



WHERE TO GET HELP WITH TECHNOLOGY

Community tech help, libraries, grandkids – and more

Learning how to use a smartphone, tablet or computer can be challenging—but you're not alone. Across Australia, there are free and friendly places to get help with technology, from local libraries and neighbourhood centres to grandkids and government programs.

This guide outlines where to find reliable tech help to build your skills and confidence, based on information from the Be Connected program, Australian public libraries, and digital inclusion initiatives like Tech Savvy Seniors.

Public libraries

Libraries across Australia are a fantastic starting point for free digital help. Many offer:

- **Tech Savvy Seniors sessions** – A program delivered in partnership with **Telstra** and state governments (like NSW and QLD) to help older Australians get online.
- **One-on-one help** – Book a session with a librarian or trained volunteer.
- **Tech drop-in days** – Bring your phone, tablet or laptop and ask questions in a relaxed environment.

Be Connected Program

Be Connected is a national government initiative helping older Australians thrive in the digital world. It includes:

- **Free online courses** – Clear, step-by-step lessons on using the internet, emails, video calling, smartphones, staying safe online and more.
- **In-person support through local community partners** – Found at libraries, neighbourhood centres, RSLs, Men's Sheds, and other familiar places.

📍 **Find help near you:** www.beconnected.esafety.gov.au

Be Connected is managed by the **eSafety Commissioner** and delivered in partnership with **Good Things Foundation Australia**.

Tech help in the community

Other great places to find support:

- **Community centres and neighbourhood houses** – Many offer tech help workshops or drop-ins.
- **U3A (University of the Third Age)** – Offers peer-led tech learning for older adults across Australia.



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- **Men's Sheds and local senior groups** – Increasingly include digital skills sessions or support as part of wellbeing programs.
- **Local council programs** – Some councils offer free tech help or digital mentors for residents aged 60+.

✦ Ask your local council or community centre what's available in your area.

Friends, family and grandkids

Sometimes the best support is personal:

- Grandkids and younger relatives are often very happy to help with tech—setting up a device, showing you how to use apps, or explaining how to join a video call.
- Take notes in your own words so you can refer back later. Make it an enjoyable activity—a cuppa and a chat can go a long way.

✦ Tip: Let them teach one thing at a time. It helps to focus on one small task, like sending a message or using Google.

Retailers and providers

Some tech retailers and providers offer free or low-cost learning support:

- Telstra offers Tech Savvy Seniors workshops in partnership with state libraries.
- Optus, JB Hi-Fi, The Good Guys and Officeworks may assist with device setup—ask at the time of purchase.
- Many devices (especially Apple and Samsung) come with access to free support tutorials or live help.

🔒 Important: Avoid anyone who asks for remote access to your device unless it's an official, trusted provider. Never give out passwords or banking details to someone who contacts you unexpectedly.

Tech Help Checklist

- Don't worry about asking "silly" questions—there's no such thing.
- Be patient with yourself. Everyone learns at their own pace.
- Start small—one new skill at a time.
- Write down the steps in your own words.

About this sheet

This information sheet draws on trusted Australian sources, including the **Be Connected program** (beconnected.esafety.gov.au), **Telstra Tech Savvy Seniors**, public library services, and digital inclusion initiatives from community organisations. All information is current and applicable across Australia to help older Australians build their digital confidence safely.