



Understanding Community Based AI Learning in Australia

A research partnership between Good Things Australia, Swinburne University and ten AI Hubs, supported by the National AI Centre.

Artificial Intelligence (AI) is becoming part of everyday life. It is changing how people access information, find work, communicate, learn and use services. But, around 1 in 5 Australians are digitally excluded and early evidence suggests that AI systems and tools like ChatGPT, Claude, CoPilot and others are adding new challenges to digital inclusion – even if they also create new opportunities ([ADII findings, 2025](#); [Australia is facing an AI divide, 2025](#)).

Across Australia, Good Things' AI Hub partners are responding to this challenge by creating local opportunities for people to learn about AI in trusted, community based settings. Through workshops, mentoring, support services and community programs, the Hubs are helping people build the skills, confidence and understanding they need to engage with AI in ways that are meaningful, useful and safe. Additionally, a Community of Practice is creating opportunities for organisations to learn from one another, share experiences and strengthen their approaches.

About the research

The goal of this research is to understand how community based AI learning supports individuals and communities. We are looking at how successful approaches being used in AI Hubs can be strengthened, supported and built on. The research will identify how different AI Hubs deliver their programs, how participants experience AI learning, and the outcomes for different communities.



We aim to see if community based AI learning can lead to greater confidence, access to services, safety online, social inclusion and participation in everyday life.

The project is a collaborative effort. The research team will work alongside AI Hub managers, AI hub learners and digital mentors to reflect on experiences, identify emerging lessons and explore opportunities for improvement.

Research outcomes

The outcomes of the research will be shared and published to support future investment, policy development and recognition of the important work being done by community organisations across Australia, and help guide community organisations working to close the digital divide.

By working together, we can build a stronger understanding of how communities learn about AI, what support they need, and how trusted local organisations can continue to play a central role in helping all Australians participate confidently and safely, and have their say, in an AI enabled world.

Participating in the research

Research participants will help us to understand how people best learn about AI in community settings.



AI Hubs and mentors

This is an opportunity to reflect, learn from others, and help us understand how best to support people to keep up with tech. The aim is not to judge or compare programs, but to learn together about what helps people build confidence, capability and safety with AI.



AI hub learners

Have your experiences heard. What you tell us about learning, using and thinking about AI will help shape future programs and ensure that AI learning reflects the needs and priorities of communities across Australia.

The research team

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Learn more about Good Things' AI for Good or contact us for more information:
www.goodthingsaustralia.org/ai

