

Organisation	Program	Target	Day/Time	Description	Cost	Location	CALD	Funded	Device/s	Contact person	Phone	Email	Web
Accessible Telecoms	Device search	Seniors and people with disabilities	NA	Information on telecommunication products that are suitable for seniors and people with disabilities.	Free	Online	Auslan instructions	Support provided by the Australian Communications Consumer Action Network (ACCAN).			1800 442 300	accessible.telecoms@accan.org.au	https://www.accessibletelecoms.org.au/
Accessible Telecoms	Telecom training search	Seniors and people with disabilities	NA	Information on organisations that offer training that can teach people how to use phones, tablets and accessories	Free	Online		Support provided by the Australian Communications Consumer Action Network (ACCAN).			1800 442 300	accessible.telecoms@accan.org.au	https://www.accessibletelecoms.org.au/
Affordable Access	Affordable Access program	Consumers with disabilities and impairments	NA	An online resource where consumers with disabilities and impairments can find information on low-cost and free software and devices that support their everyday needs.	Free	Online	Website in English	Initially created with funding received from the Australian Communications Consumer Action Network (ACCAN) and research support from VisAbility.					http://affordableaccess.com.au/
Australian Seniors Computer Clubs Association	Online training	Seniors	Mondays and Tuesdays, 12pm to 3pm/3.30pm	A range of online classes.	Free and low cost (\$10 members, \$20 non-members)	Online	Website in English	Corporate and government funding			0434 857 222	office@ascca.org.au	https://www.ascca.org.au/#
Bayside Council	Tech Savvy Seniors Eastgardens and Rockdale Libraries	Seniors who have limited or no experience in using technology to learn new skills, access information online and stay connected with their family, friends and their community.	Suspended during COVID				Arabic, Cantonese, Greek, Mandarin, Spanish	Telstra/State Library			1300 581 299		https://www.bayside.nsw.gov.au/area/libraries/
Bayside Council	Wifi access	General public	Library opening hours		Free	Arncliffe, Bexley North, Brighton Le Sands, Eastgardens, Rockdale, Sans Souci Libraries; Hillsdale Community Centre					9562 1821		https://www.bayside.nsw.gov.au/area/libraries/
BeConnected	Online tutorials + printed guides	Older people	NA	Be Connected is an Australia wide initiative empowering all Australians to thrive in a digital world.	Free	NA	Printed guides only available in Arabic, English, Greek, Italian, Simplified Chinese, Traditional Chinese, Macedonian, Spanish, Vietnamese	Australian Government					https://beconnected.esafety.gov.au/topic-library
BeConnected	Online safety for grandparents and carers guide	Grandparents and carers	NA	Covers key advice about online safety issues that can affect children and young people. It includes a range of practical tips, to help you talk about issues and manage them.	Free	NA	English only	Australian Government					https://beconnected.esafety.gov.au/grandparents-guide
BeConnected Network	Partner organisations that help people get online, including many in Eastern Sydney	Older people	NA	3,000 community organisations who support older Australians to thrive in a digital world.							1300 795 897		https://www.beconnectednetwork.org.au/be-connected-network/find-help-locally#/map
Better Life Mobile		General public	9am-5:30pm	Low cost mobile phone and data plans.	Contact company						03 9018 5349	enquiries@betterlifemobile.com.au	https://www.betterlifemobile.com.au/
Better Life Mobile		At risk Australians	9am-5:30pm	Better Life Mobile partners with a large number of welfare and community groups across Australia focused on promoting digital and financial literacy and improving access to safe and affordable mobile phone services for at risk Australians.	Contact company						03 9018 5349	enquiries@betterlifemobile.com.au	https://www.betterlifemobile.com.au/
The Bower	Supply refurbished devices primarily to The Reconnect Project, and to other organisations	The Reconnect Project and other organisations	NA	Refurbished devices		Building 34, 142 Addison Road Addison Road Community Centre Marrickville			Computers and phones		02 9568 6280	info@bower.org.au	https://bower.org.au/
City of Sydney	Wifi access	General public	Library opening hours		Free	Customs House, Darling Square, Green Square, Kings Cross, Newtown, St Helens Community Centre, Surry Hills, Ultimo, Waterloo Libraries; Glebe Town Hall, Harold Park Community Space, Rex Centre in Kings Cross					02 9265 9333		

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City of Sydney	Tech Savvy Seniors	Seniors who have limited or no experience in using technology to learn new skills, access information online and stay connected with their family, friends and their community.	Suspended during COVID			Customs House, Green Square, Kings Cross, Surry Hills, Ultimo Libraries	English, Cantonese, Mandarin	Telstra/State Library			02 9265 9333		https://www.cityofsydney.nsw.gov.au/libraries
City of Sydney	Computer use	General public	Limited times during library opening hours	2 hour maximum per session	Free	Customs House, Darling Square, Green Square, Kings Cross, Surry Hills Libraries			PC-based and use Windows 10, Microsoft Office 2016 and the latest internet browsers including Microsoft Edge, Internet Explorer, Google Chrome and Mozilla Firefox. Skype is available for video and voice calls on most computers, which have a camera installed.		02 9265 9333		https://www.cityofsydney.nsw.gov.au/library-information-services/book-library-computer
COA Sydney	Hardware	Older people		Purchased (SIM enabled) and donated (not SIM enabled) iPads. The ones without SIMs are given to seniors who have wifi access OR are used on site at the COA Sydney Centre. The ones with SIMs are given to seniors at home who do not have wifi access.		Woollahra		BeConnected grant, CHSP funding and donations	iPads		9389 0035	coa@coasydney.org	https://www.coasydney.org/
COA Sydney	Training			Every recipient of an iPad to use at home has a 1-hour in-person tutorial from a professional trainer (we have 2 on our volunteer roster). These trainers are younger and have expertise in teaching digital literacy to seniors. All iPads come pre-loaded with video tutorials recorded by local schoolchildren and are also pre-loaded with requested apps (e.g., Skype, Zoom, Facebook, games, etc.). Every recipient of an iPad for use at our Centre is mentored by a fellow senior.		Woollahra					9389 0035	coa@coasydney.org	https://www.coasydney.org/
COA Sydney	Connectivity			Seniors are welcome to use iPads while at the COA Sydney centre, which is still open on a limited drop-in basis and to use our wifi. Seniors at home are provided with a SIM card on the Optus network with access to plenty of data, as it is added on to our corporate plan (which is pooled).		Woollahra					9389 0035	coa@coasydney.org	https://www.coasydney.org/
Computer Coach Australia	Computer Teacher one on one	General public. All coaches have trained to work with people with special needs including NDIS participants.		Teach you to use your technology and provide ongoing support and troubleshooting.	Reduced fees for seniors and NDIS participants (see website for details).	Online or face to face (including in home)					0407 956 071	computercoachaustralia@gmail.com	https://computercoachaustralia.com.au/
Computer Pals For Seniors Eastern Suburbs	Computer Pals For Seniors is a voluntary organisation formed in August 1999. All Committee members and Tutors are volunteers. The aim of the Association is to help seniors learn about computers. All tutors are seniors and because of this they understand the needs of seniors.	Older people	Various days and times being offered.	Lessons are one hour per week and run for eight weeks per term, alternatively 4 x 2hr lessons are also available for 4 weeks. Lessons are held from Mondays to Fridays. It is also possible to book 1 hour one-on-one sessions with tutors (these can be online). A general meeting for all members is held every 3 months where topics of the latest trends are discussed. This gives members a chance to meet with each other over a cup of tea or coffee.	Annual Membership Fee \$10 Tuition Fees 8 x 1 hour courses — \$ 50 4 x 2 hour courses — \$ 50 2 hour class — \$20 1 Hour class —\$10.	Online (one on one), and at 30 Ebley St, Bondi Junction		Volunteers	PC provided.		9369 4072	compalsbondi@gmail.com	http://www.compalseast.org.au/
Counterpoint Community Services	Tech Mate	The project is based on priority need for those who live in the City of Sydney's LGA and are significantly affected by Covid-19 and have no access to other practical assistance such as My Aged Care.		Help with navigating and accessing online services		Waterloo		City of Sydney COVID grant			02 9698 9569	info@counterpointcs.org.au	https://counterpointcs.org.au/
Department of Communities and Justice				Provided families in need with repurposed laptops/tablets with built-in Microsoft applications.									
Digital Mentoring Program		TBA	TBA	UTS International student mentors will run support sessions across different sites. Each session will be two hours and accommodate 3 mentees (>55s) at a time. Due to commence in March 2021.	TBA	Glebe, Forest Lodge, Ultimo, Pyrmont and Camperdown				Bilquis Ghani	02 9514 8464	socialimpactlab@uts.edu.au	

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Digital Technology Education		NDIS services and participants	Contact company	One-on-one consulting, training and support in digital technologies. Develop and deliver training, workshops and presentations. Customising digital devices for special needs. Digital learning resource development.	Contact company					Sean Fitzgerald	0404 130 342	sean@digitaltechnology.edu.cation	http://digitaltechnologyeducation.com.au/doku.php
eSafety Commissioner	Online safety presentations	Older people	See website	Free webinar presentations to help older Australians stay safer online.	Free	NA	Summary sheets available in Arabic, Simplified Chinese, Traditional Chinese, English, Greek, Italian, Macedonian, Spanish, Vietnamese	Australian Government					https://beconnected.esafety.gov.au/bookings
Experimac	Apple device sales, repairs, and refurbishments		NA	Buy refurbished Apple devices and save up to 70%	Save up to 70% on Apple devices	Shop 1B Level 1, 456 Kent Street Sydney		BeConnected	Apple devices		02 9286 3845		https://www.experimac.com.au/
GCF Global	Build Your Future		NA	Free online IT tutorials.									https://edu.gcfglobal.org/en/subjects/tech/
Givit	Distributes items including digital devices to registered organisations for vulnerable individuals	People connected with Givit's registered organisations.	NA	Individuals connect with an organisation registered with Givit to obtain a free device.	Free	Online and through registered organisations.			Whatever device is donated and required				https://www.givit.org.au/
GrandAids		Older people	By arrangement	GrandAids is a personal, face-to-face business designed to assist today's senior generation with navigating individual technological hurdles. Provided on an individual sessional basis, or in groups.	\$135/hr one session \$125/hr 3 sessions \$115/hr 5 sessions \$105/hr 10 sessions + callout fee	In home		BeConnected			1800 472 632	info@grand aids.com.au	https://www.grandaids.com.au/
Historic Houses Association of Australia	Computer Skills Workshop		Suspended due to COVID-19. Next class scheduled for March 2021.	Support through the first steps to using computers and the internet, and improving digital skills.	Free	Customs House 31 Alfred St, Circular Quay		BeConnected			02 9252 5554	enquiries@hha.net.au	https://www.hha.net.au/
IT 4 Retirees	Computer Training For Seniors	Seniors	By arrangement	Providing tailored IT training from one-on-one to group formats. Also offer telephone support and customised guides to empower you to confidently use current technology to connect with family, friends and the community.	One to one in person \$120/hr One to one remote \$80/hr 8-week courses from \$80-100/person Manuals \$30 each	In home or in a venue		BeConnected			0401 017 459	chris@it4retirees.com.au	https://www.it4retirees.com.au/
The Junction Neighbourhood Centre - Maroubra and Bondi Junction	Let's Get Digital	Older people	Mon 10 -12	Grow more confident with using your mobile phone, laptop, tablet etc. 1 on 1 support.	Free	Shop 2, 669-673 Anzac Parade, Maroubra		Not funded - volunteer tutors	BYO mobile phone, tablet or laptop or PC can be provided		02 9349 8200	contact@jnc.org.au	https://jnc.org.au/
The Junction Neighbourhood Centre - Glebe/Inner City	Let's Get Digital	Older people	Mon & Wed 10am - 1pm	Grow more confident with using your mobile phone, laptop, tablet etc. 1 on 1 support.	Free	59 Newland Street, Bondi Junction		Not funded - volunteer tutors	BYO mobile phone, tablet or laptop or PC can be provided		02 9349 8200	contact@jnc.org.au	https://jnc.org.au/
Legacy	Computer training	Dependants with disability									1800 534 229 (general enquiries)		https://www.legacy.com.au/Caringfordependantswithdisabilitieslife
Little Bay Coast Centre	Peer to peer	Older people	Tuesdays and Thursdays	One on one tutoring for an hour.	\$7.50 for members	Curie Avenue Little Bay					02 9311 4886	manager@coastcentre.org.au	https://www.coastcentre.org.au/
Little Bay Coast Centre	Tech forum	Older people	1 to 2pm 1st and 3rd Monday of every month	Comuter classes	\$7.50 for members	Curie Avenue Little Bay					02 9311 4886	manager@coastcentre.org.au	https://www.coastcentre.org.au/
Moorup		Retailers, telcos and enterprises	NA	Supplies pre-owned devices to organisations									https://moorup.com.au/
NDIS	Low cost Assistive Technology during COVID-19	NDIS participants	NA	Until September 2020, participants can spend their budget on low cost Assistive Technology if: - it will help the participant keep using their NDIS-funded supports and services - the participant's service provider has written a letter saying that the participant needs the Assistive Technology - the participant doesn't already have the item they need to buy - the participant hasn't got funding for the item from somewhere else.	Up to \$750 to purchase a digital device						1800 800 110		https://www.ndis.gov.au/participants/home-equipment-and-supports/assistive-technology-explained
Older Women's Network	One on one sessions, and iPad loan scheme	OWN members	NA	You can book in for a one off session for friendly advice to help you with your device or you can book a series of sessions to teach you how to use your device.					Person's own device		02 9519 804	info@ownsw.org.au	ownsw.org.au
Older Women's Network	OWN NSW Tech Guru	OWN members	NA	iPad learning programme where, if you qualify, you will be loaned an iPad for 3 months, and taken through some sessions to learn how to use it for yourself.		Newtown Wellness Centre 8-10 Victoria St Newtown NSW 2042			iPad or Samsung device loan		02 9519 804	volunteer@ownsw.org.au	ownsw.org.au

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Optus	Donate Your Data		NA	Donate Your Data initiative has seen over 200,000 customers donate almost 6 million GB. Local partnerships with Benevolent Society, The Smith Family, Wesley Mission.									https://www.optus.com.au/about/sustainability/community/donate-your-data
Randwick Council	Tech Savvy Seniors	Seniors who have limited or no experience in using technology to learn new skills, access information online and stay connected with their family, friends and their community.	Suspended during COVID			Lionel Bowen Library	Cantonese, Greek, Italian, Mandarin, Spanish	Telstra/State Library			02 9093 6400		https://www.randwick.nsw.gov.au/library
Randwick Council	Wifi access	General public	Library opening hours; other venues 24/7		Free	Libraries: Lionel Bowen, Margaret Martin, Malabar Community Libraries Public hotspots: Coogee Bay Road (eastern end), Clovelly Beach, Coogee Beach, Coogee Eastward Hall, Des Renford Leisure Centre, Heffron Park, Heffron Tennis Centre, Kensington Community Centre, Little Bay Beach, La Perouse Museum, Maroubra Beach, Malabar Beach, Maroubra Senior Citizens Hall, Randwick Literary Institute, Prince Henry Centre, Randwick Community Centre					02 9093 6000		https://www.randwick.nsw.gov.au/
Reboot I.T.			NA	Refurbished IT hardware.	Low cost				Computers, tablets, smartphones		1300 747 788		https://www.reboot-it.com.au/
The Reconnect Project	The Reconnect Project	Women's refuges, homelessness agencies, refugee and asylum seeker support services, youth outreach programs, and other social support groups.		Provides repurposed digital devices to people in need. Devices are distributed via caseworkers to their clients.	No charge to organisations in the City of Sydney. A small contribution towards the cost of refurbishing device for organisations outside the City.			City of Sydney grant	Mobile phones, tables and laptops	Annette Mayne	0424 330 425	hello@thereconnectproject.com.au	https://thereconnectproject.com.au/
Renewd		General public	NA	Refurbished IT hardware.	Heavily discounted and low cost				Computers, tablets		1800 849 151	support@renewd.com.au	https://renewd.com.au/
The Smith Family	Digital Access	Current Learning For Life Families		Deliver devices, internet plans and tech support to Smith Family Learning for Life families									https://www.thesmithfamily.com.au/programs/technology/digital-access
South East Community Connect	Digital Skills Course	Residents of City of Sydney; Bayside; Randwick; Woollahra; and Waverley	Start 3 February 2022, weekly for an hour	Upgrade your smartphone or iPad skills	Free	The SECC Community Hub, 1007 Botany Rd, Mascot					02 7903 0607		https://www.seccnsw.com.au/digital-skills-class-socket-754158032c17
Start Broadband	Life-Changing Connections Program	Disadvantaged families		To get disadvantaged Aussie families online and help them bring their connection to life.	Free broadband						1300 475 155		https://www.startbroadband.com.au/makeadifference/life-changing-connections/
St Vincent de Paul, Cleveland St				Support for people looking for equipment		317 Cleveland Street, Redfern					02 9690 5620	clevelandcentre@sydneyvinnies.org	https://www.vinnies.org.au/page/Find_Help/NSW/Health_and_wellbeing/Cleveland_Centre/
St Vincent de Paul Ozanam Learning Centre	Life Admin and Support Using Technology		Monday to Friday 8.30am to 4pm	Support to use technology to access social media or online programs		Level 3/ 99 Forbes St. Woolloomooloo					02 9358 8170		https://www.vinnies.org.au/content/Document/NSW/OLC%20-%20Woolloomooloo/Flyers/Life%20Admin%20Tech%20Support%20Flyer%20November%202020.pdf
Surry Hills Neighbourhood Centre	Digital mentors	Older people	To be determined	Digital mentorship online, and with opportunities to come together as a group. Still in development.	Free	Surry Hills Neighbourhood Centre Level 1, 405 Crown Street, Surry Hills		BeConnected			02 9356 4977	admin@shnc.org	https://shnc.org/
Surry Hills Neighbourhood Centre	Do Drop In	General public	Fridays 10.30am-1.30pm Bookings required	Basic support to use a person's own device.	Free	Surry Hills Neighbourhood Centre Level 1, 405 Crown Street, Surry Hills					02 9356 4977	admin@shnc.org	https://shnc.org/do-drop-in-day-launch/
Waverley Library	Tech Help	Anyone that needs assistance including older people	Suspended during COVID	Tech Help volunteers give one to one hour sessions for common computers, tablets and mobile phones. computers, tablets and mobile phones.	Free	Bondi Junction		Library volunteers	BYO		02 9083 8777		https://www.waverley.nsw.gov.au/library
Waverley Library	Tech Time	Anyone that needs assistance including older people	Suspended during COVID	Monthly groups session on a range of practical topics eg: Messaging Apps, Introduction to Tablets, smart phones.	Free	Bondi Junction	Yes (depending on subject)	Paid staff	BYO		02 9083 8777		https://www.waverley.nsw.gov.au/library
Waverley Council	Wifi access	General public	During library opening hours; other venues 24/7		Free	Bondi Pavilion, Bondi Beach, Bronte Beach, Margaret Whitlam Recreational Centre, Mill Hill Community Centre (hirers only), Oxford St and Spring Street Malls, Tamarama Beach, Waverley Library, Waverley Park Grandstand					02 9083 8777		https://www.waverley.nsw.gov.au/library

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WEA	Digital Skills	General public	Starting 4 Jan	Current classes: - Photobook using an iPad - digital photos	Concession prices available	72 Bathurst St, Sydney		BeConnected			02 9356 4977		https://www.weasydney.com.au/
Wesley Mission School For Seniors	Computer and Digital Media	Students aged 55 years and over.	See course catalogue online	Term 4 2020: - Learn to use Ipad/iphone effectively	\$50-100	Wesley Centre 220 Pitt St, Sydney Classes online currently.							https://www.wesleymission.org.au/find-a-service/seniors-and-aged-care/staying-active-and-connected/wesley-school-for-seniors/courses/
Woollahra Council	Tech Savvy Seniors	Seniors who have limited or no experience in using technology	Suspended during COVID	Learn new skills, access information online and stay connected with family, friends and community.		Double Bay, Paddington, Watsons Bay Libraries					02 9391 7100		https://www.woollahra.nsw.gov.au/library
Woollahra Council	e-Connect Project	Holdsworth workers and volunteers		Partnership between Woollahra Council Community Services department and Holdsworth Community centre to train volunteers and staff to support isolated community members.							02 9391 7100		https://www.woollahra.nsw.gov.au/library
Woollahra Council	Virtual Tech Connect Express	Community members		Facilitated via Zoom with IT Assistant volunteers supporting community members with technical enquiries.							02 9391 7100		https://www.woollahra.nsw.gov.au/library
Woollahra Council	Wifi access	Library members only during COVID.	Library opening hours		Free	Double Bay, Paddington, Watsons Bay Libraries; Double Bay commercial centre, Oxford St in Paddington between Boundary St and Queen Street					02 9391 7100		https://www.woollahra.nsw.gov.au/library
WorkVentures	Digital Inclusion program	Individuals and not for profits	NA	Provide reliable laptops and as new computers so, rather than being thrown into landfill, used computer parts or functioning devices can be recycled and used again by others. Computers covered by warranty and come readily installed with Windows and Microsoft Office. Telephone support covering needs such as: - Initial IT installation and set-up of hardware and/or software - Ensuring a fundamental understanding of social media - Transferring files - Technical issues	Fraction of original price	146 O'Riordan Street, MASCOT			Computers		02 8907 3300		https://workventures.com.au/
YourLink	Tea and Technology for Seniors events.	Seniors	By arrangement	Events in the community where seniors learn more about how to use an iPad or iPhone, apps and technology.				BeConnect	Apple			info@yourlink.com.au	http://www.yourlink.com.au/
YourLink	YourLink Quality of Life Program	Lifestyle, Wellness and Recreational Activities Officers or Community Care Staff	By arrangement	Training course to support staff in the use of the iPad, including to help improve social connection for older people.					Apple			info@yourlink.com.au	http://www.yourlink.com.au/