NSW Tech Savvy Seniors Grant Program 2026/27

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NSW 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 156,000 training places have been offered to seniors across NSW.

NSW Tech Savvy Seniors Grant instructions for applicants.

Before completing this application form, you should have read the **NSW Tech Savvy Seniors 2026-27 Grant Program Guidelines**

Incomplete applications and/or applications received after the closing date will not be considered.

Please Note:

- Eligibility and submission of an application does not guarantee funding.
- This grant is one-off funding.
- All projects must be completed by 30 June 2027.
- Applications close at 10am Monday, 08 June 2026 AEST via the SmartyGrants portal.

Support available:

If you require any assistance or have any queries relating to this grant, please email Contact.SeniorsCard@dcj.nsw.gov.au

Please ensure to quote your Application Number (in the text box below) for all correspondence with DCJ.

Application Number

This field is read only.

SmartyFile

Create your SmartyFile today to streamline collaboration, simplify grant applications, and securely manage your organisation's key information. This allows you to safely collaborate and share information with members of your organisation.

How to create a SmartyFile

1. **Go to** SmartyFile
2. **Click "Create an Organisation Profile"**
   - You'll need your **ABN (Australia)**
3. **Enter Organisation Details**
   - Fill in your organisation's name, contact information, and other required fields.
4. **Set Up Your Account**
   - Create your user profile with your name and email.
   - Choose a secure password.
5. **Verify Your Email**
   - Check your inbox and click the verification link to activate your account.
6. **Log In and Access Your Dashboard**
   - You'll now see your organisation's SmartyFile dashboard.

How to share access with colleagues

1. **Log in to SmartyFile**
2. **Go to "Team Members" or "Users" Section**
   - This is found in your organisation's dashboard.
3. **Click "Add Team Member"**
   - Enter your colleague's name and email address.
4. **Assign a Role**
   - Choose a role (e.g., Admin, Editor, Viewer) depending on what access they require.
5. **Send Invitation**
   - They'll receive an email with a link to join your organisation's SmartyFile.
6. **They Accept and Join**
   - Once they accept, they'll have access to collaborate on files and forms.

Detailed instructions and Resources are available https://applicanthelp.smartygrants.com.au/smartyfile/

Program objectives and outcomes

Objectives & outcomes

The TSS program objectives are 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

Funded training must provide non-vocational and non-accredited training in digital literacy in areas such as:

- Using smartphones, tablets, and other devices
- Using email and the internet
- Using social media
- Online shopping
- Sharing photos and attachments online
- Cyber safety

Target group

The Tech Savy Seniors program is for seniors aged 60 years and above, and Aboriginal or Torres Strait Islander elders aged 50 years and above in NSW who:

- Have little or no experience in using technologies
- Require additional skills and confidence to use and adapt to new technologies

Funding

Funding is determined after the ACE provider has passed the eligibility and assessment process. Funding is calculated based on reviewing the number of places the ACE Community College can deliver. DCJ will factor in the following prioritisation 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.)
- Remote and regional locations (in particular where training is not already provided by community college providers)
- If the community college provides CALD sessions

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 enrols in but does not commence.

The funding period of the TSS program is from **1 July 2026 until 30 June 2027**. All training must be completed by **30 June 2027**.

Grant Program Name

This field is read only.
The program this submission is in.

Disclaimer

The applicant acknowledges and agrees that:

- submission of this application does not guarantee funding will be granted for any project, and the Department of Communities and Justice (DCJ) expressly reserves its right to accept or reject this application at its discretion.
- it must bear the costs of preparing and submitting this application and the DCJ does not accept any liability for such costs, whether or not this application is ultimately accepted or rejected; and
- it has read the Funding Guidelines for the Program and has fully informed itself of the relevant program requirements.

Use of Information

By submitting this application form, the applicant acknowledges and agrees that:

- if this project application is successful, the relevant details of the project will be made public, including details such as the names of the organisation (applicant) and any partnering organisation (state government agency or non-government organisation), project title, project description, location, anticipated time for completion and amount awarded;
- the DCJ will use reasonable endeavours to ensure that any information received in or in respect of this application which is clearly marked 'Commercial-in-confidence' or 'Confidential' is treated as confidential, however, such documents will remain subject to the *Government Information (Public Access)* Act 2009 (NSW) (GIPA Act); and
- in some circumstances the DCJ may release information contained in this application form and other relevant information in relation to this application in response to a request lodged under the GIPA Act or otherwise as required or permitted by law.

Privacy Notice

By submitting this application form, the applicant acknowledges and agrees that:

- the DCJ is required to comply with the *Privacy and Personal Information Protection Act 1998* (NSW) (the Privacy Act) and that any personal information (as defined by the Privacy Act) collected by the DCJ in relation to the program will be handled in accordance with the Privacy Act and its privacy policy (**available at: https://www.dpc.nsw.gov.au/privacy**).
- the information it provides to the DCJ in connection with this application will be collected and stored on a database and will only be used for the purposes for which it was collected (including, where necessary, being disclosed to other government agencies in connection with the assessment of the merits of an application) or as otherwise permitted by the Privacy Act;
- it has taken steps to ensure that any person whose personal information (as defined by the Privacy Act) is included in this application has consented to the fact that the DCJ and other government agencies may be supplied with that personal information, and has been made aware of the purposes for which it has been collected and may be used.

Eligibility Confirmation

Applicants are required to meet the program eligibility criteria:

Please declare this application meets the program eligibility criteria:

- Read the **NSW Tech Savvy Seniors 2026-27 Grant Program Guidelines**
- Be an ACE college provider based in NSW
- applicant must have appropriate and current Public Liability insurance minimum of $10 million.
- applicant must address the NSW National Redress Scheme sanctions.
- application will not be accepted from an organisation that has outstanding acquittal/s with the DCJ.

I confirm that the applicant (your organisation) and project is eligible according to the criteria outlined in the Program Guidelines *

☐ Yes

ACE Provider - Contact Details

* indicates a required field

Applicant Details

Applicant *

○ Individual ○ Organisation

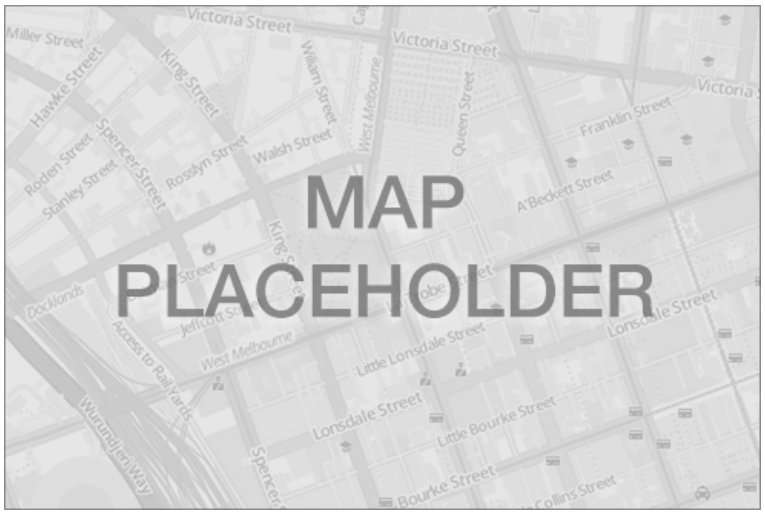
Organisation Name

Title | First Name | Last Name

Please use the organisation's full name. Make sure you provide the same name that is listed in official documentation such as that with the ABR, ACNC or ATO.

Primary Address

Address



Postal Address
Address

Primary Phone Number *

Must be an Australian phone number.
Country code not required, area code for landlines is required.

Other Phone Number

Must be an Australian phone number.
Country code not required, area code for landlines is required.

Email Address *

Must be an email address.

Website

Must be a URL.

Does the applicant have an Australian Business Number (ABN)? *

○ Yes ○ No

ABN *

The ABN provided will be used to look up the following information. Click Lookup above to check that you have entered the ABN correctly.

Information from the Australian Business Register	
ABN	
Entity Name	
ABN Status	
Entity Type	
Goods & Services Tax (GST)	
DGR Endorsed	
ATO Charity Type	More information
ACNC Registration	
Tax Concessions	
Main Business Location	

Must be an ABN.

Legal status of your organisation

○ Incorporated Non-Government registered and approved as Not for Profit by NSW Fair Trading
○ NSW Local Council operating under the Local Government Act 1993
○ Section 355 of Local Council
○ Registered Association under an Act of Parliament
○ Registered Co-operative under an Act of Parliament
○ Not for Profit Company Limited by Guarantee, registered in NSW (must have ACNC registration and/or DGR status)
○ NSW Local Aboriginal Councils
○ Religious Organisations operating in NSW
○ NSW non-government organisations established under an Act of Parliament
○ Other:

If your organisation is not on the list, please refer to the Guidelines as you may NOT be eligible.

Primary Contact: TSS Program Coordinator Details

TSS Program Coordinator - Contact Person *

First Name Last Name

This is the person we will correspond with about this grant.

Primary Contact Position *

e.g., Manager, Board Member or Fundraising Coordinator.

Primary Contact Phone Number *

Must be an Australian phone number.
Country code not required, area code for landlines is required.

Primary Contact Other Phone Number

Must be an Australian phone number.
Country code not required, area code for landlines is required.

Primary Contact Email *

Must be an email address.
This is the address we will use to correspond with you about this grant.

Mandatory eligibility

Does your organisation have any outstanding acquittals due to the Department of Communities and Justice? *

- ○ Yes - you may be deemed ineligible for this grant program
- ○ No

PLEASE NOTE: If your organisation has any outstanding acquittals due to the Department of Communities and Justice you may not be eligible for this grant program. Please complete any outstanding acquittals prior to submitting your application.

Please confirm that your organisation has not been publicly identified as declining to join the NSW National Redress Scheme OR failing to join the scheme at the expiry of six months after being notified to join the Scheme. *

- ○ Yes, I confirm
- ○ No, I cannot confirm (You may be deemed ineligible for this grant)

PLEASE NOTE: For more information on the NSW Government Redress Scheme Sanctions Policy, visit https://arp.nsw.gov.au/c2021-13-nsw-government-redress-scheme-sanctions-policy/

Does your organisation have at least $10 million in public liability insurance? *

- ○ Yes
- ○ No

Applicants are required to hold at least $10 million public liability insurance in order to enter into a grant funding agreement with NSW Government.

Please provide evidence that the applicant organisation holds Public Liability Insurance. *

Attach a file:

Applicants are required to hold at least $10 million public liability insurance in order to enter into a grant funding agreement with NSW Government.

Eligibility

* indicates a required field

Organisation ACN or AIN *

Enter Organisation ACN (Australian Company Number) or AIN (Association Incorporation Number) if ABN not there.

Please detail the primary activities or purpose of your organisation. *

Word count:
Must be no more than 200 words.

Project details

* indicates a required field

Title *

Must be no more than 25 words.
Provide a name for your initiative. Your title should be short but descriptive.

Brief description *

Must be no more than 50 words.
Include a brief summary of who will benefit from this initiative, what activities you will do and what outcomes you expect from your activities.

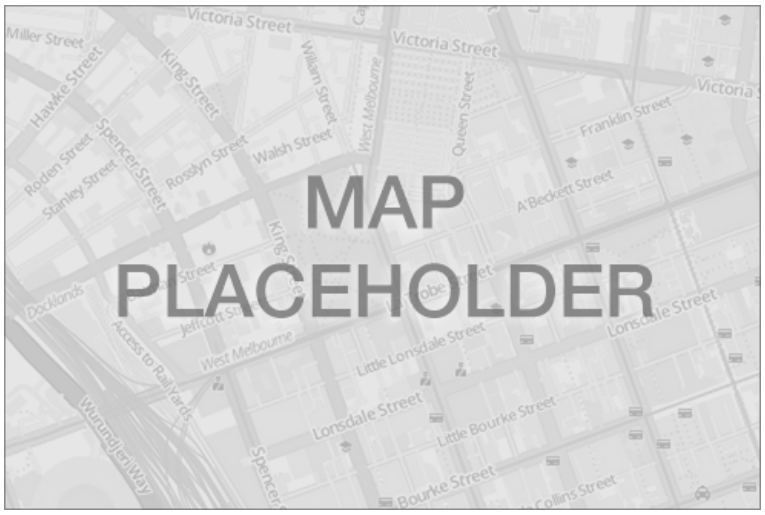
Anticipated start date *

Must be a date and between 1/7/2026 and 30/6/2027.

Anticipated end date *

Must be a date and between 1/7/2026 and 30/6/2027.
All training must be completed by 30 June 2027.

Primary location of your initiative
Address



Primary location does not need to be a specific address, and can be postcode, suburb, state (NSW), etc. If delivered online, please specify the area of focus for delivery.

Other Project Location(s)

If you have more than one primary location (as indicated above), then please select other locations which your TSS program will be held from the list below.

You may select multiple boxes as required

Please select the LGA's that you will deliver the project in?

☐ All NSW	☐ Coonamble	☐ Lane Cove	☐ Ryde
☐ Albury	☐ Cootamundra-Gundagai	☐ Leeton	☐ Shellharbour
☐ Armidale	☐ Cowra	☐ Lismore	☐ Shoalhaven
☐ Ballina	☐ Cumberland	☐ Lithgow	☐ Singleton
☐ Balranald	☐ Dubbo	☐ Liverpool City	☐ Snowy Monaro Regional
☐ Bathurst	☐ Dungog	☐ Liverpool Plains	☐ Snowy Valleys
☐ Bayside	☐ Edward River	☐ Lockhart	☐ Strathfield
☐ Bega Valley	☐ Eurobodalla	☐ Lord Howe Island	☐ Sutherland Shire
☐ Bellingen	☐ Fairfield	☐ Maitland	☐ Sydney
☐ Berrigan	☐ Federation	☐ MidCoast	☐ Tamworth Regional
☐ Blacktown	☐ Forbes	☐ Mid-Western Regional	☐ Temora
☐ Bland	☐ Georges River	☐ Moree Plains	☐ Tenterfield
☐ Blayney	☐ Gilgandra	☐ Mosman	☐ The Hills Shire
☐ Blue Mountains	☐ Glen Innes Severn	☐ Murray River	☐ Tweed
☐ Bogan	☐ Goulburn Mulwaree	☐ Murrumbidgee	☐ Upper Lachlan Shire
☐ Bourke	☐ Greater Hume	☐ Muswellbrook	☐ Upper Hunter Shire
☐ Brewarrina	☐ Griffith	☐ Nambucca	☐ Uralla
☐ Broken Hill	☐ Gunnedah	☐ Narrabri	☐ Wagga Wagga
☐ Burwood	☐ Gwydir	☐ Narrandera	☐ Walcha
☐ Byron	☐ Hawkesbury	☐ Narromine	☐ Walgett
☐ Cabonne	☐ Hay	☐ Newcastle	☐ Warren

☐ Camden	☐ Hilltops	☐ Northern Beaches	☐ Warrumbungle Shire
☐ Campbelltown	☐ Hornsby	☐ North Sydney	☐ Waverley
☐ Canada Bay	☐ Hunter's Hill	☐ Oberon	☐ Weddin
☐ Canterbury-Bankstown	☐ Inner West	☐ Orange	☐ Wentworth
☐ Carrathool	☐ Inverell	☐ Parkes	☐ Western Plains Regional
☐ Central Coast	☐ Junee	☐ Parramatta	☐ Wingecarribee
☐ Central Darling	☐ Kempsey	☐ Penrith	☐ Willoughby
☐ Cessnock	☐ Kiama	☐ Port Macquarie-Hastings	☐ Wollondilly
☐ Clarence Valley	☐ Ku-ring-gai	☐ Port Stephens	☐ Wollongong
☐ Cobar	☐ Kyogle	☐ Queanbeyan-Palerang Regional	☐ Wollahra
☐ Coffs Harbour	☐ Lachlan	☐ Randwick	☐ Yass Valley
☐ Coolamon	☐ Lake Macquarie	☐ Richmond Valley	☐ Unincorporated Far West

Assessment criteria

* indicates a required field

Program Objectives

The TSS program objectives are 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

Funded training must provide non-vocational and non-accredited training in digital literacy in areas such as:

- Using smartphones, tablets, and other devices
- Using email and the internet
- Using social media
- Online shopping
- Sharing photos and attachments online
- Cyber safety

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.

Participating in TSS training should lead to short-term outcomes of:

- Increased confidence to use digital technology
- Increased knowledge of how to use digital technology

These short-term outcomes are then expected to lead to medium-term outcomes of:

- Increased accessing of information online (such as news, personal interest, travel, health, local business).

- Increased use of technology to communicate with family or friends.
- Increased use of the internet to access services that I need (such as banking, shopping or government services).
- Increased use of the internet to look for information about events or activities in my community.

The increased use of technology is then expected to contribute to longer term outcomes of improved wellbeing, greater social participation, and increased active ageing.

Assessment Criteria

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

- 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

Please describe how your project will address the Program objectives and outcomes *

Word count:
Must be no more than 300 words.
Please address all three Program Objectives

Please outline the evidence for local need and/or demand for digital literacy training to the target group in your community? *

Word count:
Must be no more than 250 words.

Have you delivered the TSS program previously? *
☐ Yes ☐ No

Briefly outline the skills and expertise of your organisation to plan and deliver the project on time and within budget. *

Word count:
Must be no more than 250 words.

Proposed strategies for 2026-2027

How will you recruit eligible seniors to the training? *

Word count:
Must be no more than 250 words.
Briefly outline any specific strategies you will use to specifically target seniors.

Describe the strategies you will include to support senior learners to develop their confidence and skills in digital literacy. *

Word count:
Must be no more than 250 words.

Budget

* indicates a required field

Project Cost

Budget Information

Funding is determined after the ACE Community College has passed the eligibility and assessment process. Funding is calculated based on reviewing the number of places the ACE Community College 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)
- Remote and regional locations (in particular where training is not already provided by community college providers)
- If the community college provides CALD sessions

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 enrols in but does not commence.

Grant Funds Exclusions

Organisations must use the grant funds, including any interest earned, for the purposes of the grant. 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

Please confirm that you will not spend grant funding on the above excluded items. *

○ Yes

Previous TSS Funding

Did you receive funding for Tech Savvy Seniors in the last financial year? *

○ Yes ○ No

How much funding did you receive for TSS in the last financial year? *

Must be a dollar amount.

Expected demand for 2026-2027

Expected number of enrolled participants for 2026 - 2027: *

Must be a number.

Total Amount Requested *

$

This number/amount is calculated.
What is the total financial support you are requesting under this grant? (ex GST)

Expenditure

Please include all expenditure items that you are seeking to fund under the grant.

Please note, these items must be eligible under the grant as according to the guidelines.

Expenditure Type **Expenditure amount (ex GST)**

	$
Must be no more than 25 words.	Must be a dollar amount.

Expenditure totals

Total Expenditure Amount

This number/amount is calculated.

Variance must be $0

This number/amount is calculated.

STOP

The '*Total Amount Requested*' and '*Total Expenditure Amount*' must match.

To correct the error, please return to the expenditure table above, adjust the expenditure amount(s) and ensure the variance is $0.

Outcomes

Outcomes

Please tell us about the outcomes you expect to result from your project. Outcomes are the changes you expect to occur for the beneficiaries (direct, indirect and/or intermediaries) of your project. Generally, outcomes can be framed as an increase or decrease in one or more of the following:

- Skills, knowledge, confidence, aspiration, motivation (these are generally immediate or short-term outcomes)
- Actions, behaviour, change in policy (these are generally intermediate or medium-term outcomes)
- Social, financial, environmental, physical conditions (these are generally long-term outcomes)

Outcome	**How does your intended outcome link to the NSW Tech Savvy Seniors Grant Program outcomes?**	**Explanatory notes**
What changes do you expect will occur as a result of your project (e.g. enhanced physical fitness)? Please be brief. One per row. Must be no more than 25 words.	Please explain how your intended outcome helps contribute to the program outcomes. Must be no more than 50 words.	Add notes if you need to provide more context.

Metrics

Please use this table to add your own metrics here to support your project outcomes.

Metrics work best when they:

- Are quantifiable/numeric
- Are clearly defined and succinct
- Are used sparingly - you are much better off to "ask one good question and answer it reliably" than try to track many things at once
- Relate to a clearly articulated outcome or activity.

Metric	Collection method	Target	Explanatory notes
One per row. Add more rows if you want to list additional metrics.	How will you collect and verify the data? E.g. survey, interviews/case studies, focus groups, administrative data (e.g. case management data), observation/ estimation, government or public dataset (e.g. Census), other datasets.	Identify a target for the metric you have chosen - an estimated total for your project. Must be a number.	Add notes if you need to provide more context.

Bank Details and Authorised signatories

* indicates a required field

ACE Provider Bank Details

Applicant Bank Account *

Account Name

BSB Number Account Number

Must be a valid Australian bank account format.

Please provide a recent bank statement of the account you would use to receive the grant funding if you are successful. *

Attach a file:

You do not have to show transaction details, however, the statement must:

- Be for an account in the name of the applicant
- Clearly show the BSB, account number and name of the account holder
- Be a statement on financial institution letterhead

- Not be an online transaction list

Authorised signatories

The persons you nominate here will be your organisation's authorised person to sign the grant funding agreement.

It is your responsibility to update the DCJ of any contact detail changes during the delivery of the project. In some cases, DCJ has contacted a successful grant recipient to learn they have since left the organisation. If DCJ cannot contact you, we cannot award the grant.

Group email addresses are not permitted.

Name of first authorised signatory *
First Name Last Name

The authorised signatory has delegated authority to sign on behalf of the organisation and should be the General Manager, CEO or Executive Officer, President, Organisation Board or Committee or Management Chair. They also must be available during the time of execution as per the grant program guidelines.

Position title of first authorised signatory *

Contact number of first authorised signatory *

Must be an Australian phone number.

Email for first authorised signatory *

Must be an email address.
Must be a unique email address to the person not the organisation.

Name of second authorised person *
First Name Last Name

The authorised signatory has delegated authority to sign on behalf of the organisation and should be the General Manager, CEO or Executive Officer, President, Organisation Board or Committee or Management Chair. They also must be available during the time of execution as per the grant program guidelines.

Position title of second authorised signatory *

Contact number for second authorised signatory *

Must be an Australian phone number.

Email of second authorised signatory *

Must be an email address.
Must be a unique email address to the person not the organisation.

Declaration and Authorisation

* indicates a required field

Declaration

The applicant represents and warrants that this application has been submitted by an authorised representative of the Applicant (e.g. chief executive, general manager, director, chair of the board, president or authorised manager)

Where this application is submitted in the course of employment by a representative of any kind (e.g. authorised representative or agent) of the applicant, you: (i) acknowledge and agree that the applicant is deemed to be jointly and separately bound by this application; and (ii) represent and warrant that you have the authority to represent and bind the applicant as contemplated by this provision.

By submitting this application form I hereby declare that:

- I agree for my project to be automatically considered in other NSW funding programs;
- I have read and understood each of the acknowledgements, agreements, representations and warranties provided above, and that each of these are true and correct;
- All information provided including the responses to each question in the relevant sections of this application is true and correct to the best of my knowledge;
- Any information contained in this application may be disclosed to other Government agencies, staff administering the program, and to external stakeholders (including consultants, lawyers and other advisers) as part of the assessment of this application;
- I am authorised to submit this application on behalf of, and have the authority to represent and bind the applicant;
- I understand that any false declaration may render this application ineligible/invalid; and
- All relevant conflicts of interest have been declared

ACE Provider Name *

Authorisation

I agree * ☐ Yes

Name of authorised person *

Title	First Name	Last Name

Must be a senior staff member, board member or appropriately authorised volunteer

Position *

Position held in applicant organisation (e.g. CEO, Treasurer)

Phone number *

Must be an Australian phone number.
We may contact you to verify that this application is authorised by the applicant organisation

Email *

Must be an email address.

Applicant feedback

You are nearing the end of the application process. Before you review your application and click the **SUBMIT** button please take a few moments to provide some feedback.

How did you find the online application process?

○ Easy ○ Difficult

How many minutes in total did it take you to complete this application?

☐ 15-30 mins
☐ 30-60 minutes
☐ 1-2 hours
☐ more than 2 hours

Do you have any further comment, or any suggestions about how we could improve the application process or form?

GMS-SGA/2025 v2.0