Tech Savvy Seniors

A NSW Government initiative in partnership with Telstra

Tech Savvy Seniors NSW 2023/24 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 https://digitalinclusionindex.org.au/

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 2023/24 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 in regional and remote areas, or that have not previously received Tech Savvy Seniors grant funding, or that are in areas with low rates of digital inclusion.
- **We are currently calling for applications for grants to support training sessions delivered from 1 July 2023 to 30 June 2024.**

Closing date for applications: Friday the 23rd June 2023

Apply online here

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. 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

Community needs

Community partnerships and outreach

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

Funding

Sessions delivered in English

Libraries can request funding of up to $230.00 (excluding GST) per session.

Funding will be paid to your library on receipt your invoice.

Sessions delivered in language/s (LOTE)

Libraries can receive $320.00 (ex GST) per session.

If your library is unable to provide a bilingual trainer the State Library will liaise with the Ethnic Community Council (ECC) to provide suitable trainers. This option is only available for libraries in the Sydney metropolitan area.

The ECC is also able to provide trainers for sessions in English. When a trainer is provided by the ECC, libraries will not receive direct funding. The State Library will pay the ECC directly for the cost of these trainers.

Application timeline

Applications open	June 2023
Applications close	23 June 2023
Delivery of training sessions	All training to be delivered by 30 June 2024
Quarterly Reports must be submitted four times a year	Quarter 1: July- Sept 2023 Quarter 2: Oct - Dec 2023

	Quarter 3: Jan- Mar 2024
	Quarter 4: Apr-Jun 2024
Grant acquittal report due	July 2024

Training schedules

A schedule of training sessions must be completed and submitted with your application. This information will contain the proposed dates, times and topics for training sessions. Libraries **must** inform the State Library of any changes to the schedule.

This schedule is non-binding but is intended to provide us with an idea of the proposed training schedule.

Funding Agreement

Successful applicants must sign and return the Funding Agreement to the State Library

Please note any funding not spent within the financial year, your library, will be required to return these funds to the State Library.

Responsibilities

Library

All training must be offered free of charge to participants.

Training sessions must be delivered by 30 June 2024

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.

Libraries are responsible for printing supporting resources for participants, such as Quick Reference Guides, when available.

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

https://www.sl.nsw.gov.au/public-library-services/services/information-working-groups/older-peoples-services/tech-savvy-0

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.

Libraries are responsible for keeping attendance statistics. This is a mandatory requirement of accepting funding for this program.

Trainers

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.

Training sessions

The minimum number of participants per session is **5 with a maximum number of 10.**

Each training session should be two hours in length with an additional 15 minutes to allow for sufficient time to complete the online survey.

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 should take bookings and deal with enquiries for the training sessions.

Libraries should contact participants the day before their booked session.

If none or less of the minimum number of participants turn up for a session it must be rescheduled.

Trainers from the ECC are available in the following languages:

- Arabic
- Bengali
- Cantonese
- Greek
- Hindi
- Italian
- Korean

- Mandarin
- Russian
- Spanish
- Tagalog
- Tamil
- Vietnamese
- Other languages on request

Please note that one of the funding bodies, the Dept of Communities and Justice, is investigating the capability of libraries to offer Tech Savvy Seniors training to their indigenous communities. This is still largely in the planning stage and no further details are available at this stage.

Training guides and resources

Training materials are available to download from the State Library website : https://www.sl.nsw.gov.au/public-library-services/services/information-working-groups/older-peoples-services/tech-savvy-6

Please note that Tech Savvy Seniors training resources are available for any library or trainer to download and use from Telstra's website.

1. https://www.telstra.com.au/tech-savvy-seniors/quick-reference-guides
2. https://www.telstra.com.au/tech-savvy-seniors/training-guides
3. Quick Reference Guides are available to download from the Language Guides page on Telstra's Tech Savvy Seniors website.

Marketing and Promotion

Any promotional material you produce must acknowledge that your Training Sessions are part of the Tech Savvy Seniors Program. You must use the Tech Savvy Seniors logos or marketing templates provided.

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

To reach as many people as possible in your community libraries need to advertise and promote sessions to community organisations, local businesses and stakeholders.

Some suggestions

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

We recommend that if libraries are offering sessions for beginners, advertising should be through community networks rather than online channels.

Resources to support the promotion and delivery of the program such as posters, flyers, tips for engaging your local media, and graduation certificates are provided for you to download from the State Library website

 https://www.sl.nsw.gov.au/public-library-services/services/information-working-groups/older-peoples-services/tech-savvy-2

Any additional materials created **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.

Mandatory reporting requirements

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

Quarter 1: July- Sept 2023

Quarter 2: Oct - Dec 2023

Quarter 3: Jan- Mar 2024

Quarter 4: Apr-Jun 2024

At the end of the financial year, libraries are 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/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.

Photographs - Before taking any photos you need to ensure that you have the permission to publish these photos. You must ask participants to complete a Photography Permission Form

https://www.sl.nsw.gov.au/public-library-services/services/information-working-groups/older-peoples-services/tech-savvy-3

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

Contacts

If you have any further questions, please contact:

Shauna Miller

Cooperative Coordinator

02 9273 1540

shauna.miller@sl.nsw.gov.au