

Bytes

April 2017 news bulletin



Outback encounters

Junita Lyon

It was sunny blue skies as I headed off on a tour of Broadband for Seniors kiosks in the Wimmera and Mallee regions of country Victoria. But in these agricultural areas, it's all about rain and when it will come.

After a long drought a year or so ago, the restorative rains had rejuvenated the landscape and improved the morale of the many farmers who over time have navigated the many tenuous ebbs and flows of the weather.

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Editorial

Welcome to the April edition of **Bytes**.

Just recently I posted an article to the BFS Facebook page that really struck a chord with our online community. The article was essentially about the way we devalue older people by using what they referred to as Elderspeak.

Elderspeak means speaking slowly or using an exaggerated tone, pitch and volume with older people. This also includes using simple vocabulary, simple 'grammar and pronoun substitutions such as "how are we today?" instead of "how are you?".

In short, the research that underpinned this article indicated that older people, especially those with cognitive issues, hate elderspeak. And the response from our followers certainly provides additional evidence that the way we communicate with older people is important.

Speaking in this childish way to older people sends a message that they are either hard of hearing or not as mentally competent as others. It may be that those who communicate this way do not realise what they are doing. They may think they are being kind or friendly. But older people want to be treated as equals – and why wouldn't they?

Catherine Devlin

Editor

Out of date Vista?

Are you still making good use of the original NEC all-in-one computers but have noticed a few messages pop up about Vista or the operating system being out of date ? This is because as of 11 April 2017 Microsoft no longer provides support for Vista as it has done for the past 10 years.

So what does this mean and how will it impact the NEC computer? Essentially if you continue to use Windows Vista now that support has ended, the computer will still work but it might become more vulnerable to security risks and viruses. Also, as more software and hardware manufacturers continue to optimise for more recent versions of Windows, you can expect to encounter more apps and devices that do not work with Windows Vista.

Where the computer is still in good working order, many kiosks have obtained and installed a copy of the Windows 10 operating system which they have found actually works faster than Vista. As well as the benefits of running the most up to date operating system and the latest secure Internet browsers the annoying messages to upgrade have obviously gone away.

As there is no free upgrade to Windows 10 from Vista, kiosks have either purchased a copy through one of the many computer retailers or if eligible through ConnectingUp.org at a very reduced cost for not for profit organisations. The feedback from the kiosks is that the actual upgrading to Windows 10 on the NEC computers is very straight forward without any real issues.

<https://www.connectingup.org/>

If you would like to know more then please call the BFS helpline on 1300 795 897 or your State broadband for seniors networker.



Junita checks out some harness racing after a visit to the BFS kiosk at St Arnaud Community Resource Centre..

There are a few perks networking for Broadband for Seniors. I get to meet some wonderful characters that are part of this program, including seniors from all over Victoria. It's quite a privilege to help them understand the positive uses of technology. The other upside of this job is that I get to learn about the towns I visit and witness the beauty of these regional areas first hand.

Every town has a story that is entrenched in history. St Arnaud was a former gold mining town that now fosters the agricultural industry. St Arnaud's has a great little BFS kiosk at the Community Resource Centre (CRC). As well as the kiosk, St Arnaud's CRC delivers accredited and non accredited education programs and a broad range of other community services. At the kiosk, I caught up with local senior Andrew and Matt his volunteer tutor. Then after my visit I was lucky enough to check out the local harness racing in all its colourful glory.

From there, it was on to Donald which is surrounded by a number of lakes including

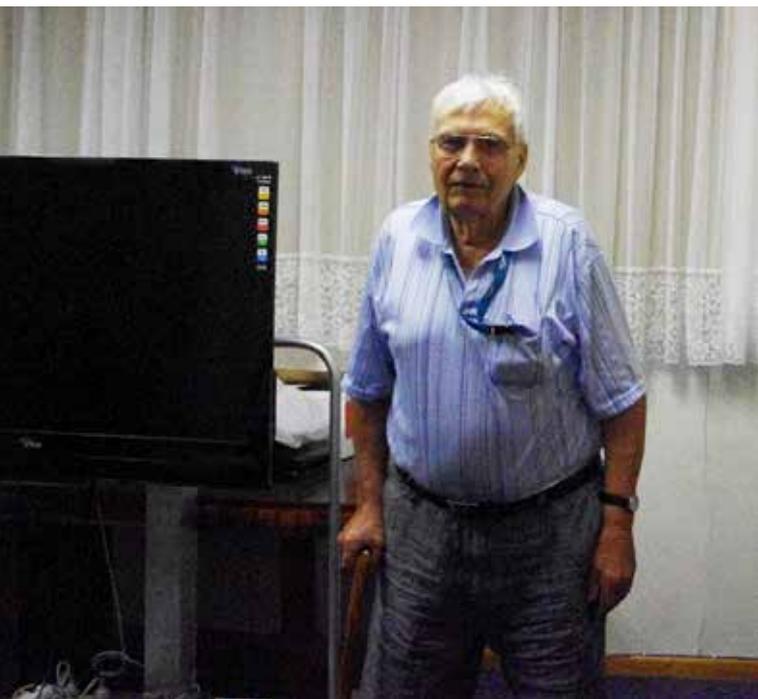
the huge Lake Buloke, which is a bird lovers paradise. There are two BFS kiosks in Donald – the Donald Community Centre and Goodwin Retirement Village. The seniors told me they often use the BFS computers for a variety of reasons. I was able to help them find and use our BFS resources including our fantastic online courses.



Junita catches up with the seniors at Goodwin Village in Donald.



After Donald, it was off to Birchip – the home of the Mallee Bull – to meet up with one of my favourite volunteer tutors, Bob Darby, who is so proud of his kiosk at the Birchip Senior Citizens Centre. It was wonderful to catch up with Bob who I have been connected to since I became a Broadband for Seniors Networker some five years ago. He is certainly devoted to helping seniors and that's no Mallee Bull!



Bob Darby –a devoted and long-serving BFS tutor.

Over to Hopetoun where you will find Lake Lascelles and the incredible Mallee bush retreat, a place where you can spend a night in your van or tent or stay in a renovated silo, cow shed, stable or a grain store. A well-known mecca for swimmers, campers, walkers, photographers and fishing enthusiasts. While there I visited our kiosks at the Hopetoun & District Neighbourhood House and the Hopetoun Community Resource Centre, and right in town at Gateway BEET.

I continued on down through Beulah where the BFS kiosk is located at the local post office. I took some time out to stop at Brim to see the amazing painted silos. Then it was on to Nhill and the LINK Neighbourhood House in Kaniva, which is near the SA border. While driving, I stopped to look at the magnificent Pink Lake at Dimboola then headed down through the flat lands of Little Desert and the rolling hills of Harrow and Balmoral. Balmoral is another beautiful town where I had an enjoyable time meeting local seniors at the Balmoral Bush Nursing Centre.

From there, it was over to Casterton, home of the Kelpie Muster, which draws big crowds in June. I spent most of the day at the Old Courthouse Community Centre's BFS kiosk. It was fantastic to present and answer questions for seniors from the local community, and, of course, to be rewarded with a lovely lunch and some interesting conversation.



Some great questions and a tasty lunch at Casterton.



The unique painted silos at Beulah.

Then it was down to Abbeyfield where I popped into the Abbeyfield Society's BFS kiosk to help a small group of seniors understand what Broadband for Seniors was all about. I soon found out that the nearby Mortlake local community is heavily involved in all things sporting, including showjumping, and I was lucky enough to catch an equestrian event before heading off to Camperdown.

It was so nice to meet a friendly group of seniors at Camperdown Community House. We spent some time looking through our Broadband for Seniors resources and I showed them how to use the online courses.

Sadly, this brought my tour of the Mallee and Wimmera to an end and while it was a long drive, it's so satisfying to be able to support people in rural and regional areas who rarely get visits of this nature.

For more images of Junita's tour, check out our Facebook page: <https://www.facebook.com/BFSeniors/>



Mysteries

of modern communication

Rolf Rekort from U3A Online explains modern communication in a simple and straightforward way

Communication between human and a device

Here are a few examples to demonstrate this form of communication.

Take the landline based telephone system invented by Alexander G Bell in 1876, and about 100 years later the hand-held mobile phone (introduced in 1979 in Japan).

When making a phone call, we are online to a device (a phone) at the other end. If a human does not answer the phone call, no real-time communication can happen. However, the phone device at the other end will communicate with us in real-time, that is, telling us via beeps that the number is engaged or playing a message inviting us to leave a message on the answering machine.

An even more fitting example for 'online only' communication is the email system available to us from the mid 1980s after the introduction of personal computers and the Internet in our homes and businesses.

When we send an email, we normally do not expect an immediate response, say, in seconds or even minutes. The

recipient of the email may answer in hours, days or even weeks. We hear from young people that communication via email is outdated.

They hardly access their email in-box. Nowadays 'texting' via a mobile smart phone is in!

SMS is the buzzword. SMS stands for Short Message Service. In this context 'short' means: no more than 160 characters for one transmission. Typing in a message, even a very short message, via the keyboard displayed on the mobile phone screen is for most seniors an arduous task. We are no match for the speedy two thumb keyboard operation of our grandchildren.

The high data entry speed the youngsters can achieve also means that a quick exchange of SMS messages comes close to real-time communication. Another option to communicate with peers, friends and family in an 'online only' fashion is via the social





networking systems. What are they? The most well-known are Facebook, Twitter and LinkedIn, which can be accessed via computers or mobile phones. The user transmits messages, comments, photos, video clips or website links for dedicated social media websites in order to share information, experiences, events, etc with 'friends', colleagues or business contacts. The expectation is that the contacts will respond with comments and share their own stories in an 'online only' fashion. The point here is again, the user is online but there is no real-time communication with a human being.

The following examples show the variety of scenarios that demonstrate 'human with a device' communication, that is, online shopping, online banking, online information retrieval, online video clips retrieval, online interaction with government websites, online blogs and online distant education. An example for the latter is the online course program offered by U3A On-

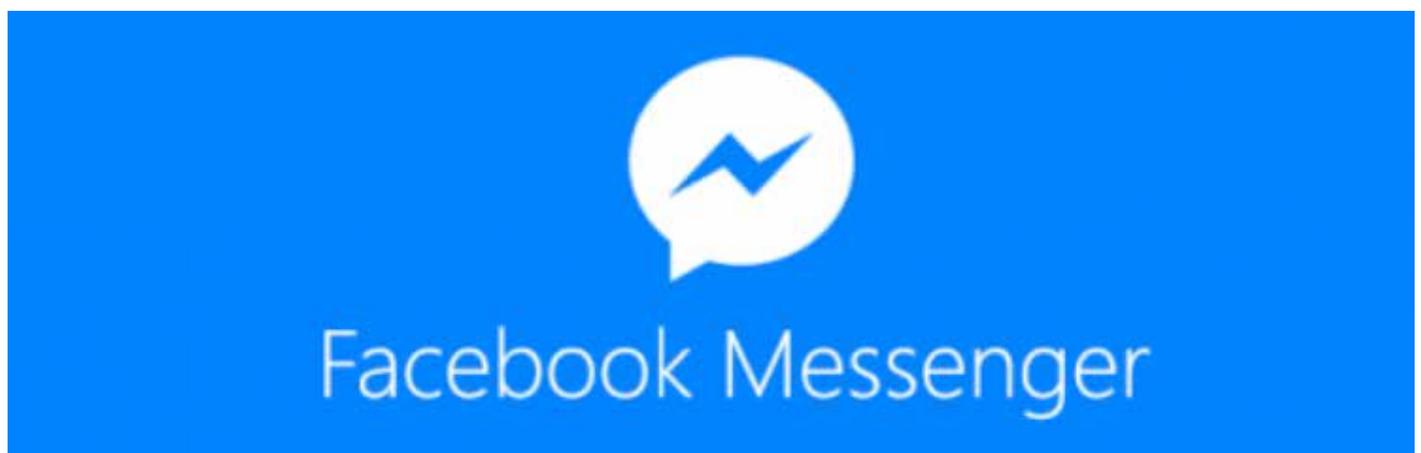
line, the world-first virtual University of the Third Age. It works like this: Members of U3A Online have access to all course material for over 100 courses in various categories, like World Affairs and History, Nature, Writing and Creativity, Science and Lifestyle. The courses can be downloaded to a member's own computer and include an online course specific discussion forum to which all participants can contribute. Some courses are guided by a Course Leader via online comments to the relevant discussion forum.

Communicating with a device rather than with another human being has become for most of us, even for seniors, dare I say, second nature. We can't do anymore without these dramatic advances in communication technology. This will become even more obvious when in the next *Bytes* issue we look at the devices and software which make distant real-time communication possible.

Messaging

and sharing apps

Let's share some information from ASCCA's latest manual
Let's Communicate by Mark Young and Raymond Hart.



Facebook Messenger can be used for virtually all kinds of messages: text, photos, SMS and video.

You don't have to be a Facebook user but, if you are, you will have your friends already imported into the contacts list, ready to go.

Features you might like:

- Well set out and easy to learn –with some help.
- Great emojis and stickers, especial-

ly on the iPhone version.

- Includes its own camera app to take photos and video as you use it.

Features you might not like:

- Some preferred it as the Facebook app, rather than separate.
- Its connection with Facebook is a turn-off for some people.
- It is becoming cluttered with features and 3rd party app links.



Skype is clearly set out and works well. Has now added third-party bots* that are games and services. It is planned that bots will be also be able to carry out tasks like booking hotels, buying things etc.

Feature you may like:

- Simple, familiar operation that works with your Microsoft login.
- Has some built in animated emojis and stickers.
- Combines well with Android, iPhone, tablets, computers.

Features you may not like:

It may take a while before bots are trusted enough to use them.

Phone version cannot share screens like the computer version.

People don't tend to realise that you can use it for chat.

*The bots we are talking about here are essentially virtual assistants, much like Siri and Cortana. Only the latest generation of bots communicate via text rather than speech.

Twitter is a very public forum where you can tweet messages that can only have 140 characters.

Features you might like:

The most up-to-the-minute, crowd sourced, news service around.

Hashtags and trending lists help you quickly find what you want.

It's easy to add and delete people you want to follow.

Features you might not like:

It is overly complex to understand for such a simple concept.

Some topics attract trolls and complainers who can get very nasty

Many tweets are just links to somewhere else, not conversations

Nan Bosler

www.ascca.org.au

Noticeboard

Upcoming BFS webinars 2017

Armchair travel with Google Earth

Date: 5 May 2017 at 1.00 pm AEST

Presenter: Vivian Evans

Engaging volunteers from different backgrounds

Date: 25 May 2017 at 1.00 pm AEST

Presenter: Emma Sharp

To **register** and for more full event details, go to <http://bfseniors.com.au/events/>

Get the help you need

Helpful resources

We are adding to these resources regularly. In particular:

<http://bfseniors.com.au/for-kiosks/training-resources/>

Upcoming and recorded webinars

<http://bfseniors.com.au/events/>

http://bfseniors.com.au/events/?tribe_event_display=past

BFS Google Group and wikispace

<http://groups.google.com.au/group/bfsvolunteer/>

<http://bfsv.wikispaces.com/>

BFS support

<http://bfseniors.com.au/for-kiosks/support/>

Self-paced tutorials

Did you know?

There are self-paced online tutorials for seniors freely available at:

<http://bfseniors.com.au/online-training>

We'd love your feedback!

Are your tutors keen for professional development webinars on a particular topic? If so, feel free to let us know. We are happy to tailor our webinar events to meet the needs of your volunteers tutors or seniors in your communities. Call us on 1300 795 897 or email infobfs@ala.asn.au.

GEMs **for enquiring minds**

If you are looking for ways to encourage seniors to surf the Net then look no further. GEMs includes interesting health and lifestyle snippets; fun links and technical bits and pieces. Here is a small selection from the free U3AOnline GEMs newsletter which is mailed directly to subscribers' in-boxes on the first of every month. Read previous editions and subscribe here for your free personalised edition – <http://www.u3aonline.org.au/content/gems>

Research

** Think brain games make you smarter? Think again, researchers say

<https://www.sciencedaily.com/releases/2017/04/170417095528.htm>

* Many older adults will need help with managing their medicines and money

<https://www.sciencedaily.com/releases/2017/04/170407113035.htm>

Avocados may help combat the metabolic syndrome

<https://www.sciencedaily.com/releases/2017/04/170410110730.htm>

Fruits and vegetables' latest superpower? Lowering blood pressure

<https://www.sciencedaily.com/releases/2017/04/170405130950.htm>

Mission control: Salty diet makes you hungry, not thirsty

<https://www.sciencedaily.com/releases/2017/04/170417182920.htm>

Music has powerful (and visible) effects on the brain

<https://www.sciencedaily.com/releases/2017/04/170412181341.htm>

Patients uncertain about how to best manage their cholesterol, survey finds

<https://www.sciencedaily.com/releases/2017/04/170410095724.htm>

Information

** Since November 1994, Scambusters.org has helped over eleven million people protect themselves from scams...(Ed: Check it out and you'll probably want to subscribe to their brief free weekly email.)

<http://www.scambusters.org/>

A Vaccine for Adults 60 and Older. Shingles, a painful skin disease, affects about half of older adults by the time they are 80 years old.

<https://nihseniorhealth.gov/shingles/prevention/01.html>

Need Graph, Music Or Lined Paper? Generate And Print Your Own (Thanks Gizmos Freeware)

<http://www.techsupportalert.com/content/need-graph-music-or-lined-paper-generate-and-print-your-own.htm>

Fun

"I made this letter longer than usual because I lack the time to make it short". (Blaise Pascal. From Famous Quotes: Hand Picked Funny, Inspirational and Love Quotes - Free email

<http://www.famous-quotes-and-quotations.com/>

Ageing swimstars have still got it

<http://mobile.abc.net.au/news/2017-04-03/360-swim-team-reformed-and-ready-to-break-records/8410790?pfmredir=sm>

Capture the elegance of a typical 18th Century concert (thanks Viv Atkins NZ)

https://www.youtube.com/watch?v=uT3SBzmDxGk&feature=em-share_video_user

Technical

* How to Block Bad Websites

<http://www.techsupportalert.com/content/how-block-bad-websites.htm>

Windows 10, basically keeps itself up to date automatically, installing both minor patches and complete new versions as required. Free of charge.

<http://www.techsupportalert.com/content/windows-10-creators-update-whats-coming.htm?>

How to Easily Search the Deep Web to Find What You Want

<https://www.maketecheasier.com/search-deep-web/>

How To Enable A Preview Pane In Gmail

<http://www.addictivetips.com/web/enable-a-preview-pane-in-gmail/>

Beware the Driver Update Scam

http://askbobrankin.com/beware_the_driver_update_scam.html?awt_l=DpMUM&awt_

Amazon's new Petlexa can understand your pet's bark or meow, and place orders for what they want. Read on to find out how (and why) nonsense like this spreads like wildfire online

http://askbobrankin.com/scams_hoaxes_urban_legends_and_their_busters.html?awt_l=DpMUM&awt_

Rick Swindell

U3A Online

