

Bytes

August 2017 news bulletin



Networker adventures

Some parting words from our BFS networkers

The Broadband for Seniors networkers have done a fabulous job. Located all around Australia they have visited many BFS sites to

help out and also to run public BFS events. This level of support has really helped organisations support older people with their digital literacy and

Editorial



This is the last Bytes news bulletin that I will write as the program closes at the end of this month.

There are a few people I need to thank for all their efforts and support of the BFS program. First, I'd like to thank Meagan Bignell for her tireless work as BFS project officer – supporting both seniors and kiosks. Our wonderful networkers who have had a tremendous impact throughout the BFS community: **Junita Lyon, Marian Vincent, Vivian Evans, Rob Page** and **Georgina Nou**. These people have high level skills, knowledge and experience in community development, adult education and technology. I am in awe of their capacity and dedication to the BFS program.

Some of our networkers reflect on their role in this edition (cover story). Check out the BFS Facebook page for a taste of the activities they have run across Australia. Our project staff and networkers provided hands on, face-to-face and virtual support – often in communities where this sort of thing is unheard of but desperately needed. **Hats off to you!**

I would also like to mention the networkers who have moved on **Rasa Dunlop, Geoff Greig, Veronica Currie, Robyn Jay, Deb Littlehales** and **Wanasai Hunn**.

I also want to thank all the **BFS volunteers** and **hosts** who are making the biggest difference in their communities, and those who contributed to the BFS Google Group and the BFS Wiki. It is the people not the technology that make these resources so great. Also a special mention to **Keith Harvey** who has been a fantastic advocate for seniors and digital literacy.

A massive thank you to our consortium partners **Rolf Rekort** and **Rick Swindell** at U3A Online and, of course, **Nan Bosler, Mark Young** and **Ray** at ASCCA. What wonderful and talented people to work with!

I have loved my time with Broadband for Seniors largely because it's important work. Older people need to be given the opportunity to learn how to use technology. But it's also important to understand how this is achieved. It is achieved by working closely with seniors – through the relationships that are build at a community level. Many seniors visit kiosks over and over again to consolidate what they have learnt. They love the social interaction and that they can ask questions that are most relevant to them. It is the humanity behind the technology that has made this program so successful. This level of support for senior Australians must continue.

We wish the Good Things Foundation much success in the future and expect they will enjoy this experience as much as we have.

Catherine Devlin – Adult Learning Australia

helped to build the profile of this important program.

Networker reflections

Vivian Evans – BFS Networker for NSW

I have had a lot of fun and covered a lot of miles – visiting 500+ kiosks across NSW and more recently the ACT. I started in July 2012 so just over 5 years, and it has been a dream job visiting kiosks across the state from my home town of Coonabarabran in North West NSW.

I have connected with so many fabulous people, many of whom are volunteers. Our communities are very lucky to have some passionate and engaged volunteers and staff members who bring a lot of energy, compassion whilst sharing skills and knowledge with our seniors. Many of these volunteers are, in fact, seniors themselves

and love giving of their time and sharing their expertise.

I am a definite fan of Men's Sheds and community and neighbourhood centres and what they offer people in our community. These great organisations improve the lives of people in our communities. They are an essential part of the social fabric and provide connections for seniors and the broader community. Being a BFS Networker I got to see these activities first hand.

What I think was most special about Broadband for Seniors was that each kiosk took the resources that were offered and made them their own.

No two kiosks were alike – it depended on the volunteers, the staff, how the organisation operated and the community it existed in.





The online community of Broadband for Seniors was special too with the collaboration on the BFSV Google Group – there were so many broad ranging discussions linked around technology and seniors. With always somebody quick

to respond with an answer to a question. The BFS wiki space was such a collaborative hub of resources – the family history and games resources were particularly popular. The live webinar events were such a bonus and great to be a part of and present at times. These added to the phone helpline, the fabulous website with key resources and the nation wide team and network.

It is hard to choose highlights but I will say a few. Being invited to the Growing Young Seniors Health & Well Being Expo in 2016 at the Chinese Christian Community Centre was something really special. Seeing so many Seniors perform and share their Chinese culture was so exciting to be a part of. For me it highlighted how varied and vast the Chinese community is.

Hearing and discovering the many fabulous ways the volunteers and staff shared how they used technology, whether with seniors with dementia, games and YouTube karaoke for socialising, to iPad groups, helping seniors connect with their loved ones and get over the hurdle of using technology. Being a conduit for capturing the strategies that worked and sharing these with others was definitely a

highlight of the role along with seeing how various teams worked together and nurtured their volunteers. These were the kiosks that thrived!

As I step into my own business focussed on online support for women in business and not-for-profit organisations, I will certainly treasure the connections and experiences I made during my time as the BFS Networker for NSW.

Junita Lyon –BFS Networker for Victoria

It has been a pleasure to have had the opportunity to travel throughout beautiful Victoria and visit our Broadband for Seniors kiosks. The dedication and passion of the tutors and hosts who have made this great program possible has been fantastic to observe . I feel I made many friends along the way and enjoyed plenty of conversations with people of like mind. People who, like myself, see the benefits in technology and are happy to share their knowledge and skills with others.



I leave BFS with many fond memories of the people I have met who welcomed me as their Networker and told me stories of the seniors they have helped. Of seniors who exemplify the idea of lifelong learning and who are keen to be part of the wonder of the Internet.

The thing that will always stand out for me is how proud so many tutors are of what they had achieved at their kiosks and how they had gone above and beyond to help their community. Many in places that were so isolated I had to drive for hours on lonely roads to get there.

I also enjoyed the many presentations I was able to deliver at the kiosks; the groups of seniors I met and the yummy morning and afternoon teas I consumed.

I leave you now to head off to outback South Australia to start a new part of my life where I hope to do some opal noodling, computer tutoring to isolated residents and the odd online training. If you are ever in Andamooka SA look me up.

Marian Vincent – BFS Networker for WA

I first started with the Broadband for Seniors' programme about seven years ago, when it was relatively new, and using a computer was still a very scary experience for many, especially the senior community. Having the op-

portunity to work in an environment that not only provided the equipment, but also the support to show seniors how to be a part of the digital age really appealed to me.

There have been challenges along the way learning different systems, keeping up to date with the changes in digital technology, and trying to visit kiosks across WA. Although I haven't been able to go everywhere I have travelled to kiosks as far south as Albany and up North to Jurien Bay, with many other places in between. I'm sure all the networkers will agree that the best part is going to kiosks and meeting the great staff, volunteers and of course the many seniors that have benefited from the programme.

I am always amazed at the varied skills our seniors have acquired, which encourages me to keep updating my own computer knowledge. More recently the use of tablets and smart phones has made the whole process much easier and I think this is where the training for seniors is required the most, especially with one on one



support as the whole world of social media and interaction develops. I sincerely hope the new programme gives as much to the senior community as BfS has, and that many existing kiosks continue the excellent work they do, networking with like-minded organisations.

As for me, I am going back to where I started but now working as an assessor for the language literacy and numeracy programme helping people of all ages get back into, or just starting in, the workforce. Good luck everyone.

Robert Page –BFS Networkers for QLD

Being the newbie on the team I must say that even in my 18 months with BFS I have seen the tremendous results achieved through the program in my state of Queensland.

The network of kiosks has provided the opportunity for so many senior Australians to gain assistance and feel more confident in the use of digital technology.

Seniors would often mention to me that they now have a way to help them keep in touch with friends and family and also make their lives easier through online services from businesses which they may not have normally had access to. I recall on my travels to visit kiosks around the state I often provided a presentation and would be guaranteed a room full of seniors keen to learn and ask many questions,

especially those with their own portable device such as a tablet or smart phone.

On my many site visits, the kiosk staff would often mention of the wonderful support from the Broadband for Seniors management team in Melbourne.

So into the future and continuing with the spirit of seniors getting into and keeping up with digital literacy I will be teaching several classes at the Gold Coast University of 3rd Age covering a wide range of topics similar to those we had in the BFS webinars over the years. I have really enjoyed working on the Broadband for Seniors program, helping the kiosks and seeing seniors who were not originally part of the digital age start to embrace it.



Quo Vadis?

From BFS to DLOA

U3A Online, a virtual University of the Third Age for older people, was eminently suited to be part of the federally funded Broadband for Seniors (BFS) initiative right from the beginning when it was launched in 2008. That was about 10 years ago.

During this period U3A Online has supported BFS in various ways including regular contributions to the *Bytes* monthly bulletin. U3A Online relies on the expertise and commitment of volunteers (retired seniors) for the production of its online courses and the day-to-day operation of a virtual not-for-profit organisation. Consequently, the U3A Online representation on the BFS program is also staffed by volunteers from its ranks who contribute their professional expertise in adult education and information technology gained in their former working lives.

Ardent supporters

Dr Rick Swindell and I are ardent supporters of the ongoing digital literacy program to prepare seniors to function and participate in a digital society. The BFS program has been extremely successful in achieving its set goals and U3A Online is proud to have been part of this success story in conjunction with ALA and ASCCA.

The BFS program relied heavily on kiosk volunteers to tutor senior citizens

on a one-to-one and group basis to achieve computer and internet skills on a basic and advanced level. Tutors and students alike could access a multitude of resource material via the BFS website created and maintained by Adult Learning Australia (ALA). What a terrific job ALA did to accumulate and present those valuable resources and I can only hope that the BFS website is still retained for some time in parallel to the new DLOA website.

Aligned causes

Volunteers select and actively support those causes they feel most aligned with in their thinking and capabilities. In my personal case it is U3A and has been for the last five years BFS. Volunteers feel proud when they have participated in achieving something worthwhile and, although not expecting any financial rewards, acknowledgement of their volunteer input is the reward.

The new Digital Literacy for Older Australians which is a federal government funded initiative needs to be applauded and hopefully it makes a similar positive impact on the advancement of digital literacy among Australian senior citizens.

Rolf Rekort

Journey's end

It has been a delight to share the Broadband for Seniors journey with you all. I have been wandering back through time to relive the journey. The first email I could find was dated 15 January 2008. It referred to an earlier discussion we had about the new government funding which was designed to increase the number of seniors using the Internet, and was asking if ASCCA would join with them to put in a submission for this new opportunity.

There were many similar requests but ASCCA with Adult Learning Australia and U3AOnline became part of the NEC led submission. Of course I reacted as you would expect when David Cooke from NEC wrote, ASCCA have extensive experience which we would like to integrate into any offering. The amount of information I sent him about ASCCA and the great need to help seniors to explore the benefits and satisfaction of using the Internet was probably a bit of overkill but I was keen, I wanted ASCCA to be part of this great opportunity.

NEC led the next chapter of our wonderful Broadband for Senior's story and I know that some of you were with the program in those early days as it endeavoured to successfully lead seniors into the world of technology.

When NEC's contract came to an end, Adult Learning Australia became the lead agency in the consortium that still included ASCCA and U3AOnline and the valuable work being done in the

BFS Kiosks continued. ASCCA has been working with and for seniors for some 20 years but my personal relationship with ALA through its long journey with Adult Education began back in the 1970s. I hope we will continue to work together for years to come.

I am sure that the work begun and carried on so well in the kiosks will continue. I remind you that ASCCA has written a development kit to help you grow your kiosk as a Seniors Computer Club. It is available on the ASCCA website and it is free to download. ASCCA will be there to help you make the change: http://ascca.org.au/images/ascca_pdfs/info_manuals/ascca_dev_kit3-2016-Ray.pdf

It is with sadness that we see the program come to an end but it is with enormous satisfaction that we acknowledge just how much it has achieved. Congratulations to you all – you made it work!

What is it they say, when one door closes another one opens. How true! The Government has funded a new program, Be Connected which will be there for Kiosks and Seniors Computer Clubs – so watch for more information.

Thank you for allowing me to be a part of this fabulous journey with you, best wishes as we explore new horizons together.

Nan Bosler

www.ascca.org.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

** Moderate consumption of fats, carbohydrates best for health, international study shows

<https://www.sciencedaily.com/releases/2017/08/170829091027.htm>

* How dietary fiber helps the intestines maintain health

<https://www.sciencedaily.com/releases/2017/08/170810173334.htm>

* In a nutshell: Walnuts activate brain region involved in appetite control

<https://www.sciencedaily.com/releases/2017/08/170816181259.htm>

Dancing can reverse the signs of aging in the brain

<https://www.sciencedaily.com/releases/2017/08/170825124902.htm>

High salt intake associated with doubled risk of heart failure

<https://www.sciencedaily.com/releases/2017/08/170827101752.htm>

Social isolation, loneliness could be greater threat to public health than obesity

<https://www.sciencedaily.com/releases/2017/08/170805165319.htm>

Information

These 9 behaviors could cut your dementia risk by 35 percent

<https://www.vox.com/health-care/2017/7/31/16049300/9-behaviors-could-cut-dementia-risk-35-percent>

How Can I Tell If a Website is Safe?

<https://askleo.com/can-tell-website-safe/>

Problem Steps Recorder Is An Amazing Troubleshooting Tool

<http://www.techsupportalert.com/content/problem-steps-recorder-amazing-troubleshooting-tool.htm>

Fun

Billy Connolly - Terrorist Attack At Glasgow Airport, Must Watch!

<https://www.youtube.com/watch?v=7gMJBQoHJ4E>

100 photographs of iconic people of all time (Thanks Ken Vassella Australia)

<https://www.webdesignerdepot.com/2009/06/100-portraits-of-iconic-people-of-all-time/>

Technical

Enable File History in Windows 10

<https://askleo.com/enable-file-history-windows-10/>

Restoring Files with File History

<https://askleo.com/restoring-files-file-history/>

Find Any Word, In Any File, On Your PC. Fast.

<http://www.techsupportalert.com/content/find-any-word-any-file-your-pc-fast.htm>

Online security 101: Tips for protecting your privacy from hackers and spies

<http://www.zdnet.com/article/simple-security-step-by-step-guide/>

[HOWTO] Take Great Smartphone Pictures

http://askbobrankin.com/howto_take_great_smartphone_pictures.html

[RESET BUTTON] Restore Your PC To Factory Defaults?

http://askbobrankin.com/reset_button_restore_your_pc_to_factory_defaults.html

[Windows 10 Tip #10] - Make a System Recovery Drive, NOW

http://askbobrankin.com/windows_10_tip_10_make_a_system_recovery_drive_now.html

Rick Swindell

U3A Online

