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# **Specialist Building Digital Skills Grant 2024–2028**

## **Round 19 – Guidelines: Supporting People With Disability**

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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 3 million people to be connected.

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

[Learn more about Be Connected.](#)

## **Specialist Building Digital Skills Grant program**

Building Digital Skills Grants fund organisations to deliver in-person free Be Connected digital literacy programs to older Australians in their community.

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.

Round 19 is a dedicated Specialist Building Digital Skills Grant round prioritising funding for organisations supporting people with disabilities.

This Specialist Building Digital Skills Grant program funds organisations to support people with disabilities, who are aged over 50, to gain basic digital skills and confidence.

Training must be delivered in-person and be free for participants. Your organisation can design the digital skills support you provide using this grant funding and the topics you cover to meet the needs of your community.

You can choose to deliver your grant-funded support through:

1. **Group mentoring sessions:** Support learners in a small group (up to 8 people) setting. Ensure each participant has a device and guide them step-by-step through skills by using various activities from the Be Connected eSafety website. Use practical activities to make it fun and relevant.
2. **One-on-one support sessions:** Support individual learners in person. Guide them step-by-step through skills by using various activities from the Be Connected eSafety website. Use practical activities to make it fun and relevant.
3. **Combination** of group and one-on-one sessions

You must use the learning courses available on the [Be Connected learning site](#) in your digital skills support. You may also use other learning resources to provide culturally appropriate digital skills support.

Older Australians are defined as people aged over 50 in the Be Connected Building Digital Skills program.

## Grant Eligibility

Organisations applying for a Specialist Building Digital Skills Round 19 grant **must:**

- Support people with disabilities aged over 50 to gain basic digital skills and confidence
- Be a member of the Good Things network. If you are not yet a registered network partner, you can join on our [my.GoodThings website](#). You can apply for the grant as soon as you submit the Join the Network form.
- Have premises that 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)
- 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.

Organisations may receive up to two Building Digital Skills grants within 12 months.

## New organisation eligibility

Organisations applying for their first Be Connected Building Digital Skills grant can only apply for a \$3,000 grant. They become eligible for a second grant after meeting learner registration requirements and submitting a satisfactory financial acquittal.

## Term of grant and contract sizes

The grant term is 12 months. Two contract sizes are available in the Specialist Building Digital Skills Grant Round 19. All must support people with disabilities aged over 50 years to gain digital skills and confidence.

For organisations that are GST registered, GST will be added to their contract.

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

| Contract size                                                                         | \$3,000 | \$5,200 |
|---------------------------------------------------------------------------------------|---------|---------|
| Number of people with disabilities aged 50+ supported to gain digital literacy skills | 15      | 37      |

## Use of grant funds

The grant can be used to cover costs that helps people with disabilities aged over 50 build basic digital skills and confidence, such as:

- Creating a culturally appropriate learning environment or materials
- 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:

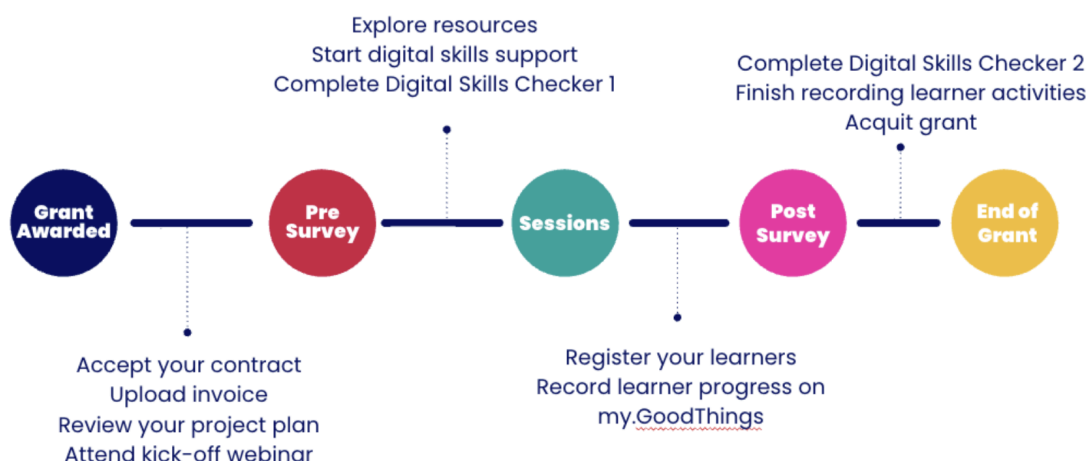
- Funding cannot be used for capital works (building or construction materials)

## Detailed grant requirements

Over the 12-month grant period, organisations need to:

1. Accept the contract and submit your invoice to [my.GoodThings website](#)
2. Review the project and budget plan
3. Attend the mandatory kick-off webinar and explore mentor resources (not applicable to individuals who have already attended a kick-off webinar)
4. 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
5. Provide digital skills support for people with disabilities aged over 50 so they gain basic digital literacy skills and confidence, through free face-to-face contact, either one-on-one or in small groups
6. Use the learning courses available on the [Be Connected Learning site](#) when delivering digital skills training to older Australians
7. Ensure learners attending a digital literacy skills session complete a sign-in form ([template available here](#))
8. Support learners to complete the Digital Skills Checker (Baseline - Getting Started Checker) to understand their learning needs. At least 50% of your learners must complete both the pre and post surveys
9. Register learners and record the topics they have completed in [my.GoodThings website](#)
10. Be prepared to share learner journeys and good news stories so that Good Things Australia can create case studies
11. Support learners to complete the Digital Skills Checkers (Progress - Your Progress Checker)
12. Complete a short quarterly survey sent by Good Things
13. On completion of delivery, submit a final report and financial acquittal on the [my.GoodThings website](#)

## Building Digital Skills grant timeline



## Digital Skills Checker

Good Things Australia's Digital Skills Checkers help assess learners' confidence with online tasks and track program impact.

Learners complete the baseline Digital Skill Checker – Getting Started during their first training or support session, to set goals and get a personalised report. After support, they complete the follow up Digital Skill Checker – Your Progress during their final training or support session (or as close to as possible). This will generate a new personalised report with recommended next steps so they can keep learning.

Each completed survey counts toward the learners activity targets, so please support learners in completing them.

Digital Skills Checkers links for your grant can be found in my.GoodThings on your program enrolment page. These links are unique to your grant, and by using them you can see your learners' results and track completion on my.GoodThings.

Please refer to our [Digital Skills Checkers page](#) on our website for more information, including step-by-step videos.

## **First time Building Digital Skills learners**

Learner details and completed activities need to be recorded in the organisation's [my.GoodThings account](#). Each new learner must complete at least 10 digital skills learning activities (about 30 minutes total).

## **Returning Building Digital Skills learners**

Organisations can carry over some existing learners from a previous Building Digital Skills grant into a new contract, and they will count toward the required learner target. Maximum 50% can be an existing learner.

Learner details and completed activities need to be recorded in the organisation's [my.GoodThings account](#). Each existing learner will need to complete 15 digital skills learning activities under the new contract (about 30 minutes total).

## **Grant acquittal and monitoring**

Grant recipients must submit a final report and financial acquittal, within a month of the grant term ending, on the [my.GoodThings website](#).

In the report, you will be required to:

1. Upload an itemised and costed expenditure statement outlining how the grant funds were spent
2. Share quotes and learner journeys as good news stories
3. Upload some photos to show the impact of your project

Original receipts or documentation must be kept for up to five years.

Good Things Australia may conduct site visits to check compliance. Recipients must retain and provide, upon request, receipts, sign-in sheets, and marketing materials.

## **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 Building Digital Skills 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.

## **Delivery and measurement**

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 the demographic/audience and special relationships/community connections that will help to engage new learners.

## **Assessment of applications**

Applications will be assessed on merit, with priority given to organisations that demonstrate:

- A clear, viable project plan outlining face-to-face support delivery, including activities, outputs, responsibilities, and timelines
- Strong value for money, with well-aligned activities and budget
- Clear evidence of community need
- Capacity to register the required number of learners
- Relevant experience of key staff
- A solid plan for evaluating the project.



## 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 your nominated account once you have logged in to the [my.GoodThings](#) website and have accepted your grant contract and uploaded an invoice.

The decision on grants is final and there is no appeals process. If requested, we will provide organisations more detailed feedback on their application.

## Key dates

| Round | Application period                       | Notification of results | Payments released*  | Delivery start & finish date                                           |
|-------|------------------------------------------|-------------------------|---------------------|------------------------------------------------------------------------|
| 19    | 13 July to 7 August 2026 at 23:55 (AEST) | 21 August 2026          | From 24 August 2026 | 1 September 2026 - 31 August 2027<br>Acquittal Date: 30 September 2027 |

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

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.

## Support

For any questions or concerns about the Building Digital Skills program, the Good Things support team can be contacted at **(02) 9051 9292** or by emailing [connect@goodthingsfoundation.org](mailto:connect@goodthingsfoundation.org)

# Application form question guide

## Step 1 – Accessing application form

Please apply under one of the 2 Funding Opportunities available:

1. \$3,000 Specialist Building Digital Skills 2024–2028 Round 19 (to support 15 learners)
2. \$5,200 Specialist Building Digital Skills 2024–2028 Round 19 (to support 37 learners)

## 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:

- 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**

**3. Please outline your experience in delivering similar projects**

*This question has a 100 word limit*

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

*This question has a 100 word limit*

**5. Where will the learners (people aged 50+ with a disability) 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 50 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*

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

In this answer we want to know:

- a. What marketing strategies you will use to engage with older Australians to encourage them to attend your digital literacy sessions
- b. Which partners you already work with or plan to work with and how they will support your delivery
- c. 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*

**7. Outline the frequency and volume of services to be provided. Specifically, how many free one-on-one and/or small group (up to 8 people) sessions are planned during the grant period?**

*This question has a 100 word limit*

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

*This question has a 100 word limit*

**9. Please describe how you will use the learning courses available on the Be Connected Learning website to teach older Australians digital literacy skills**

*This question has a 100 word limit*

**10. Outline how you will ensure your learners will complete a minimum of 10 skills (15 for returning learners) from any of the topics on the Be Connected website**

*This question has a 100 word limit*

**11. Please upload a detailed Project Plan**

[Use our project plan template.](#)

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 will utilise the learning courses available on the Be Connected learning site to teach older Australians digital skills
- Attend our Building Digital Skills Kick Off 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 Australia's data and performance management system (my.GoodThings website)
- Ensure all staff and mentors involved in delivering the Be Connected project have police checks or working with vulnerable people checks
- Support learners to complete Good Things Australia'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**

### **12. 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

*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

### **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.