Ageing and Technology Workgroup Meeting Notes
Wednesday 20 November 2019

Attendees: Michelle Young, Maria Shialis, Marianne Lewis, Andrew Berney, Lisa Elder, Sally Warnes, Sadie Goddard-Wrighton, Joanne Wood, Ben Teoh
Apologies: Caron Henderson

- **Welcome and introductions**

- **Checked and accepted previous minutes including a briefing on previous meeting and the history of the Technology for Wellbeing website**

  o A project undertaken by the Southern Collaborative Project (SSRG) – a collaboration between 11 aged care community organisations

  o Based on work St John were already doing in computer coaching

  o It's something quite different - An innovative approach

  o Aimed at the coach – family members, volunteers, aged care staff

  o Topics include learning styles, strengths and motivation, memory and 10 effective actions for successful coaching sessions

- **Discussion with Andrew Berney** (Team Leader Aldinga/Willunga Libraries) **and Ben Teoh** (Life-long Learning Coordinator City of Marion – background in digital delivery)

  - Ben has expertise in digital literacy

  - Ben and Andrew are both trying out new things in this space

- Many products are promoted to the libraries but unable to use them all – it can be challenging to find the best fit
- Library staff are approached every day to help people with technology
- In smaller libraries, even more difficult – they have to do everything
- Andrew hasn't rolled out any formal training with staff – it is challenging because library staff wear many 'hats'
- More training for volunteers is also a challenge because of the significant amount of corporate training that is already required
- Ben describes how their tech training is delivered:
  - 1:1 opportunities – volunteers are coaches and require good interpersonal skills, most don't have an IT background, 50% of the sessions is about social connection
  - Workshops – Be Connected (basic level, senior cohort), Social Media, Micro-soft boot-camp (re-skill product)
- Important to develop critical literacies – avoiding scams etc
- Andrew – On line Week – 295 people across 22 activities
- People 'don't know what they don't know'

Viewed the film that was created during On line Week (enjoyed by all)

- Michelle attended the *Be Connected Forum* and spoke about the *Good Things Foundation*
- https://www.goodthingsfoundation.org.au/about-us **-** pushing out more content, funding and training *(about the Foundation – taken from the website)*

- Set-up the Australian office in Sydney and established a local team of 12 staff
- Won a significant Australian Government tender to deliver the Be Connected program

- Recruited and supported over 2,500 diverse community organisations to join the Be Connected Network, building a national network with the shared aim to help older Australians to improve their digital literacy

- Awarded over $12 million in grants aimed at building capacity within the Be Connected Network to deliver digital literacy support for older Australians

- Established a digital inclusion community of practice through our Capacity Builders program

- Launched the inaugural Get Online Week digital inclusion campaign in Australia.

    - Digital Springboard –Digital Springboard is a program by Infoxchange and Google to help people learn the digital skills they need to thrive in work and life.

        https://www.digitalspringboard.org.au/

    - Health my way – grant available from *Be Connected* – about health literacy

Viewed the film that was created as a library promotional film by City of Marion (to the Friends theme song)

https://www.adelaidenow.com.au/news/south-australia/marion-council-recreates-friends-theme-song/video/af6d4b19feb50eab78f87d8a328d432b **or**

https://www.facebook.com/CityofMarionLibraries/videos/friends-anniversary-the-one-at-the-library/450628202191980/

- Libraries need to advocate for themselves – example *The Mayors Summer Reading Club* – to target kids during the holidays

ACTION:

- ? send film created during On Line Week to Lisa's Social connection clients and to the SSRG network

- Sally to send Library staff training notes, goals and objectives of Tech for Wellbeing website and Ageing and Technology Workgroup – to aid making a final decision to proceed

- Potential training dates to be considered for February 2020