

Digital Health Literacy Pilot

Pilot Network Partner

About the Pilot

We know that 4 million people in Australia have limited digital skills¹, but 90% of all Australians now have an online summary of their health information on My Health Record.²

Australians need to be digitally able to take advantage of the abundance of online health programs and support available to them, including tools such as My Health Record. In a recent survey, 70% of Be Connected Network Partners said they were interested in providing digital health literacy support to meet this need.

From July - December 2019, Good Things Foundation is running a Digital Health Literacy Pilot that supports community organisations to deliver digital health skills programs to their communities.

By participating in the pilot, your organisation will help us to design and deliver programs that support people to improve their digital health literacy, such as learning how to find quality, reliable information, as well as understanding how to use and manage their My Health Record.

We believe that supporting people to learn essential digital health literacy skills is critical to ensure every Australian has the ability to make informed, confident choices when it comes to supporting their health and wellbeing online.

As a Pilot Network Partner, Good Things Foundation will provide your organisation with \$5,000 in funding, along with training and resources on being a Digital Health Mentor to enable you to engage with your community and deliver a digital health literacy program.

In return, as a Pilot Network Partner, you will get the opportunity to participate in co-designing the program's resources to ensure it meets the needs of your community.

The Digital Health Literacy Pilot is a program developed by Good Things Foundation, funded by the Australian Digital Health Agency. The Pilot will run in Sydney Metropolitan Area and Ballarat and surrounding regions from July to December 2019. Funding will be awarded to five Pilot Network Partners in each region.

¹ Digital Inclusion: Report of Online Behaviours in Australia 2016 (Australia Post / BehaviourWorks)

² My Health Record Statistics as at 26 May 2019, Australian Digital Health Agency

Pilot requirements

Through funding from Good Things Foundation Australia, Network Partners will:

- Directly support learners to use digital health websites, resources, and tools, including My Health Record.
- Host an event to promote digital health literacy
- Participate in co-design, evaluation and feedback initiatives to inform the pilot roll-out
- Be located in Sydney Metropolitan Area or Ballarat and surrounding regions.

The focus will be on supporting people who:

- Lack the digital skills to access My Health Record and wider digital health resources
- Have difficulty dealing with tasks e.g lack of language skills, learning difficulties and memory problems
- Have caring responsibilities
- Have a lack of awareness or confidence to access My Health Record and wider digital health resources.

Participating Network Partners will receive support from Good Things Foundation including:

- Training for 2 Digital Health Mentors to be able to support others to see the relevance of digital tools that help them to manage their health online.
- Skillsharing webinars and support calls
- Resources to deliver the digital health mentoring programs and community events

Digital Health Network Partners Expression of Interest

Network Partners are invited to submit an Expression of Interest (EOI) detailing why they believe they are best suited to deliver the program.

There are two contract sizes on offer. Depending on your location, you will be asked to nominate one of the following contracts:

<p>\$5,000 to train 2 Digital Health Mentors, engage with 52 people through an event and directly support 26 people to learn basic digital health literacy skills in metropolitan areas</p>	<p>\$5,000 to train 2 Digital Health Mentors, engage 28 people through an event and directly support support 14 people to learn basic digital health literacy skills in outer regional, rural and remote areas.</p>
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Please note, under the pilot program, we will fund 5 Pilot Network Partners in each of Sydney Metropolitan Area and Ballarat and surrounding regions.

What do I have to do?

It is expected that Digital Health Network Partners will:

- a) Nominate one person to attend pilot co-design workshop, to be held in August 2019.
- b) Nominate two Digital Health Mentors and ensure they participate in compulsory training webinars provided by Good Things Foundation
- c) Identify users who could benefit from digital health literacy upskilling. For example through local community engagement, including referral partnerships with local doctor surgeries, schools, not-for-profit partners; using marketing collateral provided by Good Things Foundation, and using word of mouth and referrals.
- d) Provide free face-to-face support sessions through a blended learning approach, combining the holistic support from experienced staff and volunteers, with a suite of digital resources identified by Good Things Foundation.
- e) Ensure that any users without digital skills will be supported to use online learning content on the Be Connected Learning Portal.
- f) Utilise the data and performance management system provided by Good Things Foundation to capture and measure user activities including:
 - i) Number of users participating at sessions
 - ii) Number of users invited
 - iii) Session outcomes
 - iv) User demographics
 - v) Types of support provided.
- g) Hold at least one community engagement event, utilising event packs provided by Good Things Foundation, to promote digital health literacy. The event(s) must reach a minimum of 52 people (28 for outer regional and remote areas) and encourage people, through a friendly, informal setting, to talk about how digital can support their health, and how to use My Health Record.
- h) Attend webinars hosted by Good Things Foundation and participate in the pilot evaluation and feedback processes
- i) On completion of delivery, submit a final report using Good Things Foundation reporting template that includes a financial acquittal to show actual expenditure.

To deliver the project, your organisation must:

- Have the required IT and Wifi infrastructure
- Have access to staff and volunteers (or plans to recruit) who have the necessary checks for working with vulnerable people
- Have an ABN
- Deliver programs in accessible premises
- Provide an itemised and costed budget at the time of application

Target Group

Digital Health Network Partners will directly support people from one or more of the following cohort groups:

- People living with chronic conditions
- Older Australians
- Those experiencing domestic or family violence
- Parents of children
- Carers
- People living with clinically sensitive conditions
- People living in rural and remote communities
- Aboriginal and Torres Strait Islanders
- People with a disability

Funding amount and term

\$5,000 (+GST if applicable) will be awarded to Digital Health Network Partners to support people to increase digital health literacy between 5 August and 29 November 2019.

Subject to review, Digital Health Network Partners will be invited to continue the program through to June 2020 following the completion of the pilot. Relevant details relating to post-pilot funding will be provided in due course.

Project timeline

Activity	Date
Launch of online application	Monday, 8 July 2019
Deadline for applications	Friday, 26 July 2019 by 23:55 (AEST)
Communication of results to all applicants	Friday, 2 August 2019
Project start date & finish date	5 August - 29 November 2019
Payment from	5 August 2019

Use of Funds

What can the funds be used for?

Funds can be spent on activities that support people to learn basic digital health literacy skills and host a local event. Examples include:

- Communications, promotion and marketing expenses
- Police checks for all staff and involved in delivering the program, if not in place already
- Travel, including attending pilot co-design workshop
- Staffing costs
- Project management costs
- Event catering and venue hire
- Equipment and delivery costs

Exclusions:

- Funding cannot be used for capital works (building or construction materials)

Payments

If your proposal is successful, \$5,000 (plus GST if applicable) will be transferred to you from 5 August 2019, once a contract has been accepted and an invoice has been received by Good Things Foundation.

Contact

Contact the Good Things Foundation team on (02) 9051 9292 or connect@goodthingsfoundation.org if you have any questions about the application process or guidelines.

Expression of Interest Form

Digital Health Literacy Pilot Program - Digital Health Network Partners

Please select your organisation from the drop-down box - the organisation you select is the organisation you are applying for funding for. In this section, you should only be able to see the organisations that are connected to your account.

All eligibility criteria must be met before you can begin your EOI. For this funding opportunity, you need to provide an ABN number. You can add this in the "your payment details" tab if you've not already done so.

Section 1: Conditions of funding

1.1 Conditions of funding

Please ensure that you can select yes to all of the qualifying criteria outlined below. If you aren't able to answer yes to all these points, you should not continue with your EOI.

- We have the potential to engage and support people to gain basic digital health literacy skills.
- We will host an event to raise awareness of digital health literacy
- We are willing to attend webinars hosted by Good Things Foundation and participate in the pilot design and evaluation processes.
- We will undertake police checks/working with vulnerable persons checks for staff working on the program. Please note, you won't be able to accept the terms and conditions of funding until you have current police checks in place.
- Our organisation has public liability insurance.
- We are willing to provide additional information to Good Things Foundation if requested.
- We will deliver programs in accessible premises.
- We have an Australian Business Number.
- We agree to ensure that our organisation has public liability insurance.

1.2 Select the contract you would like to apply for from the dropdown menu.

Contract Size	\$5,000 to train 2 Digital Health Mentors, engage with	\$5,000 to train 2 Digital Health Mentors, engage 28
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	<p>52 people through an event and directly support 26 people to learn basic digital health literacy skills in Metropolitan areas</p>	<p>people through an event and directly support 14 people to learn basic digital health literacy skills in outer regional, rural and remote areas</p>
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At this stage, we recommend that you click on the save and continue button before moving on.

Section 2: The Project

2.1 Which target audience/s are you aiming to support through your Digital Health Network Funding?

Select all that apply.

- People living with chronic conditions
- Older Australians
- Those experiencing domestic or family violence
- Parents to children
- Carers
- People living with clinically sensitive conditions
- People living in rural and remote communities
- Aboriginal and Torres Strait Islanders
- People with a disability

2.2 In which Australian States/Territories will you deliver the Digital Health Network program?

Select all that apply.

- Australian Capital Territory
- New South Wales
- Northern Territory
- Queensland
- South Australia
- Tasmania
- Victoria
- Western Australia

2.3 Please tell us why you believe your organisation is best qualified to pilot this program.

Word limit: 300 words

2.4 How do you intend to provide face-to-face support to people to improve their digital health literacy skills through the use of resources and tools including My Health Record (include activities and objectives).

Note: You will be required to use resources provided by Good Things Foundation.

Word limit: 200 words

2.5 Describe your process to engage learners. How will you promote your program and event to ensure learners attend?

Word limit: 200 words

2.6 Provide us with an overview of your community engagement event and activities you will undertake to ensure your objectives are met. Include where and when it is going to be held and how many people you expect will participate.

Note: You will be required to use resources provided by Good Things Foundation.

Word limit: 200 words

2.7 Please demonstrate your organisation's capacity to engage 2 Digital Health Mentors (including their skills and experience) and participate in co-design, training and evaluation process?

Word limit: 200 words

2.8 Describe how you will assess and measure the impact of this program and the impact Digital Health Mentors have had in supporting people to develop basic digital skills and use digital health material.

Word limit: 200 words

2.9 How much will it cost?: Provide an itemised and costed budget to show how you will use the funds to deliver this program

Word limit: 100 words

Review, save and submit

At this stage, we recommend that you click on the save and continue button before moving on to submit.

Section 3: Assessment

Applications will be assessed by the Good Things Foundation in July 2019.

Good Things Foundation will advise you on the outcome of your application through email within a week of the closing date.