

Ageing and Technology Workgroup Meeting Notes

Wednesday 16 October 2019

Attendees: Michelle Young, Maria Shialis, Marianne Lewis, Andrew Berney, Lisa Elder, Sally Warnes

Apologies: Joanne Wood, Sadie Goddard-Wrighton, Caron Henderson

- **Welcome and introductions**
- **Checked and accepted previous minutes**
- **Discussion with Andrew Berney (Team Leader Aldinga/Willunga Libraries)**
 - *Explanation about Technology for Wellbeing Website*
 - Sally explained the aim of the Technology for Wellbeing Website: One of the issues discovered in the early stages of the project was that some older people engaged in group computer or tablet classes were not successful in transferring what they had learnt.
 - We also became aware that there was a lot of technical information out there but not a lot that focused on teaching or coaching strategies to better engage with older adults.
 - Our solution was to create the Tech for Wellbeing website
 - A project undertaken by the Southern Collaborative Project (SSRG) – a collaboration between 11 aged care community organisations
 - Based on work St John were already doing in computer coaching
 - It's something quite different - An innovative approach
 - Aimed at the coach – family members, volunteers, aged care staff

- Topics include learning styles, strengths and motivation, memory and 10 effective actions for successful coaching sessions
- Gain an understanding about how libraries support older people to engage with digital technology (**Andrew Berney**)
 - Mobilising staff to help/train over 50's
 - *Be Connected* has been set up for the over 50's
 - Be on line week – getting people to events challenging – worked hard to get 11
 - Moving forward at Aldinga Library - we need more value out of the work we do, and resources committed
 - *Lisa: perhaps transport is an issue -? transport people to the library through CHSP program*
 - Operate a 'digital drop in' 12:00 to 2:00pm
 - Library has an out-reach service – run by volunteers but not doing digital as they don't have the skills
 - *Marianne: Involved in 2 major digital literacy programs, focusing on those new to technology. Evaluated using Results Based Accountability. Volunteer run – participants given basic training. Data collated of staff time to get people to participate in the training – 1,000hours for 100 people.*
 - *What was required: personal contact, many reminders, explanation of why it is good to learn, fun and structure*
 - *Projects required perseverance*
 - Andrew looks after the digital portfolio across Council
 - Have a cohort of staff to provide digital literacy support
 - It's difficult to attract customers – word of mouth most effective

- Would like to increase the numbers
- Aldinga Bay Men's Group – ages 80+ Meet regularly and it's all about connection. They all have the same phone as it was recommended by one of the group members.
- *Be Connected* initiative – structured – running at all libraries
- Are now attracting a cohort that are staying – possibly it's about the socialising?
- Two types of support: walk-ins receive one-on-one help, groups are participating in *Be Connected*
- Want to grow the numbers and see a greater turn-over
- Sessions are not too prescriptive, as not one size fits all
- Introduced a survey – if spending 30minutes helping someone – now tracking ad hoc support
- Stats are showing that many are being referred to the library from Government Departments (log in to My Gov etc)
- It would be helpful to have a questionnaire about what people want to learn
- In the past have done 1:1 appointment – found that some were coming for a long time but not progressing
- Filming happening at Get on Line Week

ACTION:

Invites to 4 Southern Metro council library representatives to attend the next meeting in November

Potentially look at explaining/getting people on board about the Tech for Wellbeing this year and plan training sessions for February 2020

Actions from previous meetings still to be addressed:

- Develop the extra training resources to complement the Tech for Wellbeing website – starting point could be what was delivered at the Catalyst Foundation.
- Establish some dates for Tech for Wellbeing training next year – advertise using a postcard which includes the dates/time/venue
- Add ACR to communication skills and? gratitude (the what and the why)