

# Social support for older migrants and refugees

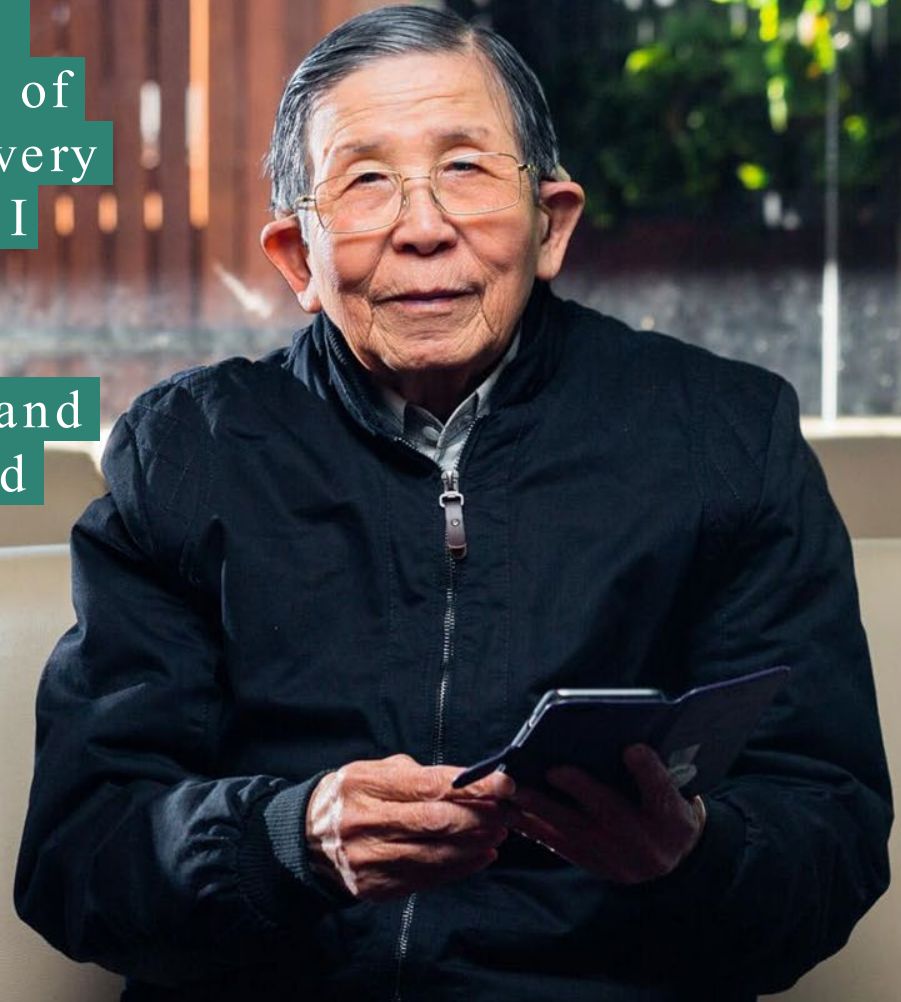


**Good Things**  
Foundation Australia



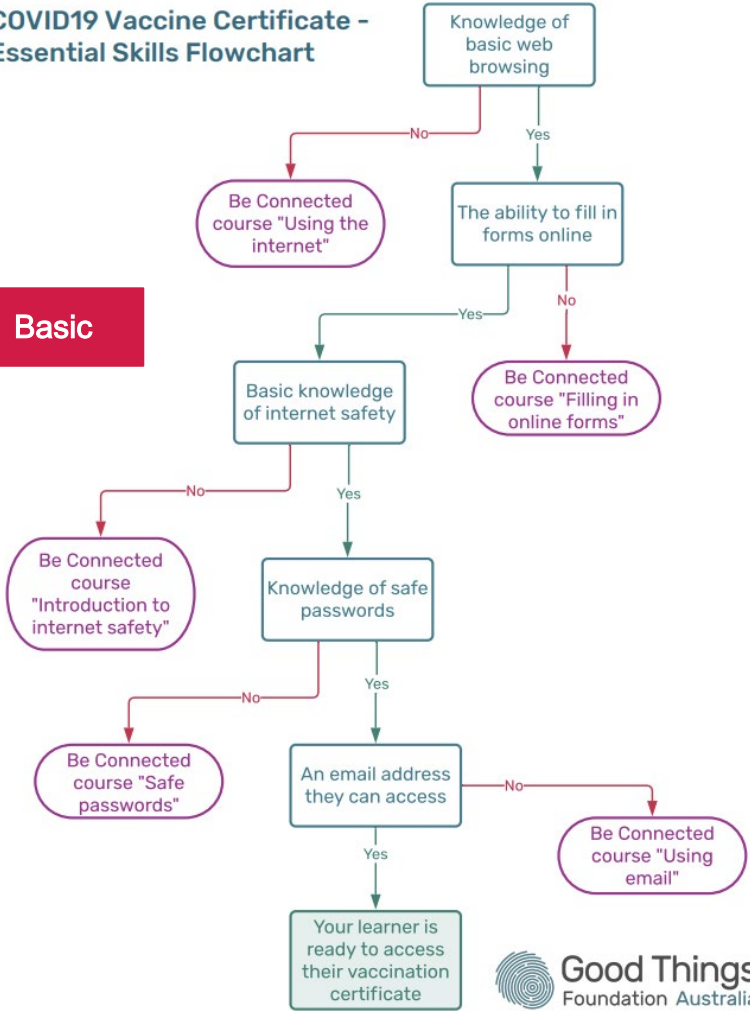
“I used to worry about my new life here as I arrived at a very late age of 64 years old and my English was very poor. I was feeling homesick until I joined the Indochinese Elderly Refugees Association. There is a strong sense of community here and now I’m taking English classes and computer classes in my native language of Vietnamese.”

Mr Lan  
Indochinese Elderly Refugees  
Association, VIC



## COVID19 Vaccine Certificate - Essential Skills Flowchart

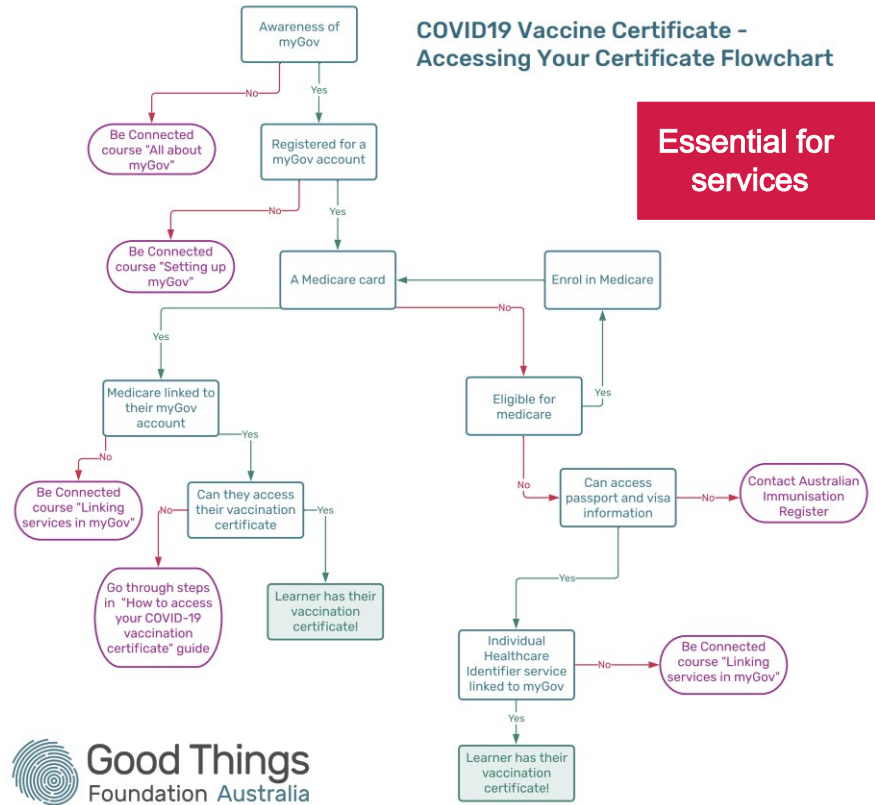
Basic



## Digital skills needed to access online vaccine certificates: a learners pathway

### COVID19 Vaccine Certificate - Accessing Your Certificate Flowchart

Essential for services





# DIGITAL NATION AUSTRALIA 2021

The pandemic has seen life, learning and work rapidly digitise in Australia. Digital inclusion is slowly improving in our nation, but some people are still being left behind.

Less than 40% of Australians are confident they can keep up with tech<sup>44</sup>

1% of people are completely offline, down from 10%<sup>12</sup>

87% of jobs require digital skills<sup>165</sup>

77% of adults used apps to connect with others in 2020<sup>162</sup>

61% lack confidence identifying misinformation online<sup>57</sup>

## MOST AT RISK OF DIGITAL EXCLUSION

**People with disabilities**  
are lower users of digital and social media<sup>164</sup>

**People with mobile-only connection**  
1/3 are low-income families with school-aged children<sup>24</sup>

**First Nations people**  
30% of people in remote First Nations communities have no household internet or phone<sup>11</sup>

**People living in rural and remote areas**  
Only 1/3 of Australian land area has mobile connectivity<sup>11</sup>

**Women**  
seek more support around online safety<sup>170</sup>

**People aged over 65 years**  
80% find it difficult to keep up with tech changes<sup>65</sup>

**New migrants and refugees**  
Low skills and access are a barrier to accessing services during the pandemic<sup>171</sup>

**People with low levels of education**  
44% have no media literacy support<sup>172</sup>

**Low income households**  
Half had difficulty paying for home internet<sup>173</sup>

**People not in the labour force**  
Confidence in digital skills decreases as length of retirement increases<sup>174</sup>

## MOST DIGITALLY INCLUDED

**People living in capital cities**

**High income households**  
(over \$150,000)<sup>175</sup>

The ADII score of Australia is **63** in 2020, up from **61.9** in 2019<sup>7</sup>

**People who are tertiary educated**

**Younger People**  
(14 - 49 years)<sup>176</sup>

**AFFORDABILITY**

**ABILITY**

**ACCESS**

## THE DIGITAL DIVIDE

**Older migrants and refugees are at higher risk of being digitally excluded**

**1 in 4  
Australians  
digitally  
excluded**  
(ADII 2021)

**80% seniors:  
it's hard to  
keep up with  
tech changes**  
(ACMA 2021)

**New migrants &  
refugees: Low  
digital skills  
and access are  
barriers to  
services**  
(SCoA & GTF 2021)

**Digital  
inclusion  
supports  
social  
inclusion**  
(Be Connected  
Evaluation 2020)



# Be Connected impact

Be Connected has reached 1 million people through a network of funded community organisations, skilled digital mentors, and quality online learning content.

Swinburne Universities' Social Impact Evaluation indicated that Be Connected has increased:

- Digital skills
- Confidence using the internet
- Online safety
- Social connection

**Created a \$4 social return on investment for every \$1 invested**



**Be Connected**  
Every Australian online.

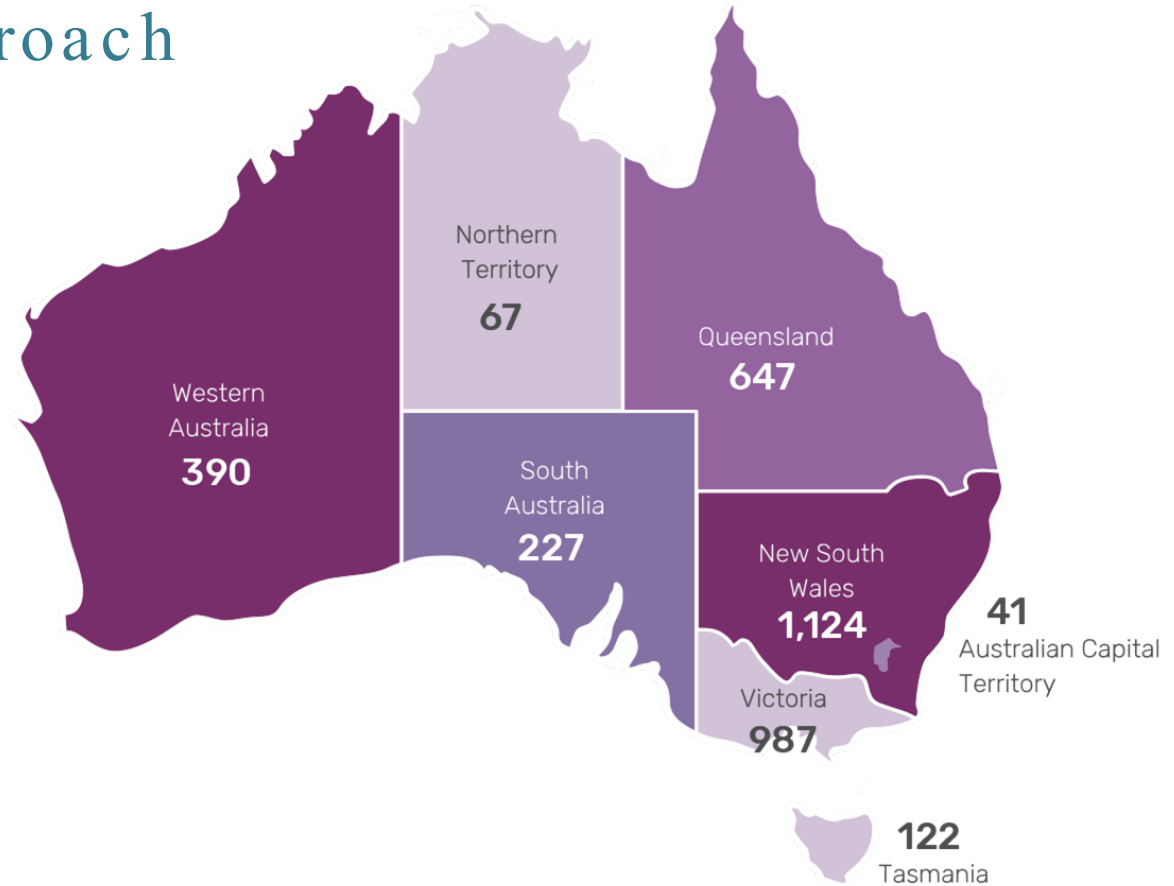


Catalyst Foundation, SA

# Our networked approach

**1,000+**  
Network Partners in  
Victoria

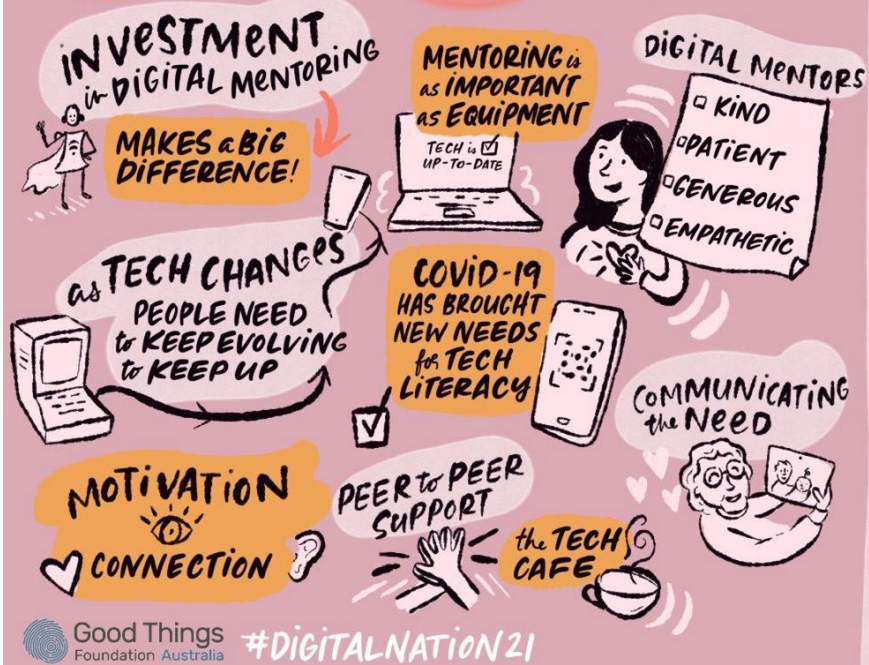
**677**  
Network Partners from  
CALD communities in  
VIC





# KEEPING PEOPLE CONNECTED -

## the Role of Digital Mentors



**LEARNING:** Community based digital mentors are effective in closing the digital divide.

- We have over 14,000 digital mentors across Australia
- They come from all walks of life - often volunteers
- Don't need to be "tech experts" - online learning resources support a blended learning model
- They build connection between people not just skills.
- Digital mentors need support: funding, upskilling & resources





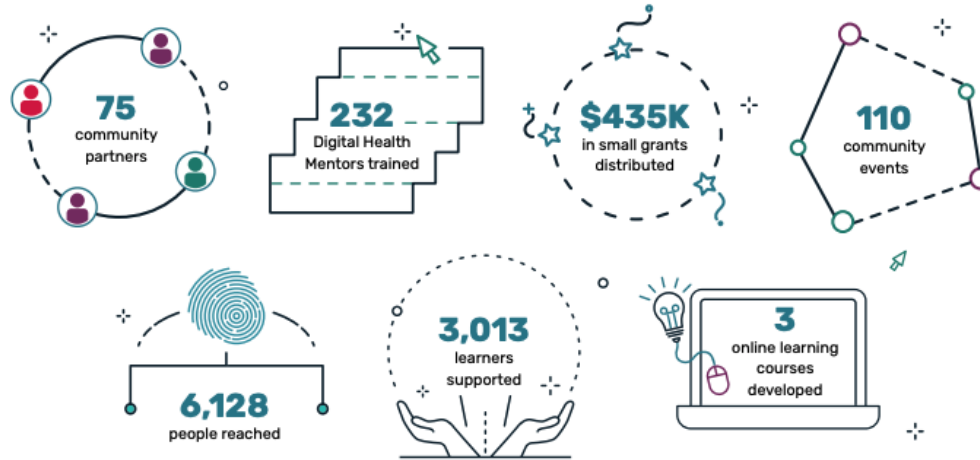
Education Centre, VIC

## Affordable access

LEARNING: Devices and current internet affordability options are essential

- With support from Be Connected we ran a loan digital device program for over 50's during COVID
- Despite the loan program, 74% of our network said their community still do not have adequate internet access at home

# Health My Way: digital health literacy program



92% increased their awareness of digital health resources and apps

79% have greater access to digital health literacy support

Increased knowledge and confidence in My Health Record

92% increased their social connection

# CAN DIGITAL TECH SUPPORT GOOD HEALTH and WELLBEING?



Our [Expanding Digital Health](#) series recommended:

1. Patients and consumers need targeted digital literacy support and education
2. Reliable and affordable technology and connectivity for equitable access is essential
3. Health care providers need support on using digital health technologies.

**LEARNING:** The digital divide has exacerbated the social and economic factors which create barriers to health care delivery and well-being.

**LEARNING:** Specially designed, tailored digital inclusion programs are needed to build on existing essential digital skills programs

- A tailored digital inclusion program for new migrants and refugees in Victoria would assist with the provision of settlement services
- These would need to include skilled bilingual digital mentors, access to appropriate devices and affordable internet, translated resources, and be linked to the individual's motivations





# Our campaigns

**LEARNING:** Many people still do not know about the support already available to them and campaigns can help to raise this awareness.

- Finding a motivation is key to inspiring people to upskill and ask for support
- People want to hear about people like them
- Many don't know all the things tech can do
- Program marketing needs to include offline channels



# Get Online Week 2021



**1K+**

community events held  
across Australia



**15.4K**

people attended a  
Get Online Week event

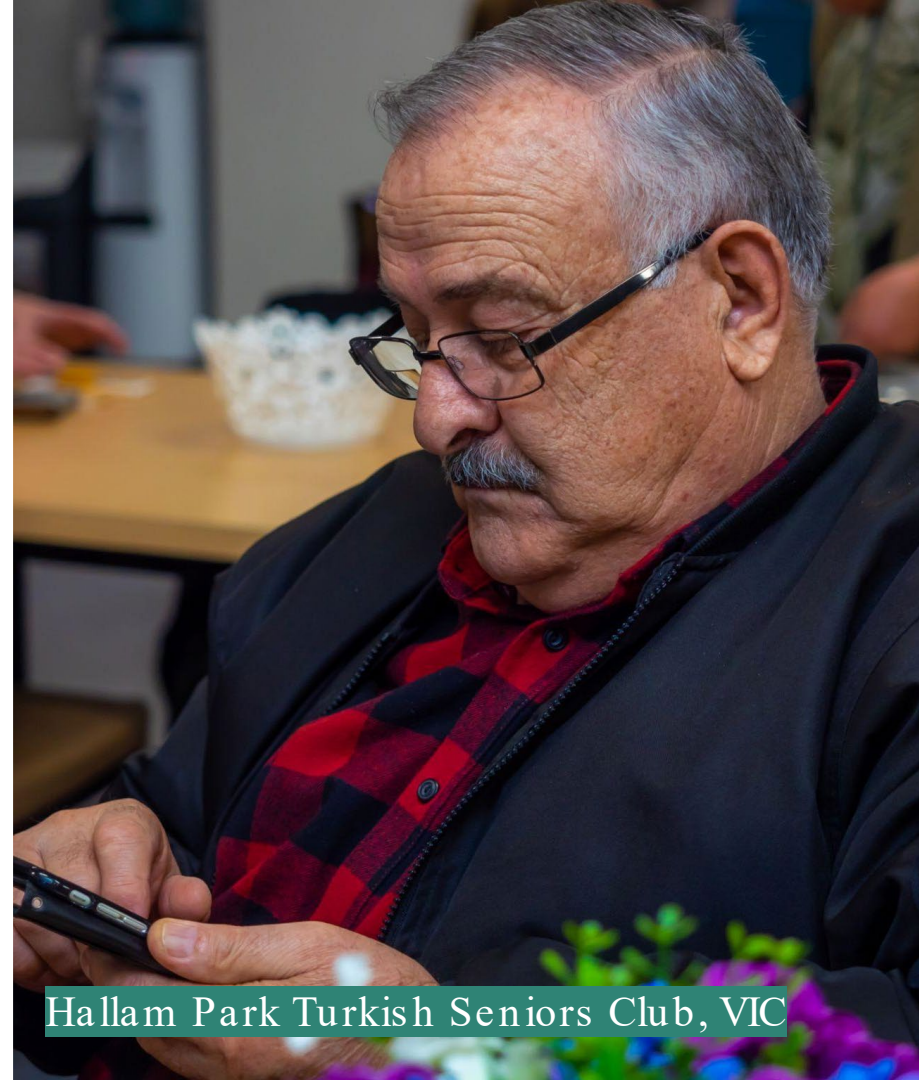


**95%**

of event attendees wanted to  
learn more about what you can  
do online after an event

# Recommendations

- Ensure everyone in Victoria has affordable access to the internet and appropriate devices.
- Co-design digital-first government support services with seniors from refugee and migrant backgrounds.
- Expand on successful digital skills programs and community infrastructure of the Be Connected Network, to provide digital mentoring and social support services targeted at older Victorians of migrant and refugee backgrounds



Hallam Park Turkish Seniors Club, VIC



**“I would like to inspire people to be online. They don’t have to be scared.”**

Mama Fe  
Get Online Week 2021 hero & digital skills learner  
Australian Filipino Community Services,  
VIC

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