

Building Digital Skills 2024–2028 Grant Round 5 – Guidelines

Be Connected is an Australian government initiative that aims to provide a family and community centred approach to supporting, coaching and teaching older Australians aged over 50 years to improve their skills and confidence in using digital technology.

Greater use of digital technology will have positive social, economic and health benefits for older Australians, enabling them to stay connected with their families and communities and access the growing number of government and business online services.

Good Things Foundation manages the Be Connected grants program and coordinates the Be Connected Network.

About the Building Digital Skills Grant Program

The aim of the Building Digital Skills grants program is to enable organisations to support people aged over 50 in Australia to gain basic digital skills and confidence through free face-to-face contact, either one-on-one or in small groups, utilising the learning courses available on the [Be Connected Learning site](#).

Eligibility – Who can Apply?

Organisations who would like to apply for a Building Digital Skills grant must:

- Be a registered Network Partner within the Be Connected Network
- Have premises that are well frequented by people aged over 50 in Australia
- Premises are accessible to people aged over 50 (e.g. ramps, lifts, air conditioning, heating, sufficient space, lighting, etc.) and have appropriate facilities (e.g. toilets, seating)
- Provide an ABN number (if applying for a \$5,200 grant or greater)
- Have public liability insurance
- Have acquitted previous grant/s awarded by Good Things Foundation

If you are not sure if you have an overdue grant acquittal, please contact Good Things Foundation to check.

Organisations new to the Be Connected Network

Network Partners applying for their first Be Connected Building Digital Skills grant **can only apply for a \$3,000 grant** in the first instance. They will be eligible for a second grant once they have met 80% of their learner registration requirement and have submitted a satisfactory financial acquittal of their grant.

Existing Network Partners

Network Partners who are in receipt of a Building Digital Skills grant who wish to continue/expand their reach can apply for another Building Digital Skills grant once they have met 80% of their learner registration requirement.

Please note that Network Partners are limited to two Building Digital Skills grants over a 12 month period.

Term of Grant and Contract Size

The term of the grant is 12 months.

There are 6 different contract sizes available to apply for.

Please apply under the contract you would like to apply for. Please be honest when answering this question as it will help us with assessment and allocation.

Successful applicants will be expected to meet the following requirements as part of the funding program:

Standard Contracts

| Contract size | \$3,000 | \$5,200 | \$10,500 | \$20,500 |
|---|---------|---------|----------|----------|
| Number of Older Australians supported to gain digital literacy skills | 30 | 75 | 150 | 300 |

Specialist Contracts

| Contract size | \$3,000 | \$5,200 |
|-----------------|---------|---------|
| Number of Older | 15 | 37 |

| | | |
|---|--|--|
| Australians supported to gain digital literacy skills | | |
|---|--|--|

Specialist Contracts

Specialist contracts are available to Network Partners who are specifically targeting very hard to reach Older Australians – such as:

1. **Those in remote and outer regional areas** – To check if you are located in a remote or outer regional area, please use the [Doctor Connect website](#) to enter the location you will deliver your project. Select the tickbox “ASGS 2016” and enter your organisation’s address in the “find address” dropbox and click “Search location”.

If your location is categorised as one of the following, you can apply for a specialist contract:

- Outer Regional (RA 3)
- Remote (RA 4)
- Very Remote (RA 5)

If your location is categorised as being located in *Major Cities* (RA 1) or *Inner Regional* (RA 2), you do not qualify to apply for a Specialist contract.

OR

2. **Supporting older people with significant barriers to learning**, such as:

- Older people with disabilities,
- Indigenous Australians, or
- Older Australians from Culturally and Linguistically Diverse (CALD) community

Applicants applying for a Specialist contract to support older Australians with significant barriers to learning must clearly demonstrate that they will be solely targeting learners within one of the above mentioned demographics.

Note:

If you apply for a Specialist contract when not eligible, and are successful, we will amend your contract to a Standard contract.

What do I have to do for the grant?

Each organisation receiving a Building Digital Skills grant will be required to:

- Support people aged over 50 in Australia to gain basic digital literacy skills and confidence through free face-to-face contact, either one-on-one or in small groups (you can learn more about how to deliver a digital literacy project in our Delivering Digital Skills webinar)
- Utilise the learning courses available on the [Be Connected Learning site](#) to teach older Australians digital skills
- Ensure learners attending a digital literacy skills session complete a sign-in form
- Register the learners and their Be Connected activities on Good Things Foundation's learner management system (please see Delivery and how this is measured below)
- Attend our learner management webinar within one month of being notified of funding (not applicable for Network Partners who have already attended a learner management webinar)
- Ensure to undertake Police checks or Working with Vulnerable People checks for all tutors and personnel assisting people aged over 50 under the Building Digital Skills program
- Complete a short monthly or quarterly survey
- Support learners to complete Good Things Foundation's outcomes measurement tools - [Digital Skills Checker - Getting Started](#) and [Digital Skills Checker - Your Progress](#). **At least 50% of your learners must complete both the Getting Started Checker and the Your Progress Checker** (see below for more information)
- Be prepared to share learner journeys and good news stories so that Good Things Foundation can create case studies
- On completion of delivery, submit a financial acquittal to show actual expenditure

Outcome Measurement Tools - Digital Skills Checker

Good Things Foundation Digital Skills Checkers help to support digital mentors to better understand their learners and measure our impact.

The Digital Skills Checkers - *Getting Started and Your Progress*, have been designed to assess your learners current level of confidence doing essential activities online and provide instant, actionable steps on how to improve. They support digital mentors and learners to set learning goals and find relevant digital skills information to help them do more online.

People wanting to start improving their digital skills and confidence fill in the [Digital Skills Checker – Getting Started](#). They answer a range of questions and the Checker generates a personalised report with recommended next steps they can follow to do more online.

After the learner has received support to improve their digital skills and confidence, they take the [Digital Skills Checker – Your Progress](#). This will generate a new personalised report with recommended next steps so they can keep learning.

At least 50% of your learners engaged under this Funding Opportunity must complete both the Getting Started Checker and the Your Progress Checker

You can count the time it takes to support your learners to complete both Checkers towards your grant targets by reporting it in our Learner Management System.

Digital Skills Checker resources

We have developed the following resources, which you can access through the our Network Partner website, to help you to incorporate the Digital Skills Checkers into your program:

- Getting Started session plan
- Your progress celebration session plan
- Attend our webinar to find out more
- FAQs and more Digital Skills Checker resources

Delivery and how this is measured

First time Building Digital Skills applicants

All delivery will be measured by the number of learners and activities registered in our Learner Management System.

Registered learners will need to complete a minimum of 10 activities from any of the topics on the Be Connected website. Completion of 10 activities should take approximately 30 minutes.

Returning Building Digital Skills applicants

The total number of Older Australians supported to gain digital literacy skills can include existing registered learners you supported and reported on a previous grant.

Network Partners who have existing learners who wish to continue their learner journey, can now roll them over into the new contract and they will count towards

the contracted number of learners you are required to support. **The maximum number of existing learners who can count towards your target number of learners is 50% (a minimum of 50% must be new learners).**

New learners will need to complete a minimum of 10 activities from any of the topics on the Be Connected website, while existing learners will need to complete an additional 15 activities. All Learners and their Activities must be recorded in our Learner Management System.

Organisations should clearly outline in their application form where their learners will be sourced from. **We want you to be specific** - mention the size of your demographic/target audience and special relationships/community connections that will help you engage new learners. .

What are we looking for

Applications will be assessed on their merits with priority given to organisations that demonstrate:

- A viable project plan - a clear outline of how you will deliver free face-to-face support sessions, including activities, outputs, responsibility and time frames
- Value for money - activities and budget are appropriately aligned
- Need for the project
- Capacity to register the required number of learners
- Experience of key staff members
- How the project will be evaluated

Use of funds

The funding can be spent on activities that can be justified as supporting people aged over 50 in Australia to gain basic digital skills and confidence such as:

- New devices including computers, laptops, tablets
- Upgrading software for devices
- Internet fees
- Digital mentor expenses, including training to be a digital mentor
- Printing of learning materials for older Australian learners
- Police checks for all staff and mentors involved in delivering the Be Connected project
- Marketing/promotional costs

Exclusions:

- Funding cannot be used for capital works (building or construction materials)

Notification and Payment

All Network Partners will be notified of the outcome of their application via email within two weeks of the application closing date.

If your proposal is successful, the full amount of the grant, plus GST if applicable, will be transferred to your nominated bank account, once a contract has been accepted online and an invoice submitted.

Project Timeline

| Round | Application period | Notification of results | Payments released* | Delivery start & finish date |
|---------|---|-------------------------|--------------------|------------------------------|
| Round 5 | 3 February at 09:00 to 28 February 2025 at 23:45 (AEST) | 14 March 2025 | From 17 March 2025 | 1 April 2025 - 31 March 2026 |

*Payments will take around 3 working days to reach the nominated bank account.

Grant Acquittal and Monitoring

On completion of your project, you must submit a financial acquittal accounting for expenditure of grant funds. The financial acquittal will be due within a month after the grant term ends.

All grant recipients are required to keep original receipts or other documents, which account for the expenditure of the grant, for up to five years after the grant was awarded.

Good Things Foundation staff may also visit Network Partners during the project to review compliance with the grant terms and conditions. You must keep and make available for us on request receipts of all grant expenditure, hard copies of signing-in sheets and marketing material.

We will provide you with reasonable notice of any compliance visit.

Grant Terms and Conditions

Please ensure you have read the [Grant Contract](#) before you commence your application.

How do I apply?

Please log on to the Good Things Foundation Network Partner site and submit your application online.

You can see an example of the application form below.

If you are not yet a Network Partner, you can join using the Join the Network page on our website. You can apply for a grant as soon as you submit the Join the Network form. Newly joined Network Partners will receive a phone call from one of our team members to welcome you to the Network and help process your application. There is no need to hold off on your grant application before this phone call.

Application form

Step 1 - Accessing application form

Please apply under one of the six Funding Opportunities available:

1. Building Digital Skills 2024-2028 Round 5 - \$3,000 (to support 30 learners)
2. Building Digital Skills 2024-2028 Round 5 - \$3,000 Specialist (to support 15 learners)
3. Building Digital Skills 2024-2028 Round 5 - \$5,200 (to support 75 learners)
4. Building Digital Skills 2024-2028 Round 5 - \$5,200 Specialist (to support 37 learners)
5. Building Digital Skills 2024-2028 Round 5- \$10,500 (to support 150 learners)
6. Building Digital Skills 2024-2028 Round 5 - \$20,500 (to support 300 learners)

Step 2 - Application questions

Organisation Details (this section will be pre-populated)

- Organisation ID:
- Organisation Name:
- ABN:

Contact Details (this section will be pre-populated)

- First Name:
- Last Name:
- Email:

How did you hear about this funding opportunity? (dropdown box, please select from the following)

- Twitter
- Facebook
- Google search
- LinkedIn
- Good Things Foundation (e.g. newsletter)
- Other funding site (e.g. Community Grants Hub)
- other

Rationale for the Project

- **Which beneficiary group(s) does your project seek to support?** (dropdown box, please select one or more from the following)

- Aboriginal and Torres Strait Islander people
- Culturally and linguistically diverse individuals
- Older people (aged 50+)
- People with chronic/life limiting health conditions
- People with learning disabilities
- People with mental health conditions - mild
- People with mental health conditions - moderate
- People with mental health conditions - severe
- People with sensory impairments
- Physically disabled people

- **What evidence have you got to support the need for this project in your community?**

This question has a 200 word limit

Delivery

- **Please outline your experience in delivering similar projects**

This question has a 100 word limit

- **Please outline the project's staffing and management, including key roles and responsibilities**

This question has a 100 word limit

- **Where will the learners be sourced from? Please provide evidence of your organisation's capacity to engage the required number of learners** (In your response please provide evidence of your organisation's capacity to register the required number of learners. We want you to be specific on how you will engage learners - mention the size of your demographic/target audience eg. you have 300 older people who already access your services, what networks/organisations you will work with to engage with new seniors etc.)

This question has a 200 word limit

- **Please outline the marketing strategies you will use to promote your project**

In this answer we want to know:

- What marketing strategies you will use to engage with older Australians to encourage them to attend your digital literacy sessions
- Which partners you already work with or plan to work with and how they will support your delivery
- Any specific campaigns you would plan or already have planned e.g. events during Adult learners week or Seniors week

This question has a 200 word limit

- **Describe how you will support your learners complete Good Things Foundation's outcome measurement tools *Digital Skills Checker - Getting Started and Digital Skills Checker - Your Progress***

This question has a 100 word limit

- **Please upload a detailed Project Plan**

We want you to outline how you will deliver free face-to-face support sessions. The project plan should include:

- What you plan to do and how (Activities) and what effect this will have (outcomes)
- How many free one-on-one or small group sessions will you run each month
- How you utilise the learning courses available on the Be Connected Learning site to teach older Australians digital skills
- Attend our learner management webinar within one month of being notified of funding

- Ensure learners attending a digital literacy skills session complete a sign-in form
- Registering your learners and their Be Connected activities on Good Things Foundation's data and performance management system
- Ensure all staff and mentors involved in delivering the Be Connected project have police checks
- Support learners to complete Good Things Foundation's outcomes measurement tools - Digital Skills Checker - Getting Started and Digital Skills Checker - Your Progress. At least 50% of your learners must complete both the Getting Started Checker and the Your Progress Checker
- On completion of delivery, submit a financial acquittal to show actual expenditure

This question has a 200 word limit

Impact and Assessment

- **Please describe what outcomes you hope to achieve and how you will measure them**

In this answer we are looking for:

- How you will establish a baseline (the situation before the project began) against which the impact of the project can be compared
- How you will measure the progress of the project, so that you can make changes if necessary to ensure you deliver all outputs and outcomes
- How you will measure the overall final impact of the project
- What methods you will use to gather evidence for each stage of the evaluation, for example using an online survey or by interviewing the people who will benefit

Please note, the evaluation process should be relative to the contract size you are applying for. For example, we would expect to see a more in depth evaluation from an organisation who is applying for \$20,500 than \$3,000.

This question has a 100 word limit

Financial

- **What amount are you applying for?** This will be auto populated with the grant amount \$3,000/\$5,200/\$10,500/\$20,500

- **Upload the completed Budget Template**

Once your application is complete, please click **“Submit”**. You will receive a confirmation email after you have successfully submitted your application.

You can contact our Network Team at any time if you have any questions about the application process on **(02) 9051 9292** or by emailing connect@goodthingsfoundation.org