

Ageing and Technology Workgroup Meeting Minutes

Wednesday 19 June 2019

Attendees: Michelle Young, Maria Shialis, Marianne Lewis, Sadie-Goddard-Wrighton, Caron Henderson, Sally Warnes
Apologies: Joanne Wood

- **Welcome and introductions**
- **Checked and accepted previous minutes**
- **Further look at the Tech Savvy Seniors Program: <https://www.telstra.com.au/tech-savvy-seniors>**
 - Distributed the Tech Savvy Seniors Presenters Guide to look at.
 - The Tech Savvy Seniors Program goes hand-in-hand with the Tech for Wellbeing training.
 - It is a tiered approach – for example – the State plan includes *Meaningful Connections*, the Tech for Wellbeing training aims to promote social connection through *a person centred approach*.
 - Delivering something like the Tech Savvy Seniors Program would be best delivered ‘through the lens of the Tech for Wellbeing’. This certainly suits the older, more isolated population better.
 - Caron delivered the Tech Savvy Seniors training in Victor harbour – a detailed plan was developed. They sent out a survey to find out what people wanted to know. Examples of options included day/time, My Aged Care, My Gov, Dating, other interests. They covered one topic per session. Telstra delivered the train the trainer session.
 - Marianne suggested that the first session needs to be showing things of interest that can be done with technology
 - When advertising these sessions there has to be information that makes sense to the consumer, for example – send an email with a photograph to family, email your chemist for repeat scripts.

- **The Australian Digital Inclusion Index**

- Our issue is really digital literacy

ACTION: Sally to source the information on the Australian Digital index

- **What are the gaps?**

- We need to find out what the libraries are providing in this space – training delivered by volunteers/staff to individuals/groups
- It could be hit and miss
- Could we initiate a potential partnership to deliver technology training to older people through the lens of the Technology for Wellbeing package?

ACTION: Group members' based in Councils contact the libraries to find out what and how technology is being delivered to older people to promote digital literacy

Actions from previous minutes still to be addressed:

- **ACTION:** Develop the extra training resources to complement the Tech for Wellbeing website – starting point could be what was delivered at the Catalyst Foundation.
- **ACTION:** Add ACR to communication skills and? gratitude (the what and the why)
- **ACTION:** Run a session to the region similar to what was run at the Catalyst Foundation to demonstrate how the site can be utilised