

Digital Devices 2024–2028 Grant

Round 2 – 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 Australia manages the Be Connected grants program and coordinates the Be Connected Network.

About the Digital Devices Grant Program

The Digital Devices Grant program aims to combat social isolation for Australians aged 50+ by providing loan devices with data to socially isolated or disadvantaged older Australians who don't have a device of their own.

Open to organisations participating in the Be Connected program, this grant helps Network Partners to purchase digital devices with data, to create a free device loan library for over 50's in your community. This is a great way for people who do not have access at home to get loaned a phone, tablet or laptop for up to 6 months.

Grant amount and term

The total funds available for this program is **\$250,000**.

\$5,000 grants will be awarded to 50 Network Partners to deliver their device loan project from 1 June to 30 November, 2026.

Devices must be purchased by 31 May 2026 and distributed to the selected learners as soon as possible after purchase.

Eligibility – Who can apply?

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

- Be a registered Network Partner within the Be Connected Network
- Currently hold a Building Digital Skills Grant through the Be Connected program
- Provide an ABN number
- Acquitted previous grant/s awarded by Good Things Australia

If you are not sure if you have an overdue grant acquittal, please contact Good Things Australia on (02) 9051 9292 or by emailing connect@goodthings.org.au to check.

What do I have to do for the grant?

The grant will support Network Partners to purchase digital devices with data to loan to older Australians.

Network Partners will manage the loan process - responsible for repairs of faults, managing breakages, and ensure appropriate and thorough cleaning processes are in place between loans.

Successful applicants will be required to:

- Purchase digital devices with prepaid sim cards/dongle with data and arrange safe transportation of devices to older Australians aged 50+
- Purchase devices by 31 May 2025, and forward copies of receipts (for devices only) to Good Things Australia after purchase
- Ensure devices are set up and ready to use prior to loaning them to learners - the device should have the sim installed, charged and ready for use and the [Be Connected learning portal](#) should be bookmarked along with any other apps or programs appropriate to the learner e.g. Zoom, Skype, govt apps etc.
- Outline how they will safely deliver the device to the learner
- Maintain an inventory log and record the details of each loan event
- Ensure the learner is aware of the [Guidelines for Borrowing and Using Devices](#) and signs the [Devices Loan Agreement](#) prior to accepting the device
- Support learners to use their loaned device by showing them how to switch the device on and guiding them through their first experience so they feel comfortable in using the device
- Arrange the safe return of loaned devices at the end of each loan term and ensure the appropriate and thorough cleaning of the device prior to loaning to another learner
- To ensure the protection of information and privacy, each device must undergo a full reset between loans. This will erase all saved data, account information, installed applications, photographs and emails
- Have a continuity plan for the use of devices after the grant term has ended - outline how having additional devices will build capacity in your delivery of

digital literacy e.g. allow you to host additional sessions to more people; be able to loan devices to learners to practise between classes; expand your reach through outreach sessions etc.

Applicants are also expected to show learners how to access the Be Connected learning program and support them continue their digital skills learning through online tech sessions

What are we looking for?

With limited funding available, up to \$250,000 of grants will be awarded under this funding opportunity, eligible applications will be competitively assessed on their merits with priority given to applications that can clearly demonstrate the organisation:

- Need for devices - has identified users in their community who do not have access to a device
- Has the capacity to deliver digital skills training through a digital platform
- Has a continuity plan for the use of the devices after the grant term has ended
- Demonstrates good value for money

To ensure a greater spread of devices within the Be Connected Network, **priority** will be given to organisations who have **not previously received a Digital Devices grant**

Support you'll receive from us:

Good things Australia has developed a Guide: *Loaning devices to learners*. It contains useful information on what to do when you receive your Digital Devices grant funding and how to get the devices to over 50's in your community.

To assist Network Partners manage the loan process, we have developed [Device Usage Guidelines](#), which outlines the conditions for use of a loan device and a [Device Loan Agreement](#) for learners to sign before they accept the device.

We have also developed the following resources for your Digital Devices loan program, which you can access from our [Device Loan Library](#):

- Tips to create a digital device library
- Guide to loaning devices to combat social isolation
- Device packages for Digital Devices grant
- Digital mentoring tips for organisations working with low income families

Use of Funds

You are required to clearly outline your proposed expenditure in the budget you submit with your application. You must specify the type and number of devices you plan to purchase, their costs, and from where you plan to purchase them.

Funds can **only** be used for:

- Purchase of devices for the purpose of loaning them out to older Australians aged 50+
- prepaid data (sim card; dongle with data)
- Protective case for devices
- Delivery costs for purchasing devices

Please note, funds cannot be used for ongoing operational costs or activities, staffing, administration and project management cost, or to purchase software.

Grant recipients will be required to purchase their devices and copies of receipts (for devices only) through the [my.GoodThings website](#) by **31 May 2026**.

Notification and Payment

All applicants will be notified of the outcome of their application via email by 17 April 2026.

If your application is successful, the full amount of the grant, \$5,000 (+ GST if applicable), will be transferred to you from 20 April 2026, once you have logged in to the [my.GoodThings website](#) website and accepted your contract and uploaded an invoice.

Project timeline

Activity	Date
Online applications open	Monday, 2 March 2026
Deadline for applications	Thursday, 2 April 2026 by 23:55 (AEST)
Communication of results to all applicants	Friday, 17 April 2026
Payment date	From 20 April 2026
Deadline for purchase of devices and submission of receipts to Good Things Australia	31 May 2026

Project start and finish date	1 May 2026 to 30 November 2026
Final report	31 December 2026

Reporting and Record Keeping

Successful applicants will be required to submit a final report and financial acquittal by 31 December 2026. In the report, we would like to know:

1. What digital devices were purchased and quantity
2. How many learners aged 50+ were loaned devices
3. How many of these learners registered on Good Things Australia's Learner Management System
4. What level of support did you provide learners throughout the loan period
5. Where are the digital devices now, and how are they being utilised in the ongoing delivery of your Be Connected digital literacy classes
6. How the grant funds were spent – please include an expenditure statement, certified correct by an office holder in your organisation, accounting for the expenditure of grant funds
7. Learner journey and good news stories – please share some quotes/stories from learners so Good Things Australia can create case studies

Retention of records

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.

Grant Terms and Conditions

Please ensure you have read the grant Terms and Conditions before you commence your application.

How do I apply?

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

You can see an example of the application form below.

Application form

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 Australia (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 tell us the type and number of devices you will purchase?**

This question has a 100 word limit

- **Please outline your process to set up and deliver the device to learners and how you will support them to use their loaned device?**

This question has a 100 word limit

- **Please detail who will receive the loaned device and how they were identified**

This question has a 100 word limit

- **Please outline your continuity plan for devices after the grant term has ended - outline how having additional devices will build capacity in your Be Connected program**

This question has a 200 word limit

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

This question has a 200 word limit

- **Please upload a detailed Project Plan**

We want you to outline how you will deliver your Digital Devices Loan project.

This question has a 200 word limit

Financial

- **What amount are you applying for?** This will be auto populated with the grant amount \$5,000
- **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@goodthings.org.au