Tech Savvy Seniors

A NSW Government initiative in partnership with Telstra

Tech Savvy Seniors NSW 2018/19
Grant guidelines for NSW public libraries

Tech Savvy Seniors at The Connection, Rhodes and Port Stephens Library

Contents

Introduction

Many older Australians are at greater risk of being digitally excluded in an ever increasing online and digitally connected world. Seniors represent a large and growing segment of the Australian population. According to the Australian Digital Inclusion Index 2017, seniors are the most digitally excluded age group in Australia.

The Tech Savvy Seniors digital literacy training program was designed to help seniors develop the skills and confidence to get connected and participate in the online world. The program aims to increase digital inclusion, reduce social isolation and increase access to government information and services among older people.

Tech Savvy Seniors NSW is funded by the NSW Government (through the Department of Family and Community Services) and Telstra. Training is delivered free of charge in NSW public libraries, and at a low cost through NSW community colleges. The program is a key commitment of the NSW Government's Ageing Strategy 2016 to 2020.

Over 20,000 seniors have been trained in more than 100 NSW public libraries since 2013.

The program provides training sessions at beginner, intermediate and advanced levels on the use of computers, tablets, smartphones, and online applications such as email, social media banking and shopping. Sessions are intended to be fun and hands-on, and to assist seniors with everyday online tasks relating to business, communication and recreation.

Training is offered in English and the following community languages: Arabic, Cantonese, Hindi, Italian, Greek, Korean, Mandarin, Spanish and Vietnamese. A partnership with the Ethnic Communities' Council of NSW (ECC) provides bilingual educators to libraries in the Sydney metropolitan area.

In 2018/19 the NSW Government and Telstra will provide $250,000 funding for Tech Savvy Seniors in NSW public libraries, with the following strategic aims:
- To improve digital literacy of seniors in NSW from culturally and linguistically diverse (CALD) backgrounds through delivery of the CALD program.
- To improve digital literacy of seniors in NSW, with a focus on delivering the English program in libraries that are located in regional and remote areas, or that have not previously received Tech Savvy Seniors grant funding, or that are located in areas with low rates of digital inclusion, according to the Australian Digital Inclusion Index 2017.

We are currently calling for applications for grants to support training sessions delivered from 1 September 2018 to 30 June 2019.

Closing date for applications: 27 July 2018

How to apply: Apply online at https://plsnsw.wufoo.com/forms/tech-savvy-seniors-nsw-201819/

For sessions delivered in English, libraries receive funding grants of up to $230 (excluding GST) per session and must provide their own trainer.

For sessions delivered in languages as part of the CALD program, libraries receive funding grants of up to $230 (excluding GST) per session and provide their own trainer, **OR** the State

Library liaises with the ECC to provide bilingual trainers to libraries in the Sydney metropolitan area. Where the trainer is provided by the ECC, libraries do not receive a funding grant as the State Library pays the ECC directly for the cost of the trainer.

Please note that Tech Savvy Seniors training resources are available for any library to download and use from Telstra's website, you do not have to be in receipt of grant funding to offer Tech Savvy Seniors sessions.

New for 2018/19

English:

- Introduction to NSW Seniors Card Website

CALD:

- Introduction to Cybersafety in all languages

- Introduction Online Banking in all languages

- Online survey available in languages

- Revision session (offered at the end of a training module)

English and CALD:

- Shortened online survey for trainers and participants

- Community partnerships and outreach encouraged

English Program

Pages 4 to 7 provide information about the ENGLISH program

Training sessions and resources (English program)

Training materials have been developed by Telstra and the Department of Family and Community Services. All training materials are available to download from the Tech Savvy Seniors page on Telstra's website.

The following training sessions are available in English:

Beginner training

1. Introduction to computers
2. Introduction to Android tablets
3. Introduction to iPad tablets
4. Managing your internet costs
5. Introduction to cyber safety: how to stay safe online
6. Introduction to email - part 1
7. Introduction to the internet - part 1
8. Introduction to the internet - part 2
9. Introduction to smartphones
10. Introduction to tablets
11. Introduction to online shopping - part 1
12. Introduction to social media - part 1
13. Introduction to online banking

Intermediate training

14. Introduction to email - part 2
15. Introduction to email - part 3
16. Introduction to the internet - part 3
17. Sharing photos and other attachments online
18. Introduction to social media - part 2
19. Introduction to social media - part 3
20. Introduction to transport apps
21. Introduction to NSW Seniors Card Website *NEW*

Advanced training

22. Introduction to online shopping - part 2

All **Trainer Guides** are available to download from the Trainer Guides page on Telstra's website.

Information about training sessions (English program)

- Each training session should be two hours long and must be offered free of charge to participants.

- You can choose which sessions and how many sessions you would like to offer. You can run the same session more than once. You can combine the content of several sessions in one session, eg cybersafety and online banking. You can customise training sessions to meet the needs of your community.

- We recommend that you schedule your sessions weekly.

- Training sessions must be delivered by 30 June 2019.

- You will need to provide a room or designated library area with enough computers, laptops or tablets with internet connection for each participant. For smartphone or tablet sessions, participants are encouraged to bring their own devices.

- There should be a minimum of eight participants for each training session. If you have less than eight computers or devices, or are providing training in regional and remote areas, please indicate this in your application form.

- You will need to list the sessions that you would like to offer in your application form. This schedule is not binding, but is intended to give us an idea of your proposed training schedule. Download a schedule template

Funding (English program)

- **Funding of up to $230 (excluding GST) per session is available.**

- Funding can be used to backfill a staff member's time for delivering training sessions, or to contract an external trainer. Funding can also be used towards room hire, promotion, printing training materials and refreshments. Funding cannot be used for purchasing equipment. Telstra staff can support and/ or deliver training sessions, however funding cannot be used for payment of Telstra staff for support or delivery of training sessions.

- Online resources to support the promotion and delivery of the program, such as training guides, marketing materials and certificates, are provided.

- In line with the strategic aims of the program for 2018/19, funding grants for the English program will focus on engaging with libraries in regional and remote areas, or who have not previously received Tech Savvy Seniors grant funding, or who are located in areas with low rates of digital inclusion, according to the Australian Digital Inclusion Index 2017. See the criteria listed on page 12 for further details.

- If your library is not in a regional or remote area, or has previously received Tech Savvy Seniors grant funding, or is not located in an area with low rates of digital inclusion according to the Australian Digital Inclusion Index 2017, you may still apply for a funding

grant for the English program, however due to high demand for funding we may not be able to provide all applicants with funding.

- We will also consider funding for outreach sessions and sessions that respond to a community need, eg sessions delivered via a mobile library service, home library service or in partnership with local aged care providers, or sessions delivered during Seniors Week or local seniors events. Please provide a brief outline of the session/s in your application form.

- Collaboration with community groups, organisations, businesses and not for profits that support or deliver services to seniors in your community is encouraged. Please provide information about any collaboration in your application.

- Due to the high demand for funding, we may not be able to provide all applicants with funding. We encourage libraries to work with their councils or seek other funding sources to deliver their proposed program in full. If your council will be contributing funding towards your program please outline this in your application.

- **Libraries may provide Tech Savvy Seniors training sessions using the training materials and promotional materials provided without a funding grant.** If you would like to provide Tech Savvy Seniors without seeking funding, please contact us so that we can provide you with the relevant supporting materials.

Requirements (English program)

Participating libraries must comply with the following requirements:

1. Complete a schedule of the proposed dates and times for training sessions in your application form.
2. Provide a trainer for training sessions.
3. Promote the training sessions in your local community, using the official marketing materials provided.
4. Take bookings and deal with enquiries for the training sessions.
5. Contact the State Library at least one week in advance of the training session if less than eight people are booked on the session (we will recommend that you reschedule the training session).
6. Inform the State Library of any changes in your schedule.
7. Provide a room or dedicated space in the library or venue designated for the training session, ideally with a PC or laptop and projector for the trainer.
8. Make sure there is a working PC, laptop or device with internet connection per participant, and ensure that the internet connection and all equipment are working before the start of the session.
9. Print supporting resources for participants, such as Quick Reference Guides, where available.
10. Trainers **must** complete an online survey at the end of each training session, which includes entering the number of participants who attended the session.
11. Trainers **must** ask all participants to complete an online survey at the end of each training session. If participants attend multiple sessions as part of a program, they can complete the survey at the first and last sessions they attend. Pease note that it is

optional for participants to complete the survey. If participants have difficulty completing an online survey, paper versions may be provided. The results of the paper survey can then be inputted into the online survey by the trainer, or sent to the State Library at shauna.miller@sl.nsw.gov.au

12. Print certificates on good quality paper, eg 90 gsm quality, and hand out to participants on completion of training.
13. Optional: host a morning tea or graduation event at the conclusion of the training, where VIPs such as the library manager, local MP or a Telstra representative hand out certificates.

CALD Program

Pages 8 to 11 provide information about the CALD program

Training sessions and resources (CALD program)

Training is available in the following languages:

- Arabic
- Cantonese
- Greek
- Hindi
- Italian
- Korean
- Mandarin
- Spanish
- Vietnamese

The following training sessions are available in the languages above as part of the CALD program:

1. Introduction to computers
2. Introduction to the internet - part 1
3. Introduction to the internet - part 2
4. Introduction to email
5. Introduction to tablets (or iPads if you have iPads available)
6. Introduction to social media
7. Introduction to smartphones *NEW*
8. Introduction to cybersafety *NEW*
9. Introduction to online banking *NEW*
10. Revision session (offered at the end of a training module) *NEW*

Training materials for participants, in the form of four-page Quick Reference Guides, are available for the languages and sessions listed above

Quick Refence Guides are available to download from the Language Guides page on Telstra's website. Note that the *NEW* training materials are currently being translated and will be available from 1 October.

Information about training sessions (CALD program)

- Each training session should be two hours long and must be offered free of charge to participants.

- We recommend that you schedule your sessions weekly.

- **If you are using bilingual trainers provided by the ECC, we suggest scheduling your sessions from 1 October 2018 onwards.** This allows enough time for your application to be reviewed and trainers to be allocated to your sessions, and for you to promote the sessions.

- Training sessions must be delivered by 30 June 2019.

- You will need to provide a room or designated library area with enough computers, laptops or tablets with internet connection for each participant. For smartphone sessions, participants should bring their own devices.

- There should be a minimum of eight participants for each training session. If you have less than eight computers or devices, or are providing training in regional and remote areas, please indicate this in your application form.

- Select the language/s from the list above that meet the needs of your local community.

- For libraries who provide their own bilingual trainer, funding of up to $230 (excluding GST) per session will be paid to the library.

- It is possible to offer training in a language that is not listed above, if your library can provide a bilingual trainer for that language. Please indicate this in your application form.

- Bilingual trainers for CALD sessions at Sydney metropolitan libraries can be provided by the Ethnic Communities' Council of NSW.

- You will need to list the sessions that you would like to offer in your application form. This schedule will be used to allocate ECC trainers to your sessions. Download a schedule template. Please note that we may need to contact some libraries to reschedule sessions if there is high demand for some dates.

- For sessions delivered by ECC trainers, libraries do not receive a funding grant as the State Library pays the ECC directly for the cost of the trainer.

- We will also consider funding for outreach sessions and sessions that respond to a community need, eg sessions delivered via a mobile library service, home library service or in partnership with local aged care providers or multicultural service providers, or sessions delivered during Seniors Week or local seniors events. Please provide a brief outline of the session/s in your application form.

- Collaboration with community groups, organisations, businesses and not for profits that support or deliver services to seniors in your community is encouraged. Please provide information about any collaboration in your application.

- Based on feedback from libraries, ECC trainers and participants, we encourage all libraries to offer sessions on how to use smartphones and tablets.

- Based on feedback from libraries, ECC trainers and participants, we have introduced a 'Revision' session that can be included at the end of a training module, where participants have the opportunity to revise and practise what they have learnt during the course.

Funding (CALD program)

- For CALD sessions delivered by ECC trainers, the State Library pays the trainer fee directly to the ECC.

- Where libraries provide their own bilingual trainer, **funding of up to $230 (excluding GST) per session is available.**

- We encourage libraries to deliver CALD sessions with their own bilingual trainers.

- Funding can be used to backfill a staff member's time for delivering training sessions, or to contract an external trainer. Funding can also be used towards room hire, promotion, printing training materials and refreshments. Funding cannot be used for purchasing equipment. Telstra staff can support and/ or deliver training sessions, however funding cannot be used towards payment of Telstra staff for support or delivery of training sessions.

- Online resources to support the promotion and delivery of the program, such as training guides, marketing materials and certificates, will be provided.

- We encourage libraries to work with their councils or seek other funding sources to deliver their proposed program in full. If your council will be contributing funding please outline this in your application.

- Collaboration with community groups, organisations, businesses and not for profits that support or deliver services to seniors in your community is encouraged. You can provide information about collaboration in your application.

- **Libraries may provide Tech Savvy Seniors training sessions, using the training materials and promotional materials provided without a funding grant.** If you would like to provide Tech Savvy Seniors without seeking funding, please contact us so that we can provide you with the relevant supporting materials.

Requirements (CALD program)

Participating libraries must comply with the following requirements:

1. Complete a schedule of the proposed dates and times for training sessions in your application form.
2. Provide a bilingual trainer for CALD sessions, OR liaise with the State Library to arrange bilingual trainers provided by the ECC for CALD training sessions (Sydney metropolitan libraries only).
3. Promote the training sessions in your local community, using the official marketing materials provided.
4. Take bookings and deal with enquiries for the training sessions.
5. Contact the State Library at least one week in advance of the training session if less than eight people are booked on the session (we will recommend that you reschedule the training session).
6. Inform the State Library of any changes in your schedule.

7. Provide a room or dedicated space in the library or venue designated for the training session, ideally with a PC or laptop and projector for the trainer.
8. Make sure there is a working PC, laptop or device with internet connection per participant, and ensure that the internet connection all equipment are working before the start of the session.
9. Print supporting resources for participants, such as Quick Reference Guides, where available.
10. Trainers **must** complete an online survey at the end of each training session, which includes entering the number of participants who attended the session.
11. Trainers **must** ask all participants to complete an online survey at the end of each training session. If participants attend multiple sessions as part of a program, they can complete the survey at the first and last sessions they attend. Pease note that it is optional for participants to complete the survey. If participants have difficulty completing an online survey, paper versions may be provided. The results of the paper survey can then be inputted into the online survey by the trainer, or sent to the State Library at shauna.miller@sl.nsw.gov.au
12. Print certificates on good quality paper, eg 90 gsm quality, and hand out to participants on completion of training
13. Optional: host a morning tea or graduation event at the conclusion of the training, where VIPs such as the library manager, local MP or a Telstra representative hand out certificates.

The information on pages 12 to 14 provides information on both the English and CALD programs

Eligibility

All NSW public libraries are eligible to apply for funding.

Criteria

Applicants are asked to provide information about why and how they intend to deliver the Tech Savvy Seniors program in their application form. When assessing the applications, the Steering Committee will consider the following:

- Location – for the English program, areas where training is not already provided by libraries or community colleges in NSW and areas with low rates of digital inclusion as set out in the [Australian Digital Inclusion Index 2017](#) (see pages 24-26, the areas with lower rates of digital inclusion are in rural NSW, outside Sydney and the regional cities of Newcastle, Gosford and Wollongong) will be given priority.

- Population of your council area aged over 60

- Population of your council area aged over 60 who speak a language other than English (for the CALD program only)

- Community need

- Community partnerships and outreach

- Overall level of funding request

- Delivery and completion of previous funding grants

Assessment

Applications will be assessed by a Steering Committee, comprising of representatives from the State Library of NSW, the NSW Government and Telstra. The Steering Committee will have full discretion to make appointments according to their assessment of whether this is in the best interests of the program.

Applicants whose participation in the program is approved by the Steering Committee must accept the requirements listed on page 6 (for the English program) and/ or page 10 (for the CALD program) to secure the appointment.

All applicants will be notified on the outcome of their applications. Successful libraries who receive grant funding will also be required to sign a Funding Agreement.

How to apply

[Apply online](#) **by 27 July 2018**

Please note that the online application form does not allow to you to save a draft version of your application. We suggest that you prepare your answers in a Word document and then cut and paste them into the online form.

Application process and timeline

Applications open	June 2018
Applications close	27 July 2018
Applications reviewed. The State Library may be in touch regarding your application during this time.	30 July to 14 August 2018
Applicants notified of outcome of application	14 August 2018
Funding Agreements sent	21 August 2018
Signed Funding Agreements due	30 September 2018
Grant payments – via invoice to the State Library of NSW	By 31 May 2019
Delivery of training sessions	All training delivered by 30 June 2019
Grant acquittal report due	31 August 2019

Funding Agreement

Successful applicants will be required to sign and return a Funding Agreement, outlining the obligations of both parties, the agreed funding and timelines for delivery and acquittal of the project.

The funding grant will be paid to your library on receipt of a signed Funding Agreement and a tax invoice for the funding amount.

Reporting requirements

At the end of each training session, the trainer must complete an online survey, recording the number of attendees.

The trainer must ask all participants to complete an online survey at the end of each training session. If participants attend multiple sessions as part of a program, they can complete the survey at the first and last sessions they attend. Pease note that it is optional for participants to complete the survey.

If participants have difficulty completing an online survey, paper versions may be provided. The results of the paper survey can then be inputted into the online survey by the trainer, or sent to the State Library at shauna.miller@sl.nsw.gov.au. Read more about the online survey.

At the end of the financial year, successful applicants will be required to provide an online grant acquittal report. The report will include:

- The number of training sessions provided

- The number of seniors who attended each training session

- How you worked in collaboration

- How you promoted the program in your community

- Feedback from participants

- Summary of how funds were spent.

We also encourage libraries to share any photos, videos or testimonials from participants.

Any information that libraries provide may be used by the State Library, Telstra or the NSW Government to promote the program.

Any questions?

If you have any questions please contact:

Oriana Acevedo
Consultant, Multicultural
02 9273 1544
oriana.acevedo@sl.nsw.gov.au

Edwina Duffy
Senior Project Officer
02 9723 1526
edwina.duffy@sl.nsw.gov.au

Shauna Miller
Cooperative Coordinator
02 9273 1540
shauna.miller@sl.nsw.gov.au

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