Evaluation Framework for the Ethnic Communities Digital Inclusion Fund

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Purpose	To contribute to increased confidence for ethnic communities to use digital technologies, so they can more fully participate in society
What we want to achieve	Ethnic communities have the skills, motivation and trust to be digitally included

What does this look like (Priorities)	Having the digital know-how to use the internet in ways that are appropriate and beneficial for the individual				Able to see value in using the internet/digital technology and being aware of a range of information/services valuable to the individual	Being confident to do all that one wants to do online, and understanding what to do when facing significant challenges
How we will measure this Where applicable, participants self-assess their digital skills/knowledge before and after training using the enclosed template (a*lso includes questions about participants' experience on the training programme and trainers/facilitators)*	**Foundation/Basic skills** • percentage of participants who can turn on a device and log in to any accounts/profiles they have • percentage of participants who can connect a device to a Wi-Fi network • percentage of participants who can find and open different applications (App) or programmes on a device • percentage of participants who can use the different menu settings on a device to make it easier to use (e.g. change the font size to make it easier to read) • percentage of participants who can organise information using files and folders • percentage of participants who can use bookmarks to save and retrieve websites and information	**Skills to carry out online activities and access services** • percentage of participants who can manage their money and transactions online securely, via websites or apps (e.g. bank account) • percentage of participants who can buy and/or sell goods or services online • percentage of participants who can access and register services online including filling in forms, particularly for government services • percentage of participants who can access and manage health services online (e.g. booking appointments or online consultation) • percentage of participants who can use the Internet to find information to help them solve problems e.g. use search engines • percentage of participants who can use online tutorials, web chat, FAQs and forums to solve problems	**Social connection skills** • percentage of participants who can communicate with others digitally (e.g. email, or Messenger) • percentage of participants who can speak to others through video tools (e.g. FaceTime, Zoom or Skype) • percentage of participants who can interact and/or post content on social media platforms (e.g. messages, photographs, video etc.) • percentage of participants who can use the Internet to stream or download entertainment content (e.g. films, music, games or books) • percentage of participants who can set privacy settings on my social media and other accounts	**Skills to be safe online** • percentage of participants who can keep the information they use to access online accounts secure, by using different and secure passwords for websites and accounts • percentage of participants who can respond to requests for authentication (e.g. reactivate an account when they have forgotten their passwords) • percentage of participants who can assess the risks and threats involved in carrying out activities online and act accordingly, including o percentage of participants who can recognise and avoid suspicious links in emails, websites, social media messages and pop ups, and know that clicking on these links is a risk o percentage of participants who can update their computer security systems when necessary to prevent viruses and other risks o percentage of participants who can identify secure websites by looking for the padlock and 'https' in the address bar • percentage of participants who make sure not to share or use other people's data or intellectual property without their consent • percentage of participants who are careful with what they share online as they know that online activity produces a permanent record that can be accessed by others	**Motivation in using digital technology** • percentage of participants who see value in using the internet • percentage of participants who are aware of a range of information and activities that are valuable to them on the internet	**Trust in the internet and online services** • percentage of people who can confidently do all that they want to do online • percentage of people who understand what steps to take if they face significant challenges (e.g. losing their password or their password is stolen) • percentage of people who retain the same level of confidence on the internet after facing significant challenges (e.g. losing their password or their password is stolen)

Input/Intervention	Ethnic Communities Digital Inclusion funding and activity		
Target group/participant criteria	• People from ethnic communities (e.g. African, Asian, Continental European, Latin American, Middle Eastern), and • Lack basic understanding about digital technology, the internet, and online services • Lack knowledge and skills to connect to the internet with different devices in different ways • Lack knowledge and skills to carry out online activities and access services • Lack knowledge and skills to connect socially online • Lack knowledge and skills to be safe online, and/or • Lack motivation and/or trust in using the internet/digital technology	Priorities will be given to	• Community-led projects • Projects that can demonstrate benefits to one or more of the following groups: o Not in employment, education or training o People living with a disability o Women o New migrants/former refugees (in New Zealand less than 5 years) o Offenders and ex-offenders; and/or • Projects that demonstrate collaboration with other organisations or community groups