



Australian Government

Department of Social Services

Families and Communities Program

**Strengthening Communities /
Community Development Participation**

**Digital Literacy for Older Australians:
National Network Manager
Funding Round Summary**

March 2017

Digital Literacy for Older Australians

Digital Literacy for Older Australians (DLOA) is an Australian Government initiative which aims to improve the digital skills, confidence and online safety of older Australians in using digital technology.

Research shows that older Australians have lower levels of digital engagement than other Australians and are finding it increasingly hard to keep up. Older people with low internet skills are restricted in their ability to conduct business or access important services online, and can be isolated from their community and family at a time in their lives when feeling connected is increasingly important.

DLOA will target people aged 50 years and over who have not engaged with digital technology or who have limited engagement, particularly those aged 65 years and over who do not consider digital technology as being relevant to their lives and are not attracted by technological tools. Their preferred method of learning is for face-to-face, one-on-one, informal approaches that focus the areas of interest in their lives.

DLOA builds on the existing Australian Government Broadband for Seniors program, which ceases on 30 June 2017, by adopting a wider family and community centred approach to supporting, coaching and teaching older Australians. It will continue to draw on existing community infrastructure and expertise, but will also focus on the people trusted most by older Australians – their families, friends and carers. It will support a learning environment that is informal and personal, complementing the wide range of existing online and classroom training available to people who are already digitally engaged and skilled.

DLOA comprises a number of elements that will be delivered by a range of different government and non-government entities. These elements include:

1. Support for community organisations to deliver one-on-one, face-to-face digital training and support to older Australians. This includes the engagement of a **National Network Manager** to support these organisations through the establishment of a Network.
2. A National digital portal to provide a one-stop-shop for information, tools and training materials.
3. National digital and online safety training materials, tools and resources for use by families, friends, peers, carers and community organisations.
4. Communications and marketing activities to raise awareness of the DLOA and promote the portal and helpline.

This funding round relates to Element 1 only – the engagement of a National Network Manager (NNM). However, the NNM and participating community organisations will have access to the products and resources delivered under these other elements to assist them in fulfilling the NNM role. Further information is outlined on **page 6** under **5. Access to Other DLOA Resources**.

DLOA – National Network Manager

The Community Grants Hub (the Hub), on behalf of the Department of Social Services (DSS), is inviting organisations to apply for funding to undertake the role of **National Network Manager**.

Selection type

This selection is an Open process to select a single provider to deliver the National Network Manager services. Funding will be offered to one organisation as a result of this selection process. Consortium arrangements are acceptable.

An open competitive selection process is open to all organisations operating in the market place. Open processes are advertised on the Hub website and through other sources such as the media

(if required) in order to attract as much interest as possible. Open rounds have nominated opening and closing dates, with applications being assessed against the designated selection criteria.

Applicant eligibility

Applications will be assessed against the criteria to ensure public accountability and that Program outcomes are met. Organisations must be in one of the following categories to have their application considered:

- incorporated associations (incorporated under state/territory legislation, commonly have 'Association' or 'Incorporated' or 'Inc.' in their legal name);
- incorporated cooperatives (also incorporated under state/territory legislation, commonly have 'Cooperative' in their legal name);
- companies (incorporated under the *Corporations Act 2001* (may be a proprietary company (limited by shares or by guarantee) or a public company);
- Aboriginal corporations (incorporated under the *Corporations (Aboriginal and Torres Strait Islander) Act 2006*);
- organisations established through a specific piece of Commonwealth or state/territory legislation (public benevolent institutions, churches, universities, unions etc);
- partnerships; and
- trustees on behalf of a trust.

Not-for-profit entity types and for-profit entity types specified above meet the eligibility requirements.

Available funding for this Activity

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

Closing date and time

Applications must be submitted by **2:00pm AEST 28 April 2017**.

Late applications – information on the late application policy is available on the [Hub website](#).

Questions

Questions and answers for this grant round are available on the [Community Grants Hub](#) website.

If you cannot find an answer to your question, relating to this selection process or the Activity, please send your question to support@communitygrants.gov.au.

Answers to questions will be published on the grant round page within five working days of receipt, unless the answers are available in the Application Pack.

The Community Grants Hub will only answer questions to explain the requirements of the Application Form and Program Guidelines. The Community Grants Hub will not advise how to answer to specific selection criteria or advise on individual applications during the assessment process.

All Applicants will be notified of the outcome of their Application when the selection process is complete.

If you would like help or support in using and/or submitting the Application Form, please call 1800 020 283 or TTY 1800 555 677 or email support@communitygrants.gov.au.

The question and answer period will close at **5:00pm AEST 21 April 2017**. Following this time, only questions relating to using and/or submitting the Application Form will be answered.

Grant objectives

To increase the digital skills, confidence and online safety of older Australians through the:

- establishment of a network of community organisations (Network members) that can deliver free or low cost one-on-one, face-to-face training and support to older Australians in how to use digital technology;
- provision of ongoing support to Network members to enable them to effectively deliver the digital training and support; and
- establishment and maintenance of a National Helpline to provide a point of contact for Network members and older Australians seeking information and assistance relevant to the Digital Literacy for Older Australians program.

Statement of Requirement

Applications are sought from dynamic and well-connected organisations to undertake the role of National Network Manager (NNM) within the Digital Literacy for Older Australians program. Applicants must have extensive knowledge and experience in the digital learning needs of older Australians and have strong connections and linkages with community organisations delivering digital training and/or support to older Australians.

A single organisation will be selected (this may include a consortium) to establish, maintain and support a national network of community organisations to effectively deliver free or low cost one-on-one, face-to-face digital training and support to older Australians.

The National Network Manager (NNM) will be required to deliver the following services:

1. Establish a Network of community organisations to participate in DLOA;
2. Provide support to Network members to support their participation;
3. Establish and maintain a National Helpline;
4. Collect relevant information from Network members and older Australians to assist with meeting DSS reporting requirements; and
5. Access other DLOA resources and work with the entities managing these resources.

Further information on each of these requirements is outlined below.

1. Establish a Network

The NNM will be required to establish a network of community organisations to provide older Australians with free or low cost access to digital devices, training and support.

The Network will need to include a diverse range of organisations within communities to ensure maximum opportunities for older Australians to access training and informal support.

Innovative network structures are encouraged that maximise Network membership and participation by older Australians. For example, the Network may include different levels of membership depending on the size, structure and capability of the organisations.

In establishing the Network, the NNM must:

- aim to achieve a Network membership of around 2,000 organisations. This may involve establishing new Network members to replace Network members as they leave;
- maximise participation within communities from the broad spectrum of community organisations that deliver services to older Australians;
- maximise opportunities for the existing 1,400 Broadband for Seniors kiosks to join the Network from 1 October 2017 (refer attached listing);
- maximise the number of Network members that are accessible to the public (percentage to be agreed with DSS);
- maximise coverage across Australia including in regional, rural and remote areas;
- ensure the needs of people who are Indigenous Australians, have a disability or are from culturally and linguistically diverse backgrounds are able to be met; and
- maintain a publicly accessible and searchable database of all Network members.

In selecting organisations to become Network members, the NNM must select organisations that have the following features:

- Strong commitment to improving digital literacy of older Australians;
- Premises are well frequented by older Australians;
- Ability to provide older Australians with free or low cost (administration fee only) access to a range of digital devices;
- Ability to supply tutors (may be volunteers) that can deliver training and informal support;
- Provision of one-on-one, face-to-face training and support to help older Australians see the relevance of digital technology to their lives and the benefits of using it and learn how to use the digital technology of their choice;
- Ability to assist an average of 3 (three) older Australians each week, recognising that some centres may have the ability to assist much greater numbers;
- Premises are accessible to older Australians (e.g. ramps, lifts, air conditioning, heating, sufficient space, lighting, etc.) and have appropriate facilities (e.g. toilets, seating); and
- Capacity to undertake Police checks or Working with Vulnerable People checks for all tutors and personnel assisting older Australians under the DLOA program.

2. Support for Network Members

The NNM must provide appropriate resources and support to Network members to enable them to effectively participate in the program and support the digital learning needs of older Australians. These resources will be required to be accessible through the national digital portal. This includes providing:

- A customer relationship management system to manage interactions with Network members;
- Tools and resources to support the operational and reporting requirements of Network members e.g. start-up kit, Network membership requirements, reporting templates, surveys, etc.;
- A searchable database of all Network members, accessible through the national digital portal;
- Support to Network Members to help them successfully engage and retain tutors e.g. induction packs, retention strategies, handover packs when tutors change; volunteer management strategies; etc.; and
- Training and skill development opportunities for tutors;

- Peer support and networking opportunities for tutors to share information and best practice e.g. online forums, regional face-to-face events/workshops, newsletter, etc.;
- Individualised support for community partners and tutors e.g. access to network coordinators;
- Awards and recognition;
- Local promotion opportunities e.g. pop ups, events;
- Opportunities to access deals and discounts e.g. internet connection, devices and software packages; and
- Information about grant opportunities.

3. National Helpline

The NNM must:

- Establish and maintain a National Helpline for use by Network members and older Australians, including accommodating for increased calls during peak periods of promotional activity;
- Provide information relevant to the Digital Literacy for Older Australians program and act as a point of referral for other matters; and
- Maintain a register of calls, type of enquiry and assistance provided.

4. Reporting requirements

The NNM must:

- Collect relevant information about the Network members participating in DLOA; and
- Collect relevant information on the number and characteristics of older Australians being assisted by Network members and reporting:
 - increased skills, confidence and online safety in using digital technology; and
 - increased social connection and economic participation in their communities through use of digital technology.

The collection of this information may be through existing data systems, such as the NNM's customer relationship management system, the learning management system, and other analytics information collected through the national digital portal, particularly as it relates to undertaking online training materials and tools. However, outcomes for older Australians resulting from informal support and assistance provided by Network members will need to be collected through alternative mechanisms such as surveys and Network member record keeping, and retained on the customer relationship management system.

DSS uses a performance reporting solution called the Data Exchange (DEX). It is a simple and easy to use IT system that provides flexible ways to submit performance information to DSS. It offers a two-way focus of collecting data from service providers, and sharing this information back with them through self-service reports. Further information on DEX is available on the [DSS website](#).

5. Access to other DLOA resources

The delivery of all other elements of DLOA will be undertaken by other entities.

The NNM will be required to interact with these other entities and establish effective working relationships to ensure dependencies between the NNM and other DLOA elements are met and effectively supported.

DSS will work with the successful applicant to establish these relationships.

The NNM will be required to access the following resources delivered under other DLOA elements:

- National digital portal
 - The national digital portal will provide a repository for all DLOA online information and training resources, including a learning management system, for use by Network members, older Australians and their families and peers. Access and use will be free; and
 - Additional tools and resources developed by the NNM to support Network members must also be able to be stored on the portal. The NNM and Network members will have free access to these resources and the NNM will have editing access.
- National digital and online safety training materials and tools:
 - A range of national digital training materials and tools, including a learning management system, (online and printed formats) will be developed by a third party entity for use by Network members, families, peers and carers to train and coach older Australians in using digital technology; and
 - These resources will be free and will be available from the national digital portal.
- Communication activities
 - Communication activities will be undertaken by DSS commencing in 2017-18 to raise awareness of DLOA, promote the portal and helpline, and provide information on where older Australians can access support; and
 - Promotional materials (brochures, posters, etc.) will be developed and made available to the NNM and Network members to assist with local promotional activities.
- One-off small grants opportunities for Network members
 - Network members will have access to small one-off grants to be made available in 2017-18 to support the delivery of one-on-one training to older Australians; and
 - The allocation of grants will be undertaken through a separate selection process.
- Evaluation
 - An independent evaluation of the DLOA program will be undertaken throughout the program (2017-18 to 2019-20); and
 - The NNM and Network members may be required to participate in surveys, interviews and focus group activities.

Commencement of the National Network Manager services

Commencement of the NNM services will occur in two phases:

1. Establishment Phase – 1 June 2017 to 30 September 2017

The successful applicant will commence in June 2017 (or as soon as possible following the completion of the selection process). This phase will enable the applicant to prepare for commencement of full service delivery from 1 October 2017. It will provide an opportunity for the NNM to work with the Broadband for Seniors (BFS) service provider to leverage existing BFS information and resources that could be used and adapted by the NNM in the delivery of support to DLOA Network members.

2. Service Delivery Phase – 1 October 2017 to 30 June 2020

This phase involves the full delivery of services by the National Network Manager.

Target Group

The program will target older Australians aged 50 years and over who have not engaged with digital technology, or who have low engagement usually limited to specific activities such as social media and online shopping.

Value for Money

In assessing the extent to which applications represent value for money, consideration will be given to the information provided at the 'Achieving value for money' of the Program Guidelines available on the [DSS website](#) or in the Application Pack available on the Community Grants Hub [website](#).

Selection Criteria

The selection criteria are equally weighted.

Criterion 1 –Demonstrate your understanding of the need for the funded Activity to the specified target group.

Your response **must** demonstrate an understanding of all of the following:

- knowledge and understanding of the digital learning needs of older Australians and the extent of the issues impacting on their digital participation;
- how the proposed activity will contribute to increased digital literacy and online safety of older Australians; and
- how the proposed activity will complement and /or link to other services already provided in the community to support older Australians, including digital training services.

Criterion 2 –Describe how the implementation of your proposal will achieve the Activity objectives for all stakeholders, including value for money within the Grant funding.

Your response **must** demonstrate an understanding of all of the following:

- how you will implement the five services described under the Statement of Requirement: and
- how allocated funding will be used to deliver the proposal and how it represents value for money.

Criterion 3 –Demonstrate your experience in effectively developing, delivering, managing and monitoring Activities to achieve Activity objectives for all stakeholders.

Your response **must** demonstrate an understanding of all of the following:

- previous experience in developing, delivering and managing similar/relevant services: and
- experience in working collaboratively with other government and non-government agencies to ensure quality service delivery.

Criterion 4 – Demonstrate your organisation's capacity and your staff capabilities (experience and qualifications) to deliver the Activity objectives in the specified community and/or specified target group.

Your response must demonstrate all of the following:

- your organisation's capacity to administer the grant , including appropriate management governance, financial and administration systems;

- the relevant experience and skills of the members of your organisation to assist in delivering the project; and
- that your organisation has established relationships with relevant organisations in the community sector.

Criterion 5 – Demonstrate how your organisation will use innovative cross-sector partnership models including those that leverage other sources of community funding and/or promote longer term sustainability.

Your response **must** demonstrate an understanding of all of the following:

- how you will work with other public, private and community organisations to leverage resources and support to assist Network members to meet the learning needs of older Australians.

Attachments

Applicants **must** provide a fully completed indicative budget on the template provided in the Application Pack.

Documents/attachments not requested by the Department **will not** be assessed as part of your application. For this round, please attach the following:

- A fully completed indicative budget on the template provided. If you do not attach the budget template or do not use the template provided, your application will be considered non-compliant and will not progress to assessment.

Feedback for this funding round

The 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 Hub website when the grant round has been completed.

Multicultural Access and Equity Policy

Australia's *Multicultural Access and Equity Policy: Respecting diversity. Improving responsiveness* means that Australian Government agencies make sure that cultural and linguistic diversity is not a barrier for people who need to access government and community services. This means, for example, that appropriate language services should be provided. Grant applicants should consider whether professional translating or interpreting services may be needed to deliver services, projects, activities or events to non-English speakers. If your Application Form states that a budget is required, costs for translating and interpreting services should be included in your budget.

Assessment

The Assessment Team may comprise of Australian Government officers from each state/territory and national offices. Teams will undertake training so that applications are assessed consistently. The Assessment Team will be bound by the APS Code of Conduct and the departmental Secretary's Instructions.

Probity and fairness

The selection of funding recipients must be fair, open and demonstrate the highest level of integrity.

The following principles will be applied throughout the selection process:

- a. fairness and impartiality;
- b. consistency, accountability and transparency of process;
- c. security and confidentiality of information;
- d. identification and resolution of conflicts of interest; and
- e. compliance with legislative obligations and government policy.

These principles are intended to achieve an equitable, justifiable and sound process.

The Community Grants Hub may engage a Probity Advisor to help meet its obligations to make selection processes defensible and able to stand up to external and internal scrutiny. The Probity Advisor also advises The Community Grants Hub on, and monitors, the procedures used in the selection process to make sure they comply with the published relevant Program Guidelines. The Probity Advisor plays no part in the assessment of applications.

Program Guidelines

The Strengthening Communities Activity Program Guidelines provide the starting point for parties considering whether to apply for funding and is the basis for the business relationship between DSS and the funding recipient. Applicants are strongly advised to read the Program Guidelines before completing an Application Form.

How to apply

Once you have completed your Application Form, you must submit it electronically by using the submission section at the end of the form. Following electronic submission, a message with your Submission Reference ID will appear on your screen. An email will be sent to the main email contact provided in the Application Form. A function is also available on the submission page to allow you to send a receipt email to the address of your choosing. Please save this email receipt for future reference and use it in all correspondence about this Application.

If you do not receive a confirmation email or you have difficulties submitting the Application Form, please call the Community Grants Hub Grants Hotline on 1800 020 283 or TTY on 1800 555 677.

Late applications

If an application is late or the Hub is requested to approve a lodgement after the closing date, the Hub may determine that there were exceptional circumstances beyond the applicant's control resulting in an inability to meet the stipulated deadline. Examples of exceptional circumstances could include, but may not be limited to*:

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

**Any other proposed incidents of exceptional circumstances, other than those listed above, will be considered by the Hub on a case-by-case basis.*

Grant Agreement information

The Grant Agreement is a performance-based, legally enforceable agreement between the Commonwealth (represented by DSS) and the successful applicant that sets out the Terms and Conditions governing the grant to be provided.

The type of Grant Agreement entered into will depend on the Activity, the assessed Activity risk level, the length of the Activity and the amount of the grant.