Try
one thing

Try helping others to get online

It's important that everyone feels confident to use technology and the internet.

If you feel confident navigating the internet and using your device, why not show a friend or loved one how to do it too! Our tips will help you to show someone why getting online is useful for them and support them to learn new skills.

#GetOnlineWeek

Use their hobbies and interests to motivate them

The person you're helping will be more motivated to learn how to use the internet and their device if you show them how it will have a positive effect on their everyday life.

Does the person like gardening? Show them a gardening website. Cooking? Show them some cooking tutorials on YouTube. Relating skills back to real life examples will help motivate people to learn more.

Don't do it for them

People retain knowledge and skills better if they put into practice what they're learning. Taking a hands off approach when you're showing someone how to use a device or navigating the internet will help them feel more confident at picking up their device and giving things a go when you're not around.

Avoid jargon

URL? Mouse? App? The internet is full of jargon that you may need to explain or avoid so the person you are helping can understand your instructions.

Be patient

Patience is key when showing someone anything new for the first time, and using a device and the internet is no different. People learn in different ways and at different speeds. Some will pick it up straight away while others like to go over things a few times to make sure they've got it right.

Top tip: Celebrate little milestones to help keep people on track and their confidence increasing.

Don't expect too much too quickly

If someone's never used a device or the internet before, they won't become confident using it on their own straight away. As with any new skill, it takes time to develop the knowledge needed to feel good about using the internet. Managing their expectations will help prevent them from feeling like they're not understanding it quick enough or that it's too much to learn.

Keep online safety in mind

Remember to share basic internet safety tips with the person you are supporting. The internet can be a scary place and this can stop many people using it. Tips you can share like how to know if a website or email is genuine can help to reduce fears while also keeping the person you are helping safer online.

Tools to help you help them

There are lots of resources and tools on the internet to help people get to grips with their device and the internet. Have a look around and see what you can find to help them broaden their knowledge and increase their confidence.

The Be Connected website contains over 100 free basic skills courses for people to work their way through if they're new to using a device or the internet. Go to **beconnected.esafety.gov.au**

Free and friendly support to learn digital skills is available at Get Online Week events. Go to **aus.getonlineweek.com**

get online week
17-23 Oct 2022

a campaign by

Good Things
Foundation Australia