Building Digital Skills Grant 2024-2028 Round 20 - 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 teaching skills like ai, 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.

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. Your organisation can design the digital skills support you provide using this grant funding and the skills you cover to meet the needs of your community.

Training must be delivered in-person.

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.

You must use the learning courses available on the Be Connected learning site in your 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 Building Digital Skills grant **must**:

- 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 well frequented by people aged over 50 in Australia
- 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 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.

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. Six contract sizes are available. All must support people aged over 50 years.

There are two types of Building Digital Skills Grants – standard and specialist contracts. For organisations that are GST registered, GST will be added to their contract.

Standard contracts

Standard grant contracts come in four sizes:

1. $3,000 to support 30 learners
2. $5,200 to support 75 learners
3. $10,500 to support 150 learners
4. $20,500 to support 300 learners

Specialist contracts

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 come in two sizes:

1. $3,000 to support 15 people
2. $5,200 to support 37 people

Specialist contracts are available to organisations who support people that either are:

- Located in remote and outer regional areas; or
- Older Australians with disabilities; or
- Older Indigenous Australians; or
- Older Australians from Culturally and Linguistically Diverse (CALD) communities.

There are specific eligibility criteria you must meet for the specialist contracts.

Remote and outer regional areas

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.

Older people with significant barriers to learning

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 following demographics:

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

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 that helps Australians over 50 build 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:

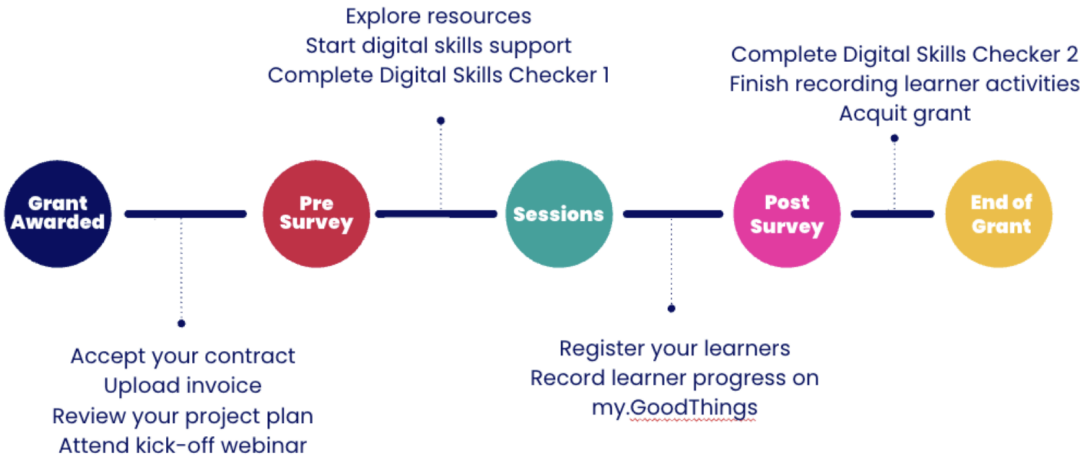
- Funding cannot be used for capital works (building or construction materials)

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
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 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 (up to 8 people)
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 Skills 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 first to set goals and get a personalised report. After support, they complete the follow up Digital Skill Checker - Your Progress for updated next steps.

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

Learn more about Digital Skills Checkers

First time Building Digital Skills learners

Learner details and completed skills need to be recorded in the organisation's my.GoodThings account. Each new learner must complete at least 10 digital skills.. The benchmark is 30 minutes for a set of activities to learn a skill.

Returning Building Digital Skills learners

Organisations can carry over some existing learners 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. The benchmark is 30 minutes for a set of activities to learn a skill.

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. List and share any resources developed using grant funds (e.g. training materials, guides, tools, videos, templates)
3. Share quotes and learner journeys as good news stories
4. 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/target 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, skills, 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 the nominated bank account once a contract has been accepted online and an invoice submitted.

Key dates

Round	Application period	Notification of results	Payments released*	Delivery start & finish date
20	10 August at 09:00 to 4 September 2026 at 23:45 (AEST)	18 September 2026	From 21 September 2026	1 October 2026 - 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@goodthings.org.au**

Application form question guide

Step 1 - Accessing application form

Select one of the six Funding Opportunities available on the my.GoodThings website:

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

6. **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

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 (Skills) 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 skills 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

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

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.