



**Good Things**  
Australia



**Harnessing emerging  
technologies to achieve  
positive community  
outcomes**

# Acknowledgement of Country

We acknowledge the traditional custodians of the land and pay our respect to Elders past and present and extend that respect to Aboriginal and Torres Strait Islander peoples joining us today.

Image credit: Urtakerte/Heart indigemoji  
Artist: Dreamtime Ladie by Kathleen Kemarre Wallace with  
Graham Wilfred  
Download Indigenous emojis at [www.indigemoji.com.au](http://www.indigemoji.com.au)



# What is the digital divide?



**1 in 4  
people**

**in Australia are  
digitally excluded**

(ADII, 2023)



**63% of  
people**

**don't feel confident  
in their ability to  
stay up to date**

(Get Online Week report, 2023)



**49% of  
people**

**struggle to afford an  
internet connection  
or digital device**

(Get Online Week report, 2024)

# The Economic Benefits of Overcoming Digital Exclusion in Australia

The annual  
economic  
benefit of closing  
the digital divide  
is **\$467M**

Providing support to  
2.5M highly  
excluded people  
would deliver an  
average benefit of  
**\$249** per  
person/year

Digital  
inclusion  
is a driver of:

Employment growth

Social inclusion

Enhanced wellbeing

Greater productivity

Read more and  
download the report



## Our purpose

To close the digital divide so no one is left behind

## Our vision

A world where everyone benefits from digital

## Our model



# Good Things in Western Australia



Supporting



People over 50

Migrant and refugee women

People with intellectual disability

469 active community partners



"This training had taught me how to stay safe in the digital world, it had also helped me learn how to use websites that I was not aware of"

Digital Sisters program participant | Mercy Care | Western Australia

# Western Australia program participants have:



**74%**

Increased  
online safety



**78%**

Increased  
digital skills



**57%**

Increased  
confidence to  
use tech



**67%**

Increased  
social  
connections



**71%**

Increased  
everyday  
independence



# Digital Sisters AI for Good

Understanding and building AI  
literacy for women



Good Things



Microsoft

# Impacts of AI



**59% adults**

**Saw false or  
misleading  
information online in  
the past week**

(Media Literacy Report, 2024)



**58% of adults**

**Say they have not  
tried Generative AI**

(Media Literacy report, 2024)



**70% community  
partners**

**Say no one is asking  
about AI**

(AI for Good report, 2024)

## Outputs and Outcomes



**20**

Community  
organisations  
engaged



**40+**

Bi-lingual Digital  
mentors trained



**620+**

women supported

---

**88%**

of women reported  
increased AI  
Knowledge

**85%**

of women reported  
improved confidence  
to identify and verify AI  
content

**66%**

of women reported  
increased ability to use  
AI safely

# AI Resources Developed and promoted

**42** resources created and published to support program delivery and educate general public

**10K+** views on the AI related resources and articles on the Good Things Website

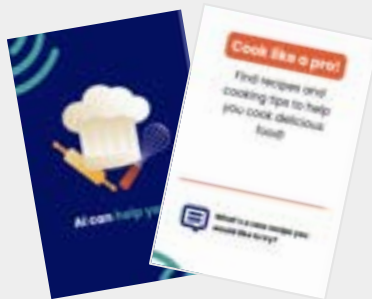
**780+** users have completed the 'Do you know about AI' game

**380+** users have completed the 'Is this image AI-Generated' game

**11K+** Reach in Facebook posts related to AI resources (In the last two months)



## Learning games



## Online courses



**Scan the QR code and see our free resources available**



# Digital Sisters AI for Good

Transforming lives through AI



# How we are using AI in our work



"Grant" our AI agent is answering questions to support our community partners deliver on their grants. It answers questions about

- Application process
- Acquittal due dates
- Reporting – dates and current progress

# Get Online Week 2025

**20 –26 October**

Good Things' international campaign to close the digital divide.

Every year hundreds of fun digital skills events are held in communities across Australia for Get Online Week.

**23K**

People reached with digital skills support

**43M**

People reached through media campaign

**100%**

Event holders think was beneficial to their community

**97%**

Event attendees learnt something new

Get Online Week event Digital Connect  
Central Coast, NSW

**Learn how you can get involved in Get Online Week 2023**

