



WA
**digital
inclusion**
project

Train the Trainer Workshop

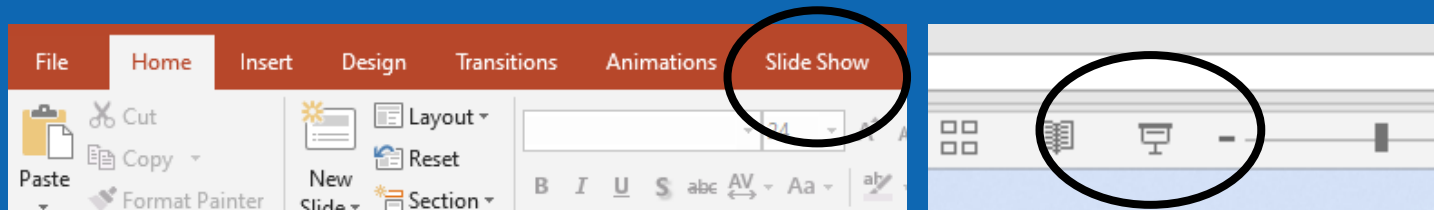
2023



Instructions for using these slides:

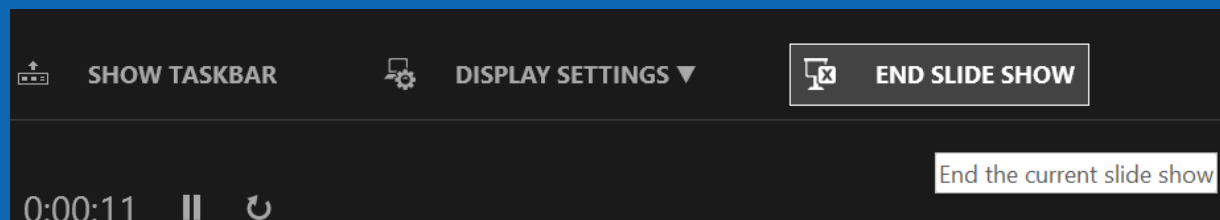
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Accessing Slideshow from the tabs at the top of the PowerPoint:



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Acknowledgement of Country

Ngala kaaditj Noongar Wadjuk moort keyen kaadak nidja boodja – in the spirit of deepening relationship, we acknowledge Wadjuk Noongar people as the original custodians of the land our office is located.

We acknowledge the Traditional Owners of Country throughout Western Australia and recognise their continuing connection to land, waters and community. We pay our respects to them and their cultures, and to Elders both past and present.

House Keeping

- Attendance
- Toilets
- Staff Room
- In case of an emergency



A large blue speech bubble graphic containing the text "CHECK IN" in white, bold, uppercase letters.

CHECK IN

Agenda

Time	Activity
10-10.10am	Acknowledgement of country Session overview
10.10-10.20am	Icebreaker
10.20-11.30pm	Website navigation, resources, and eSafety
11.30-12pm	Break
12-12.30pm	Workshopping next steps
12.30-1pm	Q&A - Evaluation Survey

Ice Breaker

What is it that you want to learn about today?



On your post stick note, write down one thing you want to know by the end of today.

(These will be answered during today's training session or at the end of our session.)

Learning Objectives

By the end of this session, you should be able to

1. Confidentially navigate the Digital Inclusion website and its resources.
2. Train frontline staff within your services on the use of the website and resources.
3. Develop and implement a plan to support the digital skills of clients within your services.
4. Develop and implement a plan to track reach to support the WA Digital Inclusion project continuous improvement and evaluation.

Partners and collaborators

Major Supporter



Digital Partners



WorkVentures
social inclusion through technology

Project Partners

More information about our project partners is available on our website

<https://digitalinclusionwa.org.au/about-the-project/our-partners/>

WA Digital Inclusion Project: Initiatives

Strategy focus area	Supporting initiatives
Ability	<ol style="list-style-type: none"> 1. Train ~1,500 front-line community service workers on the use of digital inclusion resources. 2. Uplift the digital skills of at least 45,000 people in the community. 3. Provide 200 scholarships to support people to obtain digital skills credentials.
Access	<ol style="list-style-type: none"> 4. Establish a new digital inclusion website to support up to 50,000 WA community members to access digital inclusion resources and facilities. 5. Provide 500 internet plan subsidies in a pilot with social housing residents.
Affordability	<ol style="list-style-type: none"> 6. Provide 500 affordable devices in a pilot with social housing residents. 7. Train 150 financial counsellors to support at least 1,000 people in selecting the best-fit affordable digital access option for them.

Overview of the Digital Inclusion Project Website



[About Us](#) + [Easy English Guides](#) [News](#) [Contact Us](#)

 English ▾



[Quick Exit](#) ⚙



[Learn](#)

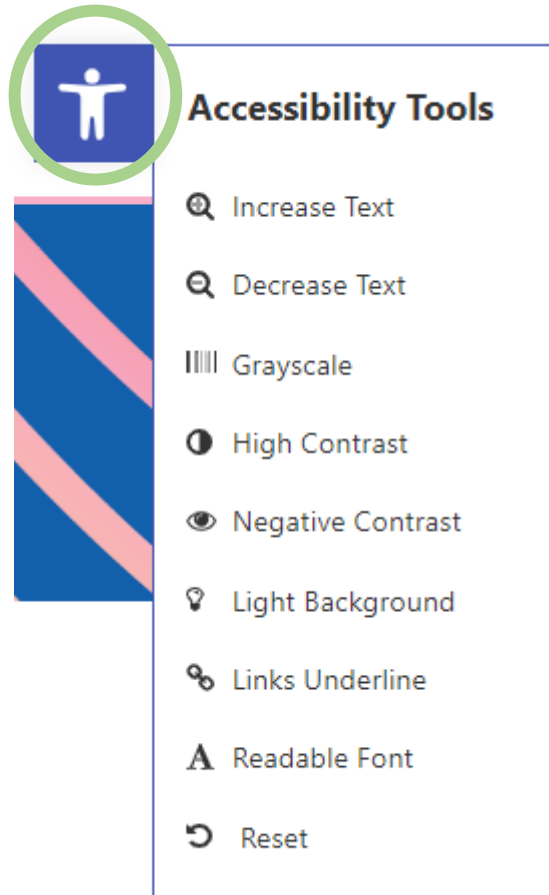
[Teach](#)

[Support](#)

[Collaborate](#)

Welcome to the
WA Digital Inclusion Project

Click on the person symbol to hide the options again.



Accessibility Tools

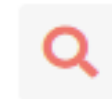
- Increase Text
- Decrease Text
- Grayscale
- High Contrast
- Negative Contrast
- Light Background
- Links Underline
- Readable Font
- Reset

About Us +

Easy English Guides

News

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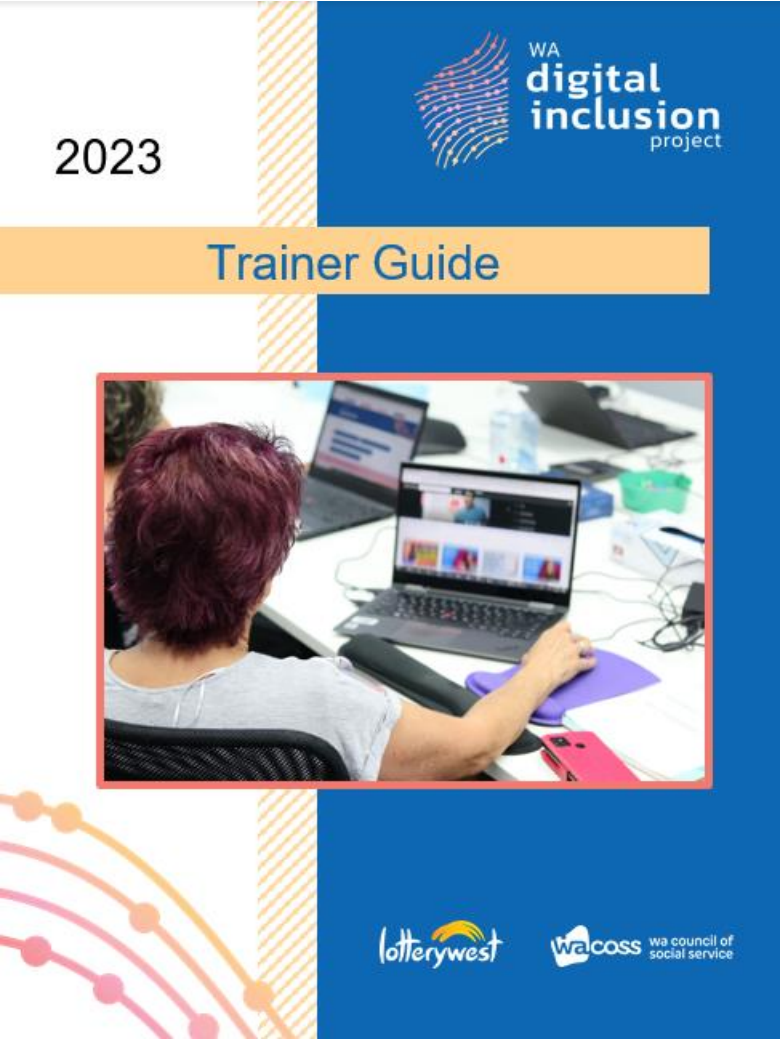
Quick Exit ✕

About the Trainer Guide

The trainer guide was created around the **Ability** and **Access** strategies to help support and develop the skills of front-line workers and their clients.

Long term goals of the project include developing training programs for people in the community to gain digital skills and qualifications that will help them to gain employment and volunteering opportunities into the future.

About the Trainer Guide



Be Connected

Every Australian online.

The following information has been collected from several websites that provide digital technology, such as Be Connected, Digital Transformation Hub and GCF Global.



About the Client Guide

2023



Client Guide



2023



Client Guide



Be Connected

Every Australian online.

This guide explains how to use the website and the different areas. It has more pictures to illustrate to support the learner.



GCFGlobal
Creating Opportunities for a Better Life



Digital Transformation Hub

Website content sources



Overview of website structure

Learn	Teach	Support	Collaborate
Aged Care/ Seniors	Trainer Guide	Community Resource Network Map	Reddit/ Facebook Page
CALD	Scenarios	State Library of WA	Partner Networks
Comparing Tech Devices	Client Guide	Links to helpful services	Community of Practice
Cookies	PowerPoints	Newsletters	
eSafety	Teacher Resources		
Finding Employment			
Foundation Skills			
Financial			
First Nations			
Fun & Entertainment			
Government & Health Services			
Housing Information			
Information for people with disabilities			
Mobiles			
Practice Area			
Professional/ Education			
Social			
Tech Tips			

Digital Inclusion Website

digitalinclusionwa.org.au

Scenario for Group Participation

You are about to apply for a new job. But you are unsure where to start. Using our website, tell me where you could find this information.

1. How would you apply for recent jobs being advertised?
2. What documents would you need to have ready to apply for these jobs?
3. A friend mentioned the WA Digital Inclusion Project website, so you start there.

Brainstorm ways you can achieve this using both a tablet/laptop and a phone.



Answers to the Scenario

Answers: Finding Employment

- ❑ Use LinkedIn, Seek, WA Gov
- ❑ Writing a resume (Video)
- ❑ How to write a CV Profile (Video)
- ❑ Free Cover & Resume Letter (Seek)

Helpful Links

Category: Finding Employment

There are many different platforms that can help you find a job. Some of these include: Seek, an online employment marketplace which is available...

[Read More →](#)

Applying for jobs

Category: Finding Employment

Applying for jobs can be daunting and tricky. Learn all about how to apply for jobs, how to prepare for interviews and some top...

[Read More →](#)

How to write a CV/ resume and cover letter

Category: Finding Employment

Where do you start? First of all, a CV is a document that gives a summary of your professional qualifications, this normally includes work...

[Read More →](#)

LinkedIn

Category: Finding Employment

Is a social network aimed at professional networking and job advancement development. This app is user friendly for both apple and android phones. Learn...

Scenario for Group Participation

You were asked to **scan** and **attach** an important document and send it by 6pm today. It is now 5pm and you just realised you haven't had time to scan the document. The library in town has a scanner but they closed at 4pm. You only have your mobile phone and good data services.

Using our website, tell me where you can find the information to answer this question.

How can you use your mobile to scan the document and attach it to an email?



Answers to the Scenario

Learn under Foundation Skills

- How to scan a document using your phone- same as Apple support in the Mobile Section

Under the Mobile Section

- How to scan documents on your iPhone or iPad support
- Office Lens for Window Users
- How to link your email to your Apple or Android device

How to scan a document

Have you ever needed to scan a document and attach it to an email to send to someone? This module will show you how to scan a document whilst using a mobile device or tablet, then where to find the scan afterwards. Refer to our sending and receiving attachments module to find out how to attach this scan to an email

Apple iOS: Continuity Camera: Use your iPhone or iPad to scan documents or take a picture on your Mac – Apple Support

Android: How to scan documents on your Galaxy smartphone (samsung.com)

Other useful links and information

Other

How to Link Your Email to Your Apple or Android Device | Go Digi

Break- 15 mins




Types of Scams

Being scammed is nothing to be embarrassed about.

Romance Scams	When Scammers do a range of things to develop a relationship and earn your trust to get your money.
Investment Scams	Scammers create assorted fake money opportunities for you to earn money fast. If it's too good to be true, it's often a scam.
False Billing Scams	Scammers will contact you randomly either through an email, letter or phone call to ask you to pay bills or for services you haven't ordered.
Phishing Scams	Scammers may try to trick you into giving them your personal information such as your bank details, passwords or credit card information. They will contact you via phone, email, social media or a text message.
Remote Access Scams	When scammers try to convince you that you have a computer or internet problem and that you need to buy new software to fix the problem.
Identity Theft Scams	When scammers trick you into thinking they are someone else. They use technology to make their call, email or social media appear legit.

Cited from Scamwatch [Phishing | Scamwatch](#)

eSafety, Parent Guides & Students

<p>eSafety</p> <p>Click on underlined words to go to the website:</p> <p><u>Online safety</u> <u>eSafety Commissioner</u></p>	<p>Parent Guides</p> <p>Click on underlined words to go to the website:</p> <p><u>Parents</u> <u>eSafety Commissioner</u></p>	<p>Students</p> <p>Click on underlined words to go to the website:</p> <p><u>Kids</u> <u>eSafety Commissioner</u></p>
How do you avoid Scams?	Keeping yourself and your family safe whilst being online.	Artificial Reality fun.
Two Factor ID	Keeping your child safe using 'Kids Mode'.	Messenger for Kids.
Cyber Safety	Reporting online abuse & Cyberbullying.	Kids Mode whilst surfing the web.
Keeping yourself and your family safe whilst being online.	Helpful links if you are a new parent.	

[Be Connected Course: Avoiding scams and tricks \(esafety.gov.au\)](#)

Mc Afee Virus renewal examples

From: Renewal_Section
 [redacted]@icloud.com>
 Date: 9 May 2023 at 07:31:04 GMT+8
 To: [redacted]
 Subject: [redacted] Pre-Renewal completed; your account has one day remaining

Dear [redacted]

The renewal request has been already fulfilled, and your transaction has been finalised. Start our security service to check it out

Download the receipt by clicking the attached file

You can contact the customer service at [\(266\) 109-566](tel:266109566) for refund related issues if you have not authorised this transaction or if you wish to cancel your order

We value your presence here

Thank You



---ORDER RECEIPT---

Dear Customer

Customer ID: M6671305
 Reference No: K70000617

Invoice Number	MH913204
Invoice Date	MAY 9 TH , 2023
Invoice Terms	Due on Receipt
Due Date	MAY 9 TH , 2023

Description	Qty	Unit Price	Amount
1 Years annual plan (AMC)	1	AUD 472.81	AUD 472.81
Note to recipient (s)		Sub Total	AUD 472.81
Thanks for your business			
		Total	AUD 472.81

- The transaction has been debited from your authorized bank account, and it should appear within 48 hours.
- Please contact our customer support team at [+61 \(266\) 109-566](tel:266109566) if you did not make this payment or if you require additional assistance.

Warm Regards,
McAfee Team

Help with becoming ScamFit- Top Tips

1. All major businesses will never call to ask you to access your computer remotely or advise that you're going to be disconnected
2. Never give out your personal information to a caller over the phone like
 - Bank details
 - Credit card details
 - Passwords or PIN codes
3. Make your passwords as long and different for each site as possible.



Remember, if it looks too good to be true, it probably is!

Cited from National Scam Awareness Week 2022, NBN education session.

Foundation Skills

<p>How to use a computer module</p>	<p>Keyboard skills shortcuts Using a mouse and video</p>	<p>(What is the internet?) Different search engines like Google Chrome, edge and Safari.</p>	<p>Using the Search/ Start menu</p>	<p>What is a computer/ laptop/ tablet or smartphone?</p>
<p>How to adjust the sound and connect to blue tooth devices</p>	<p>How to change or customise the display settings on your Windows/ Apple computer</p>	<p>How to use the camera function on your windows laptop/ Chromebook/ iPad and finding it in Photos</p>	<p>Using Google Maps or the Maps app on Apple/ Samsung or devices.</p>	<p>Using the Calendar feature on your computer/ Samsung and Apple devices.</p>
<p>How to scan a document using your Samsung/ iPhone phone and iPad.</p>	<p>How to force close programs if they freeze or glitch on a Mac or windows.</p>	<p>Understanding web browsers/ the internet & WIFI Managing Attachments for Apple and Windows devices.</p>	<p>Managing Storage for Apple and Windows devices. Managing Files for Apple and Window devices</p>	<p>Customising your system settings/ setting up your PC and Apple devices</p>
<p>Security & Privacy for Mac and Windows devices/ Online Forms/ Microsoft Forms Video</p>	<p>Emails- creating, using and sending them using Outlook, Gmail, iCloud and Apple/ Androids devices.</p>	<p>Passwords- changing them on Apple/ Window devices, signing in, safe and forgotten passwords for Yahoo.</p>	<p>Mobile Use- Apple, Android, Apps, What's App, Viber, skype, zoom, scanning documents on iPhones and Samsung.</p>	<p>Help & Support & Assorted Tech Tips & Tech Terms</p>

Mobile Users

	SAMSUNG 	Other Information
Browse topics (esafety.gov.au)	Browse topics (esafety.gov.au)	Free Email tutorial
Course: How to use FaceTime (Apple devices only) (esafety.gov.au)	Course: How to use Zoom (esafety.gov.au)	Course: Getting apps (esafety.gov.au)
Take a screenshot on your iPhone - Apple Support	How do I screenshot on my Samsung Phone? Samsung Australia	Truecaller - Leading Global Caller ID & Call Blocking App
Course: Apple iPhone: Cloud backup and photo sharing (esafety.gov.au)	Course: Android phone: Cloud location services (esafety.gov.au)	Your Online Journey-Trainers guide.pdf (esafety.gov.au)
Your Mobile (accan.org.au)	Office Lens for Windows - Microsoft Support	Office Lens for Windows - Microsoft Support
How to scan documents on your iPhone or iPad - Apple Support	Be Connected Free online courses for seniors (esafety.gov.au)	Microsoft Teams - WA Digital Inclusion Project (digitalinclusionwa.org.au)

Question and Answer Time



Please complete this survey. It should take about 10mins.

Note- You don't need to type in your name on the form.



Link:
<https://forms.office.com/r/XVkJHqtmA5h>

Lunch Break



Our WA Digital Inclusion Project Website



Thank you

Contact details

digitalinclusion@wacoss.org.au

www.wacoss.org.au/wa-digital-inclusion-project

T: 08 6381 5300