

# Annual Report 2022-2023

Closing the digital divide for all



**Good Things**  
Foundation Australia

# Table of contents

Message from the Board Chair	<b>4</b>
Message from the CEO	<b>5</b>
Closing the digital divide	<b>6</b>
Programs and partnerships	<b>8</b>
Groundbreaking learning resources	<b>10</b>
An amazing network of community partners	<b>12</b>
Creating community connections	<b>14</b>
Measuring impact	<b>16</b>
Advocating for change	<b>18</b>
Looking forward	<b>19</b>
About Good Things Foundation Australia	<b>20</b>
Board and Patrons	<b>21</b>
Financials 2022/23	<b>22</b>

Cover photo: Boronia Multicultural Centre by Jarred Eid



# Message from the Board Chair

I am delighted to introduce this Good Things Foundation Australia Annual Report for 2022/23. This has been another year of great service, great people and great outcomes for improving the digital inclusion of Australians across the country living in urban, rural and remote communities. The data and stories in the pages that follow speak to the outstanding success and impact which has been achieved.

Our advocacy and evidence of community engagement over the years has supported the Australian Government extension of the Be Connected digital skills program through to 2028.\* This is testament to the value of our network of nearly 4,000 community partners and the strong partnerships that have been forged between the Department of Social Services, eSafety and Good Things Foundation.

On behalf of the Board, I congratulate our CEO Jess Wilson and the Good Things Foundation Australia team on their continued success in delivering Be Connected, as well as the management and delivery of other targeted digital inclusion programs to drive positive social change and close the digital divide.

This year, Good Things Foundation awarded \$5.7 million in small grants to enable community groups to take action and provide life changing digital skills support to those most at risk of digital exclusion in their local communities. We celebrate and thank our network of community partner organisations for

their commitment to keeping people safe, confident and connected online.

Throughout the year, the Board maintained a strong focus on organisational sustainability, risk management, technology transformation initiatives, cyber security and quality program delivery, while also supporting the organisation to be agile and innovative, leveraging new opportunities and responding to evolving issues.

I would like to acknowledge and thank all of the Directors, our UK trustees, and our management teams here and in the UK for their commitment and expertise to grow our impact across diverse communities.

To close Australia's digital divide for all, greater investment and collaboration across government, industry, philanthropy and the community sector is essential. We invite partners, donors and grant makers who share our passion to join with us to reach more people who need our support. Together we can ensure that no one is left behind in our digital world.



**Jo CAVANAGH, OAM**

*Chair, Good Things Foundation Australia*

# Message from the CEO

Although Australia is more connected than ever before, we know that many people are still being left behind. The latest Australian Digital Inclusion Index and our own research shows us that while we are making significant steps forward, there is a lot more we can do to help everyone get online safely and confidently.

That's why, during the 2022/23 financial year, we focused on expanding our reach and programs to younger and more diverse groups, including young people with intellectual disability, migrant and refugee women, people with chronic health conditions, carers and low income families. This built on the continued success of our Be Connected program for over 50s and the amazing support that our network of nearly 4,000 community partners provides everyday to people who are most at risk of digital exclusion. I am continually inspired by the work of our network who make such a great impact in their local communities.

It's also why we continue to advocate for the ongoing support of successful, digital skills

programs and practical new initiatives that tackle ability, access and affordability across all communities and age groups. A call that has been, in part, answered by the recent Australian Government announcement that Be Connected will continue until 2028.\* This year, we celebrated five years of doing Good Things in Australia and I could not be prouder of the work we do every day to close the digital divide. A huge thanks to all our funders who have supported this work to happen. Without you, we wouldn't be able to have the impact we have.

I would particularly like to recognise the dedicated and passionate Good Things Foundation team for bringing our digital inclusion mission to life with a great sense of warmth, creativity and shared purpose.

Now, more than ever, people need help to stay safe, up to date, and connected. We look forward to creating more opportunities to connect with our community, partners and collaborators in the coming year. Together, we can close the digital divide for all, for good.



**JESSICA WILSON**

*CEO, Good Things Foundation Australia*

\*Be Connected funding extension announced October 2023.

# Closing the digital divide

Between 1 July 2022 - 30 June 2023

## Our network



**3,980**

network partners

**82**

organisations inducted into network

## Our support



**1,100+**

digital mentors attended upskilling sessions

**4,100+**

helpline conversations

**100+**

upskilling webinars, workshops & meetups held

**96%**

network satisfaction with our support

## Our grants



**1,086**

small grants awarded to community organisations in our network

**\$5.7M**

in small grants awarded

## Our reach



**48K+**

people supported through our network

**500K+**

people reached through our digital skills programs

**28M**

people reached through our media campaigns

## Our learners



**98%**

satisfied with the support they received from our network

**93%**

more confident to use technology thanks to Be Connected program support

**93%**

learnt something new at Get Online Week



# Programs and partnerships

Our digital inclusion initiatives are designed to reach those who are most at risk of being left behind in the online world. This year we diversified our programs to benefit more people, including seniors, women, low income families, refugees and migrants, and people with disability. Collaboration and positive cross sector partnerships are key to ensuring our programs reach those most in need.

The Be Connected digital skills program for over 50s continues to have incredible impact in communities across Australia, with 93% of learners saying they feel more confident to use technology thanks to the support they have received. We are proud to deliver this highly successful Australian Government funded program in partnership with the Department of Social Services and eSafety.

## \$5.7M

million in Be Connected grants awarded to community partner organisations this year.



This year, we awarded \$5.7 million in grants to our network of community partners through the Be Connected program. This included the Capacity Building program to train digital mentors as well as Digital Devices grants to create device loan libraries in local communities. Through this program, we also directly upskilled over 1,100 digital mentors to deliver community based digital skills support through a live webinar series.

Our annual digital inclusion campaign, Get Online Week reached 19,000 people with digital skills support in just one week. Thanks to the support of Principal Supporting Partner, Telstra, and Department of Social Services small grant funding, over 1,000 community events were held in metro, regional and rural Australia to empower people to try one thing new online.

### Get Online Week event holders said:



**100%** Get Online Week benefits my community  
**91%** Get Online Week helps my community connect socially

Thanks to the support of the Australian Digital Health Agency, we delivered the digital health literacy program, Your Health In Your Hands, to increase people’s skills and confidence using online health and wellbeing services.

skills and social connections. We also released a series of digital support tools for low income families, and delivered a pilot program to build more digitally connected communities. These programs help to debunk the myth that it’s only older people who need a helping hand when it comes to learning digital skills; offering targeted, tailored and trusted support for adults of all ages.

We continued the partnership with Down Syndrome Australia after securing a funding extension to this vital project. Together, we codesigned digital skills learning resources with and for young people with intellectual disability and their support networks, and commenced a professional development program for digital mentors working in this space.

We would like to thank our community, collaborative and funding partners for their support in making these initiatives possible, including the Department of Social Services, auDA, the Australian Digital Health Agency, eSafety Commission, Bendigo Bank, Down Syndrome Australia, The Smith Family, and Telstra.

We were particularly excited to launch Digital Sisters, our brand new pilot program to empower migrant and refugee women aged under 50 to build digital

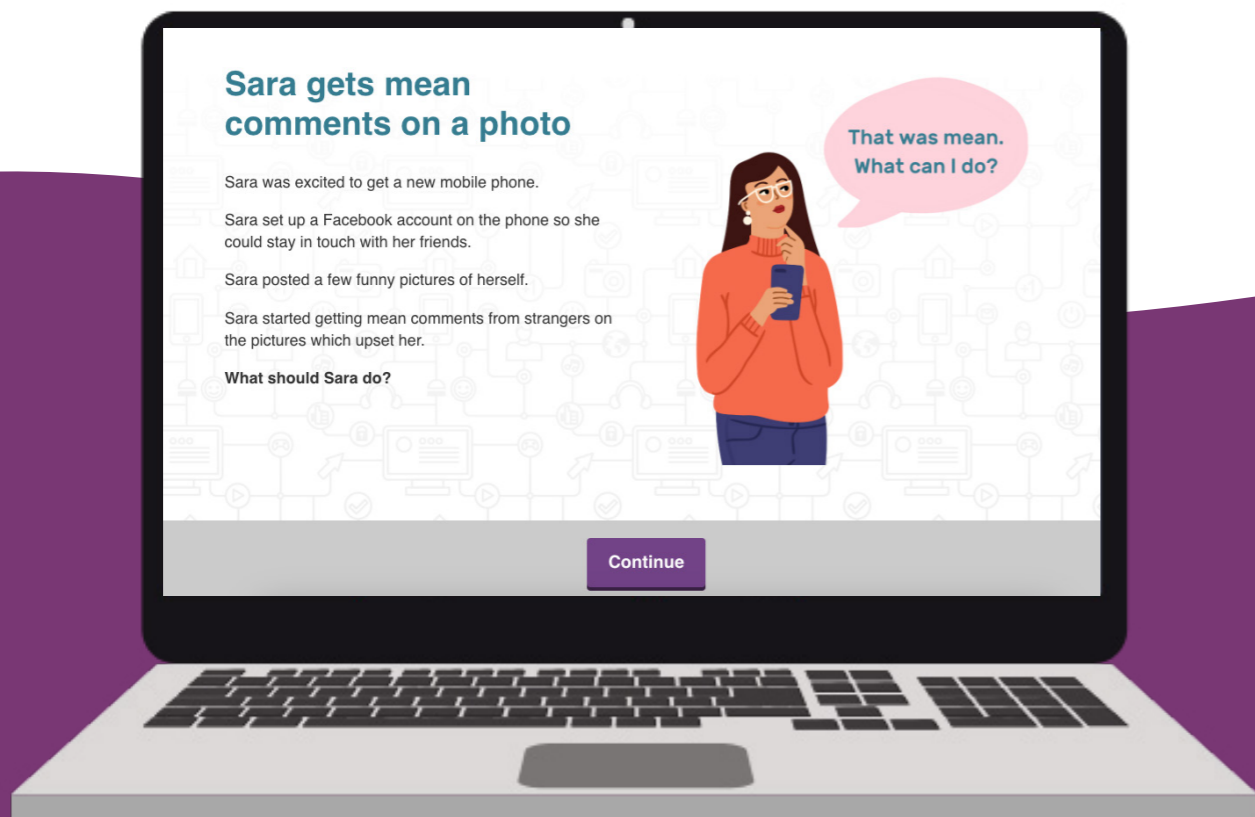
**91%** Your Health in Your Hands learners felt more confident managing their health and wellbeing online

# Groundbreaking learning resources

This year, we created industry leading learning resources that were easy to use, accessible and tailored to Australia's diverse community to grow their digital skills and confidence.

We produced a series of three short videos to help parents keep their kids safer online. The series focused on practical tips parents can take to help them increase their digital skills and confidence. The videos were distributed to families through our partner, The Smith Family.

We produced three online learning courses and a suite of support resources to help young people with intellectual disability to get online. Codesigned with people with lived experience and our partners at Down Syndrome Australia, the resources were written in easier English and used story telling to break down important concepts into easy to understand bites.



Rohan shared his story about getting online in one of the videos

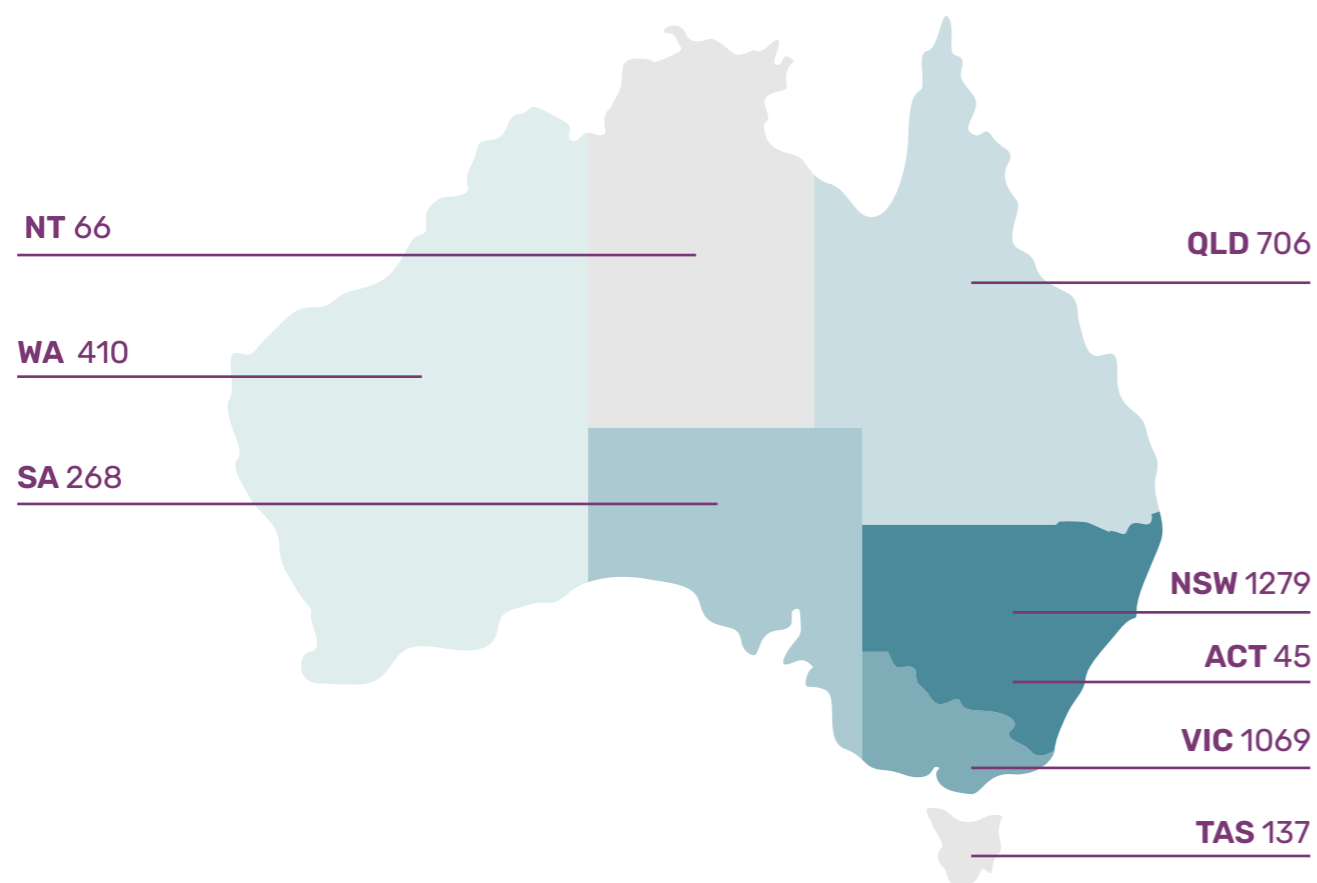
*"I recommend that you use technology by yourselves or with some help from your parents."*



# An amazing network of community partners

Our digital inclusion programs are built on a community based model, with targeted digital skills support delivered locally by trusted community organisations. We create impact locally and at scale.

Again, we were amazed by the passion and commitment the community sector showed every day when supporting people to get online more confidently and safely, and embedding digital inclusion into their work.



Diversity of local places to learn has continued to be one of the network’s key strengths. Comprised of varied organisations including community centres, public libraries, retirement villages, cultural support groups and more, the impact of the friendly and free support they provide has been recognised by learners and program funders alike.

The network rose to the challenge of implementing new programs that reach even more people at risk of digital exclusion. From creating digital device loan libraries over the summer holidays to putting up their hand to help more people learn digital skills, the network joined us in tackling the digital divide head on.

Listening to the network has been vital to our success. We held small group discussions, surveyed the network quarterly and actively sought their feedback on critical resources to ensure we tailored our support, programs and strategy to meet their needs.

We continued to create ready to use materials, session plans and learning resources, run regular monthly upskilling webinars, and distribute millions of dollars in small grants to support their work. We were thrilled to return to running in-person network meetup events in key capital cities to empower the network to take action.

The network has grown to

# 3,980 partners

located across every state and territory

# 73%

of the network are in regional & remote locations

# 98%

of Be Connected program learners were satisfied with the support they received from the network



# Creating community connections

The Place Charlestown Community Centre has accessed the Capacity Builder program to implement an intergenerational digital mentoring project in their community.

*“The biggest benefit was the younger and older people having conversations and realising they have a lot in common and can learn from each other, with digital literacy as the common ground.”*

**GRACE, PROGRAMS COORDINATOR & LEAD DIGITAL MENTOR**

*The Place Charlestown Community Centre | Network Partner*





# Measuring impact

Impact measurement is critical to assess the effectiveness of programs and tailor our support. Using expert advice from Swinburne University and insights from the network, we launched Digital Skills Checkers.

This innovative tool enables digital mentors and learners to self assess their digital skills and confidence, and identify their learning goals. The checkers use this information to generate a

personalised report with recommendations on the next steps they can take.

The tool captures a baseline assessment of people's skills as they commence their learning, and the progress they make as a result of the support they receive.

In the first nine months since the checkers were launched, over 4,000 people have used the Getting Started Digital Skills Checker.

## Through the checkers, we found that:

# 93%

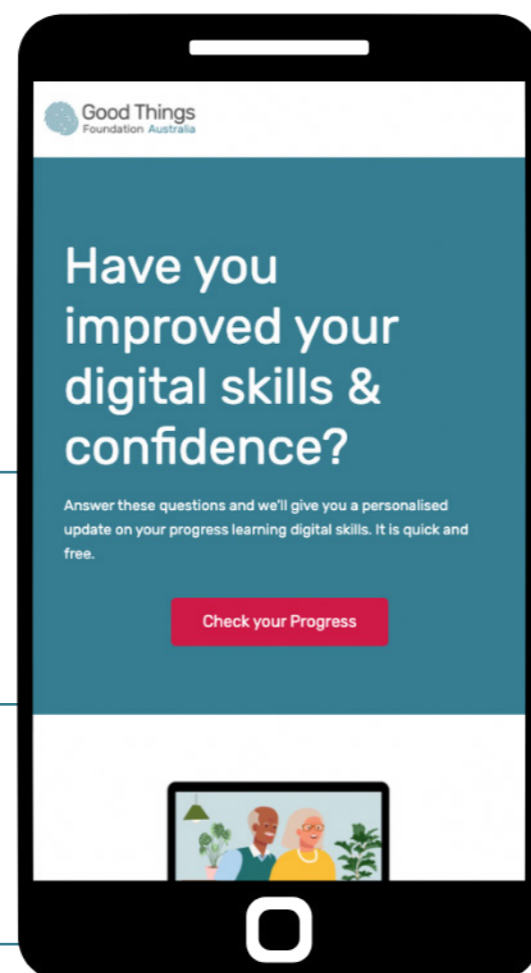
were more confident online thanks to the support they received

# 95%

would recommend the program to others

# 88%

feel they can stay safer online



## The top three things people want to learn about

# 79%

staying safe online

# 62%

accessing essential services

# 67%

connecting more with others



# Advocating for change

To close the digital divide, we need decision makers to understand the issues and take action to solve them. We are passionate about raising awareness around digital exclusion and advocating for greater digital inclusion support.

We believe more can be done to support those most at risk of being left behind, and our Blueprint to Close Australia's Digital Divide calls for change to be made in three key priority areas:

- Provision of community led digital skills support for everyone
- Creation of a national digital inclusion strategy
- Affordable access to digital devices and data for all.

Aboriginal and Torres Strait Islander peoples are among the most digitally excluded people in Australia, due to a lack of affordable access to technology and the digital skills needed to fully participate in the digital world. We were pleased to see the appointment of the First Nations Digital Inclusion Advisory Group, following our calls for First Nations community led digital inclusion plans.

We look forward to working with the First Nations Digital Inclusion Advisory Group to support the implementation of such important resources. As an organisation, we proudly supported the Uluru

Statement from the Heart and Voice to Parliament referendum to create pathways for one of the most digitally excluded communities in Australia to fully participate in the digital society.

To build knowledge on the effect of digital exclusion in low income families, we continued to collaborate with academics and fellow not for profits on the Australian Research Council Linkage Project, Advancing digital inclusion in low income Australian families.

Together, we released a new resource during Get Online Week 2022 designed to support community-based digital mentors to tailor support to meet the needs of low income families based on the latest best practice research.

As a member of the Advisory Group for the Future Skills Organisation's digital capability framework, we provided best practice advice on the critical digital skills needed for public participation in digital life.

Through Get Online Week, we reached over 28 million people\* with our message and we continued to raise awareness of digital inclusion through Australian and international speaking engagements, including our fifth anniversary celebration.

Along with colleagues in the Australian Digital Inclusion Alliance, we continued to call for more action to close the digital divide through practical, funded, community based digital inclusion initiatives.

\*MediaCast media monitoring for Good Things Foundation Australia.

# Looking forward

Looking ahead, we are focused on increasing and diversifying our digital inclusion programs and advocacy efforts to support more people in need.

We are excited to be working on a number of new digital inclusion initiatives to empower migrant and refugee women and people living with disability, as well as developing new partnerships to deepen digital skills support in local communities.

We will continue to raise awareness about the important role that digital inclusion plays in enabling

full social and economic participation, and will share insights and expertise on key digital inclusion issues, such as the impact of the rising cost of living on Australia's digital divide.

We will also continue to support our network of community organisations and digital mentors to deliver high quality digital skills support through programs like Be Connected and Digital Sisters, the Get Online Week campaign, Good Things Learning platform and exciting new projects.



## Grow

our impact through collaboration and partnerships



## Connect

the community with innovative digital skills resources and support



## Advocate

for solutions to close the digital divide for good

# About Good Things Foundation Australia

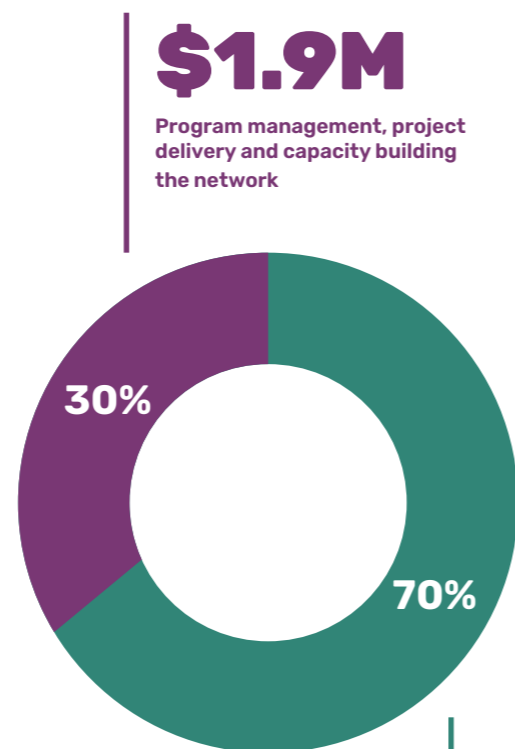
Good Things Foundation Australia is a social change charity, helping people to improve their lives through digital. We partner with organisations in thousands of communities across Australia to deliver locally driven programs with national impact. We manage the Be Connected Network and grants program, the annual Get Online Week campaign and digital inclusion programs for people who are most at risk of being digitally excluded.

We close the digital divide by:

- Designing specialised community led digital inclusion programs
- Training digital mentors and building capacity in community organisations
- Providing resources, grants and program delivery support
- Raising awareness and advocating for those who are digitally excluded.

Our Board, chaired by Jo Cavanagh OAM, brings a wealth of experience from government, the private sector, academia and beyond. All Directors share a passion for digital inclusion. The Australian team of 17 staff work alongside colleagues in the UK and believe in the power of community organisations to create local, lasting change.

**From 1 July 2022 to 30 June 2023**



**\$4.4M**  
Grant funding distributed to community organisations

## Board and Patrons



**Jo CAVANAGH, OAM**  
*Board Chair*



**ROY CLARE CBE**  
*Board Member (Australia & UK)*



**NADIA JAMAL**  
*Board Member*



**VISHY NARAYANAN**  
*Board Member*



**HEATHER REA**  
*Board Member*



**ISABELLA WALLINGTON**  
*Board Member*



**AMANDA WILSON AM**  
*Board Member*



**LINDA KRISTJANSON AO**  
*Patron*



**PETER SHERGOLD AC**  
*Patron*



# Financials 2022/2023

Good Things Foundation Ltd ABN: 92 618 363 974 ACN: 618 363 974

## Statement of Profit of Loss and Other Comprehensive Income

For the period ending 30 June 2023

	2023	1 August 2021 -30 June 2022 <sup>^</sup>
	\$	\$
Revenue	6,784,436	5,473,287
Grants paid	(4,434,785)	(3,558,951)
Employee benefits expense	(1,537,786)	(1,541,010)
Management fees	(123,149)	(203,887)
Professional fees	(82,065)	(109,738)
Recruitment costs	(47,995)	(85,069)
Operating costs	(12,900)	(20,950)
Travel costs	(9,780)	(10,016)
Advertising	(25,090)	(5,063)
Bank fees	(11,300)	(3,705)
	(710)	(906)
<b>Profit / (Loss) before income tax</b>	<b>438,623</b>	<b>(126,022)</b>
Income Tax expense	-	-
<b>Profit / (Loss) before income tax</b>	<b>-</b>	<b>-</b>
<b>Total profit/ (Loss) for the period</b>	<b>438,623</b>	<b>(126,022)</b>




<sup>^</sup>Good Things Foundation Group FY20/21 ended 31 July 2021. A shorter financial year was in place in FY 21/22 for the Australian charity to align with Australian financial year dates. Good Things Foundation is audited by Saward Dawson on an annual basis.

## Statement of Financial Position as at 30 June 2023

	2023	1 August 2021 -30 June 2022 <sup>^</sup>
	\$	\$
<b>Assets</b>		
Current assets		
Cash and cash equivalents	1,733,117	1,597,073
Trade and other receivables	28,108	191,368
Other assets	22,996	12,014
<b>TOTAL CURRENT ASSETS</b>	<b>1,784,221</b>	<b>1,800,455</b>
<b>TOTAL ASSETS</b>	<b>1,784,221</b>	<b>1,800,455</b>
<b>Liabilities</b>		
<b>CURRENT LIABILITIES</b>		
Trade and other payables	119,155	185,316
Borrowings	91,086	730,660
Other liabilities	756,110	514,497
Employee benefits	91,053	93,509
<b>TOTAL CURRENT LIABILITIES</b>	<b>1,057,404</b>	<b>1,523,982</b>
<b>NON-CURRENT LIABILITIES</b>	<b>46,017</b>	<b>34,296</b>
<b>EMPLOYEE BENEFITS</b>	<b>46,017</b>	<b>34,296</b>
<b>TOTAL NON-CURRENT LIABILITIES</b>	<b>46,017</b>	<b>1,558,278</b>
<b>TOTAL LIABILITIES</b>	<b>1,103,421</b>	<b>242,177</b>
<b>NET ASSETS</b>	<b>680,800</b>	<b>242,177</b>
<b>Equity</b>		
Retained earnings	680,800	242,177
<b>TOTAL EQUITY</b>	<b>680,800</b>	<b>242,177</b>

<sup>^</sup>Good Things Foundation Group FY20/21 ended 31 July 2021. A shorter financial year was in place in FY 21/22 for the Australian charity to align with Australian financial year dates. Good Things Foundation is audited by Saward Dawson on an annual basis.



 (02) 9051 9292  [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**

---

*Good Things Foundation Australia is part of the Good Things Foundation Group, delivering digital inclusion programs in the UK for over 10 years and in Australia since 2017. As leading digital inclusion charities, we work collaboratively to fix the global digital divide and to realise our vision of a world where everyone benefits from digital.*

*Good Things Foundation Australia acknowledges the traditional custodians of the land and pays respect to Elders past, present and emerging. We are committed to listening to the voices of Aboriginal and Torres Strait Islander peoples and support action towards healing and reconciliation.*