

NSW Tech Savvy Seniors 2025-26

Grant Program Guidelines

July 2025

Acknowledgement of Country

The Department of Communities and Justice acknowledges the Traditional Custodians of the lands where we work and live. We celebrate the diversity of Aboriginal peoples and their ongoing cultures and connections to the lands and waters of NSW.

We pay our respects to Elders past, present and emerging and acknowledge the Aboriginal and Torres Strait Islander people that contributed to the development of this document.

We advise this resource may contain images, or names of deceased persons in photographs or historical content.

NSW Tech Savvy Seniors 2025-26

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1 NSW Tech Savvy Seniors 2025-26 Grant Program Guidelines

The NSW Tech Savvy Seniors 2025-26 Grant Program Guidelines contain information to assist potential applicants to complete the application. It includes an overview of the NSW Tech Savvy Seniors 2025-26 grant program, information about the application process, eligibility and assessment criteria, and reporting requirements.

It is recommended that these guidelines are read prior to completing your application for the NSW Tech Savvy Seniors 2025-26 grant program.

2 Overview of the NSW Tech Savvy Seniors 2025-26 Grant Program

2.1 Purpose of the NSW Tech Savvy Seniors 2025-26 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 153,000 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>.

2.2 Objectives and 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

A full list of training documents and digital literacy areas 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.

2.3 Target group

The target group for the NSW Tech Savvy Seniors 2025-26 Grant Program is 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.

2.4 Eligibility Criteria

All applicants are required to meet the following eligibility criteria:

- Be an ACE college provider based in NSW
- All applicants **must** have appropriate insurance (minimum of \$10 million)
- All applicants **must** address the NSW National Redress Scheme sanctions (included in this template)
- Applications **will not** be accepted from organisations that have outstanding acquittals with DCJ.

2.5 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
-

2.6 Prioritisation

Prioritisation criteria includes:

- Population of your council area aged over 60
 - Areas where training is not already provided by ACE providers
 - Areas that have a low Australian Digital Inclusion Index score
 - Remote and regional locations
 - Areas that have fulfilled their previously funded TSS targets
 - Areas with large culturally and linguistically diverse (CALD) communities
-

2.7 Funding amounts

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 enrolls in but does not commence.

The funding period of the Tech Savvy Seniors 2025-26 program is from **1 July 2025 until 30 June 2026**. All training must be completed by **30 June 2026**.

2.8 Grant funds expenditure

Funds can only be used for expenses and activities directly associated to the grant. Your application must clearly outline your proposed expenditure in relation to the funding amounts identified above and included in the budget you submit with your application.

2.9 Grant fund 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

2.10 National Redress Scheme

The NSW Government will not award a Grant Funding Arrangement 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.

Visit the [website](#) for further information about the [NSW National Redress Scheme](#) sanctions.

2.11 Insurance

Grant recipients must maintain current and adequate insurance appropriate to the activities/services funded under this grant to cover any liability of the grant recipient that might arise in connection with the performance of its obligations under a Grant Funding Agreement. This must include a minimum of \$10 million Public Liability Insurance.

Applicants will be asked to provide a copy of all relevant insurance policies and certificates in the application form.

If your organisation is not covered by the appropriate insurance, you will need to approach another organisation (such as your local council or an incorporated not-for-profit) to sponsor your application so that your project will be covered under their insurance.

3 Application process

One application form submitted by the applicant that will be assessed based on eligibility and assessment criteria.

Application forms are submitted via the SmartyGrants portal.

For assistance with using the SmartyGrants portal please contact:
GrantDesignandSupport@dcj.nsw.gov.au

For questions on the program guidelines, please email: Contact.SeniorsCard@dcj.nsw.gov.au

4 Assessment Process

Applications will be reviewed by the eligibility team for eligibility and compliance with guidelines and eligible criteria. They will then be subject to the assessment process which will include assessment by the Assessment Team and Assessment Panel.

The Minister or delegated DCJ officer will be the decision-maker.

Applicants will be formally notified on whether their application has been successful. It is an applicant's responsibility to ensure all contact details are up to date.

Note for all applicants:

- All applications for grant funding are managed using the SmartyGrants portal.
- Applicants must ensure that their contact details are up to date.
- Applicants must not have any outstanding acquittals for any other funding program with DCJ.

5 Successful grant applications

5.1 Grant Funding Agreement

Successful applicants are required to:

- The application, Grant Funding Agreement and acquittal for the grant will be managed using the SmartyGrants management system.
- Start and complete funded activities and events within the dates specified in the Grant Funding Agreement.
- Project variations may be accepted where the requested change aligns with the Program Guidelines and the original intent of the approved project.
- Seek approval from NSW Department of Communities and Justice for any proposed changes to a funded activity prior to the proposed changes being made via a variation submission in your SmartyGrants portal.
- To discuss a variation, please contact the Tech Savvy Seniors Team on Contact.SeniorsCard@dcj.nsw.gov.au
- Acknowledge the support of the NSW Government in accordance with the Grant Funding Agreement.
- Acknowledgement Guidelines: "The NSW Government proudly supports this community-led partnership with funding provided under NSW Tech Savvy Seniors 2025-26 Grants Program."
- All training must be completed by **30 June 2026**. You are required to submit a Final Report and Financial Acquittal in SmartyGrants no later than **31 July 2026**. DCJ will send you the final acquittal form prior the required date that you will need to complete in the SmartyGrants portal.

5.1.1 Grant payment

Payments will be made in financial years. The first instalment will be paid upon return of the fully executed Grant Funding Agreement.

5.1.2 Bank details

It is your responsibility as the applicant to provide correct banking details, including the authorised signature to verify your bank details in the application form. Funds transferred to an incorrect bank account may not be recoverable.

5.1.3 Unspent project funds

If a grant recipient's project is completed and there are unspent project funds remaining, these must be returned to NSW Department of Communities and Justice unless otherwise specified in the grant funding agreement if more than \$250.

Alternatively, the recipient may request a project extension to deliver the approved project.

5.1.4 Feedback and appeals process (if applicable)

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 applications, we are unable to provide individual feedback on each unsuccessful application.

5.1.5 Publication of grant information

The NSW Grant Administration Guide requires that certain information is published in relation to grants awarded no later than 45 calendar days after the grant agreement takes effect (see section 6.5 of the Guide and Appendix A to the Guide). This information is also open access under the Government Information (Public Access) Act 2009 (NSW) (GIPA Act), which must be made publicly available unless there is an overriding public interest against disclosure of the information.

6 Performance, Monitoring and Reporting

Recipients will be required to:

- Allow DCJ to inspect the records you are required to keep under the grant funding agreement.
- Any variations to the approved project scope, project location and completion time frames outlined in the original application form must be formally requested and approved in writing before any related work takes place.
- To discuss a variation, please contact Contact.SeniorsCard@dcj.nsw.gov.au
- All projects must be completed by **30th June 2026**. You are required to submit a Final Report and Financial Acquittal in SmartyGrants no later than **31st July 2026**. DCJ will send you the final acquittal form prior the required date that you will need to complete in the SmartyGrants portal.
- 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). For key reporting dates, please refer to the table below:

Quarter	Due Date
Quarter 1 (July - September)	October 2025
Quarter 2 (October - December)	January 2026
Quarter 3 (January - March)	April 2026
Quarter 4 (April - June)	July 2026

- 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>
- It is a requirement that all financial records related to grant expenditure and acquittal be retained by the committee of the organisation for seven years. If the committee changes, these documents must be forwarded to the new incoming committee.
- Agree that DCJ staff may meet virtually or visit in person, during or at the completion of your grant activity, to review your progress. We will seek your permission to visit, in accordance with local protocols, and provide you with reasonable notice of any visit.
- Please note that any photographs or videos containing images of participants and/or staff submitted in the Final Completion Report must be accompanied by a signed DCJ still and moving images consent form.

7 Additional information

7.1 Complaint handling

Any complaints should be sent in writing to Contact.SeniorsCard@dcj.nsw.gov.au

7.2 Ethical conduct

Conflict of interest management

Conflicts of Interest between DCJ and applicants will be managed in accordance with the DCJ's code of conduct, and declarations are made and recorded by all persons involved in performing functions related to the assessment process.

Confidentiality

DCJ staff who assist an applicant with an application will not be involved in assessment for that application.

Information relating to the successful applications, including the name of the applicant, description of the funded project and the funding amount, will be included in:

- Public media releases.
 - An announcement on the DCJ website.
 - The NSW Grants finder website.
 - DCJ social media.
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7.3 Disclaimer

Every effort has been made to ensure that this publication is free from error and/or omission at the date of publication. The authors, publisher and any person involved in the preparation of this publication take no responsibility for loss occurring to any person acting or refraining from action as a result of information contained herein.

Timeframes

Date	Event/Action
07/07/25	Grant applications open
10AM 28/07/25	Grant applications close
August 2025	Assessment of grant applications
August 2025	Contract with successful applicants and project payment
August 2025	Grant program results published
01/07/25	Projects commence
30/06/26	Projects end
31/07/26	Final Acquittal Reporting due to DCJ

Communities and Justice

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Parramatta 2124

Office hours:
Monday to Friday
9:00am – 5:00pm

E: Contact.SeniorsCard@dcj.nsw.gov.au (for Tech Savvy Seniors Program specific enquiries)