



## Supporting the Be Connected Network for 2 years

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The Australian Government funded Be Connected program was launched in October 2017 and in just 2 years, Good Things Foundation has recruited and supported a growing national network of community organisations to a **2,700** strong movement.

Together we have engaged **250,000** older people to improve their digital skills.

## Since the Network began in 2017, we have:

### Built and supported the Be Connected Network of 2,700+ community organisations

Recruited over **2,700+** diverse community organisations to the Be Connected Network, with the shared aim of helping older Australians improve their digital literacy.

Hosted **154 training webinars**, answered **4,532 helpline calls** and had **75,518 email support conversations** with Network Partners.

Produced resources for Network Partners to deliver quality support for older Australians including **3 screencast videos** and **61 resource** documents, resulting in **66,790 resources downloaded**.

Distributed **50+ fortnightly newsletters** to the Network with an above average open-rate of over **46%**.

Good Things Foundation receives a consistently high satisfaction rate from our Network, **averaging at over 90%**.





## Engaged 250,000 people to improve their confidence with digital

Engaged **250,000 older Australians** and **8,800 digital mentors** through the Network.

**185,000+ activities completed** by learners from the Network on the Be Connected Learning Portal.

**93% of learners** are satisfied with the content available on the Be Connected Learning Portal.

**87% of learners** are satisfied with support from their Network Partner.

**86% of learners are confident** to search the internet independently (an increase of 12% from baseline).

**47% of learners** have increased social connection.

## Managed a \$20 million grant program

**3,968 grants allocated** to build capacity within the Be Connected Network to deliver digital literacy support for older Australians.

Total of **\$12m awarded** to community organisations.

**5 types of Be Connected grants** are available for organisations to apply for.

[www.beconnectednetwork.org.au/grant-program](http://www.beconnectednetwork.org.au/grant-program)



## Built capacity in organisations across Australia

Established a digital inclusion community of practice through our **90 Capacity Building projects**.

Developed a train-the-trainer package to upskill over **4,500 Digital Mentors** across the country.

Facilitated **44 face-to-face events** around the country for local Network Partners, in locations such as Townsville, Geelong, Hobart, Sydney, Adelaide, Perth and Darwin.

## Increased awareness of digital inclusion in Australia

Held two national Get Online Week digital inclusion campaigns in Australia, with **1750 digital skills events held** by community organisations.

Supported **400 Be Connected community engagement events** to raise awareness of the local digital help available.

Delivered a community referral pilot program with **NAB** that connected NAB customers at risk of digital exclusion with support at local Network Partners in two regional NSW locations.

Released the **Australian Digital Nation 2019** that illustrates digital inclusion research and data across the country.



## Worked with new partners from across industries

Collaborated with **Australia Post** on the Digital Mentoring: Practice and Program Forum to hear from our community.

**Get Online Week** was supported by NBN Co, NAB, Department of Social Services, ADIA, Telstra, Office of the eSafety Commissioner & Tasmanian Government.

Commenced a digital health literacy program supported by **Australian Digital Health Agency** to help people to better manage their health online.

Our **diverse Network** includes community centres, libraries, men's sheds, disability organisations, employment services providers and multicultural community groups.



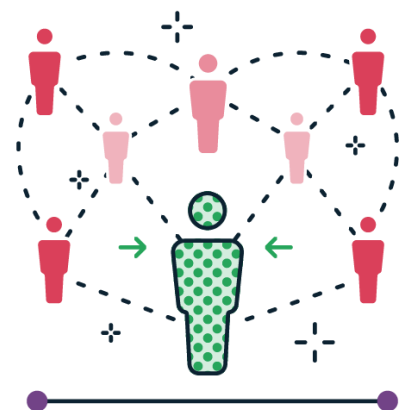
## Promoted the Be Connected program to reach more people over 50 years in need of support

**Created new marketing materials**, funding opportunities and support resources for Network Partners to use in promoting their digital skills sessions.

Promoted Be Connected to potential learners at **7 seniors expos** around the country.

**Produced 7 video stories** of the Network, telling the story of how learning digital skills can improve lives.

[www.beconnectednetwork.org.au/network-stories](http://www.beconnectednetwork.org.au/network-stories)





## Mr Lan & the Indochinese Elderly Refugees Association

Mr Lan Ngoc Nguyen was a teacher in Vietnam and migrated to Australia in 2006 to reunite with his children. A lifelong learner, Mr Lan was eager to find a group in Melbourne where he could continue studying and gaining new skills.

"I used to worry about my new life here as I arrived at a very late age of 64 years old and my English was very poor. I was feeling homesick until I joined the Indochinese Elderly Refugees Association. There is a strong sense of community here and now I'm taking English classes and computer classes in my native language of Vietnamese."

Indochinese Elderly Refugees Association (IERA) is a multi-service organisation that helps older people from culturally and linguistically diverse backgrounds preserve and promote their cultural heritage. IERA became a member of the Be Connected Network in June, 2018.

Mr Lan has made valiant efforts to get to grips with a wide range of technology, from touch screens and keyboards, to messaging apps and online shopping.

"I know that if people want to communicate with each other and the world around them, you need to know how to use technology. Especially to those who do not know English, using Google Translate helps us reach what we want easily."

Mr Lan uses technology to keep in touch with relatives in both Vietnam and Australia, and has now reconnected with distant family members.

"At first I didn't want to use Facebook or any social media. But since I've made a profile on Facebook, I've been able to search for and connect with family members who I've never met before. And now I can keep in better contact with my grandchildren."

Mr Lan's passion inspires his classmates and digital mentors everyday and says his age isn't getting in the way of all the things he looks forward to learning online. Mr Lan hasn't missed a class.

**Learn more about Mr Lan & IERA's story: [www.beconnectednetwork.org.au/network-stories/IERA-VIC](http://www.beconnectednetwork.org.au/network-stories/IERA-VIC)**



## About Good Things Foundation Australia

Good Things Foundation is 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. Our vision is a world where everyone benefits from digital.

We are a small and dedicated team based in Sydney, Australia with support from our Good Things Foundation colleagues in Sheffield, UK. We've been operating in the UK for over 12 years, and established in Australia in 2017 when we began delivering the Australian Government's Be Connected program.

## Find out more about what we do

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[www.goodthingsfoundation.org.au](http://www.goodthingsfoundation.org.au)

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