

Questions and Answers

Digital Literacy for Older Australians

National Network Manager

The following questions and answers are for this funding round only. New questions are added to the end of this document as they arise and are numbered chronologically.

Please also read the [Frequently Asked Questions page](#) for general information about applying for grants.

1. What is the closing time and date for applications?

The Application Form must be submitted by **2.00pm Canberra local time on Friday 28 April 2017**. It is recommended that you submit your application **well before the closing time and date**.

2. If I am not able to submit my application by the due time and date, can I be granted an extension?

No, extensions to applicants to lodge submissions outside of the published closing date will not be given. Applications for this funding round must be submitted by **2.00pm Canberra local time Friday 28 April 2017**. The Community Grants Hub, on behalf of DSS, may reject any application that is lodged after the stated closing date of a grant application process.

If an application is late or the Community Grants Hub is requested to approve a lodgement after the closing date, the Community Grants Hub may determine that there were exceptional circumstances beyond the applicant's control that meant they could not meet the deadline.

Examples of exceptional circumstances could include, but may not be limited to:

- Community Grants Hub infrastructure failures,
- natural disasters,
- power outages affecting the ability of the applicant to submit their application by the deadline, and
- death or disability of key personnel.

Information on the Community Grants Hub [late application policy](#) is available on the Community Grants Hub website.

3. Are not for profit organisations eligible to apply?

Not for profit organisations meeting the eligibility requirements in Families and Communities Program, Strengthening Communities Guidelines Overview are eligible to apply.

4. What attachments do I need to include in my application?

A requirement for the funding round is that attachments specified in the Funding Round Summary **must** be provided with your application.

If you do not attach the documents specified in the Funding Round Summary your application **will not** be assessed:

5. How much funding is available for this Program?

Up to \$2.215 million is available from 2016-17 to 2019-20 to deliver the National Network Manager services.

2016-17 (GST excl.)	2017-18 (GST excl.)	2018-19 (GST excl.)	2019-20 (GST excl.)	TOTAL (GST excl.)
\$155,000	\$620,000	\$670,000	\$770,000	\$2,215,000

6. Is the funding ongoing?

Funding is available over four years from 2016-17 to 2019-20.

7. If my organisation is a part of a group of organisations, can we submit a joint application through a consortium (joint) arrangement?

A joint application can be submitted. The joint application must include details of each of the organisations under '**Activity Delivery**' in the Application Form. The Community Grants Hub may ask for further information regarding the members of the consortium before any agreement being finalised. If a joint application is successful, the Department of Social Services will enter into a Grant Agreement with the nominated lead organisation.

8. What is a lead organisation

A lead organisation must be an incorporated body which is able to enter into the Grant Agreement.

If you submit a joint application, you must nominate a lead organisation for the application. The lead organisation for the project will, if your application is successful, sign the Grant Agreement, receive the funding and take legal responsibility for performing the activities and meeting the outcomes of the Grant Agreement.

9. Would the Department prefer a consortium (joint) arrangement?

The Department of Social Services will assess individual and consortia/joint applications equally. All applications will need to meet eligibility requirements and demonstrate how the organisation or consortium will deliver the service across the region.

10. What are the contract conditions for this grant?

A copy of the Terms and Conditions for this Program is included in the Application Pack.

11. When will I know the outcome of my application?

You will be notified of the outcome of your application at the end of the selection process. For probity reasons, to treat all applicants fairly and equally, it is not possible to give you information about the status of individual applications during the assessment process.

12. Where should I go for further information?

Please email your enquiries to support@communitygrants.gov.au or for general enquiries call the Grants Hotline on 1800 020 283.

13. What Feedback will be available for this funding round?

A Feedback Summary will provide general round-specific information and will include main strengths and areas of improvement for the applications received in this round.

The Feedback Summary will be published on the website following the finalisation of the funding round.

14. What is happening to Broadband for Seniors?

Broadband for Seniors (BFS) will formally end on 30 June 2017, however, BFS kiosks and seniors will continue to have access to training tools, resources and support until 30 September 2017 as part of a transition to the commencement of Digital Literacy for Older Australians services on 1 October 2017.

15. Will Broadband for Seniors Kiosks be supported under Digital Literacy for Older Australians?

All BFS kiosks will have an opportunity to participate in the Digital Literacy for Older Australians program and access training materials, tools and resources to support the digital learning needs of older Australians. One of the requirements of the National Network Manager will be to maximise opportunities for Broadband for Seniors kiosks to join the DLOA Network.

16. My organisation already has an established network of community organisations. Can these organisations become network members?

Yes, as long as the community organisations meet the requirements outlined in the Statement of Requirement, Establish a Network, on page 4 of the Funding Round Summary.

17. Does the National Network Manager need to sign up additional organisations outside of its existing network?

The aim of the program is to maximise the number of older Australians using digital technology. Membership should be encouraged from as many suitable community organisations as possible to maximise access and learning opportunities for older Australians.

18. Does the National Network Manager need to develop tools and resources used to teach seniors?

No. These resources will be developed by a separate entity and will be freely accessible from the national digital portal. However, the National Network Manager will need to ensure that Network members and their tutors will have the appropriate skills and knowledge to be able to train and support older Australians. The National Network Manager will be required to provide an appropriate range of resources for this purpose, such as induction packs/DVDs/webinars, guidance on training people from different cultures, training in new digital applications, etc.

19. Does the National Network Manager need to develop promotional materials?

A range of promotional material (brochures, posters etc.) will be developed by the Department of Social Services for use by the National Network Manager and the Network members to assist with local promotion activities.

New Questions and Answers added 21 March 2017

The Department of Social Services (DSS) held a Digital Literacy for Older Australians (DLOA) Community Consultative Workshop with key seniors' and digital inclusion stakeholders on 16 March 2017.

Outlined below are the key discussion questions relating to Network Membership and the responses provided by workshop participants. Please note that this information represents the individual views of Workshop participants and not DSS.

20. What are the main benefits and barriers to community organisations joining the DLOA Network?

Workshop participants identified the following benefits and barriers to Network membership:

Benefits:

- community organisations strong reach into their communities – they understand the needs of their citizens and are accepted and trusted by them;
- many volunteers working in community organisations are older people and therefore are likely to have a strong affinity and shared interests with older Australians seeking digital training;
- a Network is likely to have more consistent and standardised resources which can be shared across the Network; and
- opportunity to collaborate with other network members and support a community of practice
- being connected to a network of like-minded organisations.

Barriers:

- lack of clarity around the role of the Network and the expectations of Network members
- time and resources required to be part of the Network and deliver one-on-one training (eg. staff, tutors, funding);
- the need to keep tutors up-to-date with new technology (devices and software) to enable them to effectively train and support older Australians in how to use it;
- the need for organisations to have up-to-date equipment and suitable spaces and facilities;
- confidence of staff and volunteers in teaching older Australians;
- limited availability of volunteers to teach older Australians; and
- resources required to recruit and manage the needs of volunteers.

21. What types of organisations should be encouraged to become Network members?

Workshop participants identified the following types of organisations as being suitable to join the Network:

Organisations that:

- are in contact with older Australians and which offer other activities of interest to them;
- can help to reach harder-to-reach older Australians such as those who are socially excluded or rarely leave the home (e.g. referral services, community care);
- currently offer outreach programs;
- are already delivering digital literacy training;

- are sufficiently resourced and have the capacity to deliver digital literacy training (i.e. already have skills, equipment);
- are adult education providers which also offer a broader range of activities/meaningful experiences to older Australians;
- have a social inclusion focus;
- can link with secondary schools to provide opportunities for young people to tutor older Australians;
- have the capacity to reach out to more older Australians in their communities, who are not currently visiting their centres; and
- provide different levels of support e.g. small community interest groups can help generate interest in digital benefits and which can then provide a pathway to more advanced learning in other centres.

22. What support will Network members need?

Workshop participants identified the following support that will be needed by Network members:

- Clear description of the role and objectives of the Network, including shared purpose and expectations;
- Local coordinator or contact point;
- Membership kit;
- Training and support, including guidance on how to teach older Australians;
- Tutor skill development;
- Adequate equipment and resources, including an online connection;
- Accessible venue with good lighting, comfortable and inviting;
- Capacity or resourcing to upgrade devices and equipment;
- Promotional materials;
- Networking opportunities, community or practice to share ideas and best practice; and
- performance feedback.

23. What promotional tools will Network members need?

Workshop participants identified the following promotional tools that will be needed by Network members:

- Digital and printed material e.g. handouts, brochures, flyers;
- local media opportunities e.g. radio, local newspaper;
- Something to identify Network membership e.g. signage, posters;
- Promotional materials to enable organisations to target different groups of older Australians, such as Indigenous Australians or people from culturally and linguistically diverse backgrounds;
- Success stories and case studies;
- Opportunities for Network members to be promoted in centres where older Australians visit e.g. medical centres, health centres, local Councils, local Centrelink/Medicare, shopping centres, hairdressers, MyGov; and
- mail-out opportunities or invitations to attend local events.

24. What does success look like for Network members and how could it be measured?

Workshop participants identified the following indicators that could be used to help measure the success of Network members:

- increased digital inclusion of older Australians;
- emotional indicators;
- measuring incremental success e.g. number of people attending an activity, number of people learning new skills;
- number of older Australians registering with the program and reporting on new skills learnt;
- older Australians self-scoring to measure increases in competence, skills and confidence; and
- additional measurements such as number of older Australian learners who progress to become mentors/tutors.

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25. If an organisation is successful as the NNM, will this preclude them from applying for these other DLOA opportunities?

- No. The role of National Network Manager should not preclude an organisation from applying for other Digital Literacy for Older Australians grant opportunities when they become available.

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26. How much funding is available for small grants for participating community organisations?

- A total of \$20 million will be available via small grants to community organisations participating in the Digital Literacy for Older Australians Network (i.e. Network members). The grant amounts and nature of the grants is still to be determined.

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27. Will the National Network Manager have access to the existing Broadband for Seniors training resources (including webinar recordings) after 30 Sept? Are there any exclusions?

- DSS expects that training material will be made available to the National Network Manager.

28. What is the existing volume of helpline calls to the Broadband for Seniors helpline and how does this vary across the year?

- Approximately 3500 per year, there can be peak times when in the media.

29. Can the Broadband for Seniors helpline number be transferred for ongoing use under the new program.

- DSS expects that the number will be transferred as part of the transition to the new provider.

30. Approximately how many people has the Broadband for Seniors program assisted online and face to face?

- Over 500,000 seniors have participated in the program since 2008.