

NSW Tech Savvy Seniors Grant Program

Frequently Asked Questions 'FAQs'

21/06/2023

<https://www.dcj.nsw.gov.au/service-providers/grants.html>



Tech Savvy Seniors grant program

The Tech Savvy Seniors (TSS) program was launched in 2012 as a NSW Government initiative in partnership with Telstra. The TSS program provides older people in NSW with access to low-cost or free digital literacy training at beginner, intermediate and advanced levels on the use of computers, tablets, smartphones and online applications such as email, social media and cyber safety.

The TSS program is delivered by a network of NSW approved Adult and Community Education (ACE) providers and public libraries to seniors in Sydney metropolitan locations as well as in regional and remote communities across NSW.

Digital inclusion helps seniors to be active and independent members of their immediate and broader communities. Digital inclusion facilitates access to information and services and strengthens the social connections through which emotional and practical resources are shared.

For many people, going online is about getting day-to-day tasks done and accessing information and services that facilitate their daily routines. It is also about social activities, such as staying in touch with family and friends, planning catch-ups and dabbling in hobbies such as researching family histories.

Since the program's inception in July 2012, over 119,000 training places have been offered to seniors across NSW.

For more information about the TSS program, please visit <https://www.telstra.com.au/tech-savvy-seniors>.

TSS training materials and resources should be used for the TSS program and are available to download from <https://www.telstra.com.au/tech-savvy-seniors>.

FAQ topics and questions

These FAQs are for the NSW Tech Savvy Seniors Grant Program and are intended to accompany the NSW Tech Savvy Seniors Grant Program Guidelines. Questions and answers below are grouped in topics in the same order as they appear in the Guidelines.

- Overview of the grant
- What grant funds can be used for
- Completing the application
- Completing the application - two stage process
- Other requirements
- Assessment
- Assessment process
- After applications close

Overview of the Grants

Q: What is the NSW Tech Savvy Seniors (TSS) Grant Program?

A: The TSS Grant Program provides funding to eligible Adult and Community Education (ACE) community college providers in NSW to deliver digital literacy training to older people in NSW in 2023-2024.

The TSS program is a NSW Government initiative in partnership with Telstra, providing older people in NSW with access to low-cost or free digital literacy training via a network of training providers.

Q: What are the aims and objectives of the Program?

A: The TSS program aims to:

- Increase digital inclusion for seniors in NSW
- Reduce social isolation for seniors in NSW
- Increase access to online government information and services among older people in NSW

Q: What kind of organisations are eligible to apply?

A: Adult and Community Education (ACE) providers based in NSW.

Q: What are the funding amounts we can apply for?

A: The TSS Grant Program is calculated on \$60 per enrolment. Funding is a one-off payment, made by DCJ once the Funding Agreement is signed by both parties.

Funding to successful community colleges is determined after they have passed the eligibility and assessment process. Funding is calculated based on reviewing the number of places the community college have said they can deliver. DCJ will factor in the following criteria to either confirm or adjust the number of places to be funded:

- Number of participants in the council area aged over 60
- If the community college is located in an area that has a low Australian Digital Inclusion Index score (RMIT University survey data that measures digital inclusion across three dimensions of access, affordability and digital ability. The index is published annually).
- Remote and regional locations (in particular where training is not already provided by community college providers)

A \$60 unit price will be applied to the number of enrollment places accepted by DCJ to determine the total grant amount offered to the community college.

What grant funds can be used for

Q: What can we use the grant funds for?

A: Funds can only be used for expenses/activities directly associated to the grant i.e. program delivery. Your application must clearly outline your proposed expenditure in relation to the funding amounts and included in the budget you submit with your application.

Q: What are we not allowed to spend grant funding on?

A: Items or activities that funding cannot be used for include:

- Any activity of a commercial nature that is for profit
- Existing debt or budget deficits
- Capital works, including building work
- Permanent salaries/wages (costs for temporary tutors/instructors for your program or activity can be included)

- Permanent equipment purchases, for example tables and computers
- Business as usual costs or general operating expenses
- Programs or activities that encourage gambling such as bingo, or the consumption of alcohol
- Programs and activities coordinated by NSW Government Departments and Statutory Authorities
- The same project twice. For example, two different organisations cannot apply for funds for the same program or activity

Q: Can we receive funding if we've already received an insurance payment, government grant or government funding?

A: If you have already received funding for this program of work from another source then you cannot apply.

Eligibility and assessment criteria

Q: What are the eligibility criteria?

Only ACE community colleges are eligible to apply and they must meet all of the following eligibility criteria:

- Deliver adult and community education services in NSW
- Have appropriate insurance (minimum of \$10 million)
- Must comply with the NSW National Redress Scheme
- Must adhere to NSW Government public health orders and advice in regard to COVID-19. Up-to-date information is available on the NSW Government COVID-19 website
- Have outstanding acquittals with DCJ or significant performance issues that are outstanding

Q: What are the assessment criteria?

A: Eligible organisations must meet the following assessment criteria to be considered for funding:

DCJ will use the following assessment criteria to determine whether a community college's funding application is successful or not:

- Address the program objectives and outcomes
- Demonstrate understanding of local context and community needs
- Demonstrate previous experience delivering digital literacy training to the Program's target group
- Demonstrate experience delivering a project on time and within budget

Completing the application

Q: Do I have to use SmartyGrants to apply?

A: Yes, applications for this program will only be accepted that are submitted via the SmartyGrants platform.

Q: I haven't used SmartyGrants before. Is there any assistance available?

A: Yes, please contact SPCGrantsteam@facns.nsw.gov.au for more information including how to setup an account.

Q: Can I review the application form before starting my application?

A: Yes, when you log on to SmartyGrants and view the application you can also choose to download as a PDF to review whenever you like. You can also preview the form online. Please note that PDF copies of application forms do not show which questions are conditional, so you may see questions that do or do not apply to your organisation.

Q: Can I provide letters of support or references to support my application?

A: No, only your application form and any documents requested and submitted through the form on SmartyGrants will be considered.

Q: Is there support available to help me apply or answer questions?

A: The DCJ Grants team can assist organisations with any queries regarding the application process. Organisations can contact the Grant Design and Support at SPCGrantsteam@fac.s.nsw.gov.au.

Please quote your Application ID in all correspondence. If you are not familiar with the SmartyGrants management system, please refer to the SmartyGrants Help Guide for Applicants or their general help page. You can also contact SmartyGrants directly if you are having technical difficulties with the application form or your SmartyGrants account/password, for contact details visit their help page.

Q: Can we submit more than one application?

A: No

Q. What is the difference between an ACCO and other organisations that serve Aboriginal and Torres Strait Islander communities?

A: Please refer to our page on Aboriginal Community-Controlled Organisations (ACCOs), which also provides information on our commitment to building the Aboriginal and Torres Strait Islander community-controlled sector.

Q. Should we include GST in our application?

A: Your funding request should exclude any GST that you will be charged by contractors or suppliers as part of the cost/delivery. If your application is successful and your organisation's ABN is registered for GST, you will be paid GST on top of the approved grant amount. If your organisation ABN is not registered for GST or you do not have an ABN, you will only be paid the approved grant amount.

Q: Who needs to sign off on our application?

A: The Applicant Declaration must be made by two of your organisation's authorised signatories, who will also be responsible for signing the Grant Funding Agreement via DocuSign should your application be successful. More information on DCJ authorised signatories is available on the DCJ website. Please note, you must provide the contact details (email address, phone number, name and position) of the relevant authorised signatories, or their delegates, in your application form. Please contact SPC-GrantsHub@fac.s.nsw.gov.au immediately if these details change.

Q: Why would we want to provide the details of a third (optional) person in our Application form to view the Grant Funding Agreement?

A: DCJ administers Grant Funding Agreements to successful organisations via DocuSign, which only allows those who receive an individualised link to access the document for viewing. Therefore, all of those who wish to either sign or view the Grant Funding Agreement must provide their contact details. You may wish to include any relevant legal or administrative staff to review a copy of the Grant Funding Agreement before it is signed.

Q: Can value-in-kind be considered as funding contributed by a not-for-profit organisation?

A: Yes. Donated materials and contributions by paid staff and volunteers of the organisation are allowed as part of the not-for-profit organisation's contribution to the cost of a project. The estimated value of these contributions should be provided in the project budget.

Q: Is it too late to apply?

A: Applications will close on 19 July 2023. Applications that are late or incorrectly filled out or incomplete will not be accepted.

Other requirements

Q: What insurance is my organisation required to maintain?

A: Your organisation:

- is required to provide a valid Certificate of Currency for Public Liability Insurance with a minimum cover of \$10 million in your organisation's name, which you will upload as part of your application
- must retain any other insurance required under Commonwealth and NSW law for the performance of its activities funded by this grant, if successful
- is responsible for ensuring it has appropriate and current insurance coverage in place to cover any liability of the grant recipient that might arise in connection with the performance of its obligations under its Grant Funding Agreement, which includes activities carried out by any other individual or organisation that you may subcontract.

Q: What is the NSW National Redress Scheme?

A: The National Redress Scheme is part of the Commonwealth Government's response to the Royal Commission into Institutional Responses to Child Sexual Abuse. The National Redress Scheme provides support to people who experienced institutional child sexual abuse.

The Scheme:

- Acknowledges that many children were sexually abused in Australian institutions;
- Holds institutions accountable for this abuse; and
- Helps people who have experienced institutional child sexual abuse gain access to counselling, a direct personal response, and a Redress payment.

The Scheme started on 1 July 2018 and will run for 10 years. The NSW Government will not award a grant to a non-government organisation with Redress Obligation (or to any of its Related Entities) if that non-government organisation:

- Has declined to join the Scheme, or
- At the expiry of six months after the time it is notified to join the Scheme, has failed to do so.

For further information please visit the [NSW National Redress Scheme Sanctions Policy webpage](#).

Q: Where can I find out my responsibilities in relation to COVID-19?

A: Please refer to the up-to-date information on current public health orders and advice on the NSW Government's COVID-19 webpage. Due to the changing impacts of COVID-19 across NSW, it is the successful applicant's responsibility to keep track of current NSW Government public health orders and advice, and adhere to them.

Q: Do I need to provide banking details?

A: Yes. It is your responsibility to provide the correct banking details, including the authorised signature to verify your bank details, in your application form. Funds transferred to an incorrect bank account may not be recoverable. This applies even if you have provided your banking details to DCJ in the past or are currently receiving other payments from DCJ.

Q: Why should I keep my contact details up to date?

A: Your application, Funding Agreement and acquittal for the grants will be managed using the SmartyGrants online grants administration system and DocuSign. We will contact you and your organisation's authorised signatories using the details provided in your application on SmartyGrants.

It is the responsibility of the grant recipient to keep DCJ up to date with any change in contact information, including the contact details of authorised signatories. DCJ is not responsible for any consequences should your grant offer be withdrawn due to out-of-date contact details in SmartyGrants. Please email SPCGrantsteam@facns.nsw.gov.au to update contact details.

Completing the application - one stage process

In grant programs where only the one application form is used, the following process is typical:

- You can log in to SmartyGrants on the link provided.
 - You are not required to complete your application in one sitting and can save and return at a later date to complete and submit.
 - Once your application has been submitted you will receive an automated response from SmartyGrants. If you have not received this email, your application has not been successfully submitted, or the confirmation email has ended up in your junk mailbox.
 - You can also log in to the online system and click 'My Submissions' to view all submitted and unsubmitted applications. Submitted applications are identified by a green tick. Carefully check your application prior to submitting. If you realise that you have made an error once you have submitted your application please contact SPCGrantsteam@facns.nsw.gov.au for assistance before the closing date.
 - Applications that are late or incorrectly filled out or incomplete will not be accepted'.
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Assessment process

Q: What is the assessment process?

A: The assessment process for a one stage application:

1. DCJ eligibility team conducts a review to ensure eligibility the eligibility criteria listed above and general compliance with guidelines
 2. DCJ assessment team will assess each eligible application against the assessment criteria listed above and make recommendations for the final decision maker.
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After applications close

Q: What happens when you receive my application?

A: Applicants will be formally notified by 2 August 2023 if their application has been successful or unsuccessful. Applicants must ensure their contact details on SmartyGrants remain up to date.

Q: Will the information in my application be kept confidential?

A: Information received in applications and in respect of applications is treated as confidential, and all assessors will sign a confidentiality agreement before reviewing your application. However, documents in the possession of the government are subject to the provisions of the *Government Information (Public Access) Act 2009*. If you are successful, the NSW Government may share or publicise information on your program. An agreement that this may occur will form part of your Grants Funding Agreement].

Q: When will I know if my application was successful?

A: You will be notified via email by 2 August 2023. Applicants must ensure their contact details on SmartyGrants remain up to date.

Q: If I'm successful, what happens then?

A: You will be notified via email by and shortly after a Grants Funding Agreement will be sent via DocuSign to the authorised signatories, and any additional reviewers, as provided in your application form.

Successful applicants are required to return the signed Funding Agreement within seven days of receipt. Grant Funding Agreements can only be signed by authorised officers of your organisation. This may be a member of the executive/committee as deemed under the Articles of Association or Constitution if you are a not-for-profit organisation. Please refer to the following for further details on authorised signatories and delegation. Please note, you must provide the contact details (email address, phone number, name and position) of the relevant authorised signatories, or their delegates, in your application form.

Please contact SPCGrantsteam@facs.nsw.gov.au immediately if these details change. It is your responsibility to ensure staff availability to complete and sign documents, to carefully read the terms and conditions of the Grant Funding Agreement, and to sign the Grant Funding Agreement using the correct authorised signatories. Once we receive your signed Funding Agreement via DocuSign, your Grant Funding Agreement will be countersigned and sent to you by email.

Q: What happens if situations change and we wish to change the details of our program after we receive funding?

A: Any major variations to the approved purposes outlined in your original application form on SmartyGrants must be formally requested and approved in writing before any related work takes place, as your application form will form part of your legally binding Grant Funding Agreement with DCJ. Failure to do so may result in you being required to return the grant monies in full. To discuss a variation, please contact the Grants team by email SPCGrantsteam@facs.nsw.gov.au.

Q: What reporting will be required?

Successful applicants will need to submit quarterly reports, mid-term reports or others as applicable.

Q: What acquittals requirements?

A: Successful applicants will be required to submit a simple financial acquittal by 19 July 2024. The acquittal will include an expenditure breakdown on:

- Staffing costs
- Reimbursement
- Minor equipment and assets
- Operational costs
- Minor expenses for individuals

An officeholder in your organisation will be required to certify that the grant funds have been expended as per your financial acquittal.

Q: Why was my application not successful?

A: If your application is not successful, it does not mean your application is without merit. Funding is limited and not all applications are successful. Due to the high volume, DCJ is unable to provide individual feedback on each unsuccessful application.

Q. Why haven't we received the grant program funding amount that we applied for?

A: Funding for the TSS Grant Program in 2023-2024 is limited and therefore your organisation may not receive the full funding amount that your organisation applied for. Final determinations are based on the applicant's ability to satisfactorily meet the assessment criteria outlined in the NSW Tech Savvy Seniors Grant Program guideline document.

A \$60 unit price will be applied to the number of enrolment places accepted by DCJ to determine the total grant amount offered to the community college.

Please note: the ACE Provider is not entitled to any funding for training that a student enrolls in but does not commence.

Q. Can we apply for more funding throughout the year?

A: No. Funding is a one-off payment, made by DCJ once the Funding Agreement is signed by both parties.

Q. What happens if we don't expend all the grant program funding by 30 June 2024?

A: Any unspent grant program funding for the 2023-2024 period will need to be returned to DCJ.

Q. How do I record the number of training places delivered?

A: ACE providers will be required to provide DCJ with a quarterly report on the number of enrolments and the type of training delivery (where possible). This reporting will be done through the SmartyGrants portal. For key reporting dates, please refer to the table below

Quarter	Due date
Quarter 1 (July-September)	20 October 2023
Quarter 2 (October – December)	19 January 2024
Quarter 3 (January – March)	19 April 2024
Quarter 4 (April – June)	19 July 2024

- ACE Providers are also required to ensure that trainer surveys are completed directly after each course is delivered. Trainers should also encourage every participant (if practical) to complete a survey at the end of a course, with assistance if needed. Links are listed below:
 - Participant survey - <https://culturecounts.cc/s/nswcollegetss1>
 - Trainer survey - <https://culturecounts.cc/s/nswcollegetss2>

All enrolments must be completed by 30 June 2024. You are required to submit a Final Report Acquittal in SmartyGrants no later than 19 July 2024. DCJ will send you the final acquittal form prior the required date that you will need to complete in the SmartyGrants portal.

Department of Communities and Justice

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Parramatta NSW 2124

Office hours:
Monday to Friday
9.00am – 5.00pm

E: For technical and SmartyGrants enquiries contact:

SPCGrantsteam@facss.nsw.gov.au

E: For Tech Savvy Seniors Program specific enquiries contact:

Contact.SeniorsCard@facss.nsw.gov.au