



Good Things Foundation Australia

Our impact in the
first year

July 2018



Good Things
Foundation

www.goodthingsfoundation.org.au

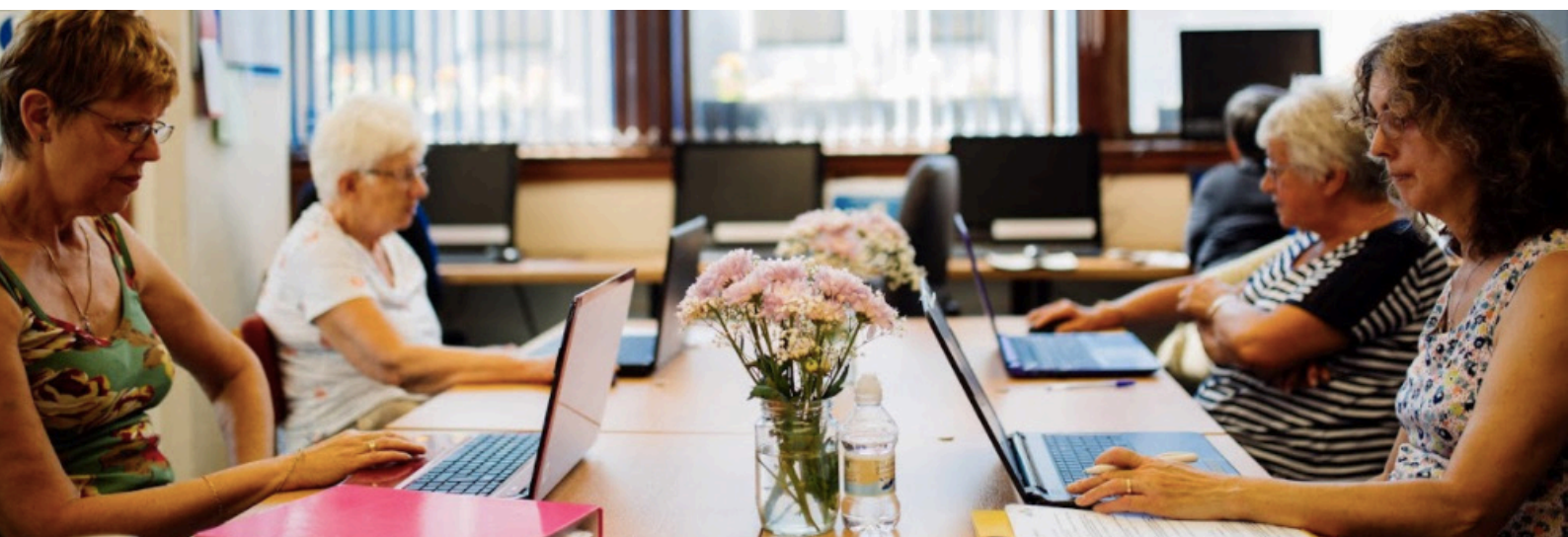
A world where everyone benefits from digital

We are a social change charity, helping people to improve their lives through digital. We tackle the most pressing social issues of our time, working with partners in thousands of communities across Australia and further afield.

Key achievements

Since launching in Australia in August 2017, Good Things Foundation has:

- Recruited over **1,500 diverse community organisations** to join the Be Connected Network, building a national network with the shared aim to help older Australians to improve their digital literacy
- Awarded **775 grants** aimed at building capacity within the network to deliver digital literacy support for older Australians
- Supported our Network Partners to get digital inclusion programs for over-50's up and running, including **hosting 28 training webinars**, answering **900 Helpline calls** and **3,500 email enquiries**
- Established a digital inclusion community of practice through our **Capacity Builders program**
- Set-up the **Australian office in Sydney**, with a local team of 13 staff
- Launched the **Get Online Week** digital inclusion campaign in Australia, which takes place from 15 - 21 October in 2018



The Be Connected Program: Making a difference

Good Things Foundation coordinates the national Be Connected Network of over 1,500 community organisations and the \$20,000,000 Be Connected grants program. Good Things Foundation partners with the Department of Social Services and the Office of the e-Safety Commissioner to deliver the Be Connected program. A social impact evaluation of the program is being conducted by Swinburne University.

Our Network: Building strength through diversity

We have recruited over 1,500 community organisations (Network Partners) to the Be Connected Network since October 2017. Our Network is made up of a wide range of organisations including;

- Aged care providers and retirement villages
- Computer clubs
- U3A's
- Men's sheds and community centres
- Libraries
- Culturally diverse groups
- Disability support organisations
- Employment services

Reflecting the diversity within the Be Connected Network, our data shows organisations themselves support a wide range of audience groups, including people with mental health conditions, culturally and linguistically diverse people, migrants and refugees, and people with disabilities.



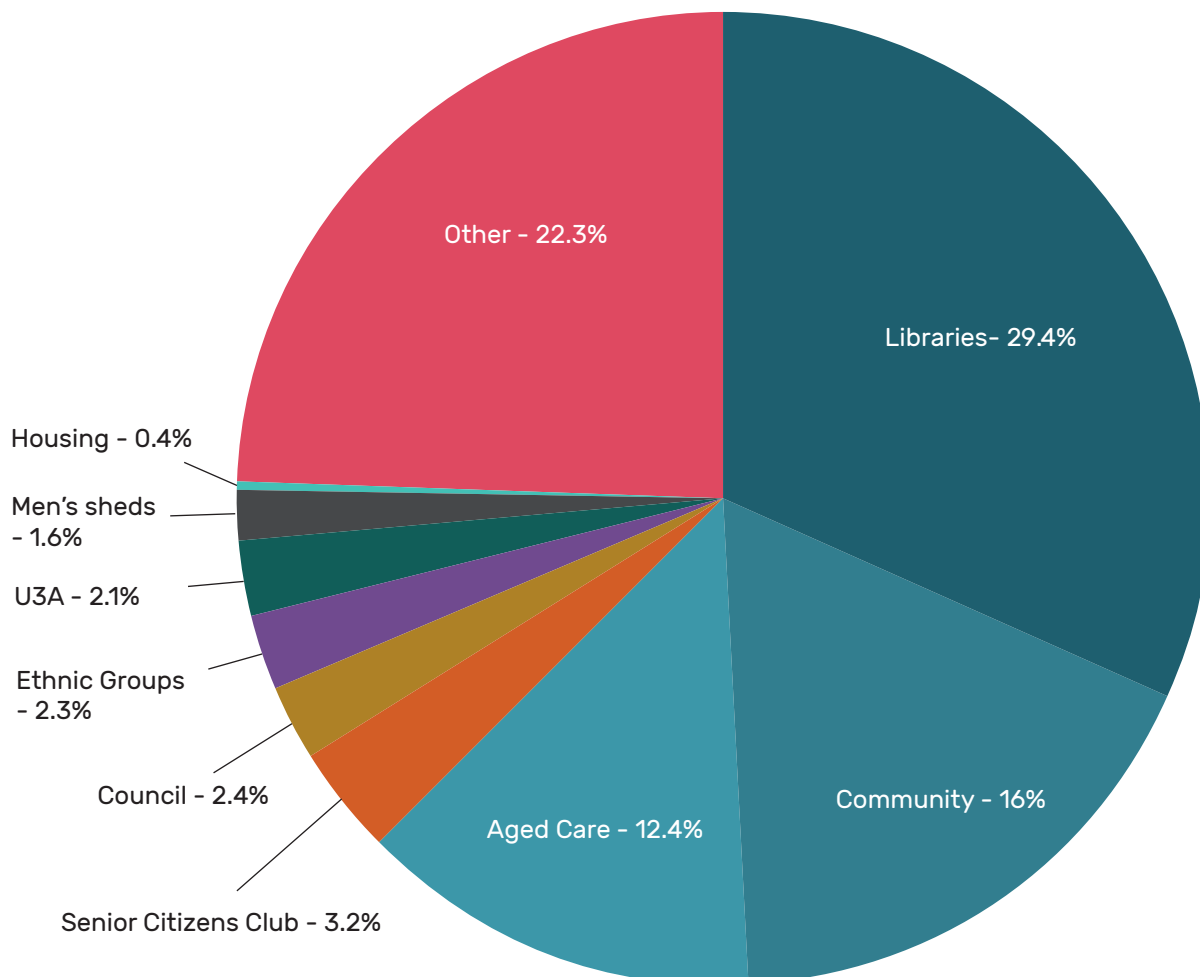


Chart: percentage of Network Partner registrations by organisation type (as of June 2018)

The Network's diversity is its strength - enabling the Be Connected program to engage with a diverse range of older Australians. All our Network Partners are united via their commitment to providing over-50's in their communities with the skills they need to thrive in a digital age.

Our Network: Supporting older Australians

Through Network Partners, **4,237** people have been supported through the Be Connected Learning Portal and over **30,000** further people have received alternative support. Of those learners that have received support from a Be Connected Network Partner (**78%** of all survey respondents), **86%** were satisfied or very satisfied with that support.¹

Those learners who have filled in the baseline and progression surveys identified that as a result of the Be Connected program, they:

- have increased knowledge of how to stay safe online;
- believe that the internet is for people like them;
- know how to use the internet to keep in touch with friends, family or their community



46% agree that the Be Connected website has **improved their digital skills**



49% agree that the Be Connected website has **improved their confidence with using digital**



39% agree that the Be Connected website has **increased social connection with their friends, family or community**



57% agree that the Be Connected website has **improved their confidence with staying safe online**

¹Be Connected Learner Progression Survey, Good Things Foundation (April-June 2018).

Our Network: Building capacity in community organisations

Engaging the network

Good Things Foundation supports the network via a number of channels including phone, email, webinars, social media, and face-to-face workshops. Since the Be Connected helpline launched in September 2017, there have been over 900 enquiries. This is in addition to resolving over 3,500 email enquiries, as well as responding to questions on social media, including our Network Partners Facebook group.

To ensure that the Be Connected program has longer term social impact, a key focus for Good Things Foundation has been engaging with Network Partners proactively.

We have:

1. **Produced resources** for Network Partners to deliver good quality support for older Australians including 3 screencast videos and 28 resource documents. We have had 18,931 resource downloads.
2. **Held over 40 training and information webinars** for Network Partners, including a series hosted by our partner Leep NGO on volunteer digital mentoring. Through these interactive webinars Good Things Foundation has been able to reach 618 attendees, share information and answer their questions.
3. **Facilitated opportunities for Network Partners to engage with each other**, including 10 face-to-face events in locations such as Townsville, Melbourne, Geelong, Sydney, Adelaide, Perth and Darwin, and the creation of a Facebook group where Network Partners can ask questions and share outcomes.



We are proud that in the monthly Network Partner survey we show a consistently high satisfaction rate from the Network, averaging at **over 85%**.



"I have just joined the network and had a very encouraging induction. I felt as though I could call the support team anytime. They were very friendly and supportive."

(Seniors computer group, VIC)

"Staff have spent a lot of time listening to me and discussing options going forward with the programme. I have found staff to be empathetic and patient, as well as professional."

(Library, WA)



Managing and distributing local grants

Good Things Foundation manages the \$20m Be Connected community grants program. Launching in October 2017, the program has to date awarded 775 small grants to Be Connected Network Partners - equating to \$2,444,000 in approved grant spend.

- **726 Network Partners are in receipt of an Activation grant** of \$2,000
- **24 Network Partners have been successful in applying for a Building Digital Skills grant** - grants range from \$2,500-\$15,000
- **25 Network Partners have been successfully awarded a Capacity Builder grant** of \$50,000

Our Capacity Builders: Making a difference in the community sector

Good Things Foundations' Be Connected Capacity Builder program is supporting community organisations across the country to join the Network and deliver digital inclusion programs. This support has included sharing best practice ideas on engaging and motivating learners in digital literacy sessions, developing digital mentor volunteering programs, recruiting and training digital mentors including train-the-trainer initiatives for bilingual mentors, and connecting digital mentors with local service providers.

The number of Capacity Builders grew to 25 in July 2018, and expanded in diversity - from local community centres (Pottsville Beach Neighbourhood Centre and Langwarrin Men's Shed), to peak bodies (Carers Victoria and COTA Tasmania), and national service providers (The Smith Family and National Seniors Australia). The impact of these capacity builders is expected to grow significantly. Good Things Foundation is conducting an ongoing evaluation process on the Capacity Builder program to better understand its impact and share learnings on best practice in digital inclusion service delivery.

Get Online Week

Good Things Foundation is bringing Get Online Week to Australia for the first time from **15-21 October 2018**. Get Online Week is a fantastic community campaign that has been operating in the UK for 12 years, where last year 45,000 people were supported through this initiative. The campaign helps people to learn new skills and start a journey to towards thriving in a digital world. Get Online Week Australia aims to mobilise hundreds of organisations across the country to hold local events, encouraging their communities to #Try1Thing online. Registered organisations will receive support including event ideas, social media templates, and marketing materials.

In addition, to help the Be Connected Network participate in this campaign we are offering all Be Connected Network Partners the opportunity to apply for a **Get Online Week Event grant of \$1,500** (funded by the Department of Social Services) to host an event, promote their organisation and reach new people in their communities.



www.getonlineweek.com/aus



Looking forward

In our first year, Good Things Foundation has achieved a lot, but we have more to do! We are focussed on creating a world where everyone benefits from digital. We know that more than 3 million people are still digital excluded across the country.

We will:

- Improve people's lives through digital - with a range of partners, programs and campaigns
- Raise the profile of digital inclusion across Australia - using our experience here and in the UK
- Continue to build a dynamic social and digital inclusion network - supporting all people to thrive in a digital world
- Be brilliant at delivering the Be Connected program - because we know that older Australians want to be online and community organisations need our support
- Be a strong, collaborative and ambitious organisation - partnering for purpose



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