

Key Program Messages

Many older Australians are at risk of being digitally excluded in an ever increasing online and digitally connected world.

Seniors represent a large and growing segment of the Australian population. According to the Australian Digital Inclusion Index, seniors are the most digitally excluded age group in Australia. (The full report can be found at: <https://digitalinclusionindex.org.au>)

The Tech Savvy Seniors digital literacy training program is designed to help seniors from all backgrounds develop the skills and confidence to get connected and participate in the online world. The program aims to increase digital inclusion, reduce social isolation and increase access to online information and services among older people.

Tech Savvy Seniors in NSW is funded by the NSW Government and Telstra and training is delivered free of charge in NSW public libraries, and Community Colleges.

The program supports the NSW Government's Ageing Strategy by helping older people stay resilient and informed through digital skills training. It's also part of Telstra's commitment to an inclusive future, helping bridge the digital divide through access, affordability and skills so everyone can thrive in a digital world. The NSW Tech Savvy Seniors program has to date assisted more than 150,000 older Australians to improve their digital skills and confidence.

The program offers engaging, hands-on training sessions that help seniors confidently navigate digital technology. Participants learn to use computers, tablets, smartphones, and online applications such as email and social media, while also gaining essential skills to stay safe online. Each session is designed to be enjoyable and practical, empowering seniors to complete everyday online tasks with ease and security.

The State Library of NSW partners with the Ethnic Communities' Council to deliver training in a number of languages other than English.

Tech Savvy Seniors seeks to deliver the immediate outcomes of increased digital confidence and knowledge as well as the longer-term outcomes of improved personal wellbeing, enhanced social participation and improved access to online information and services that support active ageing.

Surveys conducted by participants six weeks after completing a Tech Savvy Seniors course have revealed that as a result of the training, the majority feel:

- more connected to family and friends;
- more engaged with what's going on in the world; and
- they had gained new skills to use in everyday life in areas of interest to them.

Links:

<https://www.telstra.com.au/tech-savvy-seniors>

