

A bit about the eSafety Team

# How needs have changed this year

## January 2020

Lesson	Users
1. What is a computer?: So, what is a computer...	257
2. Using the internet: About the internet:   https:...	197
3. Using a keyboard: Keyboard basics:   https://...	139
4. Safe passwords: Why we need safe passwor...	150
5. What is a computer?: What is a screen?:   htt...	136
6. What is a computer?: What is a keyboard?:   ...	129
7. What is a computer?: What is a mouse?:   htt...	128
8. What is a laptop?: How to charge a laptop:   ...	129
9. Using the internet: Getting around online:   ht...	116
10 Safe passwords: Common password mistak...	123

# How needs have changed this year

## January 2020

Lesson	Users
1. What is a computer?: So, what is a computer...	257
2. Using the internet: About the internet:   https:...	197
3. Using a keyboard: Keyboard basics:   https://...	139
4. Safe passwords: Why we need safe passwor...	150
5. What is a computer?: What is a screen?:   htt...	136
6. What is a computer?: What is a keyboard?:   ...	129
7. What is a computer?: What is a mouse?:   htt...	128
8. What is a laptop?: How to charge a laptop:   ...	129
9. Using the internet: Getting around online:   ht...	116
10 Safe passwords: Common password mistak...	123

## May 2020

Lesson	Users
1. How to use FaceTime: Contacts in FaceTime...	526
2. Getting set up for video calling: Mary's video ...	267
3. How to use WhatsApp: Getting ready to use ...	250
4. How to use Skype: Getting ready to Skype:   h...	236
5. Getting set up for video calling: What you ne...	243
6. Using the internet: About the internet:   https:...	196
7. What is a computer?: So, what is a computer...	167
8. Online shopping overview: Introduction to sh...	168
9. Safe passwords: Why we need safe passwor...	153
10 Getting set up for video calling: Using the ca...	177

# How needs have changed this year

## January 2020

Lesson	Users
1. What is a computer?: So, what is a computer...	257
2. Using the internet: About the internet:   https:...	197
3. Using a keyboard: Keyboard basics:   https://...	139
4. Safe passwords: Why we need safe passwor...	150
5. What is a computer?: What is a screen?:   htt...	136
6. What is a computer?: What is a keyboard?:   ...	129
7. What is a computer?: What is a mouse?:   htt...	128
8. What is a laptop?: How to charge a laptop:   ...	129
9. Using the internet: Getting around online:   ht...	116
10 Safe passwords: Common password mistak...	123

## May 2020

Lesson	Users
1. How to use FaceTime: Contacts in FaceTime...	526
2. Getting set up for video calling: Mary's video ...	267
3. How to use WhatsApp: Getting ready to use ...	250
4. How to use Skype: Getting ready to Skype:   h...	236
5. Getting set up for video calling: What you ne...	243
6. Using the internet: About the internet:   https:...	196
7. What is a computer?: So, what is a computer...	167
8. Online shopping overview: Introduction to sh...	168
9. Safe passwords: Why we need safe passwor...	153
10 Getting set up for video calling: Using the ca...	177

## July 2020

Lesson	Users
1.. How to use FaceTime: Contacts in FaceTime:...	472
2.. Getting started with online banking: What is o...	381
3.. All about myGov: What is myGov?:   https://be...	379
4.. Using the internet: About the internet:   https:/...	300
5.. What is a laptop?: How to charge a laptop:   h...	323
6.. What is a computer?: So, what is a computer?...	294
7.. All about myGov: Basic features of myGov:   h...	278
8.. Safe passwords: Why we need safe passwor...	253
9.. Getting started with online banking: The bene...	245
1.. Online shopping overview: Introduction to sh...	228



**Be Connected**

Every Australian online.

# Be Connected content roadmap

## Buying and selling online

- A suite of 6 courses focusing on safely buying and selling online.
- We review different payment methods, with focus on PayPal being the safest payment method as it allows people to pay and receive payment without sharing personal payment details with multiple online stores and individuals. PayPal also provides additional protection if something goes wrong with the purchase.
- Covering the major online marketplaces, i.e. eBay, Facebook Marketplace and Gumtree. As the world's largest online marketplace, eBay is used to demonstrate the buying and selling lifecycle, including case studies in the final two courses.
- Those case studies follow a central character, Antonio, as he sells his unwanted household items and then purchases a new artwork on eBay.
- Key focus on safety and how to stay safer while buying and selling online.

## Smart homes and Cloud technology

- Courses that explain what Smart homes are and how smart devices in the home can be used to increase quality of life. E.g:
  - listening to radio and watching playback TV online
  - ability to set reminders and alarms
  - control lighting and home security
  - make phone calls from one device to another.
- A course dedicated to Cloud technology, explaining what it is and how it integrates with everyday devices - such as syncing information between smart phones, tablets and laptop/desktop.
- Focus on using these devices safely and what to be aware of in terms of costs associated with Cloud plans.

## Online banking using apps

- Courses for banking online using smart devices. Course content focusing on the key tasks developed for the desktop version of Squirrel bank that we recently released. E.g. logging in and out, checking balances, downloading statements and paying a bills.
- First courses will introduce the key concepts via learning text and supporting graphics. Final courses will consist of a practice area to allow learners to practise their new skills in a safe and secure environment.
- The practice area will provide learners with a Squirrel Bank app simulation of real-life banking experiences on a mobile device, e.g. scroll wheel to select figures, tapping on accounts and menu items and using face ID to login.
- Importantly, the text courses will be available for all devices, but the practice area will be optimised specifically for tablet and smartphone .

## Researching and booking travel online

- Courses that introduce learners to the concept and benefits of researching and booking travel online, e.g. easy to compare pricing, convenient and cost effective.
- Case studies included in the learning content will focus on local travel destinations within Aust and NZ.
- Content will also focus on travelling safely domestically and overseas, including how to avoid common scams and pitfalls. We'll outline the how learners can register with Smart Traveller, use DFAT for travel advice and renew and apply for visas and passports online.

## Continuous improvement

- We will audit all of our current content to identify those areas that needs updating.
- Updates to existing content will happen in the background as new content is being developed.

## **Feedback on existing content and ideas for future content**

- We are always keen to hear feedback on our content from our learners and network partners.
- Please share any ideas that you have or hear from learners on future content development. Content creation is based on the results and outcomes of surveys and extensive market research but the more input we receive, the better!