

2024

Collaboration and Innovation Fund

Guidelines and information on how to apply.

Application form: available from Monday 4 March 2024

Closing date: Thursday 4 April 2024

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Welcome and a quick overview

Thank you for your interest in the 2024 Collaboration and Innovation Fund. It is a great opportunity to fund projects that support adults with unmet literacy, numeracy and digital literacy needs and projects that support organisations to be literacy friendly.

We have written these guidelines to give you information about the fund and how you apply for it. Please read them carefully.

Before you start, here are the main things you should know.

How do I apply?

- You need to complete and submit an online application form.
- The deadline for submitting your application is 5pm on 4 April 2024.
- The online application form has over 50 questions and you will not be able
 to change it after you submit it. We suggest that you prepare your answers
 before you start your application. We have provided a list of the questions in
 this document.

What are the main criteria for getting funding?

- Collaboration: There must be at least two organisations involved.
- Innovation: Your project is new or innovative.
- Beneficial: Your project benefits adults with unmet literacy, numeracy, and digital literacy needs.
- Cost: Your project is good value for money, and is
 - ➤ less than €25,000 for a local project or
 - less than €50,000 for a national project.

- There are five documents in Appendix 1 of these guidelines that you must complete and upload at the start of the online application form.
- Company, charity and tax information about the organisations.
- The names, addresses and contact details of the organisations.
- Details about your project and how it will benefit participants.
- The cost and details about how the funding will be spent.
- Signed declarations from each organisation.
- Financial information for organisations that are successful in their application.

What happens after I submit my application?

- Your application will be reviewed by a group of people with experience in adult literacy, numeracy and digital literacy. Together, they will decide the applications that will receive funding.
- Once the applications have been reviewed, you will be told if your application was successful or not.
- Unfortunately, we receive more applications than we have money for, so we cannot fund every application. If you are not successful, we will provide you with feedback on your application.
- If you are successful, we will provide you with information on what to do next.
- When your application has been reviewed, other ways of supporting your project may be identified. If this is the case, your contact details and a brief summary of your project proposal will be shared with the appropriate service(s).

Next steps

In the following pages, you will find more information about the Collaboration and Innovation Fund and how you apply for it.

Please read this information carefully before completing and submitting your application.

About the Adult Literacy for Life (ALL) Strategy

Adult Literacy for Life (ALL) is a 10-year strategy that aims to:

- ensure that every adult has the necessary literacy, numeracy and digital literacy to fully engage in society and realise their potential; and
- support organisations and services to be literacy friendly and fully accessible to adults with unmet needs.

Why is it important?

In Ireland, more than 500,000 people have unmet literacy needs. Even more have unmet numeracy and digital literacy needs. This means they may be unable to fill in a form, vote, read instructions on medicines, add up a bill, help kids with homework or search the web for information.

The ALL Strategy is important because it will help people gain the necessary skills to achieve their personal, social and employment goals so that they can take part fully in society. The Strategy will also help organisations and services to be literacy friendly and fully accessible to adults with unmet needs. This will support a more inclusive, equal society.

How is the strategy being managed?

SOLAS (Ireland's further education and training authority) set up a National Programme Office to coordinate the Strategy across all Government departments and stakeholders.

At regional level, Regional Literacy Coordinators (RLCs) have been appointed in the 16 Education and Training Boards. They will drive partnerships between organisations that will support the aims of the ALL Strategy. They have set up Regional Literacy Coalitions to share expertise and develop appropriate responses at local level.

What is the Collaboration and Innovation Fund?

The purpose of the Fund is to pay for collaborative and innovative projects that support adults with unmet literacy, numeracy and digital literacy needs, and create a more equal society.

Appendix 3 has a list of areas of day-to-day life where literacy is really important. Proposed projects should reflect these themes.

How much funding is available?

In 2024, the total funding available in the Collaboration and Innovation Fund is €1.25 million. €1 million is available to fund local projects in any county in Ireland. €0.25 million is available to fund national projects that have a have a wider, national scope.

Who can apply?

Organisations that work in the public, not-for-profit, community and voluntary sector can apply for the Collaboration and Innovation Fund. Individuals and private sector organisations cannot apply for the Fund.

You need a minimum of two organisations working in partnership to apply for the Fund. One organisation is the lead applicant, and the other organisation or organisations are the partner applicants.

The lead organisation must provide:

- a tax clearance access number,
- tax reference number, and
- charity number, if applicable.

What is the difference between a local and a national project?

A local or regional project has an impact in one area, county or ETB catchment area. In a local project, the lead organisation is any public, not for profit organisation. The minimum amount of funding available for a local project is €1,000 and the maximum amount is €25,000.

A national project has an impact in more than one county or happens in more than one Education and Training Board area. In a national project, the lead organisation is a public, not for profit national representative body or an organisation that provides a service in more than one location.

The maximum amount of funding available for a national project is €50,000.

If you are not sure whether your project is local or national, please contact the ALL National Programme Office by email at allinnovation@solas.ie

What are the main criteria for getting funding?

Successful projects will showcase:

- collaboration and partnership between organisations,
- innovative approaches,
- meaningful benefits for adults with unmet literacy, numeracy and digital literacy needs, and
- good value for money and no duplication of work already happening.

If your organisation has received funding from the Collaboration and Innovation Fund in the past, you can apply for funding again, but your project must be new and innovative. You cannot apply for funding to run the same project again.

How do I apply?

Complete and submit an online application form by 5 pm on 4 April 2024.

Important information before you start

Projects must not duplicate existing services.

Any proposed project should not have an adverse impact on existing services or provision funded through SOLAS, Education and Training Boards and or other state agencies. If a proposal duplicates a service that is already being funded in the region, it will not be considered for evaluation.

Consult with your Regional Literacy Coordinator.

Each ETB has a Regional Literacy Coordinator (RLC). Their role is to work with organisations at a local level, as well as colleagues across the education, health, community development and local government supports and services. Applicants **must** consult with the Regional Literacy Coordinator in their area before submitting their application. The list of Coordinators is on page 17.

If you are submitting a proposal for a national project, please consult with the ALL National Programme Office by email at allinnovation@solas.ie before submitting your application.

Groups identified in the ALL Strategy

Projects should address the needs of adults with unmet literacy, numeracy and digital literacy needs, specifically the groups identified in the ALL strategy:

Older Adults (55+)	Members of the Traveller Community	Persons with Disabilities
Low-paid Workers	Carers	One-parent Households
Incarcerated Persons and Ex-Offenders	Persons Recovering from Addiction	Long-term Unemployed
Migrants	International Protection Applicants	People with Language Needs

The lead organisation is responsible for all funding.

They must make sure that the approved funding allocation for any project under the Collaboration and Innovation Fund:

- is used for the specific purpose intended
- is spent by 31 December 2024
- is not used for costs that extend beyond 31 December 2024
- returns all unspent monies to SOLAS
- complies with all statutory, European Union and other obligations that apply.

Where the lead organisation / applicant forwards on grants, it must receive an invoice from any partner organisation with details of the costs incurred by that partner.

Eligible costs

These costs will include direct costs, programme costs and indirect overhead costs for example rent, light, heat and so on. Indirect costs **should not be more than 10%** of the direct cost of the project.

Where appropriate and necessary, please make sure that the cost of preparing materials etc for courses is included in programme costs.

Tutor costs

Where the lead organisation is an Education and Training Board (ETB):
 Tutor hours allocated to the project that are already included in the ETB FAR 4 should not be included in your application. If the tutor hours are not covered in your FAR 4, we will include a declaration on this in the funding documentation we send to you.

• Where the lead organisation is not an ETB:

If you have an allocation of ETB tutor hours **already covered** by the ETB's existing budget, tutor costs should not be included in your application. If these tutor hours are not covered by the ETB's **existing budget**, we will include a declaration on this in the funding documentation we send to you.

Capital Threshold

Furniture and Equipment costs may be up to €1,000 inclusive of VAT. Where equipment is purchased, this comes under the ownership of the lead organisation. If equipment is being loaned out by the lead organisation, you should have a loan scheme and policy in place and keep proper records.

Reach Funding

Proposed projects may apply for other sources of funding such as Reach. However, there must be no duplication of State funding and the project must not be dependent on receiving funding from another source. If you are applying for Reach funding for this project your information may be shared within the ETB. There is more information about Reach funding in Appendix 2 on page 26.

Guidelines for completing the online application

Section 1

Important documents and information (question 1 to 9)

In this section, you are asked to confirm that you have completed and emailed five documents to allinnovation@solas.ie, and discussed the project with your Regional Literacy Coordinator. You are also asked for the lead organisation's Tax Registration Number, Tax Clearance Certificate Number and Charity Number (if applicable).

1.	I have emailed a signed 'Designated Signatory of Lead Organisation'
2.	I have emailed a signed 'Declaration by Lead Organisation'
3.	I have emailed a signed 'Declaration by Partner Organisation'
4.	I have emailed a 'Project Budget'
5.	I have emailed a 'SOLAS Bank Authorisation Form'
6.	I have discussed the project with my local Regional Literacy Coordinator
	or Adult Literacy for Life National Programme Office.
7.	Tax Registration Number of the lead organisation
8.	Tax Clearance Certificate Number of the lead organisation
9.	Charity (CHY) Number of the lead organisation. If you do not have a CHY
	number, write 'None'.

Section 2

Lead and partner organisation details (question 10 to 38)

In this section, you are asked for information about the lead and partner organisation applying for the Collaboration and Innovation Fund. You can include information on up to three partner organisations. If you want to include more than three partner organisations, please put this information in question 38.

10.	Name of the lead organisation
11.	Confirmation that the lead organisation is a public, not-for-profit,
	community or voluntary sector organisation

12.	Address of organisation (include Eircode)
13.	Contact person
14.	Role of contact person
15.	Email of contact person
16.	Telephone of contact person

17.	Name of partner organisation	
18.	Confirmation that the partner organisation is a public, not-for-profit,	
	community or voluntary sector organisation	
19.	Address of partner organisation (include Eircode)	
20.	Contact person	
21.	Role of contact person	
22.	Email of contact person	
23.	Telephone of contact person	
	Skip to next section if there are no more partner organisations.	
24.	Name of partner organisation (2). Skip to next section if there are no more	
	partner organisations.	
25.	Confirmation that the partner organisation is a public, not-for-profit,	
	community or voluntary sector organisation	
26.	Address of partner organisation (include Eircode)	
27.	Contact person	
28.	Role of contact person	
29.	Email of contact person	
30.	Telephone of contact person	
	Skip to next section if there are no more partner organisations.	
31.	Name of partner organisation (3). Skip to next section if there are no more	
	partner organisations.	
32.	Confirmation that the partner organisation is a public, not-for-profit,	
	community or voluntary sector organisation	
33.	Address of partner organisation (include Eircode)	
34.	Contact person	
35.	Role of contact person	
36.	Email of contact person	
37.	Telephone of contact person	
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Section 3

Your proposed project (question 39 to 50)

In this section, you are asked to provide the following information about the project or activity you would like to use the Collaboration and Innovation Fund for.

39.	The name of the project	
40.	The Education and Training Board (ETB) and or county area that the	
	project will happen in (or select the option for a national project)	
41.	A summary of your project in 150 words. (What is the aim of your project,	
	what will it do? Who will deliver the project? How will the project be delivered?	
	Who and how many people will take part in the project?)	
42.	Where will the project take place?	
43.	When will the project take place?	
44.	Who are the target groups for the project for the project and how will you	
	recruit them?	
45.	How will the project support the unmet literacy, numeracy and digital	
	literacy needs of the target groups?	
46.	What will be the main outcomes of the project? What will the project	
	achieve? How many people will benefit from the project?	
47.	How will you measure or prove these outcomes? For example, will you do	
	a survey with the participants at the end of the project?	
48.	How does the project meet the aims of the Adult Literacy for Life	
	Strategy?	
49.	What is innovative about the project?	
50.	Please describe the collaboration that will take place between the project	
	partners. What is the role of each partner?	
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Section 4

Financial and additional details (question 51 to 57)

In this section, you are asked to provide the following financial and other additional information about your proposed project.

51.	Total cost of the project.
52.	The amount of funding you are applying for.
53.	If the total cost of the project is more that the amount of funding you are
	applying for, how and who will pay the balance of funding required.
54.	Are you also applying for REACH funding for this project?
55.	If you are applying for Reach funding, the amount and what it will be used
	for. If you are not applying, write 'none'.
56.	Confirmation that you understand that information about your proposed
	project may be shared within the relevant ETB.
57.	If you have any additional information you would like to tell us about your
	application, please tell us here.

Press 'submit' to send us your application.

After you press submit, your application will be reviewed by a group of people with experience in adult literacy, numeracy and digital literacy, in April. Once that has been done, we will contact you to tell you if your application was successful or not.

How your application will be evaluated

SOLAS will review all applications to make sure they meet the criteria set out in this document. An independent expert panel will consider the applications that meet the criteria. Applicants must have clearly identified and demonstrated the need and reasons for their proposed project.

Criteria for an eligible application

Your application is eligible if you show:

- You have completed and uploaded the documents in Appendix 1
- Your project has two or more partners.
- The lead organisation is tax compliant.
- The lead organisation has consulted with their Regional Literacy Coordinator.
- All governance requirements and assurances on how you spend the funding are in place.
- There is no duplication of State funding.
- Terms and Conditions of funding are complied with.

Scoring for eligible applications

For eligible applications, the scoring will be assessed below. The maximum marks available is 100 and a minimum score of 70 must be achieved for a project to be considered for funding.

Sc	oring		
	Total minimum score of 70 must be achieved	Minimum	Maximum
		Required	Marks
Α	The project supports the aims of the ALL Strategy to address unmet adult	15	20
	literacy, numeracy and digital literacy needs and/or to support		
	organisations to create a more literacy friendly society		
В	The application proposes collaborative and innovative approaches with	15	20
	other organisations		
С	Applications will be scored under either C(i) or C(ii)		
	(i) The application targets identified cohorts under the ALL		
	Strategy (maximum 20) or		
	(ii) Other adults with unmet literacy/numeracy/digital literacy	10	20
	needs (maximum 10)		
D	The application has clear and demonstratable positive outcomes	15	20
Е	Value for money	15	20
То	tal score	70	100

Once all eligible applications have been evaluated, SOLAS will write out to all lead organisations to tell them of the outcome.

The level of funding allocated may be lower than the funding applied for. Where this is the case, the lead organisation may be asked to resubmit their application reflecting the recommended funding.

SOLAS will issue successful projects with a funding letter and terms and conditions of funding. Once these have been acknowledged, SOLAS will issue the funding.

Completing the project

The Regional Literacy Coordinator will link in with you once the project has started and will arrange to visit the project.

SOLAS will require a **final report** on the outcomes at the end of the project, including confirmation of funding spent. We will send a report template to the Lead Organisation to be completed and sent back to SOLAS at the end of January 2025.

SOLAS may ask for **additional evidence** of how the grant has been spent and may look for further supporting documentation.

Where training materials, supports, reports and / or research are developed through the Collaboration and Innovation Fund, these should be submitted along with the end of project report.

Any content and/or material produced will be **jointly owned** by the ALL National Programme Office for further circulating, use, and development. This will be done with full acknowledgement of the project development included.

When the end of project report has been submitted, SOLAS will **review the final expenditure** on the project and will recoup any unspent money.

Further information and questions

If you have any questions or would like further information, please contact your Regional Literacy Coordinator in one of the 16 Education and Training Boards (ETBs).

ЕТВ	First Name	Mobile	Email
Cavan and Monaghan	Ceinwen Fergus	087 068 7841	ceinwenfergus@cmetb.ie
Cork	Sinead Maloney	086 084 3030	sinead.maloney@corketb.ie
City of Dublin	Andrew Connolly	086 601 8180	andrew.connolly@aes.cdetb.ie
Donegal	Adele McElhinney	086 084 9284	adelemcelhinney@donegaletb.ie
Dublin and Dun Laoghaire	Fiona Kavanagh	086 608 5761	fionakavanagh@ddletbaes.ie
Galway and Roscommon	Bernadette Smith	087 763 6260	Bernadette.smith@gretb.ie
Kerry	Paula Tiller	087 337 2139	paula.tiller@kerryetb.ie
Kildare and Wicklow	Deirdre Gallagher	087 188 4355	deirdregallagher@kwetb.ie
Kilkenny and Carlow	Helen Walsh	087 767 5547	helenm.walsh@kilkennycarlowetb.ie
Laois and Offaly	Tamara Latham	085 856 0160	tlatham@loetb.ie
Limerick and Clare	Sile O'Riordan	086 022 4375	sile.oriordan@lcetb.ie
Longford and Westmeath	Anne-Maria Egan	085 857 0991	aegan@lwetb.ie
Louth and Meath	Niamh McShane	086 137 3979	nmcshane@Imetb.ie
Mayo, Sligo and Leitrim	Thomas Howley	085 748 2365	thomashowley@msletb.ie
Tipperary	Ester Mackey	087 062 6937	emackey@tipperaryetb.ie
Waterford and Wexford	Edel Finan	086 084 5354	edelfinan@wwetb.ie

Thank you and good luck with your application!

Appendix 1: - Documents

There are five documents in Appendix 1. Please fill in the information in these documents, save them and upload them at the start of your online application.

Document 1

Designated Signatory of Lead Organisation

In compliance with the SOLAS Funding Requirements, all funding documentation must be signed and dated by a designated signatory. The designated signatory should be the CEO/Principal and/or a staff member who has the authority to sign funding documentation and reporting returns. SOLAS recommends at least one additional signatory is nominated, **where appropriate.** Please provide official email addresses only to ensure GDPR compliance.

If there is any change to the designated signatory during the year, please tell SOLAS in writing to allinnovation@solas.ie

Can you please put the name of the person(s) authorised to sign funding documentation on behalf of your organisation in the table below:

Address	
Name of Designated	
Signatory	
Position in Organisation	
Email	
Phone number	

Declaration by Lead Organisation

On behalf of (insert name of the organisation), we apply for a once-off grant for the (insert name of project) project and declare that the information given in this application is true and complete to the best of our knowledge and belief. We consent to the ALL Office / SOLAS making enquiries to a third party if necessary, regarding details of the funding application.

We understand that information supplied in or accompanying this application may be made available on request under the Freedom of Information Acts 1997 and 2003 or under the 2018 EU General Date Protection Regulation. We also understand that making this application does not guarantee that funding will be granted.

We also accept that, as a condition for the award of a grant, no commitment has been made to the awarding of other grants. The project sponsors are agreeable to have the project monitored by the ALL Office / SOLAS (or its agents) and to allow access to its premises and records, as necessary, for that purpose and in accordance with the terms and conditions of funding.

If funding is approved, we agree and confirm that we will manage the grant in accordance with the terms and conditions and confirm we have read and understand DPER Circular 13/2014. We agree to seek value for money and to abide by the Public Procurement guidelines. The funds will be applied for the purposes set out in the application and we undertake that funding from any other source will not be used for the same purpose.

In the event that we are unable to spend the grant for the purposes set out in our application, we agree to return unspent monies to SOLAS. We understand that SOLAS may seek the refund of the grant if we fail to comply with these conditions.

We acknowledge that any funds awarded are subject to such funds being available to SOLAS and that they must be used in 2024, for the purpose stated and not to replace existing funding. We will acknowledge the support we have received under the ALL Strategy in all publicity relating to the project.

We hereby apply for grant funding and accept the above Terms and Conditions:

Signed	
(Designated Signatory- CEO,	
Chairperson or Authorised Person)	
Position	
Date	

Declaration by Partner Organisation

Each partner in the project must fill in a copy of this declaration and it must be signed by the person(s) authorised to sign funding documentation on behalf of your organisation.

Project Partner	
Name of Project	
Name of	
Organisation:	
Address:	
Details of Contact Pe	rson
Contact Person:	
Role:	
Address:	
Email:	Telephone:
	,

On behalf of (name of partner organisation) I declare that:

- I have read the 2024 Guidelines for ALL Strategy Collaboration & Innovation Fund
- I have agreed to act as a partner organisation for this project
- the information in this proposal about my organisation is accurate and complete.

Signed	
(Designated Signatory- CEO,	
Chairperson or Authorised Person)	
Position	
Date	

Project Budget

Project Budget		
Name of Project		
Staffing costs:		Please give rationale for costs
Staffing costs:		
Salaries including Employers PRSI	€	
Staff recruitment costs	€	
Staff travel and subsistence costs	€	
Staff direct telephone costs	€	
Programme costs:		I
Venue hire	€	
Course/training materials	€	
Tutor/facilitator costs	€	
Adverting and publicity costs	€	
Design and printing costs	€	
Website costs - specific to project	€	
Equipment – small project items	€	Capital Equipment costs (for example laptops) - they cannot exceed €1,000
Other: Please specify		
Item 1:	€	
Item 2:	€	
Indirect overhead costs:		Rent, light heat etc. – these can be no more than 10% of the application.
Item 1:	€	
Item 2:	€	
Total cost of project:	€	

SOLAS Bank Authorisation Form

- Part 1: To be completed by the Lead Organisation and forwarded to your Bank.
- Part 2: To be completed in full by an authorised Bank Official. This form MUST be stamped by the bank

Or

- Part 1: To be completed by the Lead Organisation
- Part 2: To be completed by an Accountable person* in the Company/Organisation and a top copy of your bank statement confirming the bank account details given here, to be sent in along with this form.

Part 1- Company Details	
Name of Project	
Lead Organisation:	
Address:	
Telephone No:	
Email address:	
Tax Registration number:	

I/We authorise and request you to confirm to ALL National Programme Office, SOLAS, Castleforbes House, Castleforbes Road, Dublin 1, allinnovation@solas.ie the information requested in Part 2 below.

Signature:	
Name (Block Letters):	

Part 2- Bank Details	
Bank Name:	
Branch:	
Address:	
Bank Account Name:	
Bank Sort Code:	

Account Number:	
IBAN:	
BIC / SWIFT Code:	
Signature	
Position	
Date	
Official Bank Stamp	

Please send the completed form to allinnovation@solas.ie

*If signed by an organisation's Accountable person – 'I /my organisation declare(s) that I/we will not hold SOLAS liable in the event that funds are credited to an incorrect bank account from the information supplied above. I/my organisation also declare that funds lodged in error, where I/we are not the intended beneficiary will be returned to SOLAS'.

Appendix 2: Reach Fund

The aim of Reach funding is to provide support to educationally disadvantaged learners in accessing and participating in Community Education.

The main differences between the Collaboration and Innovation Fun and Reach funding are set out below:

Collaboration and Innovation Fund	Reach Funding
Any public, nonprofit organisations can	Community Education providers can apply
apply to the ALL National Programme	to their ETB for Reach funding.
Office for the Collaboration and	
Innovation Fund.	
Partnership model required with a	A single organisation can make an
minimum of two organisations needed.	application for Reach funding.
The purpose is to support collaborative	The purpose is to assist ETBs to increase
and innovative activities that will help	their capacity and to assist Community
achieve the aims of the strategy and	Education providers to address the decline
create a more equal society. This	in participation of disadvantaged learners
includes activities that:	particularly those on literacy and basic skills
Support adults with unmet	programmes at NFQ levels 1 to 3.
literacy, numeracy and digital	
literacy needs.	
Supports a whole-of-society	
response to adult literacy needs.	
The aim of the fund is to support	The aim of the funding is to tackle
individuals and or groups experiencing	inequalities and support access to
unmet literacy, numeracy or digital	Community Education, and also intended to
literacy needs through new and	address specific actions in the Adult
innovative approaches using a	Literacy for Life (ALL) Strategy.
partnership model.	

Targets funding of innovative activities	Targets funding of educationally
that support the priority groups named in	disadvantaged learners in accessing and
the Adult Literacy for Life Strategy.	participating in Community Education.
Must be used to support organisations	Can be used to support an individual with
that support individuals with unmet	unmet needs.
needs.	
Target groups:	Target groups:
Older adults (55+);	 Long-term unemployed;
members of the Traveller	young people;
community;	people with disabilities;
people with disabilities;	members of the Traveller and Roma
one-parent households;	communities;
low paid workers;	migrants and refugees;
• careers;	women wishing to return to the labour
 long-term unemployed; 	market;
• migrants;	lone parents
• international protection applicants;	
people with language needs;	
incarcerated persons and ex-	
offenders;	
persons recovering from addiction.	
The ALL National Programme Office in	The ETBs manage Reach funding.
SOLAS manage the Collaboration and	
Innovation Fund.	

Appendix 3: Project Themes

Family Life

 Have the confidence and ability to read a bedtime story, help with maths, English or Irish homework, or even fill out a form required to register or enrol in school.

Employability

 Read job advertisements, fill out applications, be able to search for vacancies, apply online and communicate clearly in interviews.

Good Health

 Arrange a follow-up appointment with your doctor online, read the label on a medicine bottle and understand the diet and lifestyle needed to be healthy.

Job Retention

 Be able to read safety signs at work, send e-mails, complete health and safety courses, work with and use technology and conduct online meetings.

Living Safely

 Be able to understand safety warnings and instructions, understand situations to make sound judgements and decisions.

Shopping

 Be able to shop and purchase things online, know your consumer rights and entitlements, assess value for money.

Services

 Access Government services and other online services required. Understand rights and eligibility, be able to apply online, provide the necessary evidence, deal with follow-up correspondence and complain about poor service.

New Skills

 Be able to learn new skills online, complete online assessments, read theory and do coursework as part of a course.

Finances

 Manage finances, budget effectively, pay bills, use an ATM and online banking, access essential financial services and be able to identify a scam.

Security

 Be able to identify phishing, protect your personal information and data and avoid other forms of scams, targeting and manipulation online.

Community

 Help people learn to live together, have the language and social skills to integrate within their communities, be healthy and thrive, irrespective of their economic, social or cultural background.

Digital

 Have the technology and be able to use it to complete many of the functions outlined above. To access news and information, to use e-mail, social media and other tools to interact with others.