

DIGITAL INCLUSION in AUSTRALIA

2.5 MILLION PEOPLE are STILL NOT ONLINE

ONLINE SKILLS ARE CRUCIAL

ORDER FOOD

ONLINE BANKING

SOCIAL CONNECTION

COVID-19 has SHOWN us how IMPORTANT this is

OWN IMPACT

- 85% of PEOPLE INCREASED their DIGITAL SKILLS
- 85% of PEOPLE are MORE CONFIDENT USING the INTERNET
- 87% SATISFIED with NETWORK PARTNER SUPPORT
- 77% INCREASED SOCIAL CONNECTION



HEALTH

80% INCREASED this DIGITAL HEALTH LITERACY SKILLS & CONFIDENCE

56% were MORE CONFIDENT USING DIGITAL HEALTH RESOURCES

750,000 PEOPLE ENGAGED or SUPPORTED in DIGITAL SKILLS PROGRAMS

NEW REMOTE DELIVERY MODELS

ONLINE DELIVERY will be a BIG PART of the FUTURE

NEW METHODS of SUPPORT



NETWORK PARTNER MEETUP

WHAT are the CHALLENGES to DELIVERING DIGITALLY?

INTERNET CONNECTION

DEVICES

ACCESS

DIGITAL LANGUAGE

"WIFI" ZOOM "SHARE SCREEN"

MENTORS UNCOMFORTABLE to TEACH ONLINE

YOU CAN SEE but NOT TOUCH

TEACHING TRANSITION to ONLINE

UNDERSTANDING DATA

the CHANGING NEEDS in 2020

FROM:

TO:

JAN

WHAT is a COMPUTER/ INTERNET?

MAY

HOW to USE FACE-TIME?

JULY

WHAT is MY GOV?

EXPLAIN? the WHY?

ACTIVE LISTENING

ALLOW TIME for CHECK-INS

KEEP the GROUP SMALL

A PRE-SESSION for the SESSION

ALLOWING PEOPLE to EXPRESS FEARS & CONCERNS

WHAT IS...I

ASK "what do you WANT/EXPECT to LEARN?"



in AUSTRALIA...

2.5 MILLION PEOPLE are STILL NOT ONLINE!

OUR IMPACT

77% have INCREASED their SOCIAL CONNECTION

87% SATISFIED with SUPPORT from NETWORK PARTNER

85% are MORE CONFIDENT USING the INTERNET

85% INCREASED their DIGITAL SKILLS

80% INCREASED their DIGITAL HEALTH & LITERACY SKILLS & CONFIDENCE

HEALTH MY WAY

3,600 PEOPLE have RECEIVED our DIGITAL HEALTH LITERACY RESOURCES

188 DIGITAL HEALTH MENTORS TRAINED

80 COMMUNITY ORGANISATIONS are in the DIGITAL HEALTH NETWORK

we HAVE a lot to BE PROUD OF!

we HAVE ACHIEVED A LOT!

DIGITAL INCLUSION

OLDER PEOPLE

INCLUDING

PEOPLE with LOW INCOME

INDIGENOUS PEOPLE

PEOPLE with DISABILITIES

NETWORK PARTNER MEETUP

AUGUST 6TH 2020

THE STRENGTH of OUR NETWORK is the DIVERSITY of OUR NETWORK

LIBRARIES

AGED CARE

COMMUNITY CENTRES

MENS SHED

SPORTS GROUPS

TRAINING PROVIDERS

why WOULD I want to BE ONLINE...

LEARNING BANKING HEALTH & WELLBEING CONNECTION

the importance of QUALITY, AFFORDABLE DEVICES & INTERNET CONNECTION

GRANTS

\$15 MILLION AWARDED SO FAR!

INCREASING OUR IMPACT...

MORE FUNDING for DEVICES & DATA
HOW CAN we TAKE LEARNERS on a LONGER JOURNEY

GET ONLINE WEEK 2020



73% of RESPONDENTS SAID they were ABLE to DELIVER SOME FORM of ONLINE SUPPORT

ONLINE DELIVERY is a NECESSITY & NOT OPTIONAL

COVID-19 SUPPORT

THIS work is MUCH BROADER than 50+

ADJUSTING to the NEW NORMAL

CHALLENGES

FIRST STEPS

the ABILITY to CONNECT to the INTERNET

LOGGING into ZOOM

ACCESS DATA & DEVICES

EVERYONE has a DIFFERENT DEVICE

PEOPLE JUST want HELP with what THEY want HELP WITH

44% of ORGANISATIONS STILL REMAIN CLOSED to FACE to FACE DELIVERY

CLOSED

GETTING the AUDIO RIGHT

FACE to FACE SUPPORT

MENTORS aren't I.T. GURUS

"I JUST want to GET onto my E-MAIL."

RELUCTANCE to GO BACK to FACE to FACE

the DANGER of FACEBOOK & PRIVACY

IDEAS

ONLINE is here to STAY

START with the BASICS

NEW RESOURCES & SESSION PLANS

VIDEO TUTORIALS

SHORT CLIPS

How TO...

LOG onto THEIR SCREEN

HANDOUTS

the PRACTISE CENTRE

ONLINE BANKING

SETUP a SEPARATE ACCOUNT for ONLINE BANKING

SQUIRREL BANK

SEPARATE SESSIONS

PLANNING a SESSION

1. the SOCIAL ASPECT
2. the THEORY
3. PRACTISE TIME

UTILISE the VIDEOS on the BANKING SITES for ONLINE BANKING

PRIVACY

PEOPLE'S CHILDREN SHOULDN'T HELPING

NETWORK PARTNER MEETUP

AUGUST 11TH 2020

LEARNERS NEED:

• ACCESS → DEVICES
→ AFFORDABLE INTERNET CONNECTION

• ONLINE RESOURCES

• MENTORS & SUPPORT

DATA

LOANED DEVICES

• FUNCTIONING HARDWARE

• EDUCATION ON MAKING GOOD PURCHASES

WHAT TECH SHOULD COST

WHAT TO BUY WHERE TO BUY RIPOFFS

• A GOOD SERVICE PROVIDER

• SAFETY ONLINE

• PRIVACY

• AWARENESS OF SCAMS

YOU WON!

LEARNERS CHANGING NEEDS POST-COVID

FROM: WHAT is a COMPUTER & HOW DO I USE it?

TO: HOW TO CONNECT TO PEOPLE

E-SAFETY RESOURCES & COURSES

NETWORK PARTNER MEETUP

AUGUST 12TH 2020

FOR SALE BUYING & SELLING ONLINE

HOW TO DO THIS SAFELY

SMART HOMES & CLOUD TECH

ONLINE BANKING APPS

RESEARCHING & BOOKING TRAVEL ONLINE

VISAS & PASSPORTS

LOCAL HELP

PRACTISE

SUPPORT

LEARN

LEARNING PORTAL



Hi NAN!