

NSW Tech Savvy Seniors

Grant Program Guidelines

June 2024

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1 Department of Communities and Justice Grant Program Guidelines

The purpose of the Grant Program Guidelines is to provide potential applicants with an overview of the NSW Tech Savvy Seniors Grant Program 2024-2025, the application and assessment process, and the performance, monitoring and reporting requirements.

NSW Tech Savvy Seniors Grant Program Guidelines

The NSW Tech Savvy Seniors (TSS) Grant Program Guidelines contain information to assist invited applicants to complete the application. It includes an overview of the TSS grant program, information about the application process, eligibility and assessment criteria, how the funds can and cannot be used, and reporting requirements.

It is recommended that these guidelines are read prior to completing your application for the TSS grant program.

Overview of the NSW Tech Savvy Seniors grant

Purpose of the NSW Tech Savvy Seniors grant program

The Tech Savvy Seniors (TSS) program was launched in 2012 as a NSW Government initiative, in partnership with Telstra. The TSS program provides older people in NSW with access to low-cost or free digital literacy training at beginner, intermediate and advanced levels on the use of computers, tablets, smartphones, and online applications such as email, social media and cyber safety.

The TSS program is delivered by a network of NSW approved Adult and Community Education (ACE) providers and public libraries to seniors in Sydney metropolitan locations as well as in regional and remote communities across NSW.

Digital inclusion helps seniors to be active and independent members of their immediate and broader communities. Digital inclusion facilitates access to information and services and strengthens the social connections through which emotional and practical resources are shared.

For many people, going online is about getting day-to-day tasks done and accessing information and services that facilitate their daily routines. It is also about social activities, such as staying in touch with family and friends, planning catch-ups and dabbling in hobbies such as researching family histories.

Since the program's inception in July 2012, over 141,000 training places have been offered to seniors across NSW.

For more information about the TSS program, please visit <https://www.telstra.com.au/tech-savvy-seniors>.

TSS training materials and resources should be used for the TSS program and are available to download from <https://www.telstra.com.au/tech-savvy-seniors>.

Objectives and outcomes

The TSS program objectives are to:

- Increase digital inclusion for seniors in NSW
- Reduce social isolation for seniors in NSW
- Increase access to online government information and services among older people in NSW

Funded training must provide non-vocational and non-accredited training in digital literacy in areas such as:

- Using smartphones, tablets, and other devices
- Using email and the internet
- Using social media
- Online shopping
- Sharing photos and attachments online
- Cyber safety

A full list of training documents and digital literacy areas for the TSS program and are available to download from <https://www.telstra.com.au/tech-savvy-seniors>

Participating in TSS training should lead to short-term outcomes of:

- Increased confidence to use digital technology
- Increased knowledge of how to use digital technology

These short-term outcomes are then expected to lead to medium-term outcomes of:

- Increased accessing of information online (such as news, personal interest, travel, health, local business).
- Increased use of technology to communicate with family or friends.
- Increased use of the internet to access services that I need (such as banking, shopping or government services).
- Increased use of the internet to look for information about events or activities in my community.

The increased use of technology is then expected to contribute to longer term outcomes of improved wellbeing, greater social participation, and increased active ageing.

Target group

The TSS program is for seniors aged 60 years and above, and Aboriginal or Torres Strait Islander elders aged 50 years and above in NSW who:

- Have little or no experience in using technologies.
- Require additional skills and confidence to use and adapt to new technologies.

Eligibility Criteria

All applicants are required to meet the following eligibility criteria:

- Be an ACE college provider based in NSW
- All applicants **must** have appropriate insurance (minimum of \$10 million),
- All applicants **must** address the NSW National Redress Scheme sanctions (included in this template),
- All applicants **must** adhere to NSW Government public health orders and advice in regard to COVID-19. Up-to-date information is available on the NSW Government COVID-19 website.
- Applications **will not** be accepted from organisations that have outstanding acquittals with DCJ.

Assessment Criteria

Eligible organisations must meet the following assessment criteria to be considered for funding:

- Address the program objectives and outcomes
- Demonstrate understanding of local context and community needs
- Demonstrate previous experience delivering digital literacy training to the Program's target group
- Demonstrate experience delivering a project on time and within budget

Prioritisation

Prioritisation criteria includes:

- Population of your council area aged over 60
- Areas where training is not already provided by ACE providers
- Areas that have a low Australian Digital Inclusion Index score
- Remote and regional locations
- Areas that have fulfilled their previously funded TSS targets
- Areas with large culturally and linguistically diverse (CALD) communities

Funding amounts

Funding is determined after the ACE provider has passed the eligibility and assessment process. Funding is calculated based on reviewing the number of places the ACE Community College can deliver. DCJ will factor in the following prioritisation criteria to either confirm or adjust the number of places to be funded:

- Number of participants in the council area aged over 60
- If the community college is located in an area that has a low Australian Digital Inclusion Index score (RMIT University survey data that measures digital inclusion across three dimensions of access, affordability, and digital ability. The index is published annually).
- Remote and regional locations (in particular where training is not already provided by community college providers)
- If the community college provides CALD sessions

A \$60 unit price will be applied to the number of enrolment places accepted by DCJ to determine the total grant amount offered to the community college.

Please note: the ACE Provider is not entitled to any funding for training that a student enrolls in but does not commence.

The funding period of the TSS program is from **1 July 2024 until 30 June 2025**. All training must be completed by **30 June 2025**.

Grant funds expenditure

Funds can only be used for expenses/activities directly associated to the grant. Your application must clearly outline your proposed expenditure in relation to the funding amounts identified above and included in the budget you submit with your application.

Grant fund exclusions

Organisations must use the grant funds, including any interest earned, for the purposes of the grant. Items or activities that funding cannot be used for include, for example:

- Any activity of a commercial nature that is for profit
- Existing debt or budget deficits
- Capital works, including building work
- Permanent salaries/wages (costs for temporary tutors/instructors for your program or activity can be included)
- Permanent equipment purchases, for example tables and computers
- Business as usual costs or general operating expenses
- Programs or activities that encourage gambling such as bingo, or the consumption of alcohol
- Programs and activities coordinated by NSW Government Departments and Statutory Authorities
- The same project twice. For example, two different organisations cannot apply for funds for the same program or activity

Application process

One application form submitted by the applicant that will be assessed based on eligibility and assessment criteria.

Application forms are submitted via the SmartyGrants portal.

For assistance with using the SmartyGrants portal please contact:
GrantDesignandSupport@dcj.nsw.gov.au

For questions on the program guidelines, please email: Contact.SeniorsCard@dcj.nsw.gov.au

Summary of assessment process:

Applications will be reviewed by the eligibility team for eligibility and compliance with guidelines and eligible criteria. They will then be subject to the assessment process which will include assessment by the Assessment Team and then referred to the Assessment Panel.

The Minister or delegated DCJ officer will be the decision-maker.

Applicants will be formally notified on whether their application has been successful. It is an applicant's responsibility to ensure all contact details are up to date.

Note for all applicants:

- Applicants must ensure that their contact details are up to date.
- Applicants must not have any outstanding acquittals for any other funding program with DCJ.

NSW National Redress Scheme sanctions

The NSW Government will not award a Grant Funding Arrangement to a non-government organisation with Redress Obligation (or to any of its Related Entities) if that non-government organisation:

- has declined to join the Scheme, or
- at the expiry of six months after the time it is notified to join the Scheme, has failed to do so.

Visit the [website](#) for further information about the [NSW National Redress Scheme](#) sanctions.

Covid-19

Projects must adhere to NSW Government public health orders and advice in regard to COVID-19. Up-to-date information is available on the [NSW Government COVID-19 website](#).

Insurance

Grant recipients must maintain current and adequate insurance appropriate to the activities/services funded under this grant to cover any liability of the grant recipient that might arise in connection with the performance of its obligations under a Grant Funding Agreement.

Your organisation is required to provide a valid Certificate of Currency for Public Liability Insurance, this must include but is not limited to a minimum of \$10 million Public Liability Insurance.

Your organisation is responsible for ensuring that it has appropriate insurance coverage in place for the project works, equipment or activities, and its day-to-day operations. It's recommended, but not a condition of funding, that organisations also have personal accident, professional indemnity, directors' insurance and officers' insurance. Organisations that employ staff must comply with relevant industrial relations, and workplace health and safety requirements.

Banking details

It is your responsibility as the applicant to provide correct banking details, including the authorised signature to verify your bank details in the application form. Funds transferred to an incorrect bank account may not be recoverable.

Successful applicants – grant funding agreement.

The application, Grant Funding Agreement and acquittal for the grant will be managed using the SmartyGrants management system and payments made via PACS.

Successful applicants are required to return the signed Grant Funding Agreement within two weeks of receipt.

Agreements can only be signed by authorised officers of your organisation. This may be a member of the executive/committee as deemed under the Articles of Association or Constitution for a not-for-profit organisation, or the General Manager or delegated officer if you are a council.

Please note, all applicants must provide the contact details (email address, phone number, name and position) of the relevant authorised signatories, or their delegates, in their application form.

It is the applicants' responsibility to ensure staff availability to complete and sign documents, to carefully read the terms and conditions of the Grant Funding Agreement, and to sign the Grant Funding Agreement using the correct authorised signatories.

Once we receive your signed Grant Funding Agreement via DocuSign, DCJ will countersign the agreement and return to you by email.

Any **variations** to the Grant Funding Agreement, including scope, location or time frames outlined in the application form and Grant Program Guidelines must be formally requested and approved in writing. Failure to do so may result in the withdrawal of the grant offer.

To discuss a variation, please contact the NSW Tech Savvy Seniors team by email on Contact.SeniorsCard@dcj.nsw.gov.au

Successful applicants' obligations and reporting

- Any variations to the approved project scope, project location and completion time frames outlined in the original application form must be formally requested and approved in writing before any related work takes place.
- To discuss a variation, please contact the Tech Savvy Seniors Team on Contact.SeniorsCard@dcj.nsw.gov.au OR Grant Design and Support by email GrantDesignandSupport@dcj.nsw.gov.au
- All training must be completed by 30 June 2025. You are required to submit a Final Report and Financial Acquittal in SmartyGrants no later than 31 July 2025. DCJ will send you the final acquittal form prior the required date that you will need to complete in the SmartyGrants portal.
- ACE providers will be required to provide DCJ with a quarterly report on the number of enrolments and the type of training delivery (where possible). For key reporting dates, please refer to the table below:

Quarter	Due Date
Quarter 1 (July - September)	October 2024
Quarter 2 (October – December)	January 2025
Quarter 3 (January – March)	April 2025
Quarter 4 (April – June)	July 2025

- ACE Providers are also required to ensure that trainer surveys are completed directly after each course is delivered. Trainers should also encourage every participant (if practical) to complete a survey at the end of a course, with assistance if needed. Links are listed below:
 - Participant survey - <https://culturecounts.cc/s/nswcollegetss1>
 - Trainer survey - <https://culturecounts.cc/s/nswcollegetss2>
- Please note that any photographs or videos containing images of participants and/or staff submitted in the Final Completion Report must be accompanied by a signed DCJ still and moving images consent form.
- It is a requirement that all financial records related to grant expenditure and acquittal be retained by the committee of the organisation for seven years. If the committee changes, these documents must be forwarded to the new incoming committee.

Timeframes

Date	Event/Action
19 June	Grant applications open
24 July	Grant applications close
August	Assessment of grant applications
August	Advice to all applicants
August	Grant program recipients published
31 July 2025	Final Report and Financial Acquittal due to DCJ

Feedback and appeals process

Unsuccessful applicants may seek feedback or appeal decisions. Consider if you will respond or provide information about how applicants can or cannot seek feedback or appeal.

Communities and Justice

6 Parramatta Square
10 Darcy Street
Parramatta NSW 2150

Locked Bag 5000
Parramatta 2124

Office hours:
Monday to Friday
9:00am – 5:00pm

E: Contact.SeniorsCard@dcj.nsw.gov.au (for Tech Savvy Seniors Program specific enquiries)