

Digital Sisters - Program Kit

March 2024

Thanks for participating in the *Digital Sisters* pilot program! This document will provide you with the key links and information you need to deliver this project.

About the project

Background

Good Things Foundation Australia has partnered with HOST International and with 20 community partners to close the digital divide for refugee and migrant women, empowering them to build confidence and connections in the Australian community.

Your role

You are one of the 20 community organisations who have been selected to co-design and deliver this project.

You have already participated in three co-design sessions and three digital mentor workshops, and you will provide digital literacy support to at least 40 migrant and refugee women in your community.

Project timeline

The pilot project is running from August 2023 - June 2024.

About this pack

This pack is your *Digital Sisters Program Kit* with all the key links and info you need to deliver this program.

Your program Kit

The following resources will help you to participate in this project:

- [1. Grant details](#)
- [2. Co-design](#)
- [3. Digital mentor training sessions](#)
- [4. Online Learning resources](#)
- [5. Downloadable Resources](#)
- [6. Digital Skills Checkers](#)
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1. Grant details

You will have already received emails confirming your grant and the payment. If you have any questions about it, please contact our grants team on connect@goodthingsfoundation.org.

You can also check out the grant [Guidelines](#) at any time.

2. Co-design

During the co-design process organisations who got the grants, Good Things Foundation and HOST International, worked together to understand the specific needs, barriers and challenges that refugee and migrant women face when it comes to digital inclusion/being online.

Also, to understand what program elements we need to effectively support migrant and refugee women to build their online skills, safety and confidence.

We had three co-design sessions. See the presentations below:

- [First co-design session presentation](#)
- [Second co-design session presentation](#)
- [Third co-design session presentation](#)

3. Digital mentor training sessions

Every organisation participating in the Digital Sisters program had to have at least 2 Digital Mentors to participate in 3 digital mentor training sessions hosted by Good Things Foundation. It is a preference that the digital mentors are bilingual already working in the community, where possible.

The purpose of these sessions was to share ideas and knowledge about how to be a digital mentor and how to best support them in learning new digital skills. For resources on how to be a digital mentor please go to the [Be Connected Network Partners site](#).

It is mandatory and key for learning and preparation to take the Digital Mentor training. You can watch and/or review the recordings here:

- [Review the first Digital mentor training session recording](#) - 26 October 2023
- [Review the second Digital mentor training session recording](#) - 31 October 2023
- [Review the third Digital mentor training session recording](#) - 08 November 2023

4. Online Learning Resources

We have compiled relevant online learning resources from reliable sources that you can choose to use to deliver your programs. You and your learners can access them here:

- <https://www.beconnectednetwork.org.au/resources/digitalsisters>

If you have useful learning resources that can be used for other organisations, send them to us at connect@goodthingsfoundation.org, and we will add them to the website.



TOP TIP: You may like to display the url on a large screen in a classroom setting. When a learner clicks on a topic on the Good Things Learning website, they will be taken to a different website to the online learning resource.

5. Downloadable Resources

We have created a range of resources to help you to run and promote your project. You can find the following resources on the [Be Connected Network website](#):

- Session Plans
- Learner worksheet
- Tip sheets
- Activity cards
- Learning material
- Videos and online courses
- Social media mockups and posters to promote your sessions
- A guide to promote your event
- And much more!



TOP TIP: Prepare your digital skills sessions in advance. You can tailor our session plans to meet the needs of your community.

6. Reporting Requirements

Digital Skills Checker

This is an **important two part process** that you do with your learners before and after you have supported someone to improve their digital skills. It is how we demonstrate how many people were supported through the program, as well as the impact the program has had in the community. Please support your learners to fill in both surveys.

Part 1: Baseline Assessment - 'Getting Started'

This is a survey to gain insights on where a learner is starting from. The questions in this survey are on a scale and will also ask for some contact details. There are two ways to access the survey:

1. Learners enter a url into their browser on their device
2. Learners scan a printed QR code using their device or type in the url, which will take them to the survey page.

This online survey is available at this url:

<https://survey.goodthingsfoundation.org.au/digitalsistersgettingstarted>



TOP TIP: If your learners have low digital skills, supporting them to get to this online form could be part of your learning and assessment activity

Part 2: Progression Survey 'Your Progress'

This is a follow-up survey to understand what people have learnt as a result of the program. There are two ways to access the survey:

1. Learners type in the url into their web browser.
2. Learners scan a printed QR code using their device, which will take them to the survey page.

This online survey is available at this url:

<https://survey.goodthingsfoundation.org.au/digitalsistersyourprogress>



Bi-Monthly Network Partner Survey

The second requirement for reporting will be the bi-monthly network partner survey. This survey is to be completed once per organisation every two months. This survey is designed to capture your learner participation numbers, provide us with ongoing program feedback, information on learner progress and is an opportunity to rate your satisfaction with our support.

A Survey Monkey link will be emailed to the main contact person at your organisation every two months for completion.

We have developed some handy digital and printable documents to help you maintain attendance records and learner data for the bi-monthly surveys:

- [Digital Sisters - Learner Sign In Sheet \(Word version - printable\)](#)
- [Digital Sisters - Attendance Tracker \(digital and printable\)](#)



TOP TIP: Capturing feedback as you go and maintaining good records makes it easier to remember and share at the session.

7. Other supports

One on one calls:

Monthly calls will be made to all 20 organisations, starting from the second week of each month, starting from Nov 2023. The purpose of these calls is to have a conversation about the progress of the program, help you with your questions and guide you in the delivery of your sessions if necessary.

Calls will NOT be made when other engagement activity(ies) have already happened within that month e.g. training or any other session. The calls will be made by Dur e Shahwar Bilal and Maria Peter from Good Things Foundation.

These calls will happen during weekdays, between 9 am to 5 pm (AEST):

- 6-10 November 2023
- 22-26 January 2024
- 11-15 March 2024

Community of practice:

Online meetings to discuss the program, ask questions, share how you are doing and learn from other experiences. Remember to register for each session:

- 7 December 2023 / 1:00 - 2:30 pm (AEST, check your local time)
<https://us02web.zoom.us/meeting/register/tZcpd-2sqTMvGNYmsj4tu7eDg1LehJgRctKp>
- 15 February 2024 / 1:00 - 2:30 pm (AEST, check your local time)
<https://us02web.zoom.us/meeting/register/tZctduurrTwiG9JH6v9KlIEZhjBq3j0cFr0k>
- 30 April 2024 / 1:00 - 2:30 pm (AEDT, check your local time)
https://us02web.zoom.us/meeting/register/tZEvc-uvqDgsGtCTjpFJ0-J5hWNh25A9W5b_

8. More support and materials available

Marketing material:

We have available different resources to help you promote your sessions and events. Have a look at our '[Guide to promote your event](#)' with all the tips and tricks.

Also, [download the social media mockups and posters](#) available for you to print and add your information or to edit online adding your logo and more event details.

Promote your sessions webinar:

On 28 November 2023, we hosted a webinar to help you to promote your sessions and to spread the word about your participation in Digital Sisters.

In this webinar, we shared some ideas, tips, and actions to spread the message around and help you have a successful gathering.

- [Revisit this webinar recording.](#)

Participation certificate:

You can download a [participation certificate](#) to give to the attendees of your Digital Skills sessions. They are a great way to celebrate what they have learned and their participation in your event.

We have two designs available for you. In one of them, there is a space for you to add your organisation logo.

Document version: Learner Getting Started Survey

These are the 'Learner Getting Started Survey' questions for you to copy and paste and translate if needed. Remember, after that, you have to go to the ScoreApp and add your answers there.

Link to the Survey:

<https://survey.goodthingsfoundation.org.au/digitalsistersgettingstarted>

First, go to [Google Translate](#), select the document option and upload this document and select the language required.

Questions:

1. What is your first name?
2. What is your family (last) name?
3. What is your email address? (If you don't have one, you can put a network partner/digital mentor email)
4. What is your postcode?
5. What year were you born in?
6. What is your country of origin?
7. What language do you speak at home?
8. How long have you been in Australia?
9. What type of Australian visa do you hold?
 - Humanitarian
 - Family
 - Skilled
 - Other
 - Australian Citizen
 - Permanent Resident
10. Do you have a Disability?
 - Yes - Intellectual/learning
 - Yes - Psychiatric
 - Yes - Sensory/speech
 - Yes - Physical/diverse
 - No, I do not have a disability
 - Prefer not to say
11. What is your employment status?
 - a. Unemployed
 - b. Employed (full time)
 - c. Employed (part time)
 - d. Employed (casually)
 - e. Self-employed or Sole Trader
 - f. Volunteer
12. Are you a student? (at University, TAFE or Community College)
13. Which network partner are you receiving support from?

Confidence outcome - pre score

How confident do you feel...

Using a desktop computer or laptop?

How confident do you feel...

Using a tablet?

How confident do you feel...

Using a smartphone?

How confident do you feel...

Using email?

How confident do you feel...

Using social media (such as Facebook or YouTube)?

How confident do you feel...

Using video calling (such as Whatsapp or Zoom)?

How confident do you feel...

Using online search engines (such as Google)?

How confident do you feel...

Streaming music or TV (such as Spotify or ABC iView)?

How confident do you feel...

Buying things online?

How confident do you feel...

Staying safe online?

How confident do you feel...

Doing your banking online?

How confident do you feel...

Accessing government or health services online?

What digital devices do you currently use? (Tick all that apply to you)

- Smartphone
- Computer or laptop
- Tablet or iPad
- I do not use any devices

How do you currently connect to the internet? (Tick all that apply to you)

- Using my mobile phone data
- Using my home internet (eg through an NBN connection)
- At a place outside my home (eg a library or workplace)

- I don't access the internet at all
- I don't know

What has stopped you getting online and doing more with digital technologies? (Tick all that apply)

- It hasn't been important for me until now
- My partner or family look after of that side of things
- I don't feel confident to learn how
- It's too expensive
- I feel worried or scared I'm embarrassed that I don't already know how to do this
- My health or disability has made it hard for me
- English is not my first language so I find the internet hard to use
- I've not had the opportunity to learn until now
- I don't have access to a device or the internet
- I have not had anything stopping me getting online

Increased online safety - pre score

Please rate your understanding of how to manage privacy and personal information online

- 1 - I have no understanding
- 2 -
- 3 - I have some understanding
- 4 -
- 5 - I have a strong understanding

Please rate your understanding of how to avoid online scams or unwanted communication such as spam

- 1 - I have no understanding
- 2 -
- 3 - I have some understanding
- 4 -
- 5 - I have a strong understanding

Increased digital skills - (pre and post questions)

Option 1: a. Please select **one** option below that best describes your current digital skills level

Numerical Scale 1-5 (with prompts)

1. I am a novice - I don't have any digital skills. I have never been online before
2. I am a beginner - I have a few digital skills, but I would like to learn more and still need lots of help.
3. I am an advanced beginner - I have some digital skills, but I would like to learn some more.
4. I am capable - I have most digital skills and I would like to learn a little more.
5. I am experienced - I have all the digital skills I need.

Qualitative skills question:

What would you like to get better at with training or support? (select all that apply)

- Connecting with family, friends and community
- Staying safe online and avoiding scams
- Accessing news and information online
- Accessing MyGov and government services online such as housing or Centrelink
- Finding employment or volunteer services
- Using the internet for hobbies or topics of interest
- Using the internet to manage my health (e.g. finding reliable information, electronic prescriptions, booking appointments or telehealth)
- Accessing entertainment online (e.g. YouTube videos, watching movies and music)
- Using online banking
- Other

Contact

If you have any questions or concerns, contact Dur e Shahwar (DS) or Maria from Good Things Foundation.

Via email: connect@goodthingsfoundation.org

Or via phone call: (02) 9051 9292.