

Bytes

June 2017 news bulletin



The island state

Meagan Bignell (BFS Project Officer) takes a BFS roadtrip in Tasmania.

After promoting Broadband for Seniors at the Adult Learning Australia Conference in Hobart earlier this month and receiving such a

fantastic response from the delegates, I hit the road to visit some of our fantastic BFS kiosks located across beautiful Tasmania.

Editorial

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

Adult Learning Australia recently ran a conference in Hobart that focussed on the different ways that learning transforms lives. Adult education empowers people in many ways. It increases their chances of getting a job. It helps them to stay healthy, and it can support them to be a vital part of their community.

The UNESCO Global Report on Adult Learning and Education (2016) highlights the contribution that learning makes across many sectors of society. According to UNESCO, adult education is a fundamental human right that offers multiple benefits and a lasting impact.

For older Australians, digital technologies have the potential to improve their lives in so many ways. With the right smart technologies and the ability to use them, older Australians could stay at home longer. With assistive technologies, older people could potentially stay at work longer. Technology also offers a means of staying in touch with family and friends.

It is now more important than ever to ensure that older Australians have the opportunity to develop their digital literacy skills; particularly those that are disadvantaged, disengaged or sitting on the wrong side of the digital divide.

Catherine Devlin

Editor



Annual BFS reports

Broadband for Seniors has had another great year and, of course, it's all because of you. We really appreciate all your hard work supporting seniors to use technology.

The success of this program is largely due to your efforts.

But now it's time to report. Every BFS kiosk must complete the annual BFS reports. This requirement is clearly detailed in your BFS agreement.

BFS Host Contacts must complete this report:

<https://www.surveymonkey.com/r/JXBT2RK>

BFS Volunteers must complete this report:

<https://www.surveymonkey.com/r/JNG83QD>

Yes, we know that reporting is a pain but it is important. And it gives you the opportunity to reflect on your own successes. We do all we can to make this process as simple as possible so completing the online reports should not take very long. If you are experiencing difficulties, please feel free to contact us.

Surveys must be completed by July 20.

We can't wait to share your results and let everyone know what a great job you've been doing!



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My first stop was only a hop, skip and jump away from the heart of Hobart over the bridge to Warrane Mornington Neighbourhood Centre – where I was greeted by a group of 8 enthusiastic seniors and one lovely tutor, Doreen.

Doreen had asked for her usual Monday and Wednesday classes to come in on the same day to be there for my visit, which was great! The main task of the lesson while I was there was that they were all learning how to borrow books online from Overdrive, which we had a recent webinar on. They were busy working from their own devices, which included both tablets and laptops.

Doreen made her way around the group helping them all with their questions and I was doing the same while asking them some questions about their time at the Centre as well.



It was very obvious that Doreen had a real knack for tutoring seniors. The students all told me how patient and understanding Doreen was with them,





BFS tutor Doreen with her later life learners Cecily, Patrick and Ron at Warrane Mornington Neighbourhood Centre..

to which the humble Doreen simply shrugged and said she gets as much from tutoring them. The seniors said Doreen made them feel confident and capable, and they all enjoyed her spending one-on-one time with them in their classes.

For the love of learning

One of the attendees was Cecily. Cecily told me how she was a teacher of Home Economics for 48 years (she started teaching at 16!) and after being retired for 10+ years she promised herself that she would only return to learning for herself if she really LOVED it. And that she does. She loves learning on her computer and spending time figuring things out. She said she used to be very process driven and sometimes finds it hard because she can't see what's going on 'under the hood', but she is slowly letting go of the desire to see the full picture.

Now Cecily can confidently send emails and browse the Internet. She

feels confident coming to the lessons at Warrane. She learns so much from Doreen but also from her fellow students, and really enjoys coming to the Centre and spending time with her 'class mates'.

A wide variety of abilities

The later life learners that Doreen works with range from newbies to those who have been attending for years. They all talked and had a laugh together during their session. It was such a lovely sight to see everyone enjoying learning and connecting with each other.





Beautiful seaside scenes near Swansea..

The next stop on my trip saw me driving up the east coast of Tassie to a lovely seaside town called Swansea. Some of the views on the way up the coast were breath taking. Maria Island for starters and then Freycinet National Park as well. The drive was windy but the constant views made up for it all. A drive I will definitely be back to do again.

More than a GP

The BFS kiosk at Swansea is located in May Shaw Health Centre, which houses a general practice, residential care, palliative care and more. The kiosk was situated in 'JJ's café', which is a brightly lit room set up like a mini

café where the residents can sit and have a tea and chat with the computers are right there. Linda the host said they have a few regulars who use the computers to research their family histories and to Skype with their families present.

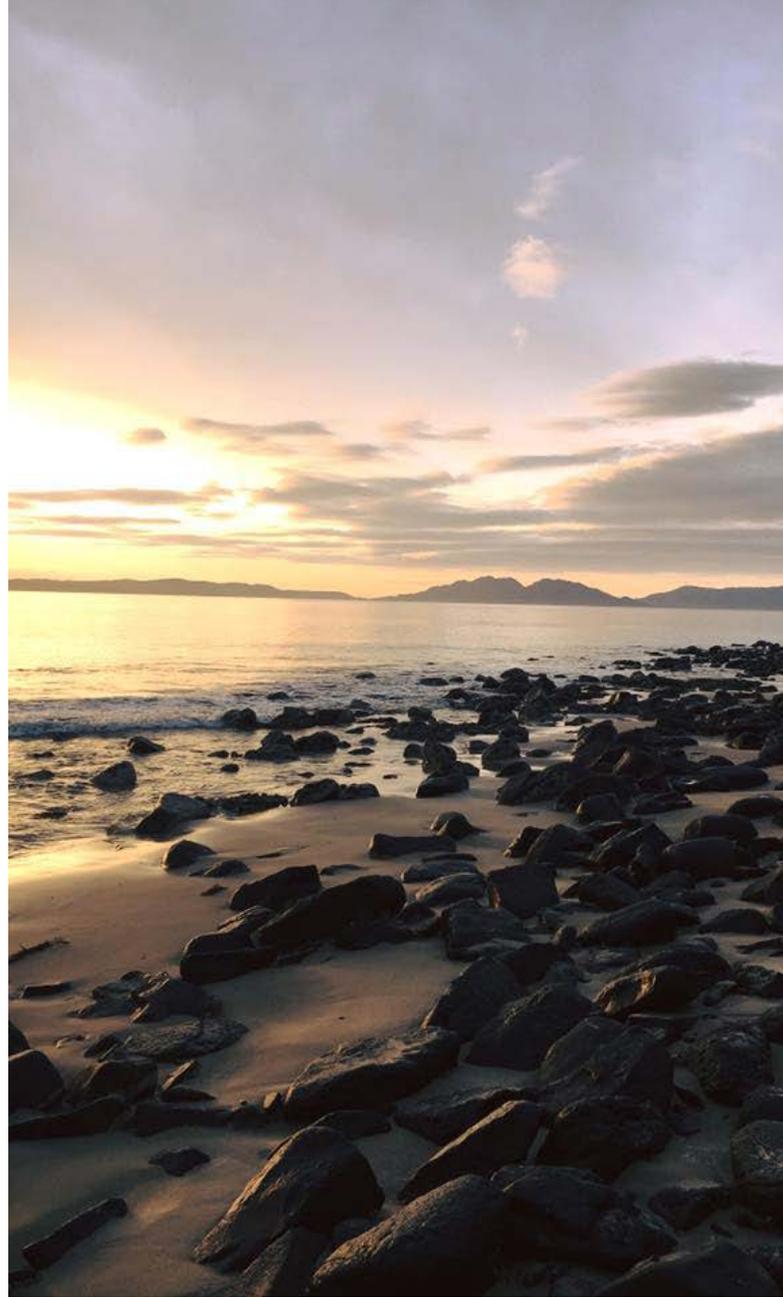
Linda who is a self confessed lover of the cold and snow said she has often set the café up like a winter wonderland with one of the computers displaying a crackling fire; another displaying an image of a window with snow falling outside, and another BFS computer playing music tunes from the 60s. Sounds like a rather cozy afternoon to me! <Insert sounds of crackling fire here>

After staying over in Swansea for the night and witnessing a magnificent sunrise (see picture right!) I was on my way inland via the country roads to Deloraine. Deloraine is a town where you can tell everyone knows everyone. This theory proved to be true when I visited a cute little handcraft gift store to ask where I could get the best coffee, and was pointed to the woman's partners' café just few doors down!

The kiosk at Deloraine is situated in the Deloraine House which hosts an array of services and activities from counselling to housing advice to computer tuition! I had a wonderful chat with the host Narelle who runs the centre. Narelle thinks that Broadband for Seniors is a fantastic program that really helps older people to improve their digital skills.

A one-on-one lesson was going on at the time and I had a quick chat with Christine who has been visiting the Centre for a few months to get help with different bits and pieces on the computer. This time she was learning how to transfer images taken from her camera and put them onto the computer to send in emails to her family. She said she really enjoys coming to the lessons and is glad the tutors have time to explain things to her and repeat them if needed. She said she doesn't feel rushed to learn anything as the tutors all have wonderful patience with her.

Last stop on my mini Tasmanian road trip was to a kiosk just out of Launceston CBD, the Windsor Community Precinct. The precinct itself was huge



and modern and they have everything there from medical, child care, yoga, gym, café computer hub and much more. I was taken to the computer room where I met with Nigel who has been a tutor within the precinct for 3 years. Nigel tutors 2.5 days per week.

The kiosk has a few regulars but a lot of casual drops-ins to get tutoring from Nigel. While I was there, Jane was with him. She had just completed a gym class and wanted some help setting up her new android tablet. She said how convenient it was to be able to see Nigel and have him help her.



Nigel teaches Jane some new technology tricks after her hectic gym class at Windsor Community Precinct.

Jane told me how it was awkward to get help from her family as they just don't have the time or patience to go through things properly. But Nigel did!

Nigel said he really loves helping out the community with volunteering at the kiosk and spends his down at the kiosk researching history as he is a self proclaimed history buff!

Home again

The Tassie trip was a real eye opener for me, showing me exactly how much of a necessity a program like this is

cherished within each community. As most of my time is spent sitting in Adult Learning Australia's BFS office, it was a real pleasure to get out and about and speak with people first hand about their experiences teaching and learning.

It's great to feel like the work you do is having such a positive impact for older Australians.

Thank you to each and every one of the kiosks that allowed me to drop in and spend time with them and their students.



Christine burning up the keyboard at the BFS kiosk located within Deloraine House. .

Some random facts about Tasmania

Tasmania is named after Abel Tasman, the Dutch explorer who never actually set foot on Tasmanian soil. Instead his carpenter was the one to plant a flag.

Hobart is the driest capital city in Australia – by that we mean it has the least amount of rain.

Nearly 20% of the land mass of Tasmania is part of the Tasmanian Wilderness World Heritage Area.

Tasmania's Huon Pine can live to 4000 years of age.

DSS notice re: the new digital literacy for older Australians program

Dear Kiosk Host Organisations

We last wrote to you in February 2017 to let you know about the Australian Government's new Digital Literacy for Older Australians (DLOA) program, and how this program will build on the and replace the Broadband for Seniors (BFS) program from early October 2017. We also undertook to provide you with further information as development of the new program progresses.

Overview of DLOA

DLOA is a family and community centred approach to training, coaching and supporting older Australians in using digital technology. It will target people aged 50 years or more, and predominantly those aged over 65 years, who do not use the internet or have limited engagement with digital technology. DLOA includes the following key elements:

- A national network of participating community organisations delivering one on one, face-to-face tutoring and support to older Australians, including a national helpline
- A dedicated website hosting a range of new interactive tools and resources to provide information and learning opportunities for older Australians, their families and friends, and community organisations
- An outreach train-the-trainer program targeting aged care services
- Communications and marketing activities to help raise awareness of the new program at the national and local level.

How does DLOA differ from BFS?

DLOA is similar to BFS in many ways – it will have a dedicated website, helpline, learning tools and resources and a network of participating community organisations to provide individual tuition and support to older Australians. The key differences will be an increased focus on families, friends and carers to help engage older Australians with new technology; a wider range of high quality and interactive learning materials and resources, and improved support for participating community organisations.

The delivery of the program is also being shared across two Australian Government entities:

- The establishment and support of the DLOA Network and national helpline will be managed by a not-for-profit service provider appointed by the Department of Social Services
- The website, online learning platform and outreach program for aged care centres will be managed by the Office of the eSafety Commissioner.

How will the DLOA Network operate?

The DLOA Network will be established and supported by a single service provider, similar to that for BFS.

Good Things Foundation has recently been appointed to the role of service provider. Good Things Foundation comes with a wealth of experience and knowledge in increasing digital inclusion for people who don't connect online. They currently run an Online Centres Network and Learn My Way online learning platform in the United Kingdom supporting over 5,000 participating community organisations and 2 million people, of which over 900,000 are aged 50 years and over.

Good Things Foundation is establishing an Australian office to deliver the DLOA Network services. They will work with Adult Learning Australia over the coming months to ensure the transition from BFS to DLOA is as easy and smooth as possible. It is important to the Australian Government that as many BFS kiosks as possible have an opportunity to join the new DLOA Network. Good Things Foundation will be in touch with Kiosks shortly to provide more information about the DLOA network. You can also contact them by email or subscribe to their mailing list via their website: www.goodthingsfoundation.org.au.

Access to DLOA resources

DLOA will officially commence on 3 October 2017 which means that the DLOA website, learning tools and resources, and DLOA network will be up and running. Each of these elements will continue to grow and be enhanced over the coming years.

All BFS kiosks will continue to be supported under Broadband for Seniors until the commencement of DLOA on 3 October 2017.

DSS would like to thank all Broadband for Seniors kiosks, Adult Learning Australia, Australian Seniors Computer Clubs Association and University of the Third Age Online for their ongoing commitment and support to Broadband for Seniors since it began in 2008, and to helping bridge the digital divide for thousands of older Australians.

Further information will be provided to you over the coming weeks. In the meantime, you can contact Good Things Foundation or subscribe to their mailing list via their website: www.goodthingsfoundation.org.au.

If you have any questions about Broadband for Seniors, please contact the BFS helpline 1300 795 897 or email: infobfs@ala.asn.au

Kind regards

Lynne Clune
Director – Multicultural and Communities Branch
Department of Social Services

Noticeboard

Upcoming BFS webinars 2017

JULY

Holiday the digital way

Date: 7 July 2017 at 1.00 pm AEST

Presenter: Marian Vincent

Online music and radio with TuneIn and Spotify.

Date: 20 July 2017 at 1.00 pm AEST

Presenter: Robert Page

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

** Extra-virgin olive oil preserves memory, protects brain against Alzheimer's

<https://www.sciencedaily.com/releases/2017/06/170621103123.htm>

* Good nutrition, physical training and mental exercises can reverse physical frailty in the elderly

<https://www.sciencedaily.com/releases/2017/06/170619092518.htm>

* Older obese adults can benefit from moderate exercise

<https://www.sciencedaily.com/releases/2017/06/170627114812.htm>

Vegetarian diets almost twice as effective in reducing body weight, study finds

<https://www.sciencedaily.com/releases/2017/06/170612094458.htm>

Take a coffee or tea break to protect your liver

<https://www.sciencedaily.com/releases/2017/06/170606112745.htm>

Drinking makes you older at the cellular level

<https://www.sciencedaily.com/releases/2017/06/170626105322.htm>

Frequent sexual activity can boost brain power in older adults

<https://www.sciencedaily.com/releases/2017/06/170622083020.htm>

Leisure activities lower blood pressure in Alzheimer's caregivers

<https://www.sciencedaily.com/releases/2017/06/170623100708.htm>

Information

* DoublePulsar: The Undetectable Backdoor. Here's what you need know about the latest virus. (Thanks Bob Rankin)

http://askbobrankin.com/doublepulsar_the_undetectable_backdoor.html

Someone's Sending from My Email Address! How Do I Stop Them?! (Thanks Ask Leo)

https://askleo.com/someones-sending/?awt_l=KFf4k&

Travel Scammers' Latest Tricks — in China, India, New York and Beyond

<http://www.scambusters.org/travelscams2017pt2.html>

114,000+ Free Images from the Getty Museum

<http://bit.ly/JD6xNv>

Fun

A million minutes of historic current-affairs footage from 1895 to the present day

<https://www.theguardian.com/technology/2015/jul/22/newsreel-associated-press-movietone-upload-archive-youtube>

The Book of Jeremy Corbyn (Thanks Alan Chenoweth, Australia)

<http://www.newyorker.com/news/daily-comment/the-book-of-jeremy-corbyn>

Technical

What Does “There is a problem with this website’s security certificate” Mean, and What Should I Do?

<http://bit.ly/2snCxQh>

Should You Buy Discount Inkjet Cartridges?

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

Windows 10: Where is everything? (Ed: Bob and readers have useful tips for personalising Win 10)

http://askbobrankin.com/windows_10_tip_3_where_is_everything.html?awt_l=DpMUM&

Need Robocall Relief? Here’s How to Fight Back

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

Rick Swindell

U3A Online

