



Good Things
Foundation Australia

ANNUAL REPORT 21-22





Pictured: Barbara, Be Connected learner at Ridgehaven Rise Retirement Village.

Table of contents

Message from our Board Chair	4
Message from our CEO	5
At a glance	6
Be Connected	10
Get Online Week 2021	12
New programs in digital health	14
Online safety skills for young people with intellectual disability	15
Digital Nation 2021	16
Advocating for change	18
Our Blueprint to Close Australia's Digital Divide	20
Looking forward	21
About Good Things Foundation Australia	22
Contact	28



We acknowledge the traditional custodians of the land and pay respect to Elders past, present and emerging.

Front page image: Jan (left), Be Connected learner at Family Life. Elizabeth (right), Digital Mentor at Network Partner, Culture Connect Chinese Australia Brighton Beach Inc.

Message from our Board Chair



In a year when COVID-19 continued to disrupt the lives of those most in need across the country, I am immensely proud of the impact that Good Things Foundation Australia has made towards closing the digital divide for all.

2022 marked Good Things Foundation's fifth year of tackling Australia's digital divide and we have now reached more than 1 million people with essential digital skills and support.

This remarkable milestone would not be possible without our incredible national network of community organisations and digital mentors who work tirelessly to ensure people are supported online. On behalf of the Board I would like to thank all of our community partners for their commitment to keeping people safe, confident and connected online.

I would also like to acknowledge and congratulate our CEO Jess Wilson and the Good Things Foundation Australia team on a year of great outcomes and impact. This year saw us increase awareness of the importance of digital inclusion, raise the profile of the organisation, diversify our digital inclusion programs and partnerships and extend our reach.

Throughout the year the Board maintained a strong focus on strategic growth, risk management and the highest quality program delivery, while also supporting the organisation to be agile and resilient in adapting to new ways of working, evolving issues and new opportunities.

I would like to congratulate Amanda Wilson, Heather Rea and Nadia Jamal on their reappointment to the Board and thank all of the Directors, our UK trustees, and our management teams here and in the UK for their commitment and expertise in driving the organisation forward.

I also thank our Patrons Professor Linda Kristjanson AO and Professor Peter Shergold AC for their support in highlighting the criticality of digital skills and connectivity for all Australians.

We know that to close Australia's digital divide for all, greater investment and collaboration across government, industry, philanthropy and the community sector is essential. So we invite partners, donors and grant makers who share our passion to help us reach more people across urban, regional, rural and remote Australia. Together we will ensure that no one is left behind in our digital world.

Jo Cavanagh, OAM

Chair, Good Things Foundation Australia

Message from our CEO



Online connection was essential during extended lockdowns and in response to natural disasters. However, the 2021 Australian Digital Inclusion Index indicated that 1 in 4 people in Australia are missing out on the benefits of being online due to a lack of affordable access, skills or confidence.

That's why in 2021/22, one of our key priorities was on connecting decision makers to the issues of digital exclusion and what can be done about it. We raised awareness through the release of our Digital Nation report and highlighted our solutions through the release of our first Blueprint to Close Australia's Digital Divide. We brought together community, government and corporate partners in our first Digital Nation conference and through a series of roundtables on digital health and on digital inclusion for people with intellectual disabilities.

Our focus on how connecting online can improve outcomes and equity of access saw us create new resources and digital inclusion initiatives to support our 3,800 community partners through COVID and natural disasters. Our support included creating tailored resources on using QR codes, a new digital health literacy program, and grants for community organisations to loan digital devices to learners.

We expanded our partnerships and programs to support even more people in need, like our work with Down Syndrome Australia to build online learning resources for people with intellectual disability.

This year also highlighted the incredible scale and impact of our Network delivering digital inclusion programs locally. We reached the amazing milestones of having reached 1 million people through Be Connected and distributed \$20 million in small grant funding to our Network.

I was also fortunate to participate in the inaugural cohort of the Social Impact Leadership Australia program 2021-22. It was an amazing opportunity to step away, learn and build strong relationships with 23 other social impact CEOs from across New South Wales and the Australian Capital Territory. I am incredibly grateful for the support of the Good Things Foundation Australia Board and team, in particular Liz Jones, who stepped up into the CEO role while I was on a three month sabbatical as part of this program.

While technology is an essential connector, there is nothing quite like connecting face-to-face with other people to learn, enhance creativity and build strong lasting relationships. We look forward to more opportunities to connect with our community, funding partners and collaborators so that together we can work towards closing the digital divide for all, for good.

Jess Wilson

CEO, Good Things Foundation Australia

At a glance

Between 1 July 2021 - 30 June 2022:



3.8K+ Network Partners
nationwide



\$3.5M in small grants
awarded to community
organisations



47.8K people supported
through our Network
to build their digital
skills



270K+ people reached
through our digital
skills programs

Supporting our Network

Between 1 July 2021 - 30 June 2022:

949

small grants awarded to
community organisations
in our Network

95%

satisfaction rating from
our Network



500+

Digital Mentors
attended an upskilling
session

286

new organisations
joined our Network

78

Network meetups and
upskilling webinars held

5,100+

helpline calls and
support emails
answered



Our digital inclusion initiatives

Our digital inclusion initiatives are designed to reach those most at risk of being left behind in the online world including women, low income families, people with low English literacy, refugees and migrants, First Nations people and people with disability. Our current programs include:



Be Connected

Our national network of 3,800 community organisations deliver the highly successful Be Connected digital skills program for Australians aged over 50. We upskill Digital Mentors, manage the multi-million dollar grants program and support seniors to find help near them.



Get Online Week

We run Australia's largest digital inclusion campaign, Get Online Week. Every year in October, hundreds of community organisations nationwide host digital skills events to support Australians to feel more confident and capable online.



Your Health In Your Hands

We are delivering a digital health literacy program in partnership with the Australian Digital Health Agency to increase people's skills and confidence using online health and wellbeing services.



Bridging the digital divide for young people with intellectual disability

We are partnering with Down Syndrome Australia to co-design digital skills resources with and for young people with intellectual disability and their support networks.



Pictured: Lan Ngoc Chau, Be Connected learner at Ethnic Communities' Council of NSW.

Be Connected



The impact and outcomes achieved through the Be Connected digital literacy program for older Australians continues to grow.

This year we reached the impressive milestone of **1 million people** provided with essential digital skills support and **\$20m in small grants** distributed to our network of community partners over the life of the program.

With the extension in program funding to 2024, new initiatives were implemented to better support older Australians, including reduced grant target provisions for organisations supporting Culturally and Linguistically Diverse older adults, people with disability or First Nations communities. This enabled community partners to focus on delivering additional high quality, tailored digital skills support to those who need it most.

This year, over \$3.4 million in small grants were awarded to our Network through the Be Connected program and 23 digital

mentor upskilling webinars were delivered. Capacity Building funding and digital mentor support programs were expanded and new digital skills training resources and learner materials were rolled out across the Network.

Be Connected Digital Device grant funding and the delivery of essential digital skills support during COVID lockdowns and in response to natural disasters played a critical role in relief and recovery efforts in local communities. We released emergency management resources and guides so our digital mentors could teach older Australians to use online tools such as QR codes for COVID-Safe check-in protocols and how to access information and support in times of crisis.

We continue to work closely with our program partners at eSafety and Department of Social Services to deliver a strong, national program to support people aged over 50 years to gain essential digital skills.

Since launch, Be Connected has:



reached
1 million +
people with
digital skills
support



distributed
\$20 million
in small grants
to community
organisations

What Be Connected learners say about the program

Jan

"I got a lot of support from doing this program, because the facilitator explained it all in lay terms that I could actually understand. It was great. I would absolutely recommend that everybody use Be Connected, especially for perhaps the generation that's a bit older."



Ann

"I decided to join the Be Connected program because during COVID I was alone at home as my husband was at work. And, it was something that I could use and learn and it filled my day. Technology, which I was never so much aware of, has certainly impacted on my life. It's made a huge difference that I am now aware of so many different avenues that I can explore and use."



Get Online Week 2021



During Get Online Week 2021, we encouraged Australians to 'Get online. Get connected' so they can stay in touch with their loved ones, engage in school and work, and discover the possibilities of the internet.

More than 1,000 Get Online Week events were held online or in-person, reaching 15,400 people with digital skills support. Over 400 community organisations held fun, free events where locals could improve their online digital skills and connect socially. Events ranged from online trivia and social media tips to QR code and digital vaccination record tutorials.

Event holders and attendees reported a significant positive impact from Get Online Week activities. 100% of Get Online Week event holders found the campaign beneficial to their community, with 91% seeing an improvement in attendees' digital skills. Attendees at Get Online Week events left feeling enthusiastic and excited about getting online - 97% reported learning something new

at an event and 95% wanted to learn more about getting online as a result of the campaign.

During Get Online Week 2021:



1K+ events held nationwide



15K people reached



\$458K in funding distributed

"It opened up a whole new set of relationships from which we get to develop a really close knit community."

- Cesarina Fitzgerald, Community Programs Officer - Literacy and Learning Specialist, City of Kwinana.

The City of Kwinana's Kwinana Public Library helped local Elders get online through common culture and across generations during their Get Online Week event.

Pictured: Gracelyn (left), student volunteer from Gilmore College, and Jason (middle), Aboriginal Islander Education Officer at Gilmore College, support Regina (right) to get online on her mobile.



From our Network

Cocos Keeling Islands Community Resource Centre

Get Online Week attendees at Cocos Keeling Islands Community Resource Centre's Home Island branch came together to flex their creativity and create fun origami paper crafts following an online tutorial.

The hands-on session was a particularly effective and important way to learn technology for Home Island residents, with many having English as a second language or low literacy.

On the West Island, community members were taught how to connect to 4G internet and safely download apps to their devices.

Pictured below: Attendees at Cocos Keeling Islands Community Resource Centre's event learning origami using an online tutorial.



100%

of event holders said the campaign was beneficial to their community



97%

of event attendees said they learnt something new due to Get Online Week



92%

satisfaction rating by event holders regarding Good Things Foundation's support



New programs in digital health



Restrictions during COVID-19 lockdowns highlighted just how critical it is that people can confidently access and use digital health tools. For many people who are physically or socially isolated, economically disadvantaged, or for those living in regional, rural and remote areas, digital health services such as telehealth can be vital to getting timely, specialist healthcare.

We are collaborating across sectors on a number of digital health literacy programs to empower Australians to use online tools to support their health and wellbeing.

Your Health in Your Hands

In partnership with the Australian Digital Health Agency, we are delivering the Your Health in Your Hands program nationwide to build Australians' confidence and skills using digital health tools.

Throughout 2022, we are hosting a series of digital health webinars for Australians of all ages. Your Health in Your Hands webinars cover a variety of practical digital health topics - from finding reliable health information online to digital health tips for parents and carers.

Alongside online support, localised, in-person sessions are available through select community organisations in our Network. The Australian Library and Information Association (ALIA) is also supporting the delivery of Your Health in Your Hands through promotion across their national network of libraries.

Daybreak Digital Health Navigator Design Project

With pro-bono support from strategic design agency Today, we're working with Consumers Health Forum of Australia to co-design and develop a new, scalable digital health literacy model for health professionals.

In consultation with health care practitioners, primary health networks, community organisations and consumers, we are investigating the concept of 'digital health navigators'. This is a role designed to strengthen understanding and usage of digital health tools by consumers and, equally important, providers.



Online safety skills for young people with intellectual disability



This year we launched our digital skills program for young people with intellectual disability in collaboration with Down Syndrome Australia, funded by the Department of Social Services and the AuDA Foundation.

Having the essential digital skills to feel confident and safe online is a key part of being digitally-included, and in turn being able to fully-participate in our rapidly digitised society. Yet, people with disability are more likely to have low digital ability and are at disproportionate risk of online harm.

We are training digital mentors and developing tailored resources to support people with intellectual disability to improve

their digital skills and engage in safer internet use.

Resources can be used in a classroom setting or at-home alongside a supporter, and cover topics such as cyberbullying, avoiding scams, and connecting with friends and family online.

Co-design is key - we are working together with young people with intellectual disability, their supporters, community partners and an expert advisory group to ensure our program fits the needs of everyone involved. We look forward to continuing this collaboration as we roll out co-designed resources and further training.



Our partnership with Down Syndrome Australia

We are proud to have partnered with Down Syndrome Australia on research and initiatives to support the digital inclusion of people with intellectual disability. [Scan the QR code](#) to find out more.

Digital Nation 2021



Good Things Foundation Australia's Digital Nation Australia 2021 brought together the latest research to build understanding of the digital inclusion landscape in Australia.

For the first time, this year we released a comprehensive report on Australia's digital inclusion landscape alongside our iconic infographic. We compiled the latest research and insights from government, community and academia to build a common understanding of the digital inclusion issues facing Australians and to inform initiatives that could close the digital divide for all.

Our research demonstrated that even though the digital divide narrowed during the pandemic with more people going

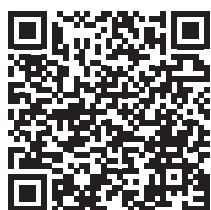
online more often, the divide was at risk of getting deeper due to the heightened impact that being digitally excluded can have on often already marginalised groups.

Digital Nation Conference

The Digital Nation Australia 2021 report and infographic were launched at our inaugural Digital Nation Conference.

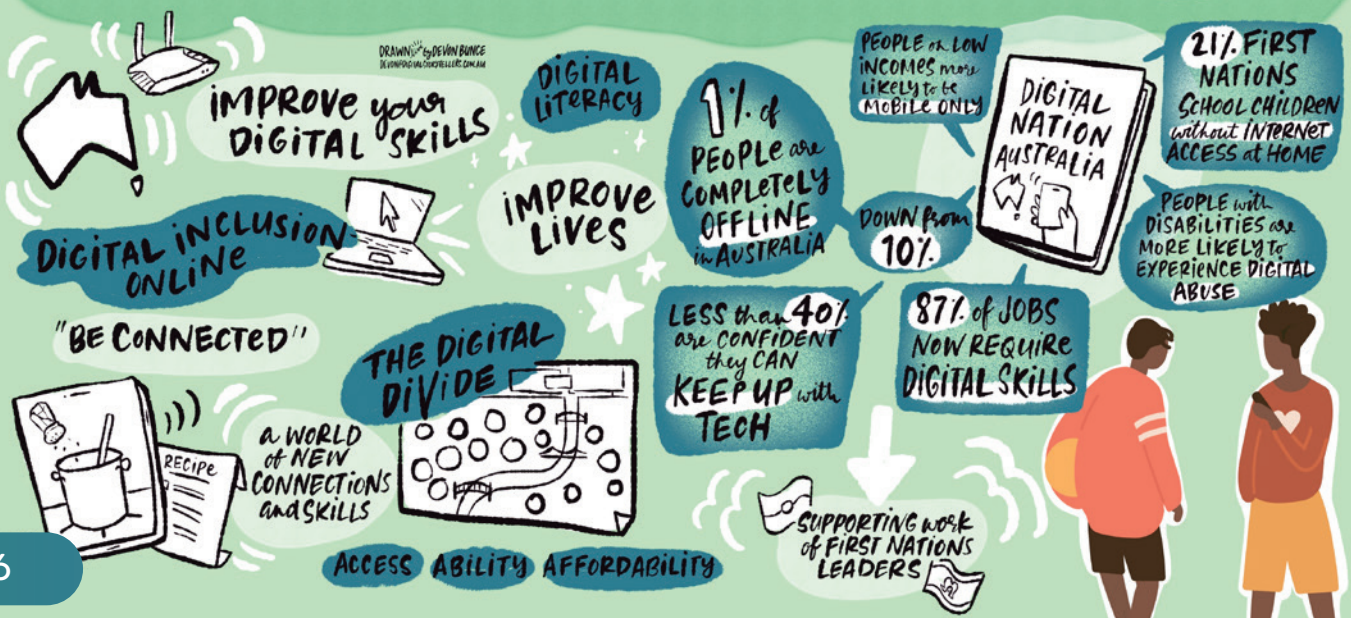
The conference, titled Digital Nation: Building a Connected, Capable, Confident Country, brought together more than 180 people from across our Network, sector stakeholders, government, corporates and advocates working in digital inclusion. We discussed Australia's digital divide, how it affects those most at risk of digital exclusion, and what is being done on the ground to make sure no one is left behind.

Held completely online, this interactive event featured a series of expert speakers, workshops hosted by community-based digital skills practitioners and inspiring addresses by leaders in digital inclusion.



Scan to read the [Digital Nation 2021 report](#)

4 AUG 2021 DIGITAL NATION conference 2021



1 in 4
Australians
are digitally
excluded

Less than 40%
are confident
they can keep
up with tech

THE DIGITAL DIVIDE

Half of low income
households had
difficulty paying
for home internet

AFFORDABILITY

ACCESS

ABILITY

Pictured: Key statistics from the
Digital Nation Australia 2021 report.

Advocating for change



We are passionate about raising awareness around digital exclusion and advocating for greater digital inclusion support.

Policy submissions

We were pleased to see that key findings from the 2021 Regional Telecommunications Review acknowledged the importance of affordable access to data in regional and rural areas, as well as the need to consult directly with First Nations people in the creation of the Indigenous Digital Inclusion Plan. However, our submission highlighted that there is still more to be done around improving digital literacy in regional areas for all people of all ages.

We also called for greater digital inclusion support across our other advocacy to government. This included submissions to: the Inquiry into Support for Older Victorians from Migrant And Refugee Backgrounds, the Delivery of the SEE Program 2023 Discussion Paper, the National Digital Health Strategy consultation, and the Indigenous Digital Inclusion Plan consultation.

Research collaboration

We are proud to be collaborating with academics and fellow not-for-profits on the Australian Research Council Linkage Project, Advancing Digital Inclusion in Low Income Australian Families. We are working alongside the Queensland University of Technology, Western Sydney University, Swinburne University of Technology, RMIT University, The Smith Family, yourtown, Infoxchange and the Digital Literacy Foundation to develop new understandings and solutions around digital inclusion for families on low incomes. The project is expected to be completed in 2024.

Roundtable reports

In addition to publishing our first Digital Nation 2021 report, we also released two targeted reports from our Roundtables with sector experts, which were then used to guide the design and implementation of new digital inclusion programs.

As part of our digital skills program supporting young people with intellectual disability, we produced a report resulting

“The pandemic has seen the risk of the digital divide deepening for many people, right when being connected became critically important. Current world events also illustrate how important it is for everyone to be equally online, able to access current and reliable information and support others to get the help they need.”

– Jess Wilson, CEO of Good Things Foundation Australia

from a roundtable discussion including people with intellectual disability, researchers, family members, disability service providers, advocates, and policymakers. The resulting report highlights the lived experiences of young people with intellectual disability and their supporters with digital exclusion, and provides recommendations to bridge the digital divide.

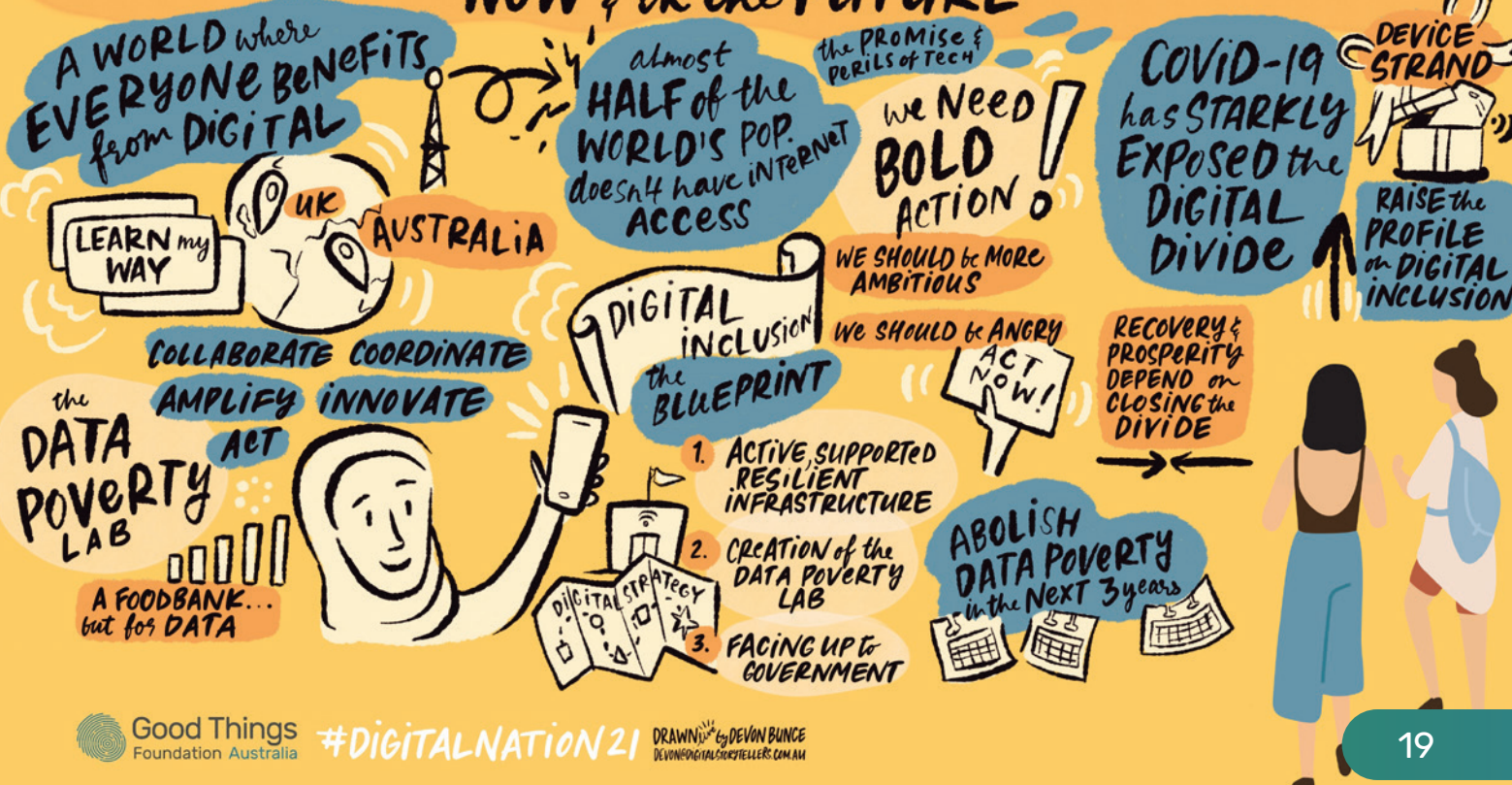
We also concluded our Expanding Digital Health series of roundtable discussions, focused on the intersection of the digital divide and health care delivery. Bringing together consumers, practitioners, academics and policymakers working in digital inclusion, the roundtables found that for there to be equitable access to digital health services, greater investment is needed in reliable, affordable connectivity and digital health literacy support for all.

Providing expert commentary

Throughout the year we have raised awareness of the importance of digital inclusion and advocated for change at government, corporate, sector and community events and conferences, including: the Digital Government Festival, National Medicine Symposium, NDS Conference, Commonwealth Home Support Programme Conference, Australian Seniors Computer Club Association, Community Colleges Australia National ACE Summit and the International Federation of Settlements and Neighborhood Centers (IFS) Conference.

Increased requests for us to provide expert commentary and thought leadership around digital inclusion indicate the importance and criticality of this issue and reflect a cross sector commitment to closing the digital divide.

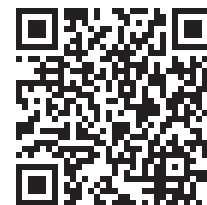
CREATING DIGITAL NATIONS: NOW & in the FUTURE



Our Blueprint to Close Australia's Digital Divide

Our inaugural Blueprint to Close Australia's Digital Divide details our recommendations towards creating a fully digitally-included country. Based on research and our experience coordinating national digital inclusion programs, our Blueprint calls for greater investment and cross-sector collaboration to ensure no one is left behind in our rapidly digitising society.

Our Blueprint calls for action on three key priorities:



Scan to read
[the Blueprint](#)



1. Community-led digital skills support for everyone

Be Connected shows that community-delivered digital skills programs work. We recommend the expansion of a national, community-led digital skills initiative to support people of all ages so that no one is left behind. We also recommend targeted digital skills support for those most at risk of digital exclusion.



2. Creation of a national digital inclusion strategy

To ensure a strong, coordinated approach to digital inclusion nationwide, a government-led national digital inclusion strategy is necessary. Additionally, the national Indigenous Digital Inclusion Plan must put First Nations voices first in its design and implementation.



3. Affordable access to digital devices and data for all

It is vital that Australians can affordably access the internet and devices. That's why we are calling for greater support and funding for low or no-cost internet access for those on low incomes, as well as community-led digital device and data loan initiatives.

Looking forward

We are continually striving to increase and diversify our digital inclusion programs and advocacy efforts to support more people in need.

Reaching more people

We are excited to be working on a number of new digital inclusion initiatives to reach more people in need of support. This includes extending our programs to support low income families and people living with disability, as well as delivering new digital health literacy programs direct to consumers and developing innovative new partnerships to engage people in digital skills support in their local communities.

Advocacy

We will continue to raise awareness around the impact of the rising cost of living on Australia's digital divide. We believe more can be done to support those most at risk of being left behind, and our Blueprint gives decision makers three key priority areas to close the digital divide for all, for good.

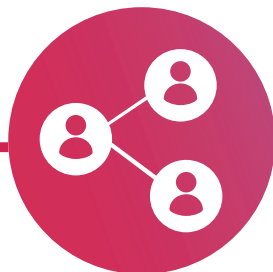
Delivering our programs

We will also continue to support our network of community organisations and digital mentors to deliver high quality digital skills support through the Be Connected program, Get Online Week campaign, our Good Things Learning platform and digital health literacy programs.

In FY2022/23, we will continue to:



Grow
our impact
through
collaboration
and partnership



Connect
our community
with innovative
digital skills
resources and
support



Advocate
for solutions
to close the
digital divide

About Good Things Foundation Australia



Good Things Foundation Australia is a social change charity, helping people to improve their lives through digital. We partner with organisations in thousands of communities across Australia to deliver locally-driven programs with national impact. We manage the Be Connected Network and grants program, the Get Online Week campaign and digital inclusion programs for people who are most at risk of being digitally excluded.

Our board, chaired by Jo Cavanagh OAM, brings a wealth of experience from government, the private sector, academia and beyond – and all share a passion for digital inclusion. Our dedicated Australian team of 19 staff are supported by our colleagues in the UK and believe in the power of community organisations to create local, lasting change.

How we spent our funding to improve digital inclusion in 2021/22*

35%

Program management, project delivery and capacity building our Network

\$1.9M

65%

Grant funding distributed to community organisations

\$3.6M⁺



* From 1 August 2021 to 30 June 2022 – Good Things Foundation Group FY20/21 ended 31 July 2021. A shorter financial year was in place for the Australian charity to align with Australian financial year dates.
+ Amount paid to community organisations successfully awarded with a grant during the FY20/21.

Our Board and Patrons



Jo Cavanagh OAM
Board Chair



Roy Clare CBE
Board Member



Nadia Jamal
Board Member



Vishy Narayanan
Board Member



Heather Rea
Board Member



Isabella Wallington
Board Member



Amanda Wilson
Board Member



Linda Kristjanson AO
Patron



Peter Shergold AC
Patron

How we work

Our vision is a world where everyone benefits from digital.

We support people at risk of being left behind in our online world by:

- Building capacity in community organisations through digital mentor training and resources, grants and program support.
- Designing and delivering digital inclusion programs that are specialised and community-led, creating maximum social impact.
- Raising awareness of the need to close the digital divide and advocating for those who are digitally excluded.

Partnerships are central to how we work. We know that we are stronger when working together to close the digital divide.

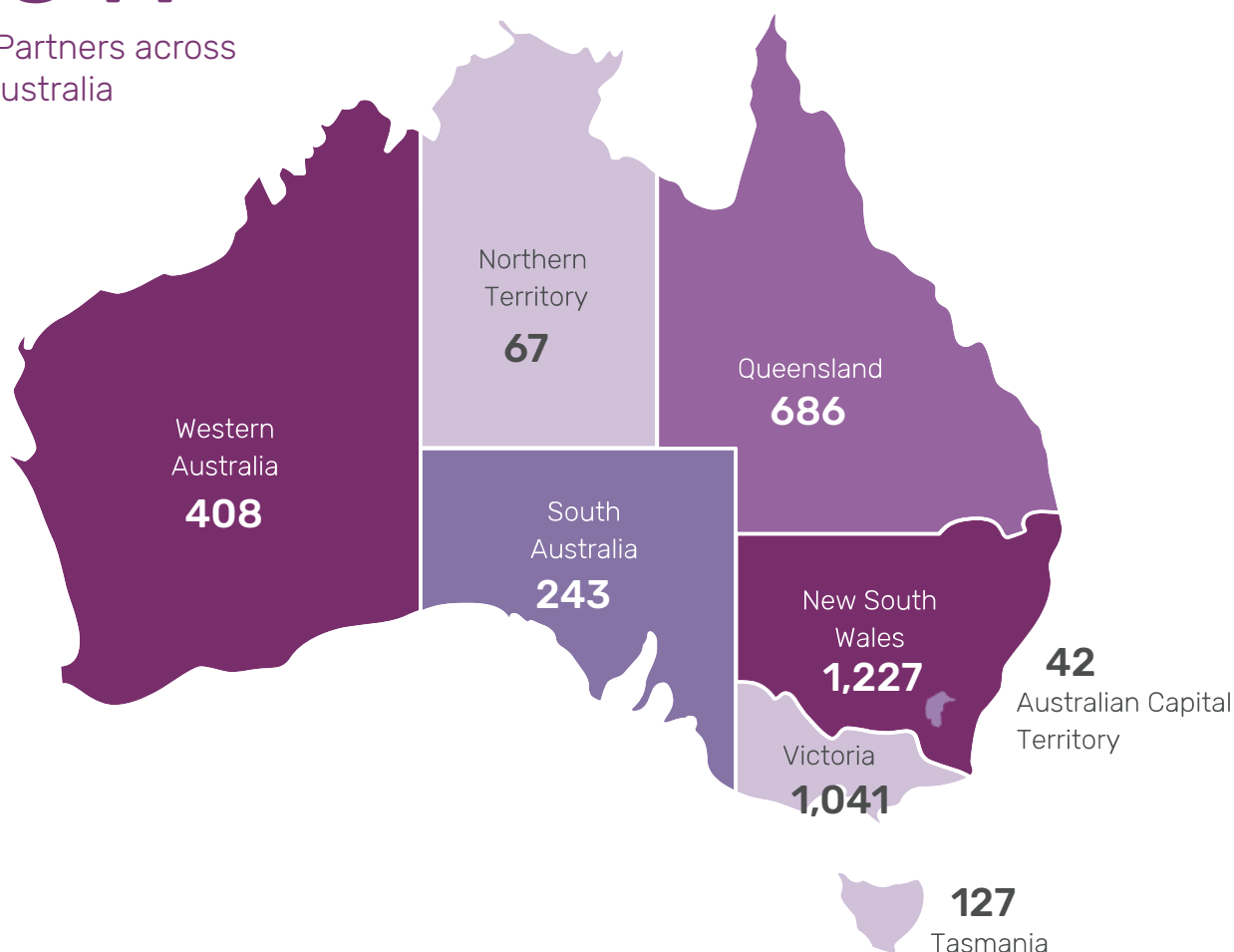
That's why our network of community organisations is the backbone of everything we do. Our Network includes community centres, libraries, men's sheds, disability organisations, employment services providers, and culturally and linguistically diverse community groups.

With our support and coordination, our Network makes real impact on the ground, delivering digital skills programs and support to people in their local communities.

Together we are closing the digital divide for all, for good.

3,841

Network Partners across Australia



Our operating model

Our digital inclusion programs are built on a community-based model, with targeted digital skills support delivered locally by trusted community organisations. We create impact locally and at scale.



Good Things Foundation Australia

We close the digital divide by:

- Designing specialised community-led digital inclusion programs
- Training digital mentors and building capacity in community organisations
- Providing resources, grants and program delivery support
- Raising awareness and advocating for those who are digitally excluded.

Network Partners

Our network of over 3,800 community organisations use our funding, resources and support to deliver digital skills programs in their local communities.

Learners

Learners attend digital skills programs at local, trusted Network Partner organisations.

Financials 2021/22

Statement of Profit of Loss and Other Comprehensive Income for the year 1 August 2021 - 30 June 2022[^]

	1 August 2021 - 30 June 2022 (\$)	1 August 2020 - 31 July 2021
Revenue	5,473,287	7,829,630
Grants paid	(3,558,951)	(5,437,646)
Employee benefits expense	(1,541,010)	(1,610,042)
Management fees	(203,887)	(255,074)
Rent expense	(109,738)	(146,450)
Professional fees	(85,069)	(94,983)
Recruitment costs	(20,950)	(12,868)
Operating costs	(10,016)	(10,439)
Travel costs	(5,063)	(26,309)
Advertising	(3,705)	(14,059)
Bank fees	(906)	(1,060)
Other expense	(60,014)	(90,352)
Profit/(Loss) before income tax	(126,022)	130,348
Income tax expense	-	-
Other comprehensive income for the year	-	-
Total Profit for the year	(126,022)	130,348

[^] Good Things Foundation Group FY20/21 ended 31 July 2021.

A shorter financial year was in place in FY21/22 for the Australian charity to align with Australian financial year dates.

Statement of Financial Position

As at 30 June 2022[^]

	30 June 2022 (\$)	31 July 2021 (\$)
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	1,597,073	3,902,194
Trade and other receivables	191,368	12,788
Other assets	12,014	1,187
TOTAL CURRENT ASSETS	1,800,455	3,916,169
TOTAL ASSETS	1,800,455	3,916,169
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	185,316	297,842
Borrowings	730,660	530,420
Other liabilities	514,497	2,603,495
Employee benefits	93,509	79,378
TOTAL CURRENT LIABILITIES	1,523,982	3,511,135
NON-CURRENT LIABILITIES		
Employee benefits	34,296	36,835
TOTAL NON-CURRENT LIABILITIES	34,296	36,835
TOTAL LIABILITIES	1,558,278	3,547,970
NET ASSETS	242,177	368,199
EQUITY		
Retained earnings	242,177	368,199
TOTAL EQUITY	242,177	368,199

[^] Good Things Foundation Group FY20/21 ended 31 July 2021.

A shorter financial year was in place in FY21/22 for the Australian charity to align with Australian financial year dates.

Contact



About Good Things Foundation Group

Good Things Foundation Australia is part of the Good Things Foundation Group.

We have been delivering digital inclusion programs in the UK for over ten years and in Australia since 2017.

As leading digital inclusion charities, we share a vision of a world where everyone benefits from digital and work collaboratively to fix the digital divide across the world.

Additional information

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ACN: 618 363 974



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