Digital Health Literacy Pilot

Specialist Pilot Network Partner

About the Pilot

We know that 4 million people in Australia have limited digital skills[1], 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 to 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 Specialist Pilot Network Partner, Good Things Foundation will provide your organisation with $20,000 in funding, along with training and resources on being a Digital Health Mentor, to enable you to test specific approaches and resources with Aboriginal and Torres Strait Islander people or people with disabilities.

In return, as a Specialist 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 from July to December

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[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

2019, with funding awarded to one Specialist Network Partner targeting Aboriginal and Torres Strait Islander people and a Specialist Partner for people with disabilities.

Pilot requirements

Through funding from Good Things Foundation Australia, Specialist Pilot Network Partners will:
➢ Test and develop specific approaches and resources with their target group
➢ Host an event to promote digital literacy
➢ Participate in co-design, evaluation and feedback initiatives to inform the pilot roll-out

The focus will be on supporting people within your target group 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 Specialist Pilot Network Partners will receive support from Good Things Foundation including:

➢ Training for 3 Digital Health Mentors to be able to support others to see the relevance of digital tools that help them to prevent poor health.
➢ Skillsharing webinars and support calls
➢ Relevant resources and materials to deliver the program

Digital Health Specialist Pilot Network Partners Expression of Interest

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

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

$20,000 to engage 3 Digital Health Mentors and work with Aboriginal and Torres Strait Islander people to improve health outcomes, and understanding and benefits of My Health Record	$20,000 to engage 3 Digital Health Mentors and work with people with disabilities to improve health outcomes, and, understanding and benefits of My Health Record

Please note, under the pilot program, we will fund one Specialist Network Partner for each of the two target groups mentioned above.

What do I have to do?

It is expected that Digital Health Specialist Pilot Network Partners will:

a) Nominate one person to attend pilot co-design workshop, to be held in August 2019.

b) Nominate three 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) Work with other smaller organisations/branches who have expertise in working with the target group and community members to design project resources/programs that meet their needs.

e) Hold at least one community engagement event to promote digital health literacy. The event(s) will encourage people, through a friendly, informal setting, to talk about how digital can support their health, and may include how to use My Health Record.

f) Attend webinars hosted by Good Things Foundation and participate in pilot evaluation and feedback processes.

g) 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 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 time of application

Funding amount and term

$20,000 (+GST if applicable) will be awarded to Specialist Pilot Network Partners to improve health outcomes, and understanding of My Health Record between 5 August and 29 November 2019.

Subject to review, Digital Health Specialist Pilot Network Partners will be invited to participate in the Digital Health Literacy Program 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 learn basic digital health literacy skills, develop resources 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 workshops
- Staffing costs
- Project management costs
- Equipment and delivery costs

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

Payments

If your proposal is successful, $20,000 (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 - Specialist Pilot 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 and workshops hosted by Good Things Foundation and participate in co-design, resource development, training 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	$20,000 to engage 3 Digital Health Mentors and work with Aboriginal and Torres Strait Islander people to improve digital health literacy skills and gain an understanding of how to use My Health Record	$20,000 to engage 3 Digital Health Mentors and work with people with disabilities to improve digital health literacy skills and gain an understanding of how to use My Health Record

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 Funding?
Select all that apply.

- Aboriginal and Torres Strait islanders
- People with a disability

2.2 In which Australian States/Territories will you deliver the Digital Health 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. Please be clear and offer detail and examples where relevant.

Word Limit: 300

2.4 Demonstrate your past experience and expertise in working with the target group and delivering digital literacy support.

Word limit: 300 words

2.5 Describe how you will involve partner organisations and/or your target community in designing and testing resources and participating in this pilot project

Word limit: 200 words

2.6 Please 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 3 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.