

Tech Savvy Seniors

A NSW Government initiative
in partnership with Telstra



Tech Savvy Seniors NSW 2019/20 Grant guidelines for NSW public libraries



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Introduction

Many older Australians are at 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](#), 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 State Library of NSW coordinates the public library program on behalf of the partners.

The program is a key commitment of the NSW Government's [Ageing Strategy 2016 to 2020](#).

Over 28,000 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, Bengali, Cantonese, Hindi, Italian, Greek, Korean, Mandarin, Spanish, Tamil and Vietnamese other languages may be provided upon request. A partnership with the Ethnic Communities' Council of NSW (ECC) provides bilingual educators to libraries in the Sydney metropolitan area.

In 2019/20 the NSW Government and Telstra will provide 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 July 2019 to 30 June 2020.

Closing date for applications: 14 June 2019

How to apply: Apply online at <https://plsnsw.wufoo.com/forms/w1g0457x1u7tvi0/>

For sessions delivered in English, libraries receive funding grants of up to \$253 (including 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 \$353 (including GST) per session and provide their own trainer, **OR** the State Library will liaise with the ECC to provide bilingual trainers for 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 2019/20

Trainers who provide sessions in English and in LOTE **must** complete an online survey at the end of each training session, this includes entering the number of participants who attended the session. Trainers must also encourage participants to complete an online survey at the end of each session.

In order to address the needs of your CALD communities, you can request languages other than those that are currently being offered and we will try to accommodate your needs.

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, recreational and seniors clubs 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 mandatory. At a minimum, this includes contacting them and inviting them to promote your sessions to their members/clients. You could also invite their input on the sorts of topics they are interested in to help you plan a program that will meet your community's specific digital literacy needs. Please provide information about your collaboration in the application.

You may also consider delivering sessions for recently arrived migrants and refugees who are not necessarily seniors.

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 guides 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 NSW transport apps
20. Introduction to NSW Seniors Card Website

21. Managing your Digital Assets

Advanced training

22. Introduction to online shopping - part 2
23. Introduction to social media – part 3

Information about training sessions (English program)

- Each training session should be two hours and fifteen minutes long to allow sufficient time to complete the online survey. All training 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 customize training sessions to meet the needs of your community. We are also open to you teaching some sessions on topics not covered in the curriculum if you believe they would benefit your community. Please discuss this option with us.
- We recommend that you schedule your sessions weekly.
- Training sessions must be delivered by 30 June 2020.
- 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 is a minimum number 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 \$253 (including 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. This is best coordinated at the local level by reaching out to your local Telstra Store manager and inviting them to be involved in your program.
- Resources to support the promotion and delivery of the program such as posters, fliers, tips for engaging your local media, and graduation certificates are provided for you to download. Any additional materials you create must include the partner logos (State Library, Telstra and the NSW Government). A locked up brand block is also provided at this site which lays out the logos in the correct proportions.
- In line with the strategic aims of the program for 2019/20, 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 none of the registered participants turn up for a session it must be rescheduled or funding will have to be returned to the State Library.
- We strongly 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. We'd also be very keen to hear of your program's success and how many people you train.

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 English sessions and the ECC will provide trainers for LOTE 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 and contact the participants the day before their booked session as a reminder.
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 may 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 other 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
9. device with internet connection per participant, and ensure that the internet connection and 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 survey 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 the online survey at the end of each training session.
13. Print certificates on good quality paper, eg 90 gsm quality, and hand out to participants on completion of training.
14. 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.

Programs in Languages Other Than English (LOTE)

Training is available in the following languages:

Arabic

- Bengali
- Cantonese
- Greek
- Hindi
- Italian
- Korean
- Mandarin
- Spanish
- Tagalog
- Tamil
- Vietnamese
- Other languages on request

Quick Reference Guides are available to download from the [Language Guides](#) page on Telstra's Tech Savvy Seniors.

	Arabic	Dari	Greek	Hindi	Italian	Simplified Chinese	Traditional	Tagalog	Vietnamese	Macedonian	Croatian	Spanish	Korean
Introduction to computers	X	X	X	X	X	X	X	X	X	X	X	X	X
Introduction to the internet	X	X	X	X	X	X	X	X	X	X	X	X	X
Introduction to email	X	X	X	X	X	X	X	X	X	X	X	X	X
Introduction to tablets	X	X	X	X	X	X	X	X	X	X	X		X
Introduction to social media	X	X	X	X	X	X	X	X	X	X	X	X	X
Introduction to cyber safety	X		X		X				X			X	X
Introduction to online banking	X		X	X	X	X			X			X	X
Introduction to smartphones	X			X					X			X	X

Information about training sessions

- Each training session should be two hours and fifteen minutes 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 July 2019 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 2020.
- 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 is 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 \$352 (excluding GST) per session will be paid to the library.
- It is possible to offer training in a language that is not listed above. Please indicate this in your application form.
- Bilingual trainers for LOTE sessions at Sydney metropolitan libraries is 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 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, organizations, businesses and not for profits that support or deliver services to seniors in your community is mandatory. Please provide information about your collaboration in the application. This could include working with ethnic media to promote your program and share personal impact stories.
- 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 can revise and practice what they have learnt during the course.

Funding (LOTE program)

- For LOTE 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 \$353 (including 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.
- Resources to support the promotion and delivery of the program, such as posters and fliers in a number of languages, tips for engaging your local media and certificates are provided for you to download from <https://www.sl.nsw.gov.au/public-library-services/services/information-working-groups/older-peoples-services/tech-savvy-0>
- 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.
- **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. We'd also be very keen to hear of your program's success and how many people you train.

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 – urban, regional or remote NSW. For the English program, areas where training is not already provided by libraries or community colleges in NSW and areas outlined as digitally excluded in the **Australian Digital Inclusion Index 2018** 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 the 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.

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 going to:

<https://plsnsw.wufoo.com/forms/w1g0457x1u7tvi0/>

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	May 2019
Applications close	14 June 2019
Applications reviewed. The State Library may be in touch regarding your application during this time.	19 June to 24 June 2019
Applicants notified of outcome of application	1 July 2019
Funding Agreements sent	2 July 2019
Signed Funding Agreements due	26 July 2019
Grant payments – via invoice to the State Library of NSW	By 29 May 2020
Delivery of training sessions	All training to be delivered by 30 June 2020
Grant acquittal report due	28 August 2020

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 request that all participants complete an online survey at the end of **each** training session.

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

- The number of training sessions provided
- Total number of participants attending training sessions
- Amount of funding received
- Amount of funding spent
- How you promoted the program including evidence such as photos, flyers, media releases and advertisements. 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 of NSW, Telstra or the NSW Government to promote the program.

Promotion Suggestions

In order to be able to reach as many people in your community and inform them of the Tech Savvy program you need to advertise your session outside of the library.

The following are some suggested agencies:

- Churches
- Council websites and newsletters
- Local media – community newspapers and television
- Noticeboards in shopping centres
- RSL and social clubs
- Retirement homes
- Social clubs

If you have any further questions please contact:

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