

Young Digital Mentor Program

Capacity Builder 2024-2028 Grant Round 2 – Guidelines

Be Connected is an Australian government initiative that aims to provide a family and community centred approach to supporting, coaching and teaching Older Australians aged over 50 years to improve their skills and confidence in using digital technology.

Over 4,000 organisations have joined the Be Connected Network since October 2017 to support over 50's in their communities to gain critical digital skills. Network Partners are committed to improving the skills, confidence and online safety of older Australians.

In 2019, to raise the quality and delivery of digital skills sessions, Good Things Australia introduced the Digital Mentor Capacity Builder program.

Through this program, Network Partners are funded to engage, train and support Digital Mentors and put their learnings into practice by supporting people aged over 50, to gain basic digital skills and confidence.

Most recently, in August 2024, 21 Network Partners were funded under the Capacity Builder program, which will see an additional 1,900 trained digital mentors teaching practical everyday digital skills to elderly members in their communities.

About the Young Digital Mentor Program

Good Things Australia recognises the values and importance of bringing generations together through intergenerational programs, fostering meaningful, mutually beneficial relationships between older adults and younger individuals.

The aim of the Young Digital Mentor program is to enable organisations to engage young people, aged 16 to 21, from schools, youth agencies or other youth programs to perform the role of Digital Mentor within the Be Connected network.

The objectives of the program are to:

- A. Engage a Lead Digital Mentor who will be required to attend an online training session provided by Good Things Australia; and

- B. Engage, train and support 100 young Digital Mentors (50 in outer regional, remote and very remote areas).

Eligibility – Who can apply?

Organisations must:

- Be a registered Network Partner within the Be Connected Network
- Provide an ABN number
- Have public liability insurance
- Have acquitted previous grant/s awarded by Good Things Australia

If you are not sure if you have an overdue grant acquittal, please contact Good Things Australia to check.

Grant Amount and Term

Total funds available under this program is \$420,000.

\$52,500 grants will be awarded to 8 organisations to deliver the project between 1 April 2025 and 31 March 2026.

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

Contract size	\$52,500 to engage a Lead Digital Mentor and train and support 100 young Digital Mentors	\$52,500 to engage a Lead Digital Mentor and train and support 50 young Digital Mentors in outer regional, remote and very remote areas
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Outer Regional, Remote and Very Remote Contract

To check if you qualify for an outer regional/remote/very remote contract, please use the [Doctor Connect website here](#) to enter the locations where you will deliver your project. Select the tickbox "ASGS Remoteness Areas", then 2016. From the drop-down menu "Find address" enter your organisation's address and click "Search Location".

If these locations are categorised as one of the following, you can apply for a specialist contract:

- Outer regional (RA 3)
- Remote (RA 4)

- Very remote (RA 5)

If your locations are categorised as being located in Major Cities (RA 1) or Inner Regional (RA 2), you do not qualify to apply for a remote/regional contract.

What do I have to do for the grant?

Every Capacity Builder is required to:

- Select a qualified Lead Digital Mentor, with experience in training and digital literacy skills, who will train Digital Mentors (there is no age restriction for the Lead Digital Mentor).
- The Lead Digital Mentor must participate in compulsory online training provided by Good Things Australia:
 - The training is scheduled for 2 half day sessions in April 2025. Both sessions will be held online via Zoom. This is for people who have not attended Capacity Building training before (even if their organisation has been previously funded)
 - For returning Lead Digital Mentors- 1 half day refresher training is mandatory for your Lead Digital Mentor to attend in April 2025. This session will be held online via Zoom
- The Lead Digital Mentor will deliver online or face-to-face training, using Good Things Australia's training package, to 100 new young Digital Mentors, aged 16-21, who are committed to supporting older Australians gain digital skills and confidence within the Be Connected Network (50 in outer regional, remote and very remote areas)
- All trained Digital Mentors will be registered on Good Things Australia's data and performance management system
- Ensure all staff involved in delivering the program have police checks
- Demonstrate the [Be Connected learning portal](#) and resources to trained Digital Mentors
- Provide a minimum of two hours continued support to each Digital Mentor post training
- Ensure trained Digital Mentors use Good Things Australia's Digital Skills Checker tools
- If requested, share best practice of digital mentoring amongst the Be Connected Network
- Submit a mid-term progress report by 10 October 2025, and within a month of the grant term ending, a final report and audited Financial Statement

What are we looking for?

With limited funding available, up to \$420,000 will be awarded under this funding opportunity, applications will be competitively assessed on their merits with priority given to organisations that demonstrate:

- A viable project plan – a clear outline of how you will deliver project, including activities, outputs, responsibility and time frames
- Value for money – activities and budget are appropriately aligned
- Evidence of need for Digital Mentors
- Experience in delivering a training program and engaging the target audience (young people aged 16–21)
- Capacity to engage the required number of Digital Mentors
- A continuity plan for digital mentors once they have completed training – how will they be put to use in the Be Connected program
- A clear evaluation plan that outlines how you will measure the success of the project

The decision on grants is final and there is no appeals process for unsuccessful applicants.

Of course, if requested, we will provide organisations more detailed feedback on their application.

Use of Funds

What can the grant be used for?

Funds can only be used for expenses directly related to the delivery of your project. You are required to clearly outline your proposed expenditure in the budget you submit with your application. The funds can be used for project-specific purposes, including;

- Communications, promotion and marketing expenses
- Police checks for all staff and mentors involved in delivering the program, if not in place already
- Travel
- Staffing costs
- Project management costs
- Equipment and delivery costs
- Audit costs

Exclusions:

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

Payments

Payments will be made in 2 equal instalment:

- \$26,250 (plus GST if applicable) will be transferred to your nominated bank account from 25 March 2025, once a contract has been accepted online and an invoice has been submitted.
- \$26,250 (plus GST if applicable) will be transferred to your nominated bank account from 13 October 2025, subject to submission of a satisfactory mid-term progress report, outlining delivery against your project plan, and an invoice.

Reporting and Monitoring

Mid Term progress report

Successful applicants will be required to submit a mid-term progress report, including an income and expenditure statement, by 10 April 2025. Payment of the second instalment will be subject to the submission of a satisfactory progress report.

A report template will be provided by Good Things Australia.

Final report and financial acquittal

A final report is due by 30 April 2026. The final report will detail what happened with the proposed project – successes, learnings, outcomes (a template will be provided by Good Things Australia) and include a financial acquittal.

Financial acquittal of this grant requires you to submit an income and expenditure statement for the \$52,500 grant that is audited by:

- A registered Company Auditor under the Corporations Act 2001 (Cth); or
- A member of CPA Australia; or
- A member of the Institute of Public Accountants in Australia; or
- A member of the Institute of Chartered Accountants in Australia who is not a member or employee of your organisation.

The income and expenditure statement should be accompanied by an audit opinion verifying that the grant has been spent on activity in accordance with the grant Terms and Conditions and budget.

On-site visits

Good Things Australia staff may also visit Network Partners during the project to review compliance with the grant terms and conditions. We will provide you with reasonable notice of any compliance visit.

Project timeline

Activity	Date
Launch of online application	Monday, 3 February 2025
Deadline for applications	Friday, 7 March 2025 by 23:55 (AEST)
Communication of results to all applicants	Friday, 21 March 2025
Payment dates (2 instalments)	From 25 March 2025 and 13 October 2025
Project start date & finish date	1 April 2025 – 31 March 2026
Report dates	10 October 2025 – Mid-term progress report 30 April 2026 – Final report & financial acquittal
Training of new Lead Digital Mentors	April 2025
Refresher training for returning Lead Digital Mentors	April 2025

Grant Terms and Conditions

Please ensure you have read the grant [Terms and Conditions](#) before you commence your application.

How do I apply?

Please log on to the Good Things Australia Network Partner site and submit your application online.

You can see an example of the application form below.

If you are not yet a Network Partner, you can join using the Join the Network page on our website. You can apply for a grant as soon as you submit the Join the Network form. Newly joined Network Partners will receive a phone call from one of our team members to welcome you to the Network and help process your application. There is no need to hold off on your grant application before this phone call.

Application form

Step 1 – Accessing application form

Please apply under one of the to Funding Opportunities available:

1. \$52,500 Young Digital Mentor Capacity Builder 2024-2028 Grant – Round 2 (for Network Partners located in Major Cities or Inner Regional areas)
2. \$52,500 Young Digital Mentor Capacity Builder 2024-2028 Grant – Round 2 Specialist (for Network Partners located in Outer Regional, Remote and Very Remote areas)

Step 2 – Application questions

Organisation Details (this section will be pre-populated)

- Organisation ID:
- Organisation Name:
- ABN:

Contact Details (this section will be pre-populated)

- First Name:
- Last Name:
- Email:

How did you hear about this funding opportunity? (dropdown box, please select from the following)

- Twitter
- Facebook
- Google search
- LinkedIn
- Good Things Australia (e.g. newsletter)
- Other funding site (e.g. Community Grants Hub)
- other

Rationale for the Project

- **Which beneficiary group(s) does your project seek to support?** (dropdown box, please select one or more from the following)
 - Aboriginal and Torres Strait Islander people
 - Culturally and linguistically diverse individuals

- Older people (aged 50+)
 - People with chronic/life limiting health conditions
 - People with learning disabilities
 - People with mental health conditions – mild
 - People with mental health conditions – moderate
 - People with mental health conditions – severe
 - People with sensory impairments
 - Physically disabled people
- **What evidence have you got to support the need for this project in your community?**

This question has a 200 word limit

Delivery

- **Please outline your experience in delivering similar projects**

This question has a 200 word limit

- **Please outline the project's staffing and management, including key roles and responsibilities**

This question has a 100 word limit

- **Where will the young Digital Mentors be sourced from? Please provide evidence of your organisation's capacity to engage the required number of Digital Mentors**

This question has a 200 word limit

- **Please outline the marketing strategies you will use to promote your project**

This question has a 200 word limit

- **Describe how you will provide ongoing support to Digital Mentors post training**

This question has a 100 word limit

- **Please outline your continuity plan for digital Mentors once they have completed their training. How will they be put to use in the Be Connected program**

This question has a 100 word limit

- **Please upload a detailed Project Plan**

Impact and Assessment

- **Please describe what outcomes you hope to achieve and how you will measure them**

This question has a 100 word limit

Financial

- **What amount are you applying for?**
- **Upload the completed Budget Template**

Once your application is complete, please click **"Submit"**. You will receive a confirmation email after you have successfully submitted your application.

You can contact our Network Team at any time if you have any questions about the application process on **(02) 9051 9292** or by emailing connect@goodthingsfoundation.org