

Digital Connect

Mentor Volunteers Update - April 2026



Agenda



- Business update
- Digital Mentoring - qualities, do's & don't, activity

BREAK

- Program May-July
- Workshop topics and outcomes - activity
- Kahoot!

Business Update

Grants update

Current grants tracking OK - forecast to deliver by year end:

- Ettalong
- Gosford
- Toukley
- Mangrove Mountain

Grant approval required (May):

- Kanwal

Grant Acquittals - how we are measured

- Attendees (50% new)
- Digital Skills Checkers - Baseline + Progress
- Content / Skills (10-15 for each learner)
- Photos - group and 1:1
- Feedback - case studies / quotes

Digital Mentoring

Qualities of a digital mentor

Basic digital skills

Patient

Kind

Empathetic

Flexible

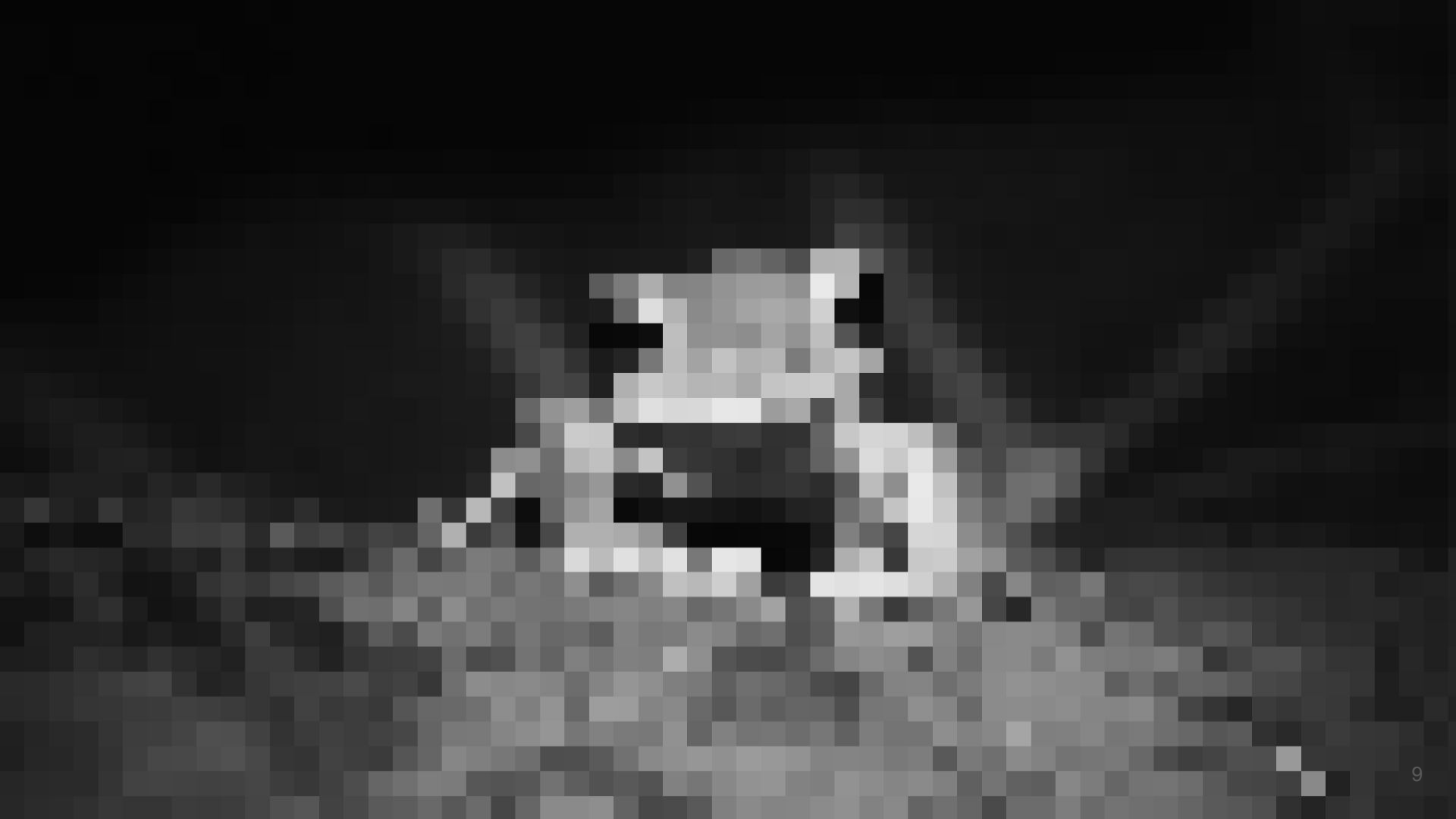
Motivational

Understanding

**Awareness of other
services**



Activity!





Digital mentor role

**Within the
role**



**Outside
role**



Do:

- ✓ Let the learner use their own phone
- ✓ Inspire learners to give it a go
- ✓ Raise awareness of the benefits
- ✓ Increase learner's confidence
- ✓ Maintain confidentiality
- ✓ Remain impartial



Don't:

- × **Do it for them**
- × Create passwords or keep their personal information
- × Troubleshoot all technical queries
- × Give advice on matters you're not qualified in





Activity!

Activity: Back to basics

Support your learner to find a pair of shoes like the ones they are wearing now, online.



Activity: Back to basics

But, you can't use any of these words:

- Browser / Google
- Click
- Search
- App
- Mouse
- URL / address bar



Remember, you can't touch their device or do it for them!

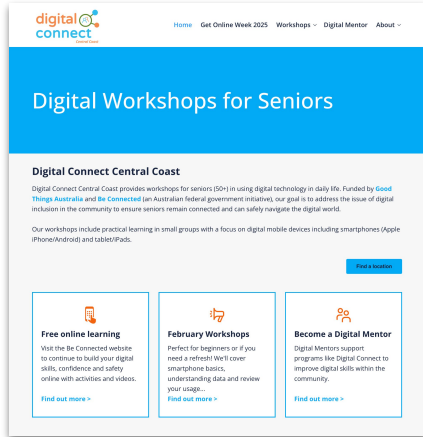
BREAK

Program 2026

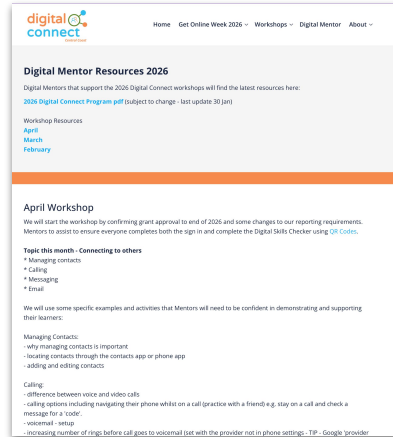
Workshop Format

- New learners complete an online form sign-in form + Digital Skills Checker.
- Returning learners will need to have their name checked off a master list for each class.
- Workshops will be split in 2 parts:
 - Part 1 Concept / Topic covered each month - includes lead facilitation and group activities
 - Part 2 Opportunity for specific questions (may be 1:1)
- Groups by type of device (Apple / Android) approx 6 per mentor
- Mentors will guide and support their table of learners through activities to ensure understanding and capability
- Mentors will support 1:1 in the second part of the workshop

Find out what's happening



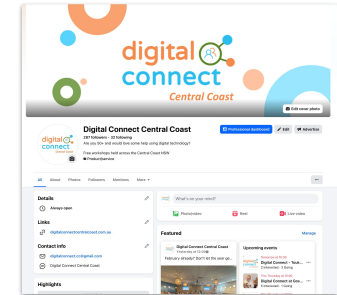
Digital Connect
digitalconnect.au



Digital Connect
Mentor Resources
(hidden webpage)



WhatsApp



Facebook
Digital Connect
Central Coast

Workshop topics - next 3 months

Essential Daily Skills	May	Introduction to Apps	What is an app? Finding and installing new apps - Google Play Store / App Store Organising and managing apps on your device App subscriptions and where to find them
	June	Camera, Photos & Managing Storage	How the phone camera works, camera storage and sharing How to manage files, apps and storage - inc cloud storage
	July	Maps, Navigation and Travel Apps	The use of GPS for finding locations Find my phone / location apps Using Travel sites & apps e.g. opal cards, transport NSW



Activity!

Activity: Workshop content

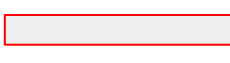
- May - Introduction to Apps
 - June - Camera, Photos & Storage
 - July - Travel, Navigation, Maps
1. What will this workshop will cover
 2. Skills we want people to learn
 3. Be Connected content / resources to support
 4. Test learners with one question - (true/false or multiple choice)

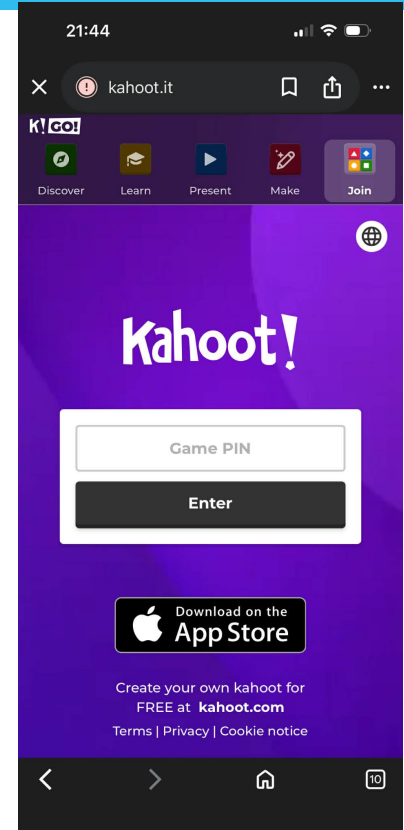




Activity!

Kahoot! *What are these apps?*

- Open a Web browser e.g Safari, Chrome or Google
- In the Search field, type kahoot.it
- The Kahoot website should look like this: 
***You DON'T need to download the app
- Type in the Game PIN on the screen to join the game.
- Kahoot now asks you for a NICKNAME.
Think of one for yourself & type it in.
Your Nickname should show on the screen



Questions? Comments?

Resources

- **Digital Connect** website - digitalconnect.au
- **Digital Connect Mentor Resources** website - <https://digitalconnectcentralcoast.com.au/digital-mentor-resources-2026/>
- **Facebook** - Digital Connect Central Coast
- **Be Connected** website - beconnected.esafety.gov.au
- **Good Things Australia** website - goodthingsaustralia.org
- **Scamwatch** - scamwatch.gov.au
- **Act Now Stay Secure** - actnowstaysecure.gov.au
- **Cyber Security** - cyber.gov.au