



# Annual Report 2023 | 2024

Creating a digitally  
inclusive future



Activity 15 of 15

### Find a phone number

Use Google to search for a business you know in your area. You may need to type in the name and suburb to find the right one. Open their website and find their phone number.

Save the number to your phone so you can find it again quickly.

Learn more good things you can do online  
[learning-goodthingsfoundation.org.au](http://learning-goodthingsfoundation.org.au)



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# A message from our Chair

The 2023/24 year began with ambitious goals to expand the impact of Good Things Australia to benefit more people across urban, regional and rural Australia: people from diverse backgrounds and all ages, Australians already being left behind in our digital world, and those increasingly at risk of falling behind.

We proudly showcase in this report exceptional progress in achieving these goals, with evidence of the difference which has been made in so many lives and communities. As our impact has grown, so has the confidence of government, corporate partners and philanthropic foundations to partner with us to expand services and research. Together we can contribute to shared knowledge and action to ensure new technology is beneficial and accessible, and safe and secure for all.

Directors meet regularly and all participate in working groups and committees, contributing their executive level expertise and time for strategy development, technology planning and security, risk management, finance review and audit, governance succession planning, branding and communications, and networks and partnership building.

As Chair of the Board, I thank each member for their expert contributions. Our meetings include robust conversations as we review and forecast across all areas of our responsibilities for Good Things to grow as a high impact organisation, with a healthy culture caring for our people, and reaching for financial sustainability. We have again met full compliance for all contracts and regulatory and financial reporting. The expansion in our funding is testimony to the value we deliver for the community with our low cost, high return business model of networks and partnership with volunteer community groups delivering resources for digital inclusion directly to thousands of communities across the nation.

Our CEO Jess Wilson, is a valued thought leader on digital inclusion with requests for Good Things contributions from government, business and sector forums to advance positive change. She is congratulated on another successful year including new work on how AI can benefit those we serve.

As always we thank our Good Things Foundation colleagues in the UK. Learning, sharing and working together contributes to our success in Australia and we welcome how this will evolve in the future.

Our great people have again delivered great service and great outcomes.



**Jo Cavanagh OAM  
MAICD,  
Chair, Good Things  
Australia**

# A message from our CEO

We are pleased to present Good Things Australia's 2023/24 Annual Report, showcasing a year of increased impact when hundreds of thousands of people across the country were supported to grow their digital skills, confidence, online safety and social connections.

Now, more than ever, digital inclusion is crucial for full and equal participation. As the widespread rise of Generative AI hastens another industrial revolution it's vital that the 1 in 4 Australians who are digitally excluded are not left further behind.

This is why we were thrilled to see the Australian Government extend the Be Connected program for another four years with a \$42 million investment. This partnership, between the eSafety Commissioner, the Department of Social Services, Good Things Australia and our Network of community partners, has now supported 2 million older Australians in strengthening their digital skills.

But it's not just older Australians who need support. Through the co-design and pilot of our new Digital Sisters program with 20 community partners, we helped over 1,000 refugee and migrant women enhance their digital skills and confidence. 95% of participants said they are more confident using technology and 91% said they have strengthened their social connections.

Likewise, through our partnership with Down Syndrome Australia, we co-designed accessible online courses to support people with intellectual disabilities in growing their digital skills and safely engaging online. We look forward to expanding this work through our Digital Champions program, where people with intellectual disability will support others to learn about technology.

At Good Things, we are passionate about the power of local community organisations in advancing digital literacy. In the past year, we distributed over \$4.4 million in grants, launched over 100 learning resources and held our Get Online Week campaign, directly engaging 23,000 people and reaching 57 million with digital inclusion messaging.

Of course, we couldn't do this alone. We are deeply grateful to our funders, partners, the hard working, creative and people focused Good Things team and to our Board whose support, advice and expertise has guided us through this year of significant progress.

The recent launch of Good Things' 2024-27 Strategy has a strengthened focus on growing and measuring our impact. Over the next three years we will continue to be forward looking leaders, focused on emerging technologies, the opportunities and challenges they create and the practical steps needed **to close the digital divide so no one is left behind.**



Jess Wilson, CEO  
Good Things Australia

# About Good Things Australia

**We close the digital divide so no one is left behind.**

Good Things develops and delivers a range of innovative digital inclusion programs to support those most in need, including people over 50 years of age, people with disabilities, refugee and migrant women, First Nations peoples, people with chronic health conditions, carers and low income families.

We partner and collaborate with other social impact organisations, industry and government to provide holistic, sustainable and impactful digital inclusion programs and to advocate to close the digital divide.

Good Things Australia is part of the Good Things Foundation Group, delivering digital inclusion programs in Australia since 2017 and in the UK for over 15 years.

## Our behaviours



**Collaborative**



**Creative**



**Curious**



**People  
focussed**



**Positive**

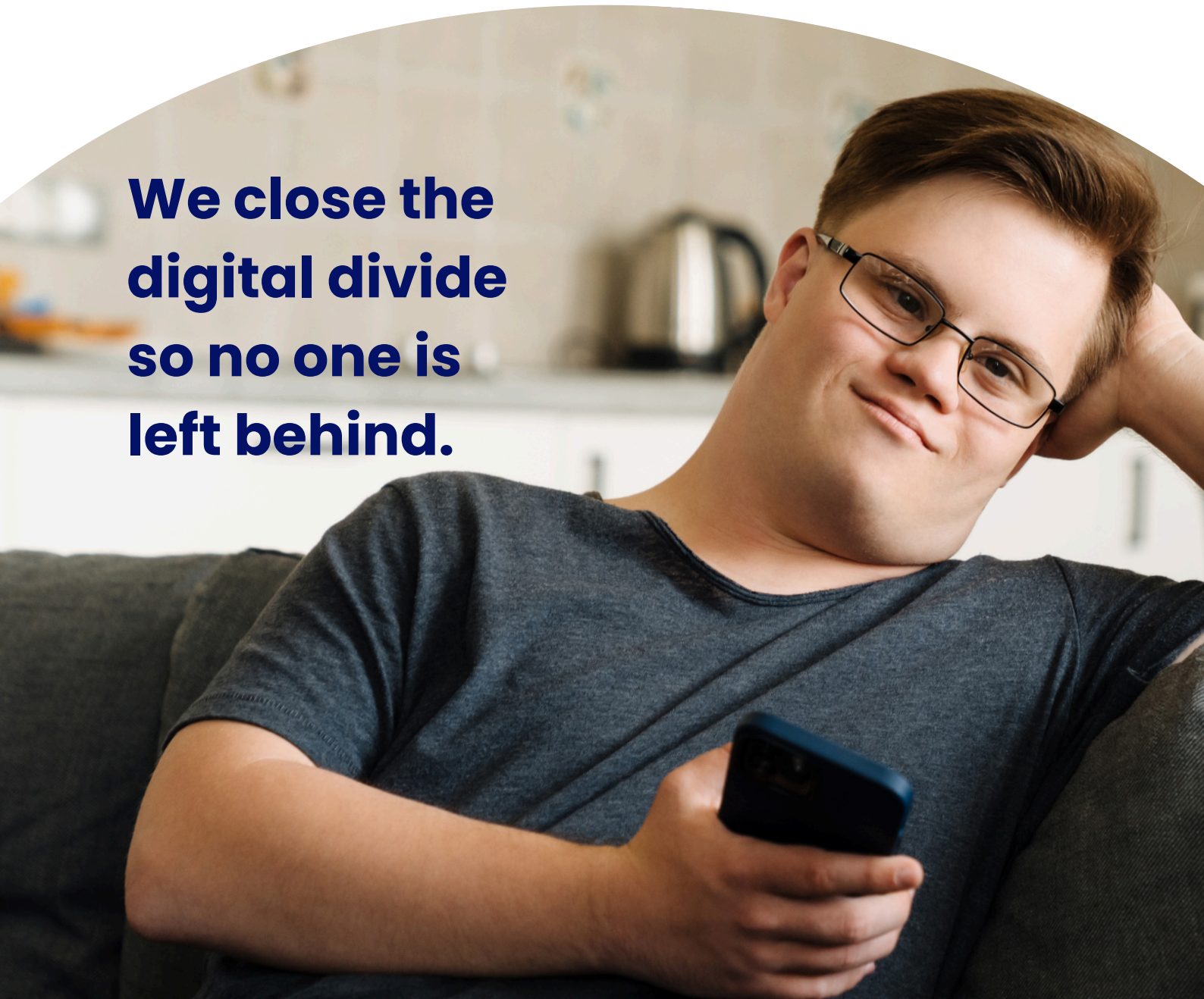
# Strategy 2024-2027

Good Things Australia's newly launched [2024-27 Strategy](#), will guide us as we step into a new era of technological advancement.

Over the next three years, we will enable people in Australia to thrive in the digital world through our leadership, advocacy, partnerships and innovative programs. We will lead a national movement to ensure everyone is included. We will share the experiences of digitally excluded people across all levels of government and industry to show the social and economic benefits of closing the digital divide.

As a result, by 2027, 1 million people in Australia will be better off because they have the access, skills and confidence they need to engage in the digital world.

**We close the digital divide so no one is left behind.**



## Key areas of focus

By 2027, Good Things Australia envisions a digitally inclusive society where everyone benefits from technology, ensuring that people who are digitally excluded can participate fully in the digital world. Our strategy, driven by purpose, collaboration and advocacy, positions us as leaders in creating a fairer, more connected Australia.

We will close the digital divide so no one is left behind by:



### **Growing our impact**

Ensuring more people and communities across Australia are digitally included



### **Leading and influencing**

Ensuring experiences of digitally excluded people are amplified, listened to and actions taken to create a more digitally inclusive Australia



### **Partnering for purpose**

Creating purposeful and collaborative funding partnerships that provide holistic, sustainable and impactful digital inclusion programs

Our work will be supported by



**Engaged people, fit for purpose technology,  
a focus on sustainability and good governance**



# How Good Things makes an impact

Good Things is focused on increasing the number of people and communities across Australia who are digitally included.





**Intergenerational Get Online Week event  
Kogarah Community Services, NSW**

**Participants in Good Things programs increase their digital literacy skills, confidence and online safety, enhancing their social and economic participation and overall wellbeing.**

# Growing our impact

Good Things is focused on increasing the number of people and communities across Australia who are digitally included. By 2027, we aim to support 500,000 people directly with digital skills, train 15,000 new digital mentors and reach 1 million individuals.

In 2023/24 our programs prioritised people who are most at risk of digital exclusion, including older people, people with disabilities, refugee and migrant women and low income families. Through grants, learning materials and innovative initiatives, we enabled community organisations to drive digital inclusion at the grassroots level.

## Our programs

Our programs work to close the digital divide, for good. They reach the people most in need of digital inclusion support.



**Be Connected**  
supporting older Australians to get online safely and with confidence



**Digital Sisters**  
building a community of Digital Sisters to close the divide for women



**Get Online Week**  
annual campaign encouraging people to learn new digital skills



**The Bridge Initiative**  
bridging the digital divide for people with disability



**The LIFE Initiative**  
ensuring all families have the essential digital skills and access they need for life



**Digital Communities**  
buddying up local organisations to create connections and place-based programs

## **Building a community of Digital Sisters: Sanam's story**

Sanam\* was a participant in the Digital Sisters program delivered by a Good Things community partner South East Community Links. With their support, she learnt how to use Google Maps to travel independently and was shown how to find more affordable rental properties online.

Sanam made new friendships with other women in the community through the digital skills classes, discovering a sense of belonging that she had not felt since arriving in Australia as a refugee.

"I had read about computers but had never touched one before attending the Digital Sisters program at SECL. Now, I'm able to learn about many things online and connect with services that can help me," said Sanam.

"I also did not know about online scams, banking information and my rights, but now I have more information about this."



**"The digital mentors have really helped me with my overall confidence."**

**Sanam\*, Digital Sisters learner  
South East Community Links, VIC**

\*Name and image changed

# Good Things model

Good Things uses a person centred, community led approach to provide digital support to those most in need. We put people at the heart of closing the digital divide.

We train and support local volunteers and community workers to become digital mentors, offering specialised funding, learning materials and capacity building opportunities, equipping community organisations to deliver impactful digital inclusion programs.

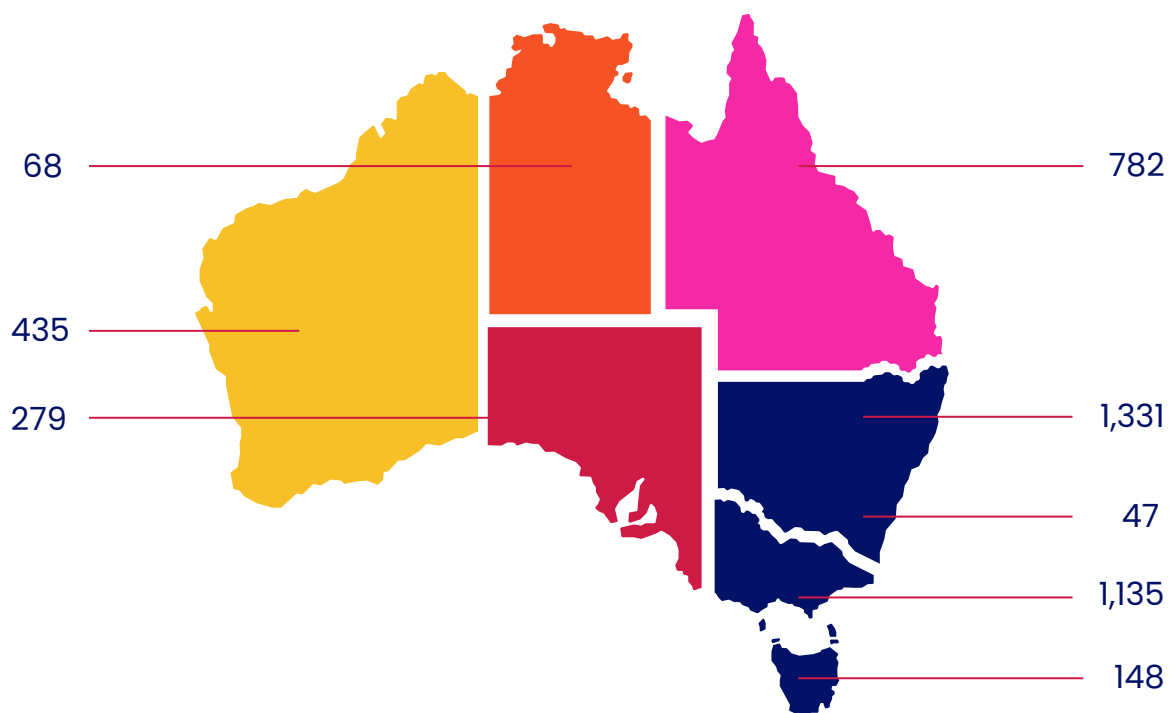


**Together we make change, not only for program participants but also for community and partner organisations, for Good Things and for the broader system.**

# Our impact: 1 July 2023 to 30 June 2024

## Our Network

Over 4,000 organisations are part of the Good Things Network, with 256 organisations joining as new Network Partners in 2023/24. The Network is spread throughout Australia, in metro, regional and remote communities.



## Good Things support

**\$4.4M** in small grants distributed to community organisations

**1,000+** digital mentors upskilled

**1,148** helpline conversations

**94%** community partner satisfaction with Good Things support

**110+** upskilling resources created

## Measuring our impact

Over the past year more than 53,000 people have been supported to build their digital skills and confidence through our community partners. With an increased focus on measuring impact, we have introduced our innovative Digital Skills Checkers that help program participants to understand where they are at the start of their learning journey and their progress. They also help us to measure our impact at scale.

## Participants

- 93%** satisfied with the support they received from our Network
- 91%** increased social connections from participating in Good Things programs
- 94%** learners are more confident to use tech
- 92%** learnt something new at a Get Online Week event

## Our reach

- 53k** people supported through our Network in 2023-24
- 2M** people reached through the Be Connected program since 2017
- 57M** people reached through our media campaigns



Get Online Week event  
Digital Connect, NSW

# Leading and influencing

This year, Good Things Australia made a powerful difference in the lives of those at risk of being left behind in our increasingly digital world. Through advocacy, research and community-driven programs, we are not only changing lives but are also working to reshape the national conversation on digital inclusion.

For many older Australians, access to the digital world can feel out of reach. That's why the \$42 million extension of the Be Connected program to 2028 was such a landmark achievement. Following years of exceptional program delivery, partnership and advocacy, this investment ensures hundreds of thousands of older Australians will continue to build the skills and confidence they need to access essential services, connect with loved ones and participate fully in society

Good Things' 2023 Get Online Week campaign brought digital inclusion to life with over 1,300 events held across metro, regional and rural Australia.

People like Ly, a Digital Mentor at Preston Indochinese Elderly Refugees Group, said she helped attendees **"Communicate through email and social platforms, exploring the vast world of information available online."**

These events had a powerful impact: 92% of attendees learned something new and 100% of organisers reported positive benefits for their communities. The campaign directly supported 23,000 people, with its reach extending far beyond through media coverage that touched 56.9 million Australians.



**In today's world, digital skills are a 'must' not a 'nice to have'.**

**Image: The Hon. Amanda Rishworth, Minister for Social Services, hears how digital skills programs are changing people's lives, during a session at Boronia Multicultural Services**



Network partners played a key role in amplifying the message, engaging with ministers, funders and the press to showcase the transformative power of digital inclusion and advocate for the importance of digital skills in their communities.

Good Things is committed to making sure that policy and decision makers hear the voices of digitally excluded people and our community partners. We brought these voices to policymakers, committees and inquiries, ensuring the lived experiences of people struggling with digital barriers were front and centre. When the Hon. Amanda Rishworth MP met community members benefiting from digital skills programs, she saw firsthand the profound difference these programs make.

This year also marked new ground in our research. Our work exploring the intersection of AI literacy and digital inclusion saw us engage with people across industry, government and community sectors both nationally and internationally. We also commenced work with leading economist Nicki Hutley, to undertake Australian-first research into the economic benefits of overcoming digital exclusion, marking the beginning of a compelling case for change.



**Jess Wilson, Good Things Australia CEO at a Get Online Week event**



**Panelists at the AI for Good report launch**



**Canberra Seniors Centre host Minister Rishworth to announce extension of Be Connected**



**Jess Wilson, Good Things Australia CEO at the AI for Good Roundtable**



### Key findings included:

- Barriers to AI engagement mirror those faced by people who are digitally excluded, including low digital ability, affordability, access to technology and regional disparities
- AI literacy was widely understood as having the skills and knowledge to effectively, responsibly and safely use AI tools and is made up of intersecting literacies including digital, data, information and language literacy
- Ethical concerns around AI development, included online harm, data privacy and bias in existing tools
- There is a general lack of awareness about AI among refugee and migrant women, despite its daily use
- A person needs to have basic digital and literacy skills to use AI powered tools and devices, although AI tools can help to overcome some barriers to technology use.

### Key recommendations:

- AI literacy development is essential for all
- Social Impact organisations are key to developing AI literacy in those most vulnerable
- Ongoing policy development and research into AI literacy is needed.

The final report [Understanding AI literacy and digital inclusion: How we can use AI for Good](#) was launched August 2024. Part of the Digital Sisters program, this research was conducted by Good Things in collaboration with Microsoft and Telstra.



# Partnering for purpose

Purposeful and collaborative partnerships that provide holistic, sustainable and impactful digital inclusion programs, are key to ensuring more people in Australia are digitally included.

**Two million people** have now benefitted from the Be Connected digital skills program since its launch in 2017. This remarkable milestone, reached in 2024, has been achieved through a unique partnership between the Australian Government, the eSafety Commissioner, Good Things Australia and our national network of over 4,000 community partners, providing older Australians with information, skills and support to connect them with the digital world.

This powerful partnership approach has seen 88% of Be Connected learners say they would recommend the program to others. 92% of participants report increased social connections and that they are more confident going online.

Partnerships also play a vital role in amplifying our message, as demonstrated by our annual Get Online Week campaign. Made possible by Principal Supporting Partner Telstra, Financial Inclusion Partner Bendigo Bank, Accessibility Partner Guide Dogs NSW/ACT and Be Connected grant funding, this campaign continues to break down barriers, inspiring people to seek digital skills support.

**“I am always learning new digital skills and supporting others. I encourage everyone to come along and raise your concerns about getting online and ask questions, even if you think they are basic.”**

**Gillian, Be Connected Digital Mentor  
City of Wanneroo Libraries, WA**



During 2023/24 Good Things distributed \$4.4 million in grants to our Network of community partners across a range of programs, helping to train digital mentors and deliver place based support, creating sustainable solutions tailored to diverse communities.

Eoin, a young person with intellectual disability, participated in our Bridge Initiative, gaining lots of online safety tips including learning about trolls, explaining that trolls are **“People who are not who they say they are. I have learnt to delete or block them and talk to my Mum about them.”** Through this initiative, delivered in partnership with Down Syndrome Australia, more than 100 young people with intellectual disability were supported to learn essential digital skills, using co-designed accessible learning content and resources. Over 190 digital mentors, including family, friends, supporters and community workers were engaged in the initiative and more than 6,000 people were reached with messaging on how to stay safer online.

Good Things’ focus on supporting people who are most at risk of digital exclusion saw us expand the innovative Digital Sisters program to include a brand new AI literacy initiative, thanks to support from funding partners Microsoft and Telstra. This unique collaboration has already delivered a groundbreaking research report, and, in the coming year, will empower refugee and migrant women at risk of digital exclusion to navigate emerging technologies through specialised learning resources and dedicated digital mentoring.

Good Things thanks our community, collaborative and funding partners for their support closing the digital divide including the auDA Foundation, Bendigo Bank, the Department of Social Services, Down Syndrome Australia, the eSafety Commissioner, Guide Dogs NSW/ACT, Microsoft and Telstra.

**“It has been really good to be part of this work... We learnt to be leaders by helping on the project.”**

**Eoin, Project Officer  
Down Syndrome Australia**

**[Find out more about this initiative](#)**



# Thanks to our 2023/24 partners



**Be Connected**  
Every Australian online.



Australian Government  
Department of Social Services



**Guide  
Dogs.**



**“My digital mentor helped me to find the confidence within myself so that I could get online, safely.”**

**Kie\*, Digital Sisters learner  
Yarraville Community Centre, VIC**



**\*Image changed**

**“I feel more  
connected to  
other people and  
more independent  
than ever before.  
Digital skills really  
have changed my  
life.”**

**Mike, Be Connected program participant  
Tea Tree Gully Library, SA**



**When 87-year-old Mike retired, he assumed he wouldn't ever need to touch a computer again.**

**Little did he know what was to come – a technologically advanced world where tablets, laptops and mobile phones would be intertwined with daily life.**



**To be involved in modern life, access government services, contact family overseas and even buy tickets for social events, Mike needed online skills. So he went to Tea Tree Gully Library in North-East Adelaide for help and enrolled in a seniors' computer course, offered through the national Be Connected program.**

**"We are all still learning digital skills. Sometimes at meetings, we talk about scams and what we can do to feel safer online. Recently, we spoke about artificial intelligence. We never stop learning as there's so much to know and technology is constantly changing."**

**Mike encourages everyone who lacks digital confidence to attend a digital skills class. "Once you gain basic online skills," he says, "you'll gain access to a new world of information and social connections. In short, your life will change."**

**"Online apps have made a big difference to my life. Before I used them, I felt so distant from my friends and family living overseas. But now, I feel like I am right there with them."**

**Mike, Be Connected program participant  
Tea Tree Gully Library, SA**

# People, technology, sustainability and governance

To support our 2024-27 strategy, Good Things is committed to maintaining high staff engagement, ensuring strong governance practices and investing in fit for purpose technology that supports operations. We will also work to reduce our environmental footprint by integrating sustainability into our operations.

## Technology transformation

In 2023/24 Good Things prioritised building a secure, cost effective technology infrastructure through a major digital transformation. Good Things Australia invested in separating technology infrastructure and support from Good Things UK, building internal capacity and capability to better serve the needs of the organisation and Network Partners in the Australian context.

This included developing a new Salesforce platform and Network Partner portal, implementing Microsoft Business Dynamics for finance and consolidating four Australian websites into one. A robust data strategy ensured high quality migration, compliance and streamlined reporting.

To enhance efficiency, business processes were mapped and standardised and updated policies and cyber security measures were aligned with Australian systems and requirements. Tools like Orto Marketing Automation and Zoom integration expanded operational capacity, and training and user testing prepared the Good Things team, Network Partners and stakeholders for the transition. This major undertaking has laid a solid foundation for delivering and managing our impactful, sustainable digital inclusion programs within Australia and ensuring our technology can evolve to meet our future needs.

**Our team of 22 staff are passionate about digital inclusion and being part of a hybrid, flexible workplace that maintains a collaborative work culture. Network Partner visits, meetings, events and quarterly team days help build connections and foster our creative spark, as we work together to close the digital divide.**



**The Good Things team enjoying a cultural learning activity at the Chinese Garden of Friendship, Sydney**

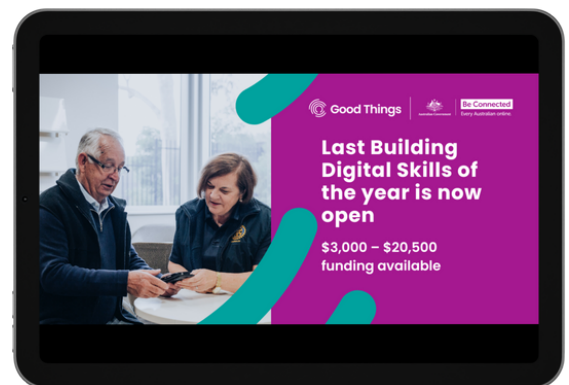
## Our new brand

In 2023/24 the Good Things Foundation Group reviewed and refreshed its brand to help raise awareness and profile, increase reach, and develop a modern and relatable brand identity that resonates within the Australian market.

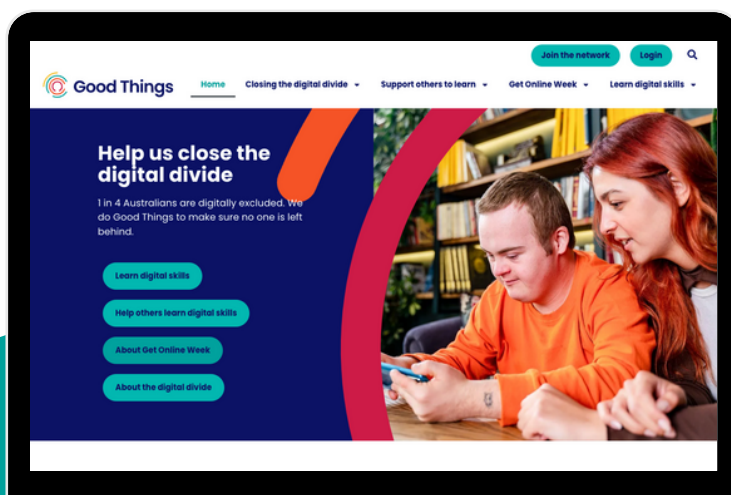
This included moving to a shortened name - **'Good Things Australia'**, or simply **'Good Things'** and developing a new purpose statement **'to close the digital divide so no one is left behind'**. Fresh new colours, imagery and language were introduced, to represent diversity and reflect the many voices among the organisation and the communities we support.



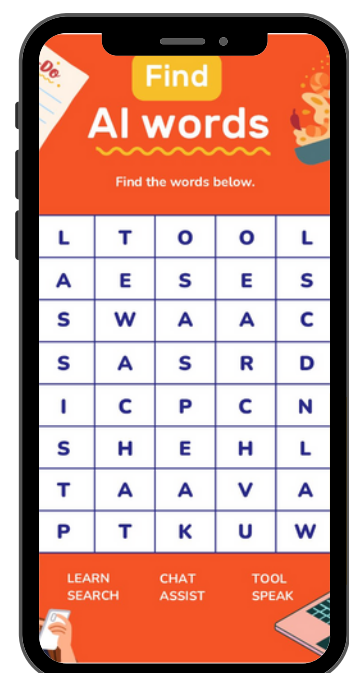
Refreshed logo



Social media content



goodthingsaustralia.org



AI literacy learning resource

## Our Board

Good Things Australia's voluntary Board, chaired by Jo Cavanagh OAM, brings a wealth of experience from government, the private sector, the tech and community sector and academia. In 2024 Alice Cawte joined the Board as a new Director. All Directors share a passion for digital inclusion.



Jo Cavanagh OAM  
Board Chair



Roy Clare CBE  
Board member



Alice Cawte  
Board member



Nadia Jamal  
Board member



Vishy Narayanan  
Board member



Heather Rea  
Board member



Isabella Wallington  
Board member



Amanda Wilson AM  
Board member

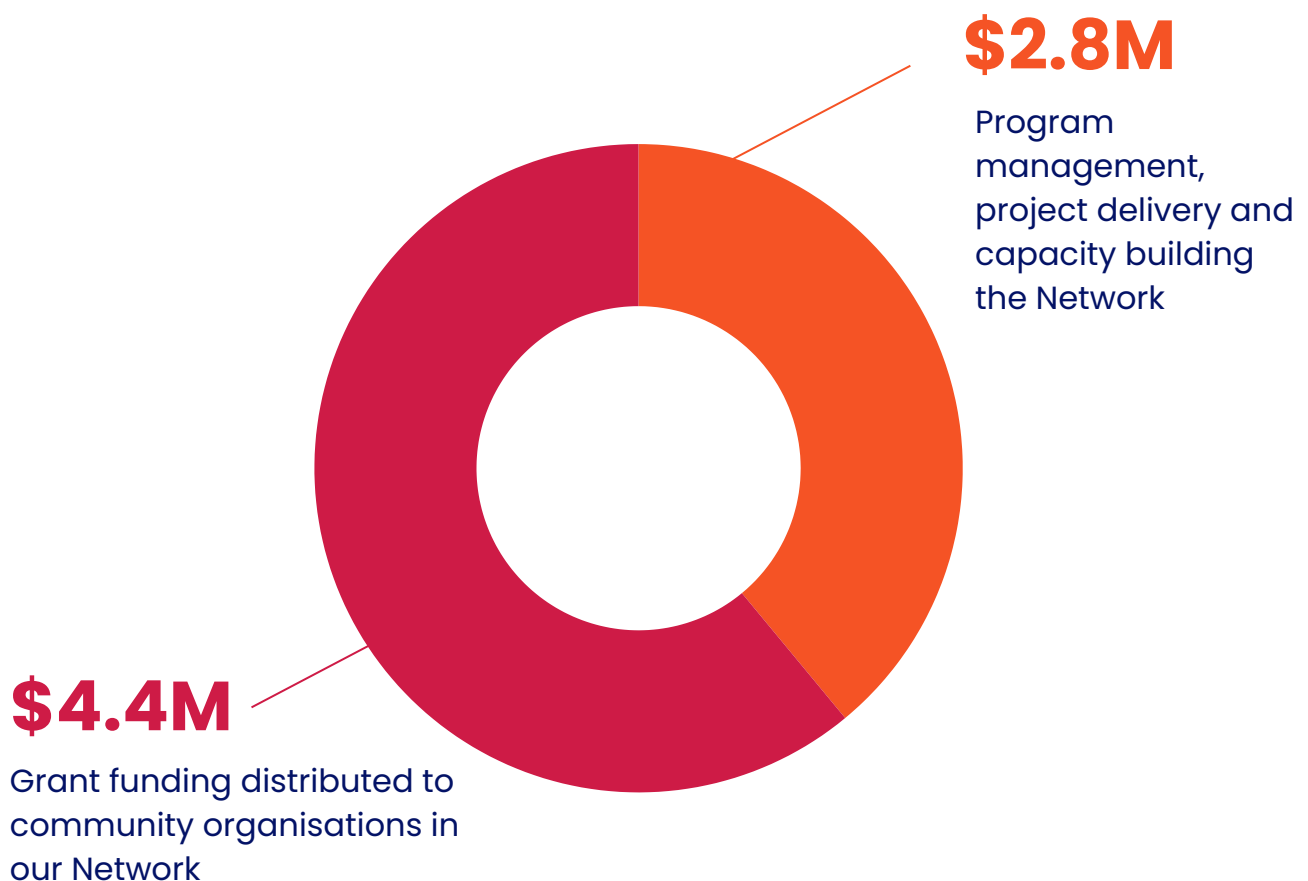
# Financials 2023/24

Good Things consistently delivers significantly more of its income to grant funding for other community organisations than is retained for program management, project delivery and capacity building the Network.

In this financial year, investment was made in the organisation's digital transformation and technology infrastructure in line with changing demands, the broader NFP and social good sector, and to deliver on program requirements.

Good Things is audited by Seward Dawson on an annual basis.

## From 1 July 2023 – 30 June 2024



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

# Good Things Foundation Limited

ABN: 92 618 363 974

## Statement of profit or loss and other comprehensive income

For the period ending 30 June 2024

	Note	2024 \$	2023 \$
Revenue	2	7,335,710	6,784,436
Grants paid		(4,696,520)	(4,434,785)
Employee benefits expense		(1,938,541)	(1,537,786)
Management fees		(49,106)	(91,986)
Rent expense		(86,192)	(82,065)
Professional fees		(23,585)	(47,995)
Recruitment costs		(51,464)	(12,900)
Operating costs		(11,814)	(9,780)
Digital costs		(544,055)	(31,163)
Travel costs		(25,927)	(25,090)
Advertising		(33,259)	(11,300)
Bank fees		(830)	(710)
Other expense		(75,374)	(60,253)
<b>Profit/(Loss) for the year</b>		<b>(200,957)</b>	<b>438,623</b>
<b>Other comprehensive income for the year</b>		<b>-</b>	<b>-</b>
<b>Total Profit/(Loss) for the year</b>		<b>(200,957)</b>	<b>438,623</b>

# Good Things Foundation Limited

ABN: 92 618 363 974

## Statement of financial position

As at 30 June 2024

	Note	2024 \$	2023 \$
<strong>ASSETS</strong>			
CURRENT ASSETS			
Cash and cash equivalents	3	<b>1,599,737</b>	1,733,117
Trade and other receivables	4	<b>321,357</b>	28,108
Other assets	5	<b>41,419</b>	22,996
TOTAL CURRENT ASSETS		<b>1,962,513</b>	1,784,221
TOTAL ASSETS		<b>1,962,513</b>	1,784,221
<strong>LIABILITIES</strong>			
CURRENT LIABILITIES			
Trade and other payables	6	<b>187,684</b>	119,155
Borrowings	7	<b>118,737</b>	91,086
Other liabilities	8	<b>1,013,991</b>	756,110
Employee benefits	9	<b>103,940</b>	91,053
TOTAL CURRENT LIABILITIES		<b>1,424,352</b>	1,057,404
NON-CURRENT LIABILITIES			
Employee benefits	9	<b>58,318</b>	46,017
TOTAL NON-CURRENT LIABILITIES		<b>58,318</b>	46,017
TOTAL LIABILITIES		<b>1,482,670</b>	1,103,421
NET ASSETS		<b>479,843</b>	680,800
<strong>EQUITY</strong>			
Retained earnings		<b>479,843</b>	680,800
TOTAL EQUITY		<b>479,843</b>	680,800



**Good Things**  
Australia

**Good Things Australia** Gadigal Country, Darlinghurst, NSW 2010

**Helpline** 1300 795 897 (open Monday–Friday 9am–5pm AEST)  
Office (02) 9051 9292

**Website** [goodthingsaustralia.org](http://goodthingsaustralia.org)

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

**ABN** 92 618 363 974 **ACN** 618 363 974

## **Acknowledgement of Country**

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