

Get Online

Greater Manchester

Support for disabled people



Get Online



Introduction

A lot of services have gone **online**.
This means you have to be able to go on the internet to use them.



So you need a digital device such as a:

- smart phone
- tablet
- computer



and:

- an internet connection



and:

- know how to use them
- be able to afford them



If people do not have this equipment, know how to use it, or cannot pay for an internet connection, it makes it harder for them to use services, such as:



- emailing
- booking appointments
- reporting things to your council
- online shopping
- getting information



This is called **digital exclusion**.

We want disabled people in Greater Manchester to be able to get online and benefit from all the opportunities digital brings.



This booklet tells you about organisations that give free or reduced cost support to Greater Manchester residents.

Ability Net



Website

<https://abilitynet.org.uk>



Phone

0800 048 7642 (9am to 5pm, Monday to Friday)



Email

enquiries@abilitynet.org.uk



About Ability Net

Our charity gives free advice to disabled people, employers, and family and friends on how technology can be adapted to make it more useable.

Our volunteers can visit people at home to support them. There are simple 'how to' guides and other information on our website about how technology can keep people independent.



Organisations giving support to disabled people

Ace Centre



Website

<https://acecentre.org.uk>



Phone

0800 080 3115 (9am to 5pm, Monday to Friday)



About the Ace Centre

Works with people who need Augmentative and Alternative Communication (AAC) and Assistive Technology.

This is equipment and software that helps people communicate.



Everyone Can



Website

<https://everyonecan.org.uk>



Phone

0808 800 0009 (9am to 5pm, Monday to Friday)



About Everyone Can

Is for young disabled people.

People visit the charity's centre in Sale in Trafford.

Here the team come up with an individual plan of how digital technology can help the person with shopping, communicating or controlling appliances.

We have weekly drop-in sessions and there is also a gaming centre where everyone can have fun.

**/EVERYONE
CAN ■**

Henshaws



Website

<https://www.henshaws.org.uk>



Phone

0300 222 5555 (9am to 5pm, Monday to Friday)



Email

info@henshaws.org.uk



About Henshaws

We are a charity that supports blind and visually impaired people live more independent lives.

The Digital Enablement Team can talk one-to-one with you and come up with the best way of using technology to live independently. They can help you look for grants and you can get more training at a local venue.

henshaws

beyond expectations

Tech Club at Walthew House



Website

<https://walthewhouse.org.uk>



Phone

0161 480 2612 (9am to 5pm, Monday to Friday)



Email

admin@walthewhouse.org.uk



About Walthew House

We give advice on finding the right technology to support people with sight and hearing loss. We offer:

- resource centre where you can try devices
- practical hands-on way of doing things
- demos from product providers

Walthew House is in Stockport, but we also have volunteers who can set up devices and visit you at home.

We have different groups going on each day.

**Walthew
House**

Digital Independent Specialist College



Website

<https://disc.ac.uk>



Email

seamus.m@disc.ac.uk



About Digital Independent Specialist College (DISCO)

The college is based in the Northern Quarter in Manchester City Centre. We are for young people who are good at digital and creative technology.

We run a full-time supported internship for people aged 16 to 25, who have an Education, Health and Care Plan (EHCP).

There is also a part-time version for Manchester City Council residents and other 1 and 2 day schemes.



DIGITAL INDEPENDENT SPECIALIST COLLEGE
MANCHESTER

Free digital skills courses



Learn My Way online courses for beginners



Website

<https://www.goodthingsfoundation.org/learn/learn-my-way>



About Learn My Way on-line courses for beginners

Learn how to:

- use your digital device
- keep safe online
- use online services
- shop online

These free, online courses for beginners use clear simple language. They are done in small chunks, so you can learn one thing before going on to the next.

You can do them at your own speed and repeat them if you need to.

You can do them at home or in any Greater Manchester Library.



Greater Manchester Skills Bootcamps



Website

<https://www.greatermanchester-ca.gov.uk/what-we-do/work-and-skills/skills-bootcamps/>



About Skills Bootcamps

A 'Boot Camp' is training that quickly gives people the skills they need to do something. GMCA runs Skills Boot Camps about different industries including digital.

The courses:

- are free
- last up to 16 weeks
- are for people in Greater Manchester over 19 years of age

Unemployed people who finish the training will get a job interview with a local employer.

There is support for people on the courses available from different places.

GMCA GREATER
MANCHESTER
COMBINED
AUTHORITY

Get Online Greater Manchester



Website

[https://greatermanchester-ca.gov.uk/
what-we-do/digital/get-online-greater-manchester](https://greatermanchester-ca.gov.uk/what-we-do/digital/get-online-greater-manchester)



Email

gmcadigital@greatermanchester-ca.gov.uk



About Get Online Greater Manchester

This brings together information about courses, support and activities from national and local organisations to help people get online.

If you live in Greater Manchester you can also use the **Get Online Greater Manchester Digital Skills Map** to see where support is.

[https://greatermanchester-ca.gov.uk/what-we-do/digital/
get-online-greater-manchester/greater-manchester-wide-
support/get-online-greater-manchester-digital-skills-map/](https://greatermanchester-ca.gov.uk/what-we-do/digital/get-online-greater-manchester/greater-manchester-wide-support/get-online-greater-manchester-digital-skills-map/)



Digital Skills Support Helplines

Bolton **01204 332853**

Bury **0161 253 5872**

Manchester **07860 064128** (Text only service)

Oldham **0161 770 8000**

Rochdale **01706 926653**

Salford **0800 952 1000**

Stockport **07724 217888**

Tameside **0161 342 2031**

Trafford **0161 912 3189**

Wigan **01942 244991**



About Digital Skills Support Helplines

Contact your local council's digital skills helpline to find out what support is available in your area.

Lloyds Bank also have a helpline – you do not need to be a Lloyds customer to get help and advice about digital technology.
0345 222 03333



Social Tarrifs



Website

<https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/costs-and-billing/social-tariffs>



About social tarrifs

A lot of internet service providers and mobile phone companies offer Social Tariffs. These are cheaper broadband and phone packages for people claiming Universal Credit, Pension Credit and some other benefits.

Each company has their own rules about who can go on a Social Tariff, they have different prices, internet speeds and length of contract. Most do not charge a set-up fee.

Look at each of the different providers to see what they are offering.



Greater Manchester Databank

Website



[https://greatermanchester-ca.gov.uk/ what-we-do/digital/get-online-greater-manchester/greater-manchester-wide-support/the-greater-manchester-databank](https://greatermanchester-ca.gov.uk/what-we-do/digital/get-online-greater-manchester/greater-manchester-wide-support/the-greater-manchester-databank)



Email

gmcadigital@greatermanchester-ca.gov.uk



About Greater Manchester Databank

Greater Manchester residents who are unable to afford an internet package may be able to get a free data SIM card from a community organisation such as a foodbank.

You can find a databank near you by using the Greater Manchester Digital Skills map:

<https://greatermanchester-ca.gov.uk/what-we-do/digital/get-online-greater-manchester/greater-manchester-wide-support/get-online-greater-manchester-digital-skills-map/>



Staying safe online

Learn how to stay safe from scams and cons when you are online. The Get Online Greater Manchester website has links to information that can help you.

Website

<https://greatermanchester-ca.gov.uk/what-we-do/digital/get-online-greater-manchester/support-with-online-safety>

Advice for parents



NSPCC

nspcc.org.uk/keeping-children-safe/online-safety



UK Safer Internet

<https://saferinternet.org.uk/guide-and-resource>



Internet Matters

<https://www.internetmatters.org>

Internet Matters have also created a page about staying safe online while gaming.

<https://www.internetmatters.org/resources/online-gaming-advice>

Advice for adults

The following organisations have made some helpful guides for adults about internet safety. These include information on how to avoid online scams and how to set up passwords securely.



Age UK

<https://www.ageuk.org.uk/information-advice/work-learning/technology-internet/internet-security>



Get Safe Online

<https://www.getsafeonline.org/personal/article-category/protecting-yourself>

Which?



<https://www.which.co.uk/consumer-rights/advice/how-tospot-a-scam-a1Fiz5h8mnJ9>

Other resources



Spectrum Gaming



Website

<https://www.spectrumgaming.net>



Email

info@spectrumgaming.net

About Spectrum Gaming



We work with people up to the age of 18 who are diagnosed as autistic. We build friendships by playing computer games and encourage people to accept their differences and live happy lives.



Education and Training Foundation



Website

<https://www.et-foundation.co.uk/professional-development/special-educational-needs-disabilities/teaching-and-learning/digital-technologies-and-send/>



About the Education and Training Foundation

We have 4 centres, 1 of them is in Oldham. They support leaders, managers and practitioners to put learners with SEND at the centre of their organisation.



**EDUCATION & TRAINING
FOUNDATION**

GREATER MANCHESTER

DOING DIGITAL DIFFERENTLY

