

Tech Savvy Seniors

A NSW Government initiative
in partnership with Telstra



Tech Savvy Seniors NSW 2021/22 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 Dept NSW Communities and Justice 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 Well in NSW Seniors Strategy: 2021-2031](#)

Over 30,000 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 2021/22 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.
- **We are currently calling for applications for grants to support training sessions delivered from 1 July 2021 to 30 June 2022.**

Closing date for applications: Friday the 9th July 2021

[Apply online here](#)

Funding

Sessions delivered in English, libraries will receive up to **\$250.00 (including GST)** per session and must provide their own trainer.

Sessions delivered in languages as part of the CALD program, libraries will receive up to **\$350.00 (including GST)** per session and can 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.

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 will be paid to your library on receipt of a signed Funding Agreement.

Please note should any funding not be spent within the financial year libraries will be required to return any unspent funds to the State Library.

Requirements

All training must be offered free of charge to participants

Training sessions must be delivered by 30 June 2022.

Libraries must provide a trainer for English sessions and the ECC will provide trainers for LOTE sessions. If libraries are unable to supply trainers, please contact Shauna Miller to discuss further options.

A schedule must be completed containing the proposed dates and times for weekly training sessions. Libraries must inform the State Library of any changes to the schedule.

Libraries must promote the training sessions in the local community, using the official marketing materials provided.

Libraries should take bookings and deal with enquiries for the training sessions and contact the participants the day before their booked session.

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

Libraries must provide a suitable 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.

Libraries must ensure 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.

Trainers should print supporting resources for participants, such as Quick Reference Guides, where available.

Trainers **must** complete an online survey at the end of each training session, which includes entering the number of participants who attended the session.

Trainers should encourage all participants to complete the online survey at the end of each training session.

Each training session should be two hours with an additional fifteen minutes to allow sufficient time to complete the online survey

Libraries should print certificates on good quality paper, e.g. 90 gsm quality, and hand these out to participants on completion of training.

Optional: at the conclusion of the training host a morning tea or graduation event where VIPs such as the library manager, local MP or a Telstra representative hand out certificates.

We encourage collaboration with community groups, organizations, businesses and not for profits that support or deliver services to seniors in your community.

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

Training guides and resources

All training materials are available to download from the [Tech Savvy Seniors](#) page on Telstra's website.

Please note that Tech Savvy Seniors training resources are available for any library or trainer 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.

The following training guides are available in English:

Beginner training

1. Introduction to computers
2. Introduction to tablets - Android
3. Introduction to tablets - iPad
4. Introduction to cyber safety: how to stay safe online
5. Introduction to email - part 1
6. Introduction to the internet - part 1
7. Introduction to the internet - part 2
8. Introduction to Social media – part 1
9. Introduction to smartphones
10. Introduction to online shopping - part 1

Intermediate training

1. Introduction to email - part 2
2. Introduction to email - part 3
3. Introduction to the internet - part 3
4. Introduction to social media - part 2
5. Introduction to NSW transport apps
6. Introduction to NSW Seniors Card
7. Managing your digital assets
8. Sharing photos and other attachments online

Advanced training

1. Introduction to online shopping - part 2
2. Introduction to social media - part 3

Resources

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.

Click to download templates for:

[Promotional material](#)

[Certificate](#)

Information about training sessions

Libraries can select the sessions they would like to offer. Sessions can be run more than once and they can be combined such as cyber safety and online banking. Libraries should customize training sessions to meet the needs of their community. Libraries are welcome to offer topics not covered in the curriculum if they believe the community would find it beneficial.

The preferred number of participants per sessions is **eight** however if space or access to computers is limited this number may be less.

The number of sessions will need to be listed in the application form. This schedule is non-binding but is intended to provide us with an idea of the proposed training schedule.

[Download a schedule template](#)

Promotion

Any additional materials 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.

Please use the official [Tech Savvy Seniors logos and poster templates](#) when promoting your training sessions.

Programs in Languages Other Than English (LOTE)

Trainers from the ECC are available in the following languages:

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

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

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. When assessing the applications, the 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](#) 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

Application process and timeline

Applications open	June 2021
Applications close	9 July 2021
Delivery of training sessions	All training to be delivered by 30 June 2022
Grant acquittal report due	July 2022

Reporting requirements

At the end of each quarter libraries, who have held TSS training, will receive a request to complete a quarterly statistics report. This information is then supplied to the funding bodies.

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 for both sessions in English and LOTE

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

Please note, to be able to reach as many people in your community and inform them of the Tech Savvy program, libraries need to advertise and promote sessions **outside of the library**. We suggest that if libraries are offering sessions for beginners you don't rely on online advertising.

The following are some suggested agencies:

Council websites and newsletters

Local media – community newspapers and television

Noticeboards in shopping centres

RSL and social clubs

Retirement homes

Social clubs

Contacts

If you have any further questions, please contact:

Shauna Miller

Cooperative Coordinator

02 9273 1540

shauna.miller@sl.nsw.gov.au

Oriana Acevedo

Consultant, Multicultural

02 9273 1544

oriana.acevedo@sl.nsw.gov.au

