



# YOU'RE INVITED!

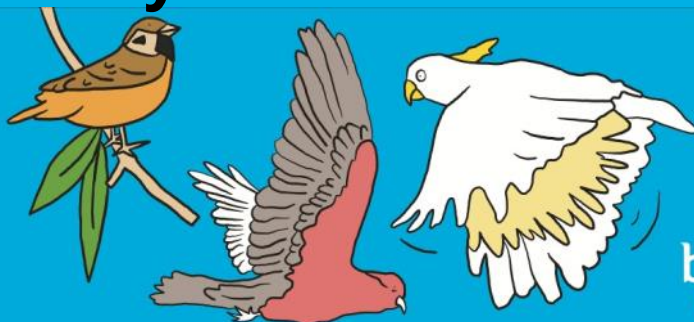
**Get Online Week  
16-22 October**

**PRESENTATION BY CSIRO & AUSSIE BIRD COUNT**

**FREE TECH SUPPORT SESSIONS**

**TEA PARTIES & PRIZE DRAWS**

**Just by participating, you could win  
a Samsung Galaxy® Tab A Lite!**



**Richmond Tweed Regional Library**  
Connect. Discover. Escape.





We're delighted to invite you to an exciting week of online learning where you can acquire new technology skills and make a meaningful contribution to important scientific research through the Aussie Bird Count.

**We'd love to have you join us throughout a jam-packed week of learning new skills and connecting and contributing to your community.**

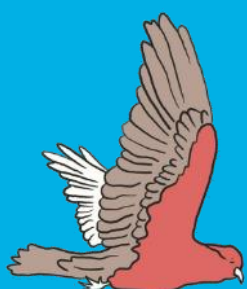
It all kicks off on Monday 16 October at 3pm when you're invited to join us for afternoon tea and a captivating talk presented by the CSIRO's Atlas of Living Australia team and Aussie Bird Count, where we'll provide valuable insights into the fascinating world of citizen science, bird counting, and conservation efforts. The talk will be streamed live into the library or you can join online from home.

You can also attend free tech support sessions and come along to the wrap-up tea party on Friday 20 October where the prize draws will take place.

**These sessions are free and open to all skill levels, so don't miss this opportunity to enhance your digital literacy.**

As a bonus, participants in Get Online Week will have the chance to win fantastic prizes, including Samsung Galaxy Tab A7 Lite tablets and other goodies!

You must complete a participant survey before the Friday October 20 prize draws take place to be in the running to win. Complete the form or follow the QR Code link on the back of this booklet

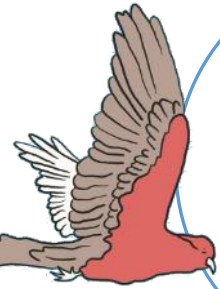


More information on the library website: [www.rtrl.nsw.gov.au](http://www.rtrl.nsw.gov.au)





## PRESENTATION BY CSIRO & AUSSIE BIRD COUNT



3PM MONDAY 16 OCTOBER  
Join Online or at your Library

<https://us02web.zoom.us/j/89036771799>



## FREE TECH SUPPORT SESSIONS

MONDAY-FRIDAY 16-20 OCTOBER  
Book at your local library

## TEA PARTIES & PRIZE DRAWS

FRIDAY 20 OCTOBER  
Book at your local library



Library Branch details on page 50



# **\*\*How to Participate & Win\*\***

To be eligible to win fabulous prizes including Samsung Galaxy Tab A7 Lite tablets, bird identification books, and chocolates, all you need to do is participate in one of our Get Online Week Activities and complete the participant survey. You could come just to the launch talk on the Monday, attend a tech support session or join in the wrap-up tea parties and prize draws on Friday. Come to one or come to all! Competition terms & conditions available on the library website.

In addition to learning new digital skills, we invite you to participate in the Aussie Bird Count, an annual citizen science project aimed at monitoring and understanding Australia's bird populations. By contributing your observations, you play a crucial role in helping scientists collect valuable data that aids in bird conservation efforts. It only takes 20 minutes to contribute to this important citizen science project and you can participate from anywhere.



All you need is a computer, tablet, or smartphone, an email address (we can help set one up with you if you don't have one), and 20 minutes of time to count birds you see. If you don't have a tablet, phone, or computer, you can still participate and build important digital skills using the Library computers.

We're here to help! We know that learning new skills can be tough and navigating the online world can be a bit scary. But don't worry, we've got your back! By joining in on Get Online Week and participating in the Aussie Bird Count, with our awesome library staff supporting you along the way, you'll not only improve your online skills but also boost your confidence.

**\*\*App Installation Support\*\*** Throughout the week, our library staff will be available to answer any questions you may have about participating in the Aussie Bird Count or downloading the app. We'll guide you through the process of downloading the Aussie Bird Count app on your mobile phone or tablet. If you prefer, we can also help you get started using the library computers. Additionally, we can assist you with any other basic tech-related queries you might have.

**Friday—wrap-up tea party and prize draw. Check your local branch details for times. RSVP helpful for catering purposes.**

Contact your local branch for more details (contact details on page 50 of this booklet), or check the Get online Week website page on the library website: [www.rtrl.nsw.gov.au](http://www.rtrl.nsw.gov.au)





# Get Tech Help at the Library



**Get started now with these tips and guides  
and participate in citizen science research projects  
to build your tech skills.**

# **Online Participation & Citizen Science Projects**

**Participating in citizen science activities is a great way to boost your tech skills and confidence whilst contributing to your community.**

**Citizen science is science for everyone! Specifically, citizen science is when the public voluntarily helps conduct scientific research. Citizen scientists may design experiments, collect data, analyse results, and solve problems**

**There's also opportunities to contribute and support other online resources such as Trove, the National Library of Australia's database is a single point of entry to a treasure trove of artefacts, curiosities and stories from Australia's cultural, community and research institutions.**

**If you're looking for more tech support, the Library runs tech help information sessions and one-on-one tech support opportunities throughout the year.**

**Contact your local library branch to see what's on offer.**

**There's also an Online Tech Help section on the Library website under the yellow 'My Online Library' tab. [www.rtrl.nsw.gov.au](http://www.rtrl.nsw.gov.au)**

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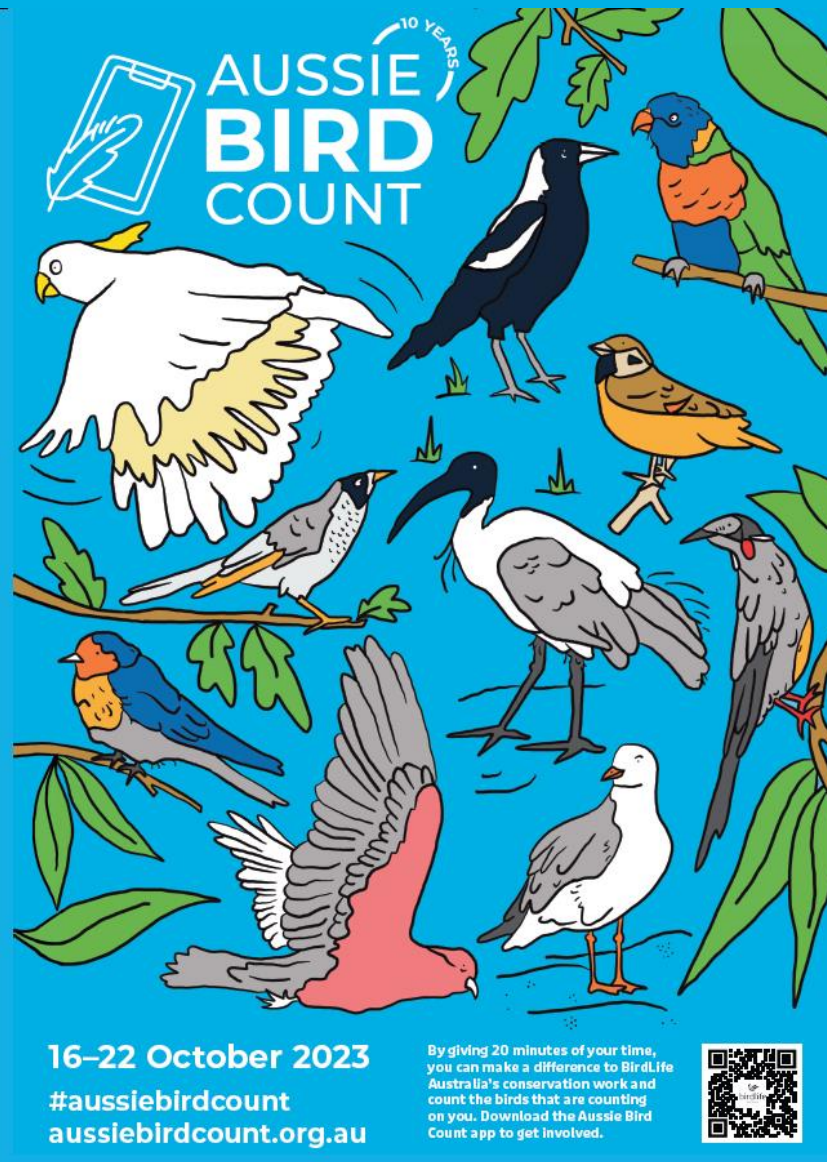
**16. Setting up an email account**

**21. Tip Sheets & Try one thing activity sheets**

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Count birds all  
year round at  
BirdLife!



## How to Participate in the Aussie Bird Count

**The Aussie Bird Count happens during National Bird Week in October. You can submit bird counts all year at BirdLife**

**Make a difference for bird conservation by giving a moment of your time to count the birds that are counting on you. Participate in the Aussie Bird Count during Bird Week in October and use your observation skills for a 20-minute period to make a simple but important contribution to Birdlife Australia's conservation initiatives.**

**Each year people across the country head out to their front yards, backyards, courtyards, parks and play areas to count how many birds they see to provide a snapshot of Australia's more common bird species. It's a fun, simple and safe activity observing nature, which is proven to provide benefits to mental health and wellbeing. Collecting this data at the same time each year allows us to look at the trends in our bird communities over time. Think of birds as a barometer for nature, as their health and wellbeing is one of nature's best indicators. Download the Aussie Bird Count app and get involved or learn more at [www.aussiebirdcount.org.au](http://www.aussiebirdcount.org.au).**



# How to get involved



[www.aussiebirdcount.org.au](http://www.aussiebirdcount.org.au)



Use the Aussie Bird Count app or the webform to record your count details, including the bird species you see and how many.

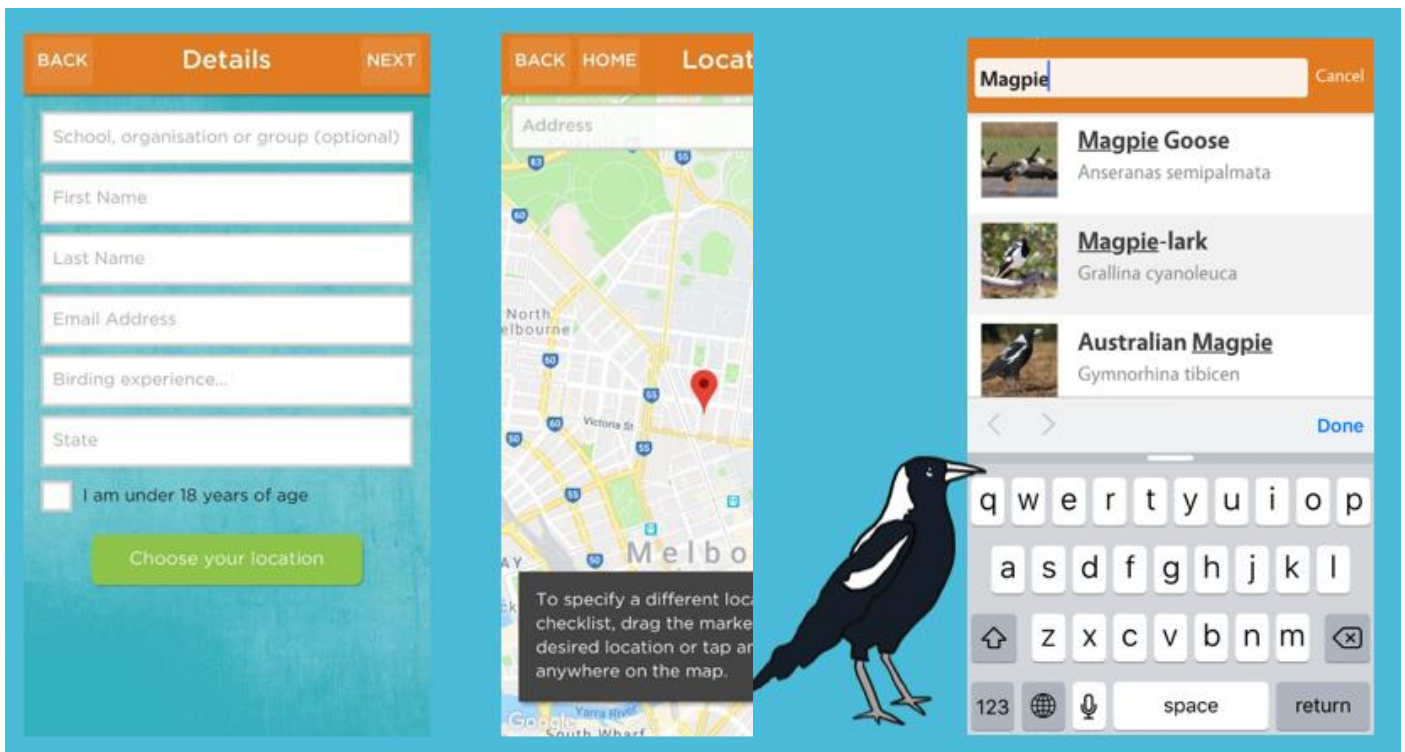
## The App

You can download the app now, but it only has the field guide function available. The full version of the app will be available from 1 October. The app will be open for one week after the end of the event so people can submit backdated surveys.

**Download it now from your app store!**



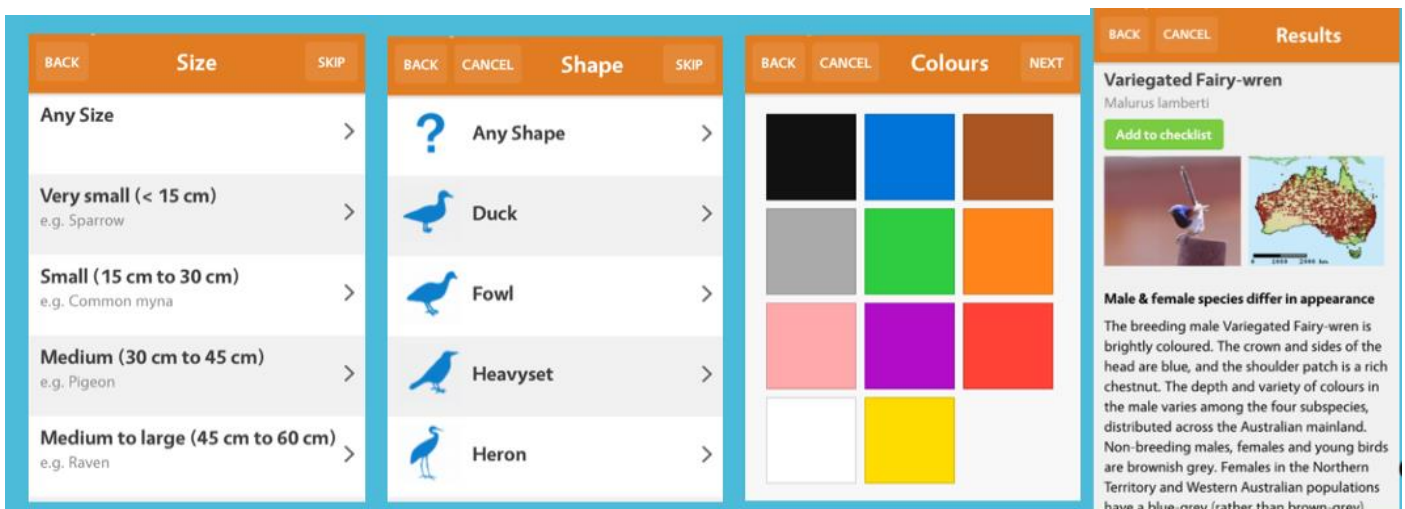
The app can be used offline, it saves data and submits your responses when you're back online. You'll need to manually choose your location or do the survey as normal. You only need to register your details once—either online or on the app—as it remembers your details.



**Step 1—Enter you details**

**Step 2—Choose your location. This should be done automatically if you have internet, otherwise you can type your location in the address search bar.**

**Step 3—If you know the name of the bird, start typing it. When you see your bird, click on it to add it to your list.**



**Step 4—If you don't know your bird you can use the in-built field guide/bird finder. Enter the size, shape and colour of the bird. Remember that some male and female bird species are completely different colours. You'll then get a list of birds to choose from, if yours is there, add it to your list. If it's not there, go back and try a different colour combination or even size and shape.**

**Step 5—Once your 20 minutes is up, you'll have a chance to review your details on this page before you finally submit your count.**

**All of these fields can be edited, so if you are submitting backdated counts you can change the time and date by clicking on them.**

**Thank you for submitting your count!**

**From this page you can share your count to social media or register your address to go into the draw to win a prize.**

**All prizes can be viewed at [www.aussiebirdcount.org.au/prizes](http://www.aussiebirdcount.org.au/prizes).**

## **Participating without a mobile device or internet access at home**

**You can still participate in the bird count even if you don't have your own mobile phone, tablet, or computer, or do not have access to the internet at home.**

**The Library has free internet you can use to download the app and then you can do your count offline and return to the library to upload it to BirdLife.**

**Another way to participate is to use pen and paper to record your location and the birds you see for 20 minutes, then come to the Library and get help to use the Library computers to upload your data.**

**Whatever method you choose, Library staff are here to help! Book in for one of the drop-in sessions for more support and one-on-one help participating in the Aussie Bird Count.**

**Submit your count online at the Library**

**<https://aussiebirdcount.org.au/submit-a-count/>**





# Atlas of Living Australia

[ala.org.au](http://ala.org.au)

**The Atlas of Living Australia (ALA) is a collaborative, digital, open infrastructure that pulls together Australian biodiversity data from multiple sources, making it accessible and reusable.**

The ALA helps to create a more detailed picture of Australia's biodiversity for scientists, policy makers, environmental planners and land managers, industry and the general public, and enables them to work more efficiently.

The ALA is the Australian node and a full voting member of GBIF – the Global Biodiversity Information Facility – an international network and data infrastructure funded by the world's governments and aimed at providing anyone, anywhere, open access to data about all types of life on Earth.



One of the easiest ways to contribute to the Atlas of Living Australia is to submit species sightings via a citizen science app for smartphones – you don't need any other special equipment or expert knowledge to get involved.

By using an app that contributes data to the ALA, your observations contribute to our national biodiversity database and will be used by researchers and decision-makers in their work. Below is a selection of apps that contribute data to the ALA.

The ALA manages the Australian node of iNaturalist – the world's leading social network for biodiversity. We recommend ALA users upload **individual observations** to iNaturalist Australia. The app is freely available for recording observations of flora, fauna and fungi.

Key features:

- Observations made in Australia are harvested weekly to the Atlas of Living Australia
- iNaturalist helps users with species identification using community expertise and AI image recognition
- You can set your profile to be affiliated with iNaturalist Australia



## iNaturalist Australia

### How It Works



<https://inaturalist.ala.org.au/>



# More citizen science projects to get involved with



## [BioExpertise Engine](#)

The BioExpertise Engine is an Artificial Collective Super-Intelligence (ACSI) platform designed to reward and score ecological expertise. It engages thousands of people, of all levels of expertise (from “beginners” to “masters”), in evaluating nature observations to map and assess biodiversity health. It uses a double-blind peer review system to eliminate bias, along with an information marketplace to motivate participants and reward on-the-ground conservation efforts. Data is shared with the ALA and GBIF.

## [Birdata](#)

Birdata is BirdLife Australia’s new birding portal and app. It is the most convenient and efficient method of contributing to BirdLife’s numerous monitoring programs, such as the long-running Shorebird, Beach-nesting Birds, Swift Parrot and Birds in Backyard surveys.

## [eBird Australia](#)

eBird Australia is Australia’s portal to eBird, an app used by keen birders across the world.



## [Butterflies Australia](#)

Butterflies Australia is a national citizen science project run by researchers at the Australian National University to encourage everybody to record butterfly sightings.



## [FrogID](#)

FrogID is a national citizen science project developed by the Australian Museum to enable citizen scientists to record frog calls and help us learn more about what is happening to Australia’s frogs.



## [NatureMapr](#)

NatureMapr is an Australian made and owned regionally focused citizen science platform that allows anybody to:

- Report a sighting anywhere across Australia and receive expert identification of their records.
- Build and maintain field guides for their local areas.
- Increase their knowledge of important species within a thriving community.



## [QuestaGame](#)

QuestaGame is an Australian-made mobile app that connects people to nature as a way to discover, learn about and map biodiversity for research and conservation. Observations of flora, fauna and fungi are harvested regularly to the Atlas of Living Australia. It includes scoring, rewards, levels, challenges and “bioquests” designed to increase scientific value while engaging a broader audience – experts and non-experts, naturalists and non-naturalists, teachers and students, young and old alike.

# Other community projects to get involved with

More apps for citizen scientists

Find citizen science projects

There are also hundreds of citizen science projects listed on the [Australian Citizen Science Project Finder](#), which allows you to search by location or subject area of interest, and find the perfect project for you.



Trove is a collaboration between the National Library of Australia and hundreds of Partner organisations around Australia.

Automatically extracting text from scans of old newspapers, gazettes, magazines, newsletters and books is extremely challenging. Although the best available Optical Character Recognition (OCR) software has been used, the condition of the images it has to process combined with the frequently small fonts used means that many errors of interpretation are made.

Thankfully, many people have stepped in to correct the text and in so doing have made a wonderful contribution to this resource, and helped to improve search results.

Join the Voluntroves

Become part of our Voluntrove community and contribute to Australian national collections. On Trove you can explore, communicate, contribute and create online.

<https://trove.nla.gov.au/landing/community>

The following is information about setting up an email account with the email provider, Gmail. It is just one of the email providers that you can choose to set up an account with.

If you would like to set up an email account with another provider, please see the relevant guides available online at the Be Connected website by scanning the QR Code on your mobile device or typing the web address into your internet browser on your computer. If all of this sounds like gobbledygook, don't worry., we're here to help. Contact your local library branch to see what tech classes and support they have coming up.



## Courses



### Introduction to email

[View activities](#)

This course introduces you to how email works. You will learn what happens to emails when you send them, how you can use your email account for other things online, and what some of the important email terms and functions mean. There are also some basic email safety tips to help keep your privacy and account safe.



### How to set up and use Gmail

[View activities](#)

Learn how to set up and manage a free Gmail account. In this course, we show you step-by-step how to send and reply to emails, manage your Inbox, block nuisance emails, report spam, manage attachments, check email headers, change your password, and even how to cancel your Gmail account. We also have a great advanced tips video to watch, plus more safety advice to keep your Gmail account secure.



### How to set up and use free Outlook email

[View activities](#)

Learn how to set up and manage a free Outlook account. In this course, we show you step-by-step how to send and reply to emails, manage your Inbox, block nuisance emails, report spam, manage attachments, change your password, and even how to cancel your Outlook account. We also have a great advanced tips video to watch, plus more safety advice to keep your Outlook account secure.



### How to set up and use Yahoo Mail

[View activities](#)

Learn how to set up and manage a free Yahoo Mail account. In this course, we show you step-by-step how to send and reply to emails, manage your Inbox, block nuisance emails, report spam, manage attachments, change your password, and even how to cancel your Yahoo Mail account. We also have a great advanced tips video to watch, plus more safety advice to keep your Yahoo Mail account secure.



### How to avoid common email scams

[View activities](#)

In this course, we look at the tools you can use to keep your email account secure, how to minimise and report spam emails, plus tips on how email scams work and how to avoid them. You'll also learn why you should use antivirus software to scan downloaded email attachments.



# How to set up and use Gmail

Learn about Gmail, the free email service from Google. You'll find out how Gmail works in your web browser to help you compose, send, receive, and organise your email.

## What you need

To get started with Gmail and follow along with this course, you will need:



- A desktop or laptop computer, running Windows or MacOS
- An active internet connection with available data
- The latest version of your computer's operating software
- The Chrome web browser installed on your computer.

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You can use any web browser to use Gmail, but it may do things slightly differently. You should still be able to follow along with this course.

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## How to access Gmail

The main web page for Gmail is <https://mail.google.com> and your Gmail email address will take the form of `yourname@gmail.com`

## How to use Gmail on a mobile device

**If you have an Android phone or tablet:**

- Gmail is already installed, and you can update to the latest version from the Play Store for free.
- Your Gmail uses the same email address and password as you used to set up your Android phone.

**If you have an iPhone or iPad:**

- You can download the official Gmail app from the App Store.
- Create a new Gmail address and password, or use one you already own.
- Sign in to the app with your Gmail address and password.

When the app is set up on your Android or Apple mobile device, Gmail will sync automatically between the app and the browser version.

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Only use the official Gmail app on your mobile device. Other email apps are available but may not have all the latest security features of the official app.

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## Gmail is also your Google Account

Your Gmail address and password are also used to sign in to your Google Account, which enables lots of features in the Chrome web browser and also on your Android mobile device.

Many websites offer a Sign in with Google option, which is a button you can click to securely sign in without sharing your password with that site.

## How to set up a Google Gmail account

To set up a brand new Google account and Gmail address, visit <https://mail.google.com> and when the Sign In screen appears:

- Click Create Account and follow the steps.
- When asked, choose a unique name for your email address, which appears before the @gmail.com part.
- If the name you choose is already in use, Google will suggest some alternatives, or you can choose something else.
- You can use your own name or something different.
- If your name is taken, try adding some numbers to the end.
- When asked, choose a strong password with a combination of uppercase and lowercase letters, numbers, and symbols
- Enter your first and last name as you'd like it to appear in the From field of emails that you send.

## Reading and managing emails in Gmail

When you sign in to Gmail, a page will open showing a list of emails in your Inbox. New and unread emails appear in bold. From the menu to the left:

- Sent shows emails you have sent to others.
- Draft shows emails you are writing but have not yet sent.

Click More to see:

- All Mail is a list of all emails, including any you have archived.
- Spam is a list of unwanted or junk emails that will be deleted after 30 days.
- Bin (sometimes called Trash) is for emails you have deleted yourself which will be permanently erased in 30 days.

At the top of the page:

- **Primary:** click this to see emails from people you know and unlabelled email. This is the default view.
- **Promotions:** click to see deals, offers, and other promotional emails.
- **Social:** click to see messages from social media networks.

Click any emails to open it on the **Read** screen. Attachments appear in a small box at the bottom of the screen. To delete an email, select it in the **Inbox** and click the garbage bin icon at the top of the screen or press **Delete** on your keyboard.

You can check the **header** of an email to see if it might be a scam:

- Open the email on the **Read** screen and click the small arrow under the sender's name.
- In the box that appears, find the **mailed-by** detail.
- If it doesn't match the email address above or looks strange, delete the email.

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It is safe to open and read the body of an email in a web browser, because the browser protects your computer. But it's important not to click on links in emails you are unsure about or download attachments without scanning them with antivirus before opening.

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## How to change your Gmail password

If it's time to change your Gmail password, follow these steps:

1. Click the Google profile circle in the top right of the screen.
2. Click **Manage Google Account**.
3. On the new screen, click **Security**, then **Signing in to Google**.
4. On the next screen, scroll to find the **Password** option and click it.
5. Verify your identity with your current password, and then follow the steps to choose a new strong password.

## Sending, receiving, and organising mail in Gmail

To write an email:

- Click the **Compose** button, and on the screen that appears, enter an address in the **To** field, a subject, and then type your email.
- Reply to an email by opening it on the read screen, then click the **Reply** button. Type your reply in the panel that appears.
- You can reply to everyone an email was sent to by clicking the **Reply to all** button, and all their addresses will be copied into the **To** field.
- Forward an email by opening it on the read screen and clicking the **Forward** button. Type an address in the **To** field.

To attach a file or picture:

1. Click the paper clip icon at the bottom of the screen.
2. A File Explorer panel (in Windows) or a Finder panel (in MacOS) will appear.
3. Find and click the file or document you want to attach.
4. The file will appear at the bottom of your email. If it's a large file, a coloured bar will fill to show the file is uploading to Gmail.
5. When the coloured bar disappears, the file is ready to send.

To send an email:

- When you are ready to send your email, click **Send** at the bottom of the screen.
- Emails sent using **Reply** or **Reply to all** will have the original subject with **Re:** displayed in front.
- Emails sent using **Forward** will have the original subject with **Fwd:** displayed in front.
- When replying or forwarding an email, click the **Display Name** in the **To** field to check you are sending it to the correct email address.

## Other things you can do in Gmail

Gmail has lots of features to explore:

- **Search.** Use the Search bar to search for emails in your **Inbox**, **Archive**, **Sent**, and **Drafts** folders.
- **Labels.** The labels feature lets you organise email. Right-click an email in the **Inbox** and choose **Label as** from the menu to create a new label or use an existing label.
- **Report spam.** Click the tick-box to the left of an unwanted email sender's **Display Name**, then click the **Report spam** icon at the top. Google will put future emails from this sender in the **Spam** folder.
- **Change your Display Name.** You can change how your name appears on emails you send via the **Settings** cog on the right of the page.

## How to delete a Gmail address and Google Account

You can completely delete a Google Account and the Gmail address associated with it.

1. Click the profile circle in the top right of the Gmail screen.
2. In the box that appears, click **Manage your Google Account**.
3. Follow the steps to delete your account. You will need your password to verify your identity with Google.

**The Be Connected website is a great place to access information and online tutorials on topics such as setting up an email account, being safe online, computer basics, and more. It's also a great place to find further support to increase your digital skills and confidence.**



[www.beconnected.esafety.gov.au](http://www.beconnected.esafety.gov.au)



**Get Online Week happens each year in October.**

**You can use the following resources year-round to assist you to gain new skills and confidence online.**

- **Tip Sheets**
- **Stay safer online**
- **Make your device easier to use**
- **Find reliable information online**
- **Save money and compare prices online**
- **Online Banking security**

## **Try One Thing**

**Open up new opportunities and experiences by having a go at one of the 'try one thing' tip sheets. Develop new skills using your smartphone, tablet, or computer.**

# Get Online Week

Stay safer  
online



**Everyone wants to stay safe online. Follow these important simple tips to increase your online safety.**

Good Things Foundation Australia and Telstra have collaborated to share their top tips to help you stay safer online, protect your privacy and avoid scams.



# Stay safer online.

## Passwords

Avoid using words that people can link to you such as family or pet names. Instead create a stronger, hard to guess password. You could try combining three random words that create a memorable mental picture for you, with numbers and symbols to create a password like: 20bananagreensky23! Never tell people or companies your password.

**Top tip: Don't use the same password for everything. If it gets stolen by criminals, having different passwords on all your accounts will limit how much access they have.**

Some companies ask you to use additional security measures like a PIN, a one-time code sent to your mobile phone, fingerprint or face scanning when you log in. Two-factor authentication is where you need to confirm that it's really you in two different ways to access the account. It's a good idea to set up these extra security measures whenever available.

**Top tip: Password Managers are apps that help remember and create stronger passwords for you. They can help you manage different passwords for every account.**

## Social media

Privacy settings on social media help you to choose who can see what you share. Limit the visibility of your posts to only people you know, like friends, family and colleagues.

Avoid sharing personal details on social media such as your home address, phone number, birthday, location or email address. This can help to protect your data, money and identity from being stolen.

## Viruses and security updates

Computer viruses can attack your device and cause damage, deny access or steal information. Viruses are often sent by email and SMS as links or attachments. Only click on links or attachments you are expecting from people you know or on official websites. Always use antivirus software.

**Top tip: Think before you click. If you are unsure, delete the email or SMS and don't click.**

Keep your device's software and apps up to date to improve the security of your device.

## Scams

Always be wary of scams when online. Be careful of unexpected calls or messages, even if it looks like it is from a legitimate company. If you are contacted over the phone and you are unsure or feel pressured to take action quickly, simply hang up.

Do not trust any link, website address (URL), email, or phone number provided in a message. Instead, contact the company directly through their official website, app or phone number to check if a message can be trusted.

**Top tip: Visit [scamwatch.gov.au](https://scamwatch.gov.au) for useful information on how to recognise and stay safe from scams**

If something looks suspicious or sounds too good to be true, it usually is.

**Top tip: If you are a Telstra customer, you can check if an email or text message really came from them in the My Telstra app notification centre.**

## Video calls and telehealth

When video calling or using telehealth, be mindful of your privacy. Think about what and who is around you. Use headphones and move somewhere private to help keep your conversation to yourself.

## Keep learning

The Be Connected and Good Things Learning websites have free tips on how to use your device and the internet safely.

Visit [beconnected.esafety.gov.au](https://beconnected.esafety.gov.au) and [learning.goodthingsfoundation.org.au](https://learning.goodthingsfoundation.org.au) to get started.



# Get Online Week

**Make your device easier to use**



**There are lots of things you can do to make your smartphone, tablet or computer easier to use.**

Our tips can help if you find it hard to hear, see or press the buttons on your device.

## **Helpful free features**

Most smartphones, tablets and modern computers have special settings you can turn on to make it easier to hear, see or use.

Check the 'accessibility' settings on your device to find what yours can do for free.

**Top tip: The settings section is usually shown using a cog or wheel icon.**



## Easier to see

If you're finding it hard to read the words on your screen, increase the text size in your accessibility settings.

You can also try changing the colours on your screen. This setting is often called 'dark mode' or 'inverting' the colours.

**Top tip: Some apps and settings can read the words on screen and write messages for you.**

## Easier to hear

Use the volume up button on your device to make it easier to hear videos and calls. Some hearing aids use bluetooth to connect directly to your device.

**Top tip: Turn on 'closed captions' in videos to read what is being said.**

## Easier to use

Try magnifying your screen or using a special stylus pen if you struggle with small buttons on touchscreens. Turn on virtual assistants like Siri and Google so you can talk to your device instead of pressing buttons.

**Top tip: Say "Hey Siri" or "Hey Google" out loud followed by the task you want your virtual assistant to do.**

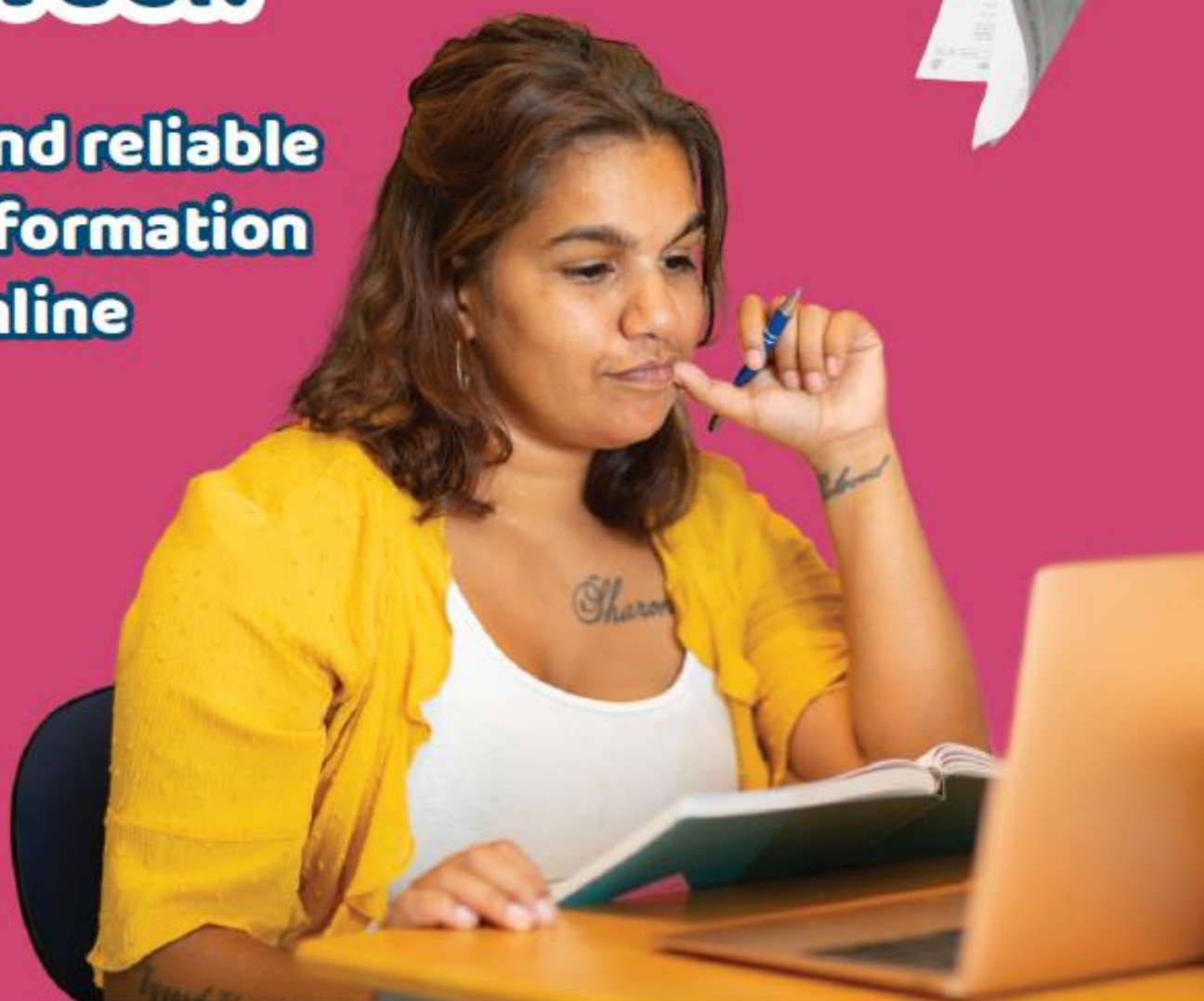
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# Get Online Week

**Find reliable  
information  
online**



**Not everything  
you see online  
can be trusted.**

Knowing how to identify  
reliable information is a  
handy skill to have and  
can help to keep you and  
your community safer online.

# Find reliable information online.

## Use official websites

Go to the official website or app of organisations you know and trust already to find information about them, their products or services. If you are searching for them on Google, scroll past links marked as 'sponsored' as these are ads. Instead look for their official website in the unsponsored results you are shown.

**Top tip: Don't panic. There's a lot of information online and it can be easy to get overwhelmed.**

Look at the web address (URL) to see what type of organisation created the website. Websites run by the Australian Government tend to be reliable and have up to date information. Official Australian Government websites have **.gov.au** in their URL. Websites with **.com** in their URL are typically run by a business who might be trying to sell you something.

Check how current the news or information on the website is by looking for a publishing date.

**Top tip: In an emergency, the ABC is an official source of information as our 'emergency broadcaster'. You can also check your state emergency websites or apps to find updates you can trust.**

## Not everything on social media is true

Social media is great for sharing info with your friends, family and community. But, not everything you see, watch or read on social media is true, even if someone you trust posts about it. Some people try to deliberately trick you. Other people share wrong information by accident.

Think before you share. Do you think what you are seeing might not be real?

**Top tip: Watch out for fake news. It can look just like legitimate information so can be tricky to spot.**

Don't rely on just the headlines. Instead, read the full article and check if what you see is right on official websites or apps. You can also use online fact checkers like [www.aap.com.au/factcheck](http://www.aap.com.au/factcheck) or [www.abc.net.au/news/factcheck](http://www.abc.net.au/news/factcheck).

## Look out for scams and fake accounts

Criminals may try to trick you by sending you fake SMS, emails or social media messages. They can pretend to be your friends, family, government organisations or businesses.

If it sounds too good to be true, it probably is. Don't click on links you are sent and not expecting. Instead, check on their official website or app that what they are saying is true. Contact them using details you find on the official website, not the details sent to you.

**Top tip: Check out [scamwatch.gov.au](http://scamwatch.gov.au) for the latest information on scams and what you can do if you are caught out.**

Help to stop fake accounts being created in your name and scammers using your details by limiting what you share on social media. Try not to share your birthday, home address, email address, phone number or location publicly.

Only accept friend requests from people you know. Research people you want to follow on social media to make sure it's really them.

**Top tip: Report scammers and fake accounts.**

## Keep learning

The Be Connected and Good Things Learning websites have free tips on how to use your device and the internet safely.

Visit [beconnected.esafety.gov.au](http://beconnected.esafety.gov.au) and [learning.goodthingsfoundation.org.au](http://learning.goodthingsfoundation.org.au) to get started.



# Get Online Week

Save money and  
compare prices online



**There are many ways  
you can use a device  
and the internet to  
help you save money.**

These tips can help  
you to compare  
prices and secure  
great deals.

# Save money and compare prices online.

## Concessions and rebates

With the cost of everyday items soaring it's always helpful to be able to access a voucher or a rebate. Many Government services apps and websites provide information on discounts, rebates and concessions available on services like travel, health, drivers licences, car registration and electricity.

Take a look now using your smartphone, tablet or computer to see if you are eligible and start saving money now!

**Top tip:** All official websites of an Australian State or Territory Government use .gov.au in their website address (URL).

## Compare petrol prices

Websites and apps dedicated to sharing real-time petrol prices can help you find the cheapest options nearby. Each state and territory may have a different platform, so check your State Government website for their recommendations.

**Top tip:** Before you start driving, take the time to look up and compare petrol prices.

## Internet and mobile phone plans

If you hold a pensioner's concession, seniors, or healthcare card, you may be able to get discounts on your internet or mobile phone plans. Students, people receiving Government income support, or those experiencing financial hardship, domestic violence or low income families may also qualify for special offers.

**Top tip:** If you are finding it hard to pay your phone or internet bill, look up your telco's 'financial hardship' policy on their website or give them a call. They will be able to discuss with you the support options available.

## Comparison sites

Comparison websites are a great time saver as they save you time searching the internet for the information you need. Popular sites such as WhistleOut, CompareTheMarket and CHOICE allow you to compare prices and read reviews. Be aware they may charge you a membership fee or earn a commission when you click on or buy items through their links.

**Top tip:** Check out the 'About us' section on websites to learn more about who runs the site and how they make money. This can often help to decide if they are credible and if you trust their advice.

## Save on groceries

Create a ready to go shopping list by using the notes app on your smartphone. Most smartphones include a free calculator app to help you keep track of your expenses as you shop.

Major supermarkets have their own apps and websites that allow you to make shopping lists, view specials and even buy your groceries online. Lots of supermarkets advertise their specials midweek so consider doing your shopping then. Remember to add in delivery fees when shopping online!

**Top tip:** Compare your shopping lists on different supermarket websites to find the cheapest prices.

## Keep learning

The Be Connected and Good Things Learning websites have free tips on how to use your device and the internet safely.

Visit [beconnected.esafety.gov.au](https://beconnected.esafety.gov.au) and [learning.goodthingsfoundation.org.au](https://learning.goodthingsfoundation.org.au) to get started.



# Get Online Week

## Online banking security



**Digital banking makes managing your finances easy. You can pay bills, transfer money and access your accounts anytime anywhere.**

Good Things Foundation Australia and Bendigo Bank collaborated to share a few tips to help you stay safer and secure when using online banking.



# Online banking security.

## Choose strong and unique passwords

Your password is the first gateway to hacker activity. Make sure your passwords are unique, complex, and free from easy-to-guess personal information like birthdays, street names or children's names. Avoid common words like 'password' and common sequences like 'qwerty' or '1234' and consider using more complex 'passphrases' instead of words.

**Top tip: Remember to update your important passwords every 3-6 months or following any suspicious activity.**

## Multifactor authentication

Multi-factor authentication (MFA) is an additional layer of security verification when logging into your online account. This can be via facial or fingerprint recognition or by sending a request to your smart device. This makes it substantially harder for hackers to access your apps or accounts, even if they have your password.

**Top tip: Bendigo Bank is enhancing e-banking security by replacing traditional security tokens with MFA technology to ensure the highest level of security.**

## Be aware of public Wi-Fi

Public Wi-Fi networks may be convenient, but they can pose significant security risks. Hackers can electronically 'eavesdrop' on your banking and online activity, and data can be easily intercepted and read by anyone with access to the network.

**Top tip: To be safe, avoid using online banking when connected to public Wi-Fi.**

## Check notifications

Security notifications alert you instantly of logins to or payments from your online banking account. These notifications require you to approve or reject the

specific activity. If you get a security notification and suspect fraudulent or suspicious activity, change your banking password, and contact your bank immediately.

**Top tip: Go to your account settings and turn on your bank notifications and security alerts.**

## Phishing scams

Phishing is one of the most common scams identity thieves use to gain access to personal and financial information. These scams can take different forms, but they're often email or text scams impersonating your bank or financial institution.

They'll often convey a sense of urgency and prompt you to click a link to update your information. Clicking these links allows hackers to capture your login information via a malicious dummy site or download tracking malware to your device. This software then tracks your keystrokes on your device to capture your passwords.

**Top tip: Visit [scamwatch.gov.au](https://scamwatch.gov.au) for useful information on how to recognise and stay safe from scams.**

Online banking helps you stay in control of your finances wherever you are. You can mitigate the risks by being proactive and protecting your online banking information. The more diligent you are, the less chance there is that your information will end up in the wrong hands.

## Things to remember

Bendigo Bank, and any bank, will never request personal information such as a pin or password, or ask you to log in to online services or e-banking from a link in an email or SMS text message. Also, they will never request remote access to your PC or device.

Never provide your 6-digit e-banking security code to anyone over the phone or online.



**Try  
one thing**



**Learning how to use  
your smartphone,  
tablet or computer  
can open up many  
new opportunities  
and experiences!**

Now's the perfect time to start learning how to use your new device. Whether it's a smartphone, tablet or laptop, there are many benefits to learning how to use it to access the internet.

**#GetOnlineWeek**

# Learning how to use your device and the internet will allow you to:

## Keep in touch with family and friends

There are lots of ways to keep in touch with family and friends using your device. You could learn how to use social media, email your nearest and dearest or use your device's camera to make a video call. Have a chat to your friends and family to see what platforms they use before choosing one – you don't want to sign up for something that no-one you know is using!

**Top tip: All of these activities will require you to create an account. Make sure you know how to pick a safe password that you'll remember!**

## Be entertained

It's now easy to play games, watch movies or listen to the radio using your smartphone, tablet or computer! YouTube has a video on almost every topic imaginable, and services such as ABC iView, Spotify or Netflix will allow you to watch TV shows or listen to your favourite songs over the internet.

Whether you like to bake, garden, build or play an instrument, there are lots of helpful videos, podcasts and games to keep you entertained.

**Top tip: You may have to pay a fee for these services and budget for the extra data you will use when streaming or gaming online.**

## Improve your health and wellbeing

While the internet should never replace a doctor, there is lots of reliable, useful information online to help you manage your health and wellbeing. There's exercise videos to help you get in shape,

nutrition tips to help you make healthier choices and even services to see a GP online if you can't get out of the house.

**Top tip: Don't always trust what you read. Make sure you're looking at a reputable website with accurate, up-to-date information, such as those managed by Australian government departments.**

## Look for a job

Most employers will want you to apply for a job using the internet. They'll post their vacancies on websites such as Seek and want a digital copy of your resume to be emailed to them, along with a typed covering letter. Learning how to use your device to complete these tasks could help you if you're looking for a new job or a career change!

**Top tip: There are lots of free alternatives online to Microsoft Word to type up your resume, such as Google Docs and Canva.**

Many jobs, including volunteer roles, also require a certain level of digital skills. By learning how to use your device to do things such as browse the internet, check your emails and write documents, you're also preparing yourself to get into work.

## Keep learning

The Be Connected and Good Things Learning websites have advice and beginners' courses about using the internet to search for information such as health and wellbeing tips, and getting started with your device.

Visit [beconnected.esafety.gov.au](https://beconnected.esafety.gov.au) and [learning.goodthingsfoundation.org.au](https://learning.goodthingsfoundation.org.au) to get started.



# Try one thing

*Get connected  
affordably*



**Getting started online  
can be expensive. A  
few simple tips can  
help you to save money  
when connecting  
to the internet.**

If you want to get online but are struggling with the cost of getting connected, there are a couple of things you can try to make it more affordable.

**#GetOnlineWeek**



## Internet & mobile phone plan discounts

If you have a pensioner's concession, seniors, or healthcare card, you may be eligible for discounted internet or mobile phone plans. Other people who may be eligible for discounted or special offers to stay connected include university students, people on government income support, distance education students, people who are homeless or in financial hardship, people experiencing domestic violence and families on low incomes.

**Top tip: ACCAN has created a list of the programs and offers available to help you to stay connected ([accan.org.au/stayconnected](https://accan.org.au/stayconnected)).**

## Understand your plan

When you use the internet to watch videos, read the news or browse social media, you use data. If you use the internet on your mobile phone or at home, your mobile or broadband plan will include a certain amount of data. If you run out of data quickly, or have lots left over at the end of the billing cycle, you may be on the wrong plan and paying more than you need to.

**Top tip: Shop around to find the best plan for you. Don't be afraid to ask questions so you understand what the different offers mean.**

Check your bill each month to look for any unexpected charges. If you have any questions, contact your telco.

**Top tip: It can be hard to compare different phone and internet plans. Online comparison websites such as [WhistleOut.com.au](https://WhistleOut.com.au) or [Finder.com.au](https://Finder.com.au) can help you to do this. Not every option you find will be available in your area, so check before signing up.**

## Access to devices

Smartphones, tablets, and computers can be expensive. Think about what you want to do online so you get a device that meets your needs, rather than a more expensive one with all the bells and whistles. See if your local community organisation has any devices they can lend you, or that you can use in their centre. Some organisations also offer free data or Wi-Fi.

**Top tip: Some organisations in the Be Connected program offer free, short term loan devices for people over 50. Contact 1300 795 897 to find out more.**

## Learn more

Get up to speed on internet and mobile phone jargon to help you find the most affordable option through the free Be Connected program: [beconnected.esafety.gov.au](https://beconnected.esafety.gov.au).

ACCAN's Talking Telco resources provide tips on choosing plans and what you can do if you think you have been overcharged: [accan.org.au](https://accan.org.au).

# Try one thing

*Try helping others to  
get online*



**It's important that everyone feels confident to use technology and the internet.**

If you feel confident navigating the internet and using your device, why not show a friend or loved one how to do it too! Our tips will help you to show someone why getting online is useful for them and support them to learn new skills.

**#GetOnlineWeek**



## Use their hobbies and interests to motivate them

The person you're helping will be more motivated to learn how to use the internet and their device if you show them how it will have a positive effect on their everyday life.

Does the person like gardening? Show them a gardening website. Cooking? Show them some cooking tutorials on YouTube. Relating skills back to real life examples will help motivate people to learn more.

## Don't do it for them

People retain knowledge and skills better if they put into practice what they're learning. Taking a hands off approach when you're showing someone how to use a device or navigating the internet will help them feel more confident at picking up their device and giving things a go when you're not around.

## Avoid jargon

URL? Mouse? App? The internet is full of jargon that you may need to explain or avoid so the person you are helping can understand your instructions.

## Be patient

Patience is key when showing someone anything new for the first time, and using a device and the internet is no different. People learn in different ways and at different speeds. Some will pick it up straight away while others like to go over things a few times to make sure they've got it right.

**Top tip: Celebrate little milestones to help keep people on track and their confidence increasing.**

## Don't expect too much too quickly

If someone's never used a device or the internet before, they won't become confident using it on their own straight away. As with any new skill, it takes time to develop the knowledge needed to feel good about using the internet. Managing their expectations will help prevent them from feeling like they're not understanding it quick enough or that it's too much to learn.

## Keep online safety in mind

Remember to share basic internet safety tips with the person you are supporting. The internet can be a scary place and this can stop many people using it. Tips you can share like how to know if a website or email is genuine can help to reduce fears while also keeping the person you are helping safer online.

## Tools to help you help them

There are lots of resources and tools on the internet to help people get to grips with their device and the internet. Have a look around and see what you can find to help them broaden their knowledge and increase their confidence.

The Be Connected website contains over 100 free basic skills courses for people to work their way through if they're new to using a device or the internet.

Go to [beconnected.esafety.gov.au](https://beconnected.esafety.gov.au)

Free and friendly support to learn digital skills is available at Get Online Week events. Go to [aus.getonlineweek.com](https://aus.getonlineweek.com)

# Try

# one thing

*Try video calling*



**Video calling your friends and family is a great way to keep in touch when you can't meet in person.**

Video calls or using video conferencing software isn't just for professionals anymore. It's a popular way to stay in touch with loved ones, join events from home, and even access telehealth services.

**#GetOnlineWeek**



A video call is just like a phone call, but uses the internet to show you the faces of people in the call as well as letting you hear their voice.

Here are some tips to help you have a good experience when taking part in a video call.

## Choose the right app

There are many different apps like Facebook Messenger, FaceTime, Zoom and WhatsApp that will allow you to hold a video call with your friends or family. They all offer a very similar experience and there are a lot of free apps out there, but the type of device, the age of the device and the software installed on your device (called the operating system) may narrow down your choices.

**Top tip: Have a chat with the people you want to video call and ask what apps they use so you can use the same ones.**

## Mobile data vs Wi-Fi

Video calling can use a lot of data (upwards of 200mb per hour). If you're planning on using mobile data to video call your friends and family, it's important to be aware of how much data you have on your plan as it can be very expensive. Saving video calls for when you're on Wi-Fi can save you a lot of money.

**Top tip: If you don't have Wi-Fi at home and don't have much data included on your mobile plan, you could go to a place that offers free Wi-Fi like cafes and shopping centres and call people from there. Just remember your headphones!**

## Have the right equipment

Depending on what device you're planning on using to video call, you may have to purchase some extra equipment to get everything running smoothly. Most smartphones and tablets have built-in cameras to use when video calling. If you're using a computer it may be worth checking that it has a camera built-in before agreeing to video call someone. If it doesn't, you can buy a plug in camera (known as a webcam) to use when video calling from your computer.

## Check your lighting and surroundings

Checking your lighting and what is around you before you make a video call is important. If it's too dark, the other person won't be able to see you which can be frustrating. If there is a lot of background noise, this will be picked up by the microphone on your device or headphones and won't be pleasant for the person you're talking to.

**Top tip: Most video calling apps show you a preview of what the other person is seeing. Adjusting how you're holding your device or where it is positioned will help you to keep your face visible in the camera's lens.**

## Keep learning

The Be Connected and Good Things Learning websites have advice and beginners' courses on using video calling platforms and messaging apps.

Visit [beconnected.esafety.gov.au](https://beconnected.esafety.gov.au) and [learning.goodthingsfoundation.org.au](https://learning.goodthingsfoundation.org.au) to get started.



# Try one thing

*Try shopping online*



**You can buy almost anything online - and getting started is really easy.**

Internet shopping is not only a convenient way of buying things, but it can save you money and time too. You can find all sorts of deals and vouchers for the things you want online.

**#GetOnlineWeek**

## Shopping online

Some websites sell discounted products and services, such as coupons for restaurants and shops.

**Top tip: Find the best deals by using price comparison sites.**

These sites search the web to find the best price on products, and others find the best deals on services like insurance, energy and broadband.

**Top tip: To shop online you will need to have an email address to receive important updates on your purchases, including delivery and receipts. You may also need a mobile phone number.**

## Know your rights

Just like at the shops, it's important to know your consumer rights when shopping online.

**Top tip: You can cancel or return most items you buy. Your consumer rights are just as good when you shop online.**

Always read the terms and conditions before you buy anything – they're an agreement between you and the seller, so make sure you understand them.

**Top tip: Read the small print.**

## Protecting your details

Shopping online means providing certain pieces of information, like your debit or credit card number. Being worried is understandable, but just a few common sense steps can help you stay safe.

Never email your details to make a payment and don't reveal your PIN number or bank details to anyone. You will never need your card's PIN number to make an online purchase.

## Reviews

When you shop online, you may come across reviews. These are posted by people like you who've already bought a product. Reviewers can give their opinions on an item, but also on customer service and delivery.

**Top tip: Delivery fees are usually charged on top of the price of the item you are buying. Check the FAQs or Terms & Conditions to see what the delivery fees may be for your area before you decide to buy from that website.**

## Keep learning

The Be Connected website can help you get started with online shopping. There are beginners' courses on keeping your details and money safe while finding bargains.

Visit [beconnected.esafety.gov.au](https://beconnected.esafety.gov.au) to get started.



# Try one thing

*Try QR codes*



**Once you get the hang of using QR codes, you will find them easier to use than typing in long or complicated web addresses (URLs).**

While QR codes have been around for several years, they are now much more common. They are now used to order food at restaurants, as concert and film tickets and when entering hospitals.

**#GetOnlineWeek**

## Getting started

A QR code is a square containing a pattern of black and white boxes. Scanning a QR code will take you to a place on the internet. These places can be online forms, documents, apps or web pages with information on them.

Before you get started, you need:

- A smartphone or tablet with mobile data
- To know how to use your device's camera
- Basic knowledge on how to use the internet and stay safe online.

**Top tip: The Be Connected website ([beconnected.esafety.gov.au](https://beconnected.esafety.gov.au)) has free online resources to help you get started and stay safe online.**

For QR codes to work you need an internet connection. You may not have access to public wifi when you are out and about, so make sure that you have mobile data available on your smartphone or tablet.

## Scanning a QR code

QR codes can be displayed anywhere, including on a shop's window, on a menu, on bills and on printed posters.

**Top Tip: Every QR code is different, like barcodes on your groceries.**

Your smartphone or tablet's camera is also your QR code scanner. You will need the entire QR code to be showing on your screen for it to work. Instead of taking a picture, you will see a preview of the URL it wants to take you to. Follow the prompts that appear on screen to go to the webpage or app.

**Top Tip: Some devices do not have a QR code scanner built in when you get them. If nothing happens when you try scanning a QR code, try downloading a free QR code scanning app from the Apple or Google app store.**

## Staying safe with QR codes

QR codes are like any other links to a place on the internet. Remember to follow basic internet safety tips when using QR codes.

**Top Tip: Check where the QR code is wanting to take you when you see the preview of the URL and don't click if it doesn't look right to you.**

After you scan a QR code, you can tap or click in the web address bar (URL) to take a closer look. If what is written there is not where you expected to go, or the page is asking you for personal or bank details unexpectedly, stop and try finding the correct internet page another way.

**Top Tip: You can report QR codes linking to suspicious websites to Scamwatch ([scamwatch.gov.au](https://scamwatch.gov.au)) to help others avoid it too.**

## Practice makes perfect!

Try scanning this QR code on your smartphone or tablet and see where it takes you.



Scan me!

## Keep learning

The Be Connected website has information on how to use your device and the internet safely. Visit [beconnected.esafety.gov.au](https://beconnected.esafety.gov.au) to get started.



# Try one thing

*Find reliable health advice*



**The internet is a great resource for health information if you know where to look and who to trust.**

It's important to know where to find reliable, up-to-date health information. You can research the latest government health advice using search engines, and find apps that support you to live a healthy and active lifestyle.

**#GetOnlineWeek**

The internet has a lot of health information on it, but not all of it is trustworthy and it should never replace getting medical advice from your doctor or medical practitioner.

## Online health information

Healthdirect ([healthdirect.gov.au](https://healthdirect.gov.au)) is a national, government-funded service that helps Australians look after their health. They have really handy tools like a symptom checker that will ask you various questions about your illness and make suggestions as to what to do next. You can also use Healthdirect to find health services near you.

**Top tip: Don't panic. There's a lot of information online and it can be easy to get overwhelmed.**

The internet can be great if you've already had a diagnosis, but it shouldn't replace seeing a doctor. Use the usual channels (your GP, a pharmacist or calling 000) if you're concerned about your own health or someone else's.

**Top tip: When looking for health information, use the websites of organisations you trust.**

A good rule of thumb is to use the websites of organisations you already know. Government-managed websites also contain reliable and up-to-date information (you can identify these as the web address, or URL, ends with .gov.au). Your GP should be able to point you towards trustworthy information online too.

## Making healthy changes

Making small changes to your diet can dramatically improve your health and the internet's a great place for ideas on making healthy changes

**Top tip: Eat for health ([eatforhealth.gov.au](https://eatforhealth.gov.au)) has lots of info on managing your diet and nutrition, with great tips on how to make healthy changes and healthy recipes for people to try.**

Stopping smoking is also great for your health, although it can be tricky. Your GP can give you support, but you can find more help online.

**Top tip: The Quit Now website ([quitnow.gov.au](https://quitnow.gov.au)) provides extra advice and motivation to help you quit.**

## Keep learning

The Be Connected and Good Things Learning websites have advice and beginners' courses about using the internet to search for information such as health and wellbeing tips, and how to make sure these sites are reputable.

Visit [beconnected.esafety.gov.au](https://beconnected.esafety.gov.au) and [learning.goodthingsfoundation.org.au](https://learning.goodthingsfoundation.org.au) to get started.

# Try one thing

*Try mental health  
support online*



**Did you know you can  
access mental health  
support online? Here  
are a few simple tips to  
help you get started.**

There are lots of opportunities to find support for your mental health online. But, it is very important that you get your information from reputable sources. Most online information is general in nature so should never replace getting personalised advice from your doctor or mental health professional.

**#GetOnlineWeek**



## Online mental health support

Support to manage your mental health online can include apps, telehealth appointments, peer support forums, fact sheets from expert organisations, and self guided online programs. With all that choice, it's easy to get overwhelmed or feel anxious about knowing where to turn and how to find a service you can trust. To get started, take it one step at a time.

**Top tip: Ask your doctor, psychologist or medical professional for a recommendation or referral to trustworthy online mental health support that could be suitable for you.**

Research has shown that online Cognitive Behaviour Therapy programs can be just as effective as undergoing Cognitive Behaviour Therapy with a face to face clinician. Online programs can also be easier to access when you can't go to appointments in person.

## Getting started online

To use online mental health services you will often need to know how to:

- Find an app or website by searching for it
- Use an email address
- Fill in an online form
- Video call
- Set up a safe password

**Top tip: The Be Connected program ([beconnected.esafety.gov.au](https://beconnected.esafety.gov.au)) has free resources to help you get started online.**

You will also need to think about:

- Finding a quiet and private place to sit in
- Having a device you can use and a reliable internet connection
- How much data you will need
- How much it costs
- If the information you provide will be shared with others
- How comfortable you feel with the service provider

**Top tip: Find out the types of digital mental health resources available from trusted providers on the Australian Government's Head to Health website ([headtohealth.gov.au](https://headtohealth.gov.au)).**

## Get help right now

If you need urgent support for your mental health right now, contact:

- Lifeline on 13 11 14
- BeyondBlue on 1300 224 636
- The Suicide Call Back Service on 1300 659 467
- If it is an emergency ring 000 or go to your nearest emergency department.

## Learn more

Good Things Foundation has a free online course on finding reliable information online and using apps and websites to manage your health and wellbeing. Visit [learning.goodthingsfoundation.org.au](https://learning.goodthingsfoundation.org.au).



# Try

# one thing

HELP  
WANTED

*Try finding your dream job*



**If you're looking for a new job or a change of career, the internet is the best place to start.**

The majority of employers advertise their roles online and look for candidates with the skills to navigate the internet and submit a digital copy of a resume. With a few simple tips, you can find and apply for your dream job or volunteer role!

**#GetOnlineWeek**

## Know your job websites

Understanding how the various job seeker websites work is crucial if you're using them to look for work. Each site works differently and offers various features to help make your job search as painless as possible.

**Top tip: Most job websites allow you to set up "alerts". You can tell the site the type of job you're looking for and where. They will then email you those that match so you don't have to constantly trawl the site.**

Some sites let you upload your resume and cover letter to apply in "one click". However, it is better to personalise your applications to each company to show your interest in the role.

## Create a resume and cover letter

Most employers will ask you to send them a current resume and cover letter as your application. Spending time on making sure your resume is formatted correctly and up-to-date will show potential employers that you have good attention to detail and are serious about finding a job.

**Top tip: A Microsoft Word document (.docx) or PDF should be fine for uploading to most job sites or attaching to an email.**

Using a word processing app such as Microsoft Word or Google Docs can make things easier than using a basic text editor. It also allows you to do things like insert tables, dot points and headings to make your resume and cover letter easy to read.

## Reach out to recruiters on social media

Have you heard of LinkedIn? It's a social networking site for business professionals to network, share stories and promote what companies are doing. It's also widely used by recruiters looking for candidates to fill roles. If you're serious about looking for a job it's worth getting familiar with LinkedIn and creating an account.

**Top tip: Unlike other social media like Facebook or Instagram, people use professional looking photos of themselves on their LinkedIn profiles. Try to avoid using a holiday snap or photo of you with a beer in hand!**

LinkedIn has a dedicated section for those looking for jobs with advertisements from recruiters and companies looking to fill posts. There's also an option to mark yourself as looking for work, so you will pop up in searches when recruiters are looking for people.

## Keep learning

The Be Connected and Good Things Learning websites have topics dedicated to the skills needed to create a CV and working from home.

Visit [beconnected.esafety.gov.au](https://beconnected.esafety.gov.au) and [learning.goodthingsfoundation.org.au](https://learning.goodthingsfoundation.org.au) to get started.



# Branches

For most up-to-date branch information  
visit [www.rtrl.nsw.gov.au](http://www.rtrl.nsw.gov.au)

## Lismore Children's Library

Lismore Central Shopping Centre, 44 Carrington Street

Phone 02 6621 2464

**Monday to Friday**

**9.30am-5pm**

**Saturday**

**9am-1pm**

**Sunday**

**1pm-4pm**

## Lismore Pop-up Library

146 Molesworth Street

Phone 02 6621 2464

**Monday to Wednesday & Friday**

**9.30am-5pm**

**Thursday**

**9.30am-7pm**

**Saturday**

**9am-1pm**

**Sunday**

**1pm-4pm**

## Goonellabah Library

Goonellabah Community Centre, 27 Oliver Avenue

Phone 02 6625 1235

**Monday to Friday**

**9.30am-5pm**

(Closed 12.30pm-1.30pm daily)

## Ballina Library

8 River Street

Phone 02 6686 2831

**Monday, Tuesday, Thursday, and Friday**

**9am-5pm**

**Wednesday**

**9am-7pm**

**Saturday**

**9am-12noon**

**Sunday**

**1pm-4pm**

## Alstonville Library

Leisure & Entertainment Centre, 46 Commercial Road

Phone 02 6628 5527

**Monday to Friday**

**9am-5pm**

(Closed 12.30pm-1.30pm daily)

**Saturday**

**9am-12noon**

## Lennox Head Library

Cnr. Park & Mackney Lanes

Phone 02 6687 6398

**Monday to Friday**

**9am-5pm**

**Saturday**

**9am-12noon**

### **Tweed Heads Library**

Civic Centre, Brett Street

Phone 07 5536 3672

**Monday to Friday**

**9am-5pm**

**Saturday**

**9am-12noon**

### **Kingscliff Library**

Turnock Street

Phone 02 6674 1607

**Monday to Friday**

**9am-5pm**

**Saturday**

**9am-12noon**

### **Murwillumbah Library**

Civic Centre, Tumbulgum Road

Phone 02 6670 2427

**Monday to Friday**

**9am-5pm**

**Saturday**

**9am-12noon**

### **Byron Bay Library**

Cnr. Lawson and Middleton Streets

Phone 02 6685 8540

**Monday, Tuesday, Wednesday, and Friday**

**9.30am-5pm**

**Thursday**

**9.30am-6pm**

**Saturday**

**9am-12noon**

### **Brunswick Heads Library**

11 Fingal Street Brunswick Heads

Phone 02 6685 1816

**Monday to Friday**

**9.30am-5pm**

(Closed 12.30pm-1.30pm daily)

**Saturday**

**9am-12noon**

### **Mullumbimby Library**

Station Street Mullumbimby

Phone 02 6684 2992

**Monday to Friday**

**9.30am-5pm**

**Saturday**

**9am-12noon**

### **Research & Family History Centre**

6 Centenary Drive Goonellabah

Phone 02 6625 5100

**Monday to Friday**

**9.30am-5pm**

# Richmond Tweed Regional Library

Connect. Discover. Escape.

6 Centenary Drive • PO Box 4031 • Goonellabah NSW 2480  
T 02 6625 5100 • E [rtrl@rtrl.nsw.gov.au](mailto:rtrl@rtrl.nsw.gov.au)

[www.rtrl.nsw.gov.au](http://www.rtrl.nsw.gov.au)



Providing free public library services to the shires of  
Ballina, Byron, Tweed and Lismore City.

Richmond Tweed Regional Library acknowledges  
the traditional custodians of the land on which we work.





#aussiebirdcount  
aussiebirdcount.org.au

# AUSSIE BIRD COUNT



## PRESENTATION BY CSIRO & AUSSIE BIRD COUNT

3PM MONDAY 16 OCTOBER

Join Online or at your Library

<https://us02web.zoom.us/j/89036771799>



Joining online from home is as easy as scanning the QR code and joining the ZOOM meeting. The friendly library staff will be there to greet you online from 2.30pm or come into the branch and share afternoon tea with us as we watch the presentation together. Library staff can also assist you to download the Aussie Bird Count App on your device or help you participate using the library computers. We're there to help so you don't need any tech skills at all to participate.



**Must be completed and returned to the Library before the major prize draws on Friday 20 October to be in the running to win.**

**Terms and conditions on the library website [www.rtrl.nsw.gov.au](http://www.rtrl.nsw.gov.au)**

## Event feedback



This survey is for event attendees to fill out.

1. Did you learn something new at your Get Online Week event?

☐ Yes

☐ No

☐ Unsure

2. Has the event made you want to learn more about what you can do online?

☐ Yes

☐ No

☐ Unsure

3. What did you learn today?

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4. Do you have any feedback you'd like to share?

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Thank you!

To be in the running to win great prizes you need to fill out the survey, your details, and return it to the Library before Friday 20 October

Full name \_\_\_\_\_

Phone Number \_\_\_\_\_

Email Address (if you have one) \_\_\_\_\_

Name of Library Branch \_\_\_\_\_



Entries must be received  
either online, or to your  
library branch before the  
prize draws are held on  
Friday 20 October



## Share your feedback

To be in the running to win great prizes such  
as a Samsung Galaxy Tab A7 Lite!

[www.surveymonkey.com/r/GOLW2023](https://www.surveymonkey.com/r/GOLW2023)



Or complete and return the survey on the inside page to your nearest  
library branch

This survey is hosted by Good Things Foundation who  
run the national Get Online Week campaign.

a campaign by

