacy for digital inclusion. Increasing awareness of digital exclusion and who it most affects is a critical first step in closing the digital divide in Australia.

## Policy submissions and responses

Our two federal pre-budget submissions to the Australian Government advocated for those most at risk of digital exclusion to be supported as the pandemic recovery accelerates the digitisation of work, education and health in Australia.

Whilst we welcomed measures such as the 2020/21 Budget's funding extension of Be Connected, our latest budget response highlighted the need for a national digital inclusion strategy and further support for community-led digital skills support.

— “ “ —  
“2020 highlighted the digital divide in this country like no other year, and without urgent action, this divide is at risk of becoming even wider.”  
— ” —

## Reinventing digital literacy support in a crisis

The findings from our research and consultations with Network Partners on their experiences delivering digital skills programs during the pandemic formed

the basis for our *Reinventing digital literacy support in a crisis* report. New delivery models applicable to broader community-based digital skills programs emerged, demonstrating our network's ability to adapt and what is required to support remote delivery of digital inclusion programs.

## Expanding Digital Health roundtables

We partnered with the Australian National University to convene the *Expanding Digital Health* series of roundtables. We brought together consumers, practitioners, academics and policymakers to discuss and develop six main recommendations for closing the digital health divide.

## Increasing digital participation of refugees and new migrants

In March 2021, we partnered with the Settlement Council of Australia to co-author the *Supporting the digital inclusion of new migrants and refugees* report. The report combined published research with on the ground insights to understand the digital inclusion of newly arrived migrants and refugees and propose actions to help close the digital divide.

# Looking forward

We are continually striving to increase and diversify our digital inclusion programs and advocacy efforts to support more people in need.

## Bridging the Digital Divide for Young People with Intellectual Disabilities

We are excited to partner with Down Syndrome Australia to deliver the Bridging the Digital Divide for Young People with Intellectual Disabilities pilot program. The pilot aims to improve the digital literacy and skills of young people with intellectual disabilities through the development of specialised resources, digital mentor training, and policy recommendations.

## Digital Nation Conference

Every year, our Digital Nation Australia infographic provides a snapshot of Australia's current digital inclusion landscape. For the 2021 edition, we will expand Digital Nation Australia to include an in-depth report collating the latest research on who is most at risk of digital exclusion, the impact of COVID-19 on digital inclusion and more.

Alongside the release of our Digital Nation Australia Report sits our inaugural digital inclusion conference. The Digital Nation Conference will bring together members of our network, stakeholders and advocates working in digital inclusion to discuss Australia's digital divide and what is being done on the ground to close it.

## Delivering our programs

We will also continue to support our network of community organisations and digital mentors to deliver high quality digital skills support through the Be Connected program and Get Online Week campaign.

In FY2021/22, we expect to:



**REACH 1M**

Be Connected learners since 2017



**REACH \$20M**

Be Connected grants distributed since 2017



**RAISE AWARENESS**

of the Digital Divide



**EXPAND PROGRAMS**

Pilot new digital inclusion programs and continue to support our network

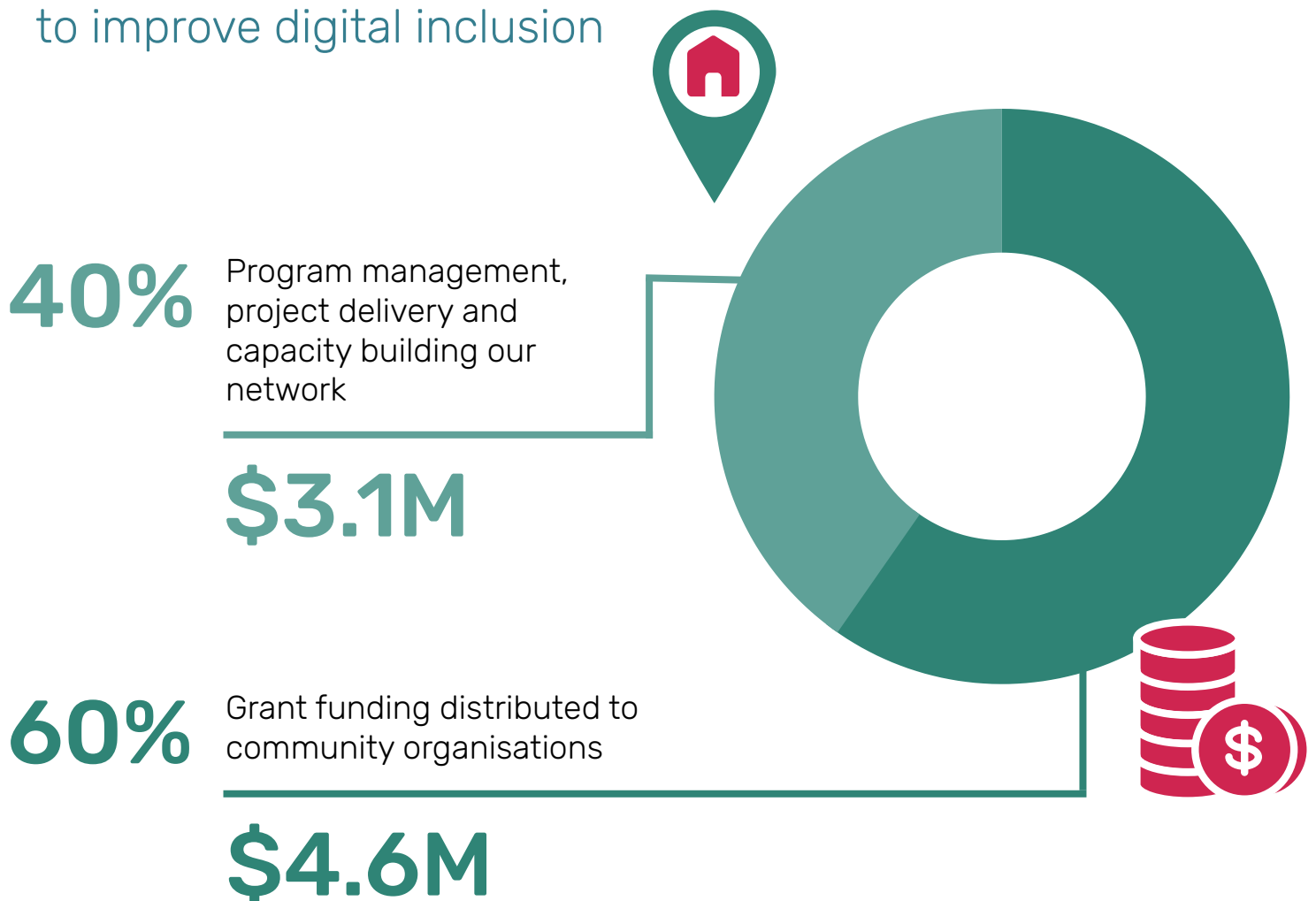
# About Good Things Foundation Australia

Good Things Foundation is a social change charity, helping people to improve their lives through digital. We partner with organisations in thousands of communities across Australia. We manage the Be Connected Network and grants program, the Get Online Week campaign and digital inclusion projects such as Health My Way.

Our board, chaired by Jo Cavanagh OAM, brings a wealth of experience from government, the private sector, academia and beyond – and all share a passion for digital inclusion.

Our Australian team of 17 staff are supported by our colleagues in the UK and believe in the power of community organisations to create local, lasting change.

## How we spend our funding to improve digital inclusion



# Our Board and Patrons



**Jo Cavanagh OAM**  
Board Chair



**Roy Clare CBE**  
Board Member



**Nadia Jamal**  
Board Member



**Vishy Narayanan**  
Board Member



**Heather Rea**  
Board Member



**Isabella Wallington**  
Board Member



**Amanda Wilson**  
Board Member



**Linda Kristjanson AO**  
Patron



**Peter Shergold AC**  
Patron



# Financials 2020/21

## Statement of Profit of Loss and Other Comprehensive Income for the year ended 31 July 2021\*

	2021 (\$)	2020 (\$)
Revenue	7,829,630	11,005,995
Grants paid	(5,437,646)	(8,572,042)
Management fees	(255,074)	(364,220)
Employee benefits expense	(1,610,042)	(1,543,917)
Travel costs	(26,309)	(61,502)
Rent expense	(146,450)	(183,860)
Recruitment costs	(12,868)	(15,980)
Professional fees	(94,983)	(93,193)
Management project costs	-	(13,604)
Operating costs	(10,439)	(11,944)
Advertising	(14,059)	(8,850)
Bank fees	(1,060)	(1,669)
Other expense	(90,352)	(50,213)
<b>Profit/(Loss) before income tax</b>	<b>130,348</b>	<b>85,001</b>
Income tax expense	-	-
<b>Other comprehensive income for the year</b>	<b>-</b>	<b>-</b>
<b>Total Profit for the year</b>	<b>130,348</b>	<b>85,001</b>

\* Good Things Foundation Group FY20/21 is 1 August 2020 to 31 July 2021.

## Statement of Financial Position as at 31 July 2021\*

	<b>2021 (\$)</b>	<b>2020 (\$)</b>
<b>ASSETS</b>		
CURRENT ASSETS		
Cash and cash equivalents	3,902,194	3,435,035
Trade and other receivables	12,788	123,320
Other assets	1,187	2,216
<b>TOTAL CURRENT ASSETS</b>	<b>3,916,169</b>	<b>3,560,571</b>
<b>TOTAL ASSETS</b>	<b>3,916,169</b>	<b>3,560,571</b>
<b>LIABILITIES</b>		
CURRENT LIABILITIES		
Trade and other payables	297,842	116,479
Borrowings	530,420	316,184
Other liabilities	2,603,495	2,819,112
Employee benefits	79,378	60,388
<b>TOTAL CURRENT LIABILITIES</b>	<b>3,511,135</b>	<b>3,312,163</b>
NON-CURRENT LIABILITIES		
Employee benefits	36,835	10,557
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>36,835</b>	<b>10,557</b>
<b>TOTAL LIABILITIES</b>	<b>3,547,970</b>	<b>3,322,720</b>
<b>NET ASSETS</b>	<b>368,199</b>	<b>237,851</b>
<b>EQUITY</b>		
Retained earnings	368,199	237,851
<b>TOTAL EQUITY</b>	<b>368,199</b>	<b>237,851</b>

\* Good Things Foundation Group FY20/21 is 1 August 2020 to 31 July 2021.

# Contact

## Good Things Foundation Australia

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**E:** [connect@goodthingsfoundation.org](mailto:connect@goodthingsfoundation.org)

[www.goodthingsfoundation.org.au](http://www.goodthingsfoundation.org.au)

**ABN:** 92 618 363 974

**ACN:** 618 363 974

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 [Good Things Foundation Australia](https://www.linkedin.com/company/good-things-foundation-australia)



Good Things Foundation Australia is part of the Good Things Foundation Group.

We have been delivering digital inclusion programs in the UK for over ten years and in Australia since 2017.

As leading digital inclusion charities we share a vision of a world where everyone benefits from digital and work collaboratively to fix the digital divide across the world.



Lillie, from Be Connected Network Partner Libraries Tasmania.