

# TECH SAVVY SENIORS

A partnership between the  
NSW Government and Telstra



## Tech Savvy Seniors 2017/18 Grant guidelines for NSW public libraries



## 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 in 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 15,000 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, Dari, Hindi, Italian, Greek, Korean, Mandarin Spanish and Vietnamese.

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

**Closing date for applications: 22 September 2017**

**How to apply:** [Apply online](#)

For sessions delivered in English, libraries receive funding grants and provide their own trainer.

For sessions delivered in community languages as part of the culturally and linguistically diverse (CALD) program, libraries receive funding grants and provide their own trainer, OR the State Library provides bilingual trainers to libraries in the Sydney metropolitan area, through the Ethnic Communities Council of NSW (ECC). 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, you do not have to be in receipt of grant funding to offer Tech Savvy Seniors sessions.

## New for 2017/18

- Introduction to transport apps module in English (available from January 2018)
- Introduction to cybersafety and online banking module in Cantonese, Mandarin and Korean (available from January 2018)
- New languages: Korean and Spanish
- Funding available for libraries in Sydney and country areas to provide their own bilingual trainer for CALD sessions
- Online evaluation form and attendance reporting
- Community partnerships encouraged

## Training sessions and resources

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 banking
12. Introduction to social media - part 1

### Intermediate training

13. Introduction to email - part 2
14. Introduction to email - part 3
15. Introduction to the internet - part 3
16. Sharing photos and other attachments online
17. Introduction to social media - part 2
18. Introduction to social media - part 3
19. Introduction to transport apps - NEW FOR 2018

## Advanced training

20. Introduction to online shopping - part 2

All **Trainer Guides** are available to download from the [Trainer Guides](#) page.

Training is available in the following languages as part of the CALD program:

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

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

1. Introduction to the computer
2. Introduction to the internet - part 1
3. Introduction to the internet - part 2
4. Introduction to email
5. Introduction to iPads
6. Introduction to social media
7. Introduction to cybersafety and online banking (Cantonese, Mandarin and Korean only, available from January 2018)

Training materials for participants, in the form of four-page [Quick Reference Guides](#), are available for the languages and sessions listed above (except Korean and Spanish).

Quick Reference Guides are available to download from the [Language Guides](#) page.

Telstra has also produced a range of short [‘self-teach’ online tutorials](#), covering topics such as social networking, internet security, email, online shopping, setting up wireless networks, using tablets and using e-book readers. These videos are available to view on the [Start Learning](#) page.

- 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, e.g. cybersafety and online banking. You can customise training sessions to reflect the needs of your community.

- We recommend that you schedule your sessions weekly.
- Training sessions must be delivered by 30 June 2018.
- 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.
- If you would like to offer sessions in languages, select the language/s from the list above that best suit the greatest demand in your local community. If you would like to offer training in a language that is not listed above, and 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. The State Library will liaise with the ECC to allocate trainers for your training sessions, based on the schedule provided in your application form. Please note that we may need to contact some libraries to reschedule sessions if there is high demand for some dates. The ECC trainers' fees are paid directly by the State Library of NSW.
- We will also consider funding for sessions that are adapted to meet a community need, e.g. 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. Sessions should be branded Tech Savvy Seniors and use the training resources provided, however locations and duration may vary. Please provide a brief outline of the session/s 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. You can download a schedule template at <http://www.sl.nsw.gov.au/tss>

## Funding

- **Funding of up to \$250 (incl GST) per session is available.**
- No funding grants are available for CALD sessions delivered by ECC trainers, as the State Library pays the trainer fee directly.
- 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.

- Online resources to support the promotion and delivery of the program, such as training guides, marketing materials and certificates, will be provided.
- Due to the high demand for funding, libraries may apply for a maximum of \$3000 in funding, in addition to a maximum of 16 CALD sessions delivered by ECC trainers. We may not be able to provide applicants with the full amount of funding requested, however we aim to provide all applicants with some funding towards their program (pending successful completion of an application form). We encourage libraries to work with their councils or seek other funding sources to deliver their proposed program in full.
- Collaboration with community groups, organisations, businesses and not for profits that support or deliver services to seniors in your community will be viewed favourably. You can provide information about collaboration in your application.
- **Libraries can provide Tech Savvy Seniors training sessions, using the training materials and promotional materials provided without a funding grant.** Sessions should be branded Tech Savvy Seniors and use the training resources provided, however locations and duration may vary. You must also complete an online evaluation form at the conclusion of each training session. 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

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 English training sessions.
3. Provide a bilingual trainer for CALD sessions, OR liaise with the State Library to arrange bilingual trainers for CALD training sessions in the Sydney metropolitan area.
4. Promote the training sessions through your local community networks, using the marketing materials provided.
5. Take bookings and deal with enquiries for the training sessions.
6. 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).
7. Inform the State Library of any changes in your schedule.
8. 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.
9. 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.
10. Print supporting resources for participants, such as Quick Reference Guides, where available.
11. Trainers must complete an online evaluation form at the end of each training session, which includes entering the number of participants who attended the session.
12. Trainers must ask all participants to complete an online evaluation form at the end of each training session. If participants attend multiple sessions as part of a program, they

can complete the evaluation at the first and last sessions they attend. Please note that it is optional for participants to complete the evaluation form.

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

## Eligibility

All NSW public libraries are eligible to apply for funding.

## Application 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 to secure the appointment.

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

## Application 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 Group will consider the following:

- Location – urban, regional or remote NSW. Areas where training is not already provided by libraries or community colleges in NSW will be given priority. Areas outlined as 'digitally excluded' in the [Australian Digital Inclusion Index 2017](#) will also be given priority.
- Population of your council area aged over 65
- Population of your council area aged over 65 who speak a language other than English (for the CALD program only)
- Community need
- Community partnerships
- Overall level of funding request

## How to apply

[Apply online](#) by 22 September 2017.

## Application process and timeline

Applications open	28 August 2017
Applications close	22 September 2017
Applications reviewed. The State Library may be in touch regarding your application during this time.	Week of 25 September 2017
Applicants notified	Week of 9 October 2017
Funding Agreements sent	Week of 9 October 2017
Signed Funding Agreements due	31 October 2017
Grant payments – via invoice to the State Library of NSW	By 31 May 2018
Delivery of training sessions	1 January 2018 to 30 June 2018
Grant acquittal report due	31 August 2018

## 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 evaluation form, which includes recording the number of participants who attend each session.

The trainer must also ask all participants to complete an online evaluation form at the end of each training session. If participants attend multiple sessions as part of a program, they can complete the evaluation at the first and last sessions they attend. Please note that it is optional for participants to complete the evaluation form. Paper evaluation forms will not be available.

At the end of the financial year, successful applicants will be required to provide a grant acquittal report. A template the report will be provided. 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](mailto:oriana.acevedo@sl.nsw.gov.au)

Edwina Duffy  
Senior Project Officer  
02 9723 1526  
[edwina.duffy@sl.nsw.gov.au](mailto:edwina.duffy@sl.nsw.gov.au)

Shauna Miller  
Cooperative Coordinator  
02 9273 1540  
[shauna.miller@sl.nsw.gov.au](mailto:shauna.miller@sl.nsw.gov.au)

August 2017