
Capacity Builder Grant

Round 3 – Guidelines

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Be Connected is an Australian government initiative supporting older Australians to build their digital skills and confidence using technology.

Be Connected brings together free local support and a huge library of online learning opportunities. Organisations in our network partner with us to run programs for over 50s on topics like avoiding scams, using smartphones and essential digital skills.

Since 2017, we have supported 2 million people to be connected.

Good Things Australia manages the Be Connected grants program and network of community partners.

[Learn more about Be Connected.](#)

Capacity Building Grant program

The Capacity Building grant is an opportunity for community organisations to run a train-the-trainer program to support and develop new digital mentors.

Digital mentors help people to feel confident and safe online. They support communities to learn digital skills. Sometimes called tutors or teachers, they are at the heart of community-led digital inclusion programs.

The Capacity Building program is a train-the-trainer initiative to support and develop digital mentors in local communities across Australia. Capacity Builders work with Good Things to inspire skilled, passionate and friendly digital mentors to help more older people be connected.

How it works

Organisations successful in being accepted into the Capacity Builder program will receive \$52,500 grant funding and a special pack of training resources ready to upskill digital mentors working in Be Connected programs.

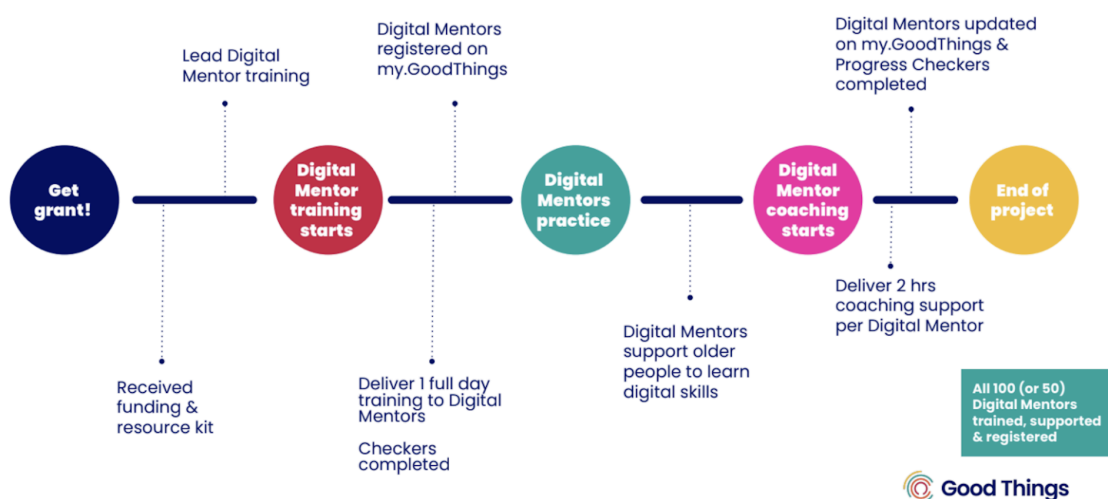
Capacity Builders will nominate at least one person as their trainer (Lead Digital Mentor) who will attend a skillshare with Good Things on how to deliver this training package in their community.

The Capacity Builders use the training package to train digital mentors in their community, then provide 2 hours of follow up coaching support. Capacity Builders have 12 months to complete this work.

The digital mentors that have been trained by Capacity Builders go on to provide digital skills support to older Australians in their community through the Be Connected program.

The Capacity Builder Grant Program will fund Network Partners who have the ability to train and support digital mentors in their community.

Capacity Building grant summary timeline



Grant eligibility

Organisations applying for a Capacity Building Grant **must**:

- Be a member of the Good Things network. If you are not yet a registered network partner, you can join our [my.GoodThings website](#). You can apply for the grant as soon as you submit the Join the Network form.
- Provide an ABN number (if applying for a \$5,200 grant or greater)
- Have public liability insurance
- Have no outstanding acquittals from previous grant/s awarded by Good Things.

If you are not sure if you are eligible, please log in to your [my.GoodThings account](#), [ask our grant bot](#) or [contact Good Things](#) to check.

New organisation eligibility

Organisations applying for their first ever Be Connected grant must demonstrate their commitment to delivering digital skills support to over 50s and/or community worker/volunteer training in their application. They may be asked for additional evidence during the application review process.

Term of grant and contract sizes

Total funds available under this program round is \$945,000. \$52,500 grants will be awarded to up to 18 organisations to deliver the project between 1 August 2025 and 31 July 2026. For organisations that are GST registered, GST will be added to their contract.

The grant term is 12 months. Two contract types are available in the Capacity Building Grant Round 3.

There are two types of Capacity Building Grants – standard and specialist contracts. Both must support people to be digital mentors working in the Be Connected program.

Standard contracts

Standard grant contracts come in one size:

1. \$52,500 to train and support 100 digital mentors working in the Be Connected program

Specialist contract – regional and remote

Not every community is the same, and some have additional challenges for community organisations to reach and support to improve their digital skills. Our Specialist grant contracts have a reduced number of older Australians to support in recognition of this.

Specialist grant contracts in this grant round come in one size:

1. \$52,500 to train and support 50 digital mentors working in the Be Connected program in outer regional or remote communities

To check if an organisation is located in a remote or outer regional area, use the AGCS Remoteness Areas (2021) on the [Department of Health and Aged Care Health Workforce Locator webpage](#).

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

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

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

Note: If applying for a Specialist contract when not eligible, and your application is successful, we will amend the contract to a Standard contract.

Use of grant funds

The grant can be used to cover costs directly related to the delivery of your project, such as:

- Staffing costs
- Travel, venue hire and catering
- Communications, promotion or marketing expenses
- Project management costs
- Equipment and delivery costs
- Audit costs
- Police checks for all staff and mentors involved in delivering the Be Connected project

Exclusions:

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

You are required to clearly outline your proposed expenditure in the budget you submit with your application.

[Budget template available here.](#)

Detailed grant requirements

Over the 12-month grant period, every Capacity Builder must deliver the following requirements.

1. Engage a Lead Digital Mentor

- Select and engage at least one qualified Lead Digital Mentor, with experience in training and digital literacy skills, who will train digital mentors.
- The Lead Digital Mentor must participate in compulsory online training provided by Good Things Australia:
 - If new to being a Lead Digital Mentor, the training is scheduled for 2 half day sessions in August 2025. This is for people who have not attended Capacity Building Lead Digital Mentor training before (even if their organisation has been previously funded)
 - For returning Lead Digital Mentors, the 1 half day refresher training is scheduled for August 2025.
- The Lead Digital Mentor will be invited to additional skillshares and training hosted by Good Things throughout the grant period and it is strongly recommended that they attend.
- If a Lead Digital Mentor is unable to continue delivering the project through the grant period, a replacement qualified Lead Digital Mentor is nominated and undertakes training with Good Things prior to starting to deliver the program.

2. Tailor the Good Things training package

- Tailor the provided training package to meet the needs of the people they are training, as per Good Things guidelines for editing and personalising the content
- Design the two hours of follow up digital mentor coaching support to meet the needs of the people they are training, using provided Good Things resources as a guide if needed
- Review Digital Mentor Skills Checker data from the digital mentor cohort being trained and supported, and tailor training packages and follow up support according to their needs and interests.
- Demonstrate the [Be Connected learning portal](#) and resources to trained digital mentors, showing learning resources relevant to the learners mentors are most likely to be supporting.

3. Deliver one full day of training to digital mentors

- Lead Digital Mentor delivers one full day of training using Good Things Australia's training package to 100 new digital mentors (50 for specialist contracts)
- Ensure digital mentors being trained are committed to supporting older Australians gain digital skills and confidence within the Be Connected program
- Training of digital mentors may be delivered online or face-to-face, over a period of one or two days, and in various group sizes – with the methodology selected most relevant to the needs of the people being trained.
- Trained digital mentors complete 'Digital Mentor Skills Checker – Getting Started' prior to receiving training
- Ensure the trained digital mentors have opportunities to actively deliver digital skills support to learners in the Be Connected program directly after they receive their training (via an organisation registered with Good Things as a network partner)
- Have completed training requirements for at least 40 (20 for specialist contracts) digital mentors by 6 February 2026
- Have completed training requirements for 100 (or 50 for specialist contracts) digital mentors by 31 August 2026

4. Provide 2 hours of follow up coaching support to trained digital mentors

- Provide a minimum of two hours continued support to each digital mentor post training
- Provide the follow up support after trained digital mentors have delivered practical digital skills support to learners participating in a Be Connected program.
- Trained digital mentors complete 'Digital Mentor Skills Checker – Your Progress' after receiving the follow up coaching support
- Have completed follow up coaching support requirements for 100 (or 50 for specialist contracts) digital mentors by 31 August 2026

5. Report on and acquit the grant, and complete administrative tasks

- All trained digital mentors are required to be registered on the [my.GoodThings website](#) by the Capacity Builder, including their participation dates and details
- All trained digital mentors must completed the 'Digital Mentor Skills Checkers – Getting Started', and the 'Digital Mentor Skills Checker – Your Progress'.
- Ensure all staff involved in delivering the program have police checks or Working with Vulnerable People checks
- If requested, share best practice digital mentoring techniques with Good Things and other organisations delivering the Be Connected program
- Submit an online mid-term progress report by 6 February 2026
- Submit an online final report on the outcomes of the project by 31 August 2026
- Submit an audited Financial Statement audited by 31 August 2026, conducted by a person who is not a member or employee of your organisation, who is:
 - A registered Company Auditor under the Corporations Act 2001 (Cth); or
 - A member of CPA Australia; or
 - A member of the Institute of Public Accountants in Australia; or
 - A member of the Institute of Chartered Accountants in Australia who is not a member or employee of your organisation.
- The income and expenditure statement should be accompanied by an audit opinion verifying that the grant has been spent on activity in accordance with the grant Terms and Conditions and budget.

On-site visits

Good Things Australia staff may also visit Network Partners during the project to review compliance with the grant terms and conditions. We will provide you with reasonable notice of any compliance visit.

Grant terms and conditions

Please ensure you have read the [grant Terms & Conditions](#) before you commence your application. These are available on the [my.GoodThings website](#)

To ensure ongoing funding for the Be Connected program, Good Things Australia is required to collect specific information from organisations and learners.

This data is essential for meeting funder reporting requirements and allows the program to be delivered at no cost to partners and learners. Providing accurate and complete information supports the continuation of the program for all involved.

Application details

Log in to the [my.GoodThings website](#) and submit the application online.

Organisations not yet part of the network can join via the Join the Network page. They may apply for a grant immediately after submitting the form. A team member will reach out for an induction call.

An example of the application form questions and required templates is provided in these guidelines below.

Organisation selection

Up to \$945,000 will be awarded under this funding opportunity. Applications will be competitively assessed on their merits with priority given to organisations that demonstrate:

- A viable project plan – a clear outline of how you will deliver the project, including activities, outputs, responsibility and time frames.
- Value for money – activities and budget are appropriately aligned
- Evidence of need for trained digital mentors
- Experience in delivering a training program for staff or volunteers
- Capacity to engage the required number of digital mentors
- A continuity plan for digital mentors once they have completed training
- A clear evaluation plan that outlines how you will measure the success of the project

Good Things may ask for additional evidence or information to support the assessment of applications.

The decision on grants is final and there is no appeals process for unsuccessful applicants. If requested, Good Things will provide organisations with specific feedback on their unsuccessful application.

[Project plan template is available here.](#)

Notification and payment

All applicants will be notified of the outcome of their grant application via email.

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

Payments will be made in 2 equal instalment:

- Instalment 1 - \$26,250 (plus GST if applicable) will be transferred to your nominated bank account from 21 July 2025, once a contract has been accepted online and an invoice uploaded through your account in the [my.GoodThings website](#).
- Instalment 2 - \$26,250 (plus GST if applicable) will be transferred to your nominated bank account from 9 February 2026, subject to satisfactory progress of your project (40% of your target digital mentors have been trained and Getting Started Checkers complete), the submission of mid-term progress report, and an invoice uploaded through your account in the [my.GoodThings website](#).

Details of all organisations successful in receiving this grant will be published on the Good Things website in line with our funding requirements for the Be Connected program.

Key dates

| Activity | Date |
|---|---|
| Online applications open | Monday, 2 June 2025 |
| Deadline for applications | Friday, 4 July 2025 by 23:55 (AEST) |
| Communication of results to all applicants | Friday, 18 July 2025 |
| Payment dates* | 1st Instalment from 21 July 2025 2nd Instalment from 9 February 2026 |
| Project start date & finish date | 1 August 2025 – 31 July 2026 |
| Report dates | 6 February 2026 – Mid-term progress report 31 August 2026 – Final report & financial acquittal |
| Training of new Lead Digital Mentors | August 2025 – compulsory online training for all new Lead Digital Mentors (2 half day sessions) |
| Refresher training for returning Lead Digital Mentors | August 2025 – compulsory online training for returning Lead Digital Mentors (1 half day session) |

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

Support

For any questions or concerns about the Capacity Building Grant program, the Good Things support team can be contacted at (02) 9051 9292 or by emailing connect@goodthingsfoundation.org

Application form question guide

Step 1 – Accessing application form

Please apply under one of the to Funding Opportunities available:

1. \$52,500 Capacity Builder 2024–2028 Grant – Round 3 (for Network Partners located in Major Cities or Inner Regional areas)
2. \$52,500 Capacity Builder 2024–2028 Grant – Round 3 Specialist (for Network Partners located in Outer Regional, Remote and Very Remote areas)

Step 2 – Application questions

Organisation Details (this section will be pre-populated)

1. Organisation ID:
2. Organisation Name:
3. ABN:

Contact details (this section will be pre-populated)

1. First Name:
2. Last Name:
3. Email:

How did you hear about this funding opportunity?

Dropdown box, please select from the following:

- Twitter
- Facebook
- Google search
- LinkedIn
- Good Things Australia (eg newsletter)
- Other funding site (eg Community Grants Hub)
- Other

Project rationale

1. Which beneficiary group(s) does your project seek to support?

Drop down box, please select one or more from the following

- Older people (aged 50+)
- Culturally and linguistically diverse individuals
- First Nations people
- Parents and carers
- People with low English literacy
- People on low incomes
- People with disability
- People with low digital access (low levels of internet or device access at home)

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

This question has a 200 word limit

Delivery

1. Please outline your experience in delivering similar projects

This question has a 200 word limit

2. Please outline the project's staffing and management, including key roles and responsibilities

This question has a 100 word limit

3. Where will the Digital Mentors be sourced from? Please provide evidence of your organisation's capacity to engage the required number of Digital Mentors

This question has a 200 word limit

4. Please outline the marketing strategies you will use to promote your project

This question has a 200 word limit

5. Describe how you will provide ongoing support to Digital Mentors post training

This question has a 100 word limit

- 6. Please outline your continuity plan for digital Mentors once they have completed their training. How will they be put to use in the Be Connected program**

This question has a 100 word limit

- 7. Please upload a detailed Project Plan**

[Use our project plan template.](#)

Impact and Assessment

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

This question has a 100 word limit

Financial

- 9. What amount are you applying for?**

Upload the completed Budget Template

[Use our budget template](#)

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