



GUIDE

Loaning devices to learners

About this guide

The Digital Devices Grant program aims to combat social isolation for Australians aged 50+ by providing loan devices with data to socially isolated or disadvantaged older Australians who don't have a device of their own.

Grants are available to Be Connected Network Partners through this program to purchase digital devices, with data, to loan out to older Australians to improve their connection to their community and support them to continue their digital skills learning during this difficult time.

Learners borrowing devices cannot be held liable should something happen to the device while it is in their care. We want to encourage learners to use the device as much as possible, without fear of financial repercussions should something go wrong.

This guide contains useful information on what to do when you receive your Digital Devices grant funding and how to get the devices to people aged over 50 in your community.

This guide may also provide useful tips for organisations already running loan device programs.



Five steps to loaning devices

There are five main steps to help members of your community get online and get the most out of their loan devices:

1



Purchase the devices and data

2



Set up and prepare the devices

3



Deliver the device to the learner

4



Provide initial support to get the device working

5



Provide ongoing support using Be Connected resources

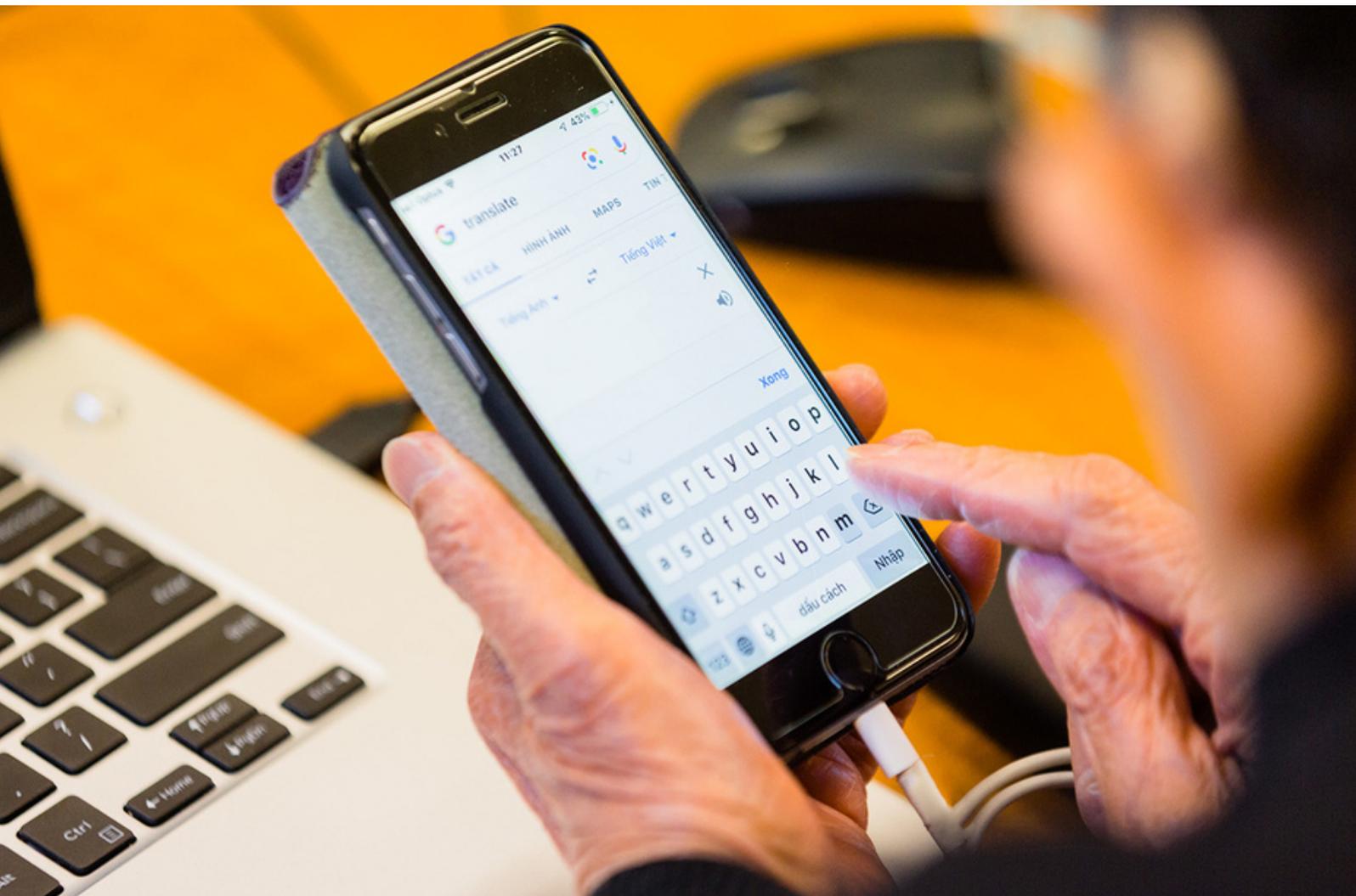
Purchasing the devices

As part of your [Digital Devices grant application](#), you will have already identified which devices and data plans you will purchase. Once funding is received, it's time to order the devices and data SIM cards. Once these have arrived, you can get them set up and begin delivering them to learners.

Don't forget to send a copy of all invoices/receipts to us via email at connect@goodthingsfoundation.org.

If you have difficulty sourcing devices or wish to change the devices you plan to purchase, please contact us via email or phone on (02) 9051 9292.

All devices must be purchased by the date outlined in the grant guidelines and terms and conditions.



Setting up the devices

To make it as easy as possible for learners, make sure to set up each device before loaning them out. They should be in a state where learners can simply turn the device on and start using it.

If you've purchased Android devices, you'll need to [create a Google Account](#) for your organisation (if you don't already have one). If you've purchased iPads, you'll need to [set up an Apple account \(Apple ID\)](#). These accounts are usually created during the setup process of the device.

Once the device is set up, you should check if any updates need to be installed. Since updates can use a lot of data to install, connect the device to your WiFi first so you are not using the data that you've purchased for learners. Next, you can start installing all the apps that you think your learners will find useful while the device is in their care. Some suggestions are:

- Video calling apps, such as Skype, Zoom
- Social media apps
- Google Maps
- News apps, such as ABC News
- Australian Government Coronavirus information app
- YouTube
- Any games for them to practise using the tablet
- Your local library's eBook app

Bookmarking specific websites and adding them to the home screen would also encourage learners to have a look at them, for example:

- Be Connected Learning Portal
- Google
- Recipe websites
- HealthDirect

As part of the package left with learners, create a printed information sheet that includes basic instructions on how to turn the device on, how they can contact you for support and suggested activities to get started.

Delivering the devices

While delivering/repackaging the devices for learners, it is important that you're doing so safely. There are guidelines on [how to clean various electronic devices](#) on the Apple website, which can be followed for non-Apple products as the principles are the same.

If you're delivering devices to learners in person, [follow government guidelines](#) and [practise good hygiene](#) while you are setting up and repackaging the device. If you are posting the device, ensure that it is a contactless pick-up and drop-off to minimise risk.

It would be advisable at this time to ask learners to complete the [loan agreement form](#). If you are posting devices to them, include a copy of the form inside the package and ask that they return it to you. Don't forget to also include a copy of the information sheet for learners you created.

ACTIVITY: You can show learners how to take a picture of their completed loan agreement using the device's camera and how to attach it to an email to send it back to you.



Initial support to use the device

Now that learners have their device, it's time for them to start using it! Arrange a time to meet up with or telephone learners within 24 hours of delivery to go over the basics of turning it on and off, and how to connect it to the internet.

This initial stage is all about getting them comfortable and confident with the device. Reassure learners that if anything happens to the device while it is in their care, there will be no repercussions for them.

Make sure that learners have your contact phone number or email address, as well as what times in the day you are available to support them. They might have a lot of questions at the beginning so prepare yourself!

TIP: If a learner does not yet have an email address, you can create a generic email account and log into it while setting up the device. Then you can send activities, online session links and emails containing useful information to them.



Ongoing support

Network Partners are encouraged to continue delivering Be Connected digital skills sessions via digital platforms to learners in receipt of a loaned device. Please ensure that learners know when these sessions are running and how to register for them, so they can join in with their community.

Any learners receiving devices should also be registered on the CaptureIT system.

At Good Things Foundation, we are keen to find out how the devices are helping learners and how it is preventing isolation. We will be in contact during your grant contract to gather this feedback. We will also be sharing stories about how these devices have made a difference to people in your community. The next page includes tips on how to share your stories with us on social media.



Sharing stories on social media

We know the devices you'll purchase with your grant funds will greatly benefit those in your community - and we would love for you to share those stories on social media. Here are a couple tips to follow so we can share your efforts across our pages as well.

- Use the Be Connected hashtag. The best way to make sure that your posts are included in any coverage is to incorporate the hashtag [#BeConnectedAU](#)
- Include an image in your post. If learners are happy to be included in your post, take a picture of them with the device when you drop it off, or ask them to send you a photo if you've posted the device to them.
- Tag in your town. Including your location as a hashtag (eg. [#Brisbane](#) or [#Adelaide](#)) will allow people who are browsing through local content to share this great initiative
- Follow and tag us. We'll be sharing lots of news and resources to support this initiative, as well as sharing what other people are up to, so make sure to follow and tag our social media accounts.



facebook.com/GoodThingsFoundationAU



[@BeConnectedAU](https://twitter.com/BeConnectedAU)



[@goodthingsaus](https://twitter.com/goodthingsaus)



[Good Things Foundation Australia](https://www.linkedin.com/company/Good Things Foundation Australia)

Retrieving the device

You will decide the length of time each device will be on loan to learners. This should be made clear to the learner from the start through your loan agreement. All loaned devices should be returned to Network Partners by the grant contract end date stated in the grant Terms and Conditions.

Before you collect the device, ask learners to remove any personal information. You may need to provide support on how to do this.

While unpacking the returned device, wear disposable gloves and ensure you clean the device thoroughly. Reset every device back to factory settings after each loan. There should be no personal information left on the device when you loan it out to someone else or begin using the device in your face-to-face sessions.

Questions and support

Please contact the Good Things Foundation Australia team if you have any questions or need support with your loan device or digital skills programs.

P: (02) 9051 9292

E: connect@goodthingsfoundation.org

We have created several support resources ready for you to use:

- [Sample device loan agreement](#)
- [Device usage guidelines](#)
- [Examples of device & data packages to buy with your grant](#)
- [Resources for digital mentors delivering support online](#)
- [Registering learners on CaptureIT or the Learning Portal](#)
- [Grant invoice template](#)