ASCCA and Clubs involved in many diverse events for NSW Seniors Week

Family & Community Services — NSW — Ageing, Disability & Home Care

NSW Seniors WEEK
17-24 March 2013
www.nswseniorsweek.com.au

Congratulations to all those ASCCA Clubs that held Open Days and Demonstrations in connection with Seniors Week, all over NSW.

It is becoming more and more difficult for those seniors who have not had the opportunity or the desire to learn about computers and information technology (IT) to continue to do business without being disadvantaged or marginalised. So it is increasingly important for us to provide opportunities to invite and encourage those who are still reticent or even scared about making a start with IT, to explore the possibilities.

ASCCA hosted three days of highly successful events with financial support from the NSW Government Family & Community Services Ageing, Disability & Home Care Department (FACS). On Thursday 21st March, the **'Seniors Explore Technology' Expo** attracted close to 100 seniors to hear the informative talks on "Solving the Windows 8 Puzzle", "Things you can do in Photo Gallery 10" and an "eBay Online Shopping Overview" - given by Mark Young, Annette Stuckey and Diane Brentnall, respectively. Fortunately there was plenty of

time to browse around all the interesting information stalls where REAL people were there to answer questions and discuss their organisations and products.

FACS had a stand handing out information about the Tech Savvy Seniors programs and the Expo participants eagerly sought copies of the Telstra training DVD which was prepared especially for the Tech Savvy Seniors program. Tabstore answered questions and showed samples of Android Tablets and explained some of the mysteries about "apps" and how to buy them. (See winner of Tabstore "raffle" on Page 4). Diane Brentnall was available to demonstrate the uses seniors might have for an android tablet, while Teresa Wilson helped visitors to understand the very popular iPad and its exciting possibilities. Australian Communication Exchange (ACE) had a stand at the Expo and they shared information that was very helpful to participants, especially those with a hearing impairment which makes learning more difficult.

Information was available about Broadband for Seniors Kiosks which are available throughout Australia and COTA offered help

ASCCA NOTICE BOARD

13 - 19 May, 2013 - National Volunteer Week - The theme for 2013 is "Thanks a Million"

20 - 24 May 2013 - National Cyber Security Awareness Week

15 June, 2013 - World Elder Abuse Awareness Day

17 - 23 June, 2013 - National Consumer Fraud Week "Outsmart the Scammers!"

17 - 25 August, 2013 - Queensland Seniors Week

6 - 13 October, 2013 - Victorian Seniors Festival

14 - 20 October, 2013 - Carers Week

11 - 18 November, 2013 - Western Australia Seniors Week Festival

Tuesday 12 & Wednesday 13 November, 2013 - 15th Annual ASCCA Computer Conference for Seniors to be held at Rydges World Square Hotel, Pitt Street, Sydney

"Happy Snaps" from ASCCA's 2013 NSW Seniors' Week events

Congratulations to Computer Pals for Seniors - The Hills Inc.

The Hills Foundation Members: L-R. Ray Rogerson, Gilbert Cowlishaw, Sylvia Cowlishaw, Warwick Hayes, Brian Griffin, Jill Matthews, Connie Vallis & Enid Turbit. *Absent: Ruth Cox, Noelene Hoysted, Faye Lee and Dorothy Milligan.*

The motto of 'Computer Pals' is:

We learn enthusiastically — We share knowledge — We have fun with computers.

The highlight of the morning was a warm welcome by club President, Lionel Smith to Nan Bosler, the President of Australian Seniors Computer Clubs Association

The old saying 'How Time Flies when you're having fun', certainly applies to 'Computer Pals for Seniors - The Hills'.

At the club's monthly meeting on March 13th, 2013, in The Harvey Lowe Pavilion, Castle Hill, members, foundation members and special guests gathered together to celebrate fifteen years of teaching, learning, giving and receiving, plus the formation of many lasting friendships. A very special anniversary.

During the morning, Publicity Officer, Connie Vallis offered a 'Power Point' production on the history of the club, and Head Trainer Peter Fowler conducted an extremely informative and entertaining presentation on Gmail and Cloud Computing.

Special guest, Nan Bosler, the President of Australian Seniors Computer Clubs Association (ASCCA) extended congratulations to the club, then offered an interesting insight into her perpetual association with ASCCA which also began operations around 1998. Nan also acknowledged the ongoing service provided by "The Hills" club and its constant progression into the world of technology.

Afterwards, a delicious morning tea was served, followed by the cutting of the cake.

From "The Hills" Club's humble beginnings back in 1998, the club has now progressed to being one of the largest of its kind in operation, having educated more than 3,800 pupils, and receiving several valued awards for services to the community.

The Club is staffed by over 100 volunteers, including trainers, office administrators, computer technicians, management, cleaners, gardeners, etc. The membership averages over 600 members at the conclusion of each financial year; made up of renewals and new members. The Club operates five days a week and processes up to 180 students in various courses each week.

"The Hills" Club keeps abreast with the constant progression into the expanding world of technology, enabling members to advance into the ever increasing choice of courses on offer; including Tablets and E Readers and Cloud Computing.

Thanks to Jill Matthews for the story of "The Hills" 15th Birthday Celebration.

A Tabstore android tablet bundle valued at $219.97 was "raffled" on the day of our **ASCCA Seniors Week Expo**. The winner was **Marguerite Roche from Strathfield NSW**. Our thanks to Tabstore, who reported that Marguerite was, *"Over the moon with the win"* when they told her.
Watch the ASCCA Website for details - soon the Android Tablets that were displayed by Tabstore at the "Seniors Explore Technology Expo" will be available for purchase from the ASCCA website.

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on many things of interest to seniors, including internet security. Several clubs booked demonstrations of the Photoslive software, after seeing a demonstration of the preparation and the beautiful finished printed books it can produce.

On Wednesday 20th and Friday 22nd, over eighty seniors attended eight free technology workshops and the majority of these people left ASCCA's training room, excited about the possibilities of conquering the world of IT. They were given information about following up with more lessons, joining an ASCCA Club close to home or finding a Broadband for Seniors Kiosk.

Although it is almost impossible for most of us to imagine, ASCCA's President, Nan Bosler was even busier than usual, trying to fit in many extra events as a Seniors Week Ambassador during Seniors' Week. One interesting event at Dee Why, organised as part of the Warringah Council Seniors Week Program, was a "Basic iPad Skills Workshop for Korean Seniors", which was aimed at enhancing the communication and social skills of Korean speaking seniors. The enthusiasm and appreciation from this group was very gratifying; with some of the 30 attendees having travelled three hours by bus and train, coming from as far as Gosford, Kingsford, Baulkham Hills and many other great distances. John Peachey, a trainer from Computer Pals for Seniors Northern Beaches made the presentation with the help of Klara who skilfully and swiftly translated every detail.

Teresa Wilson, an enthusiastic ASCCA volunteer trainer, demonstrated "The remarkable features of an iPad" as part of a Burwood Council, "Celebration of the Achievements of Seniors" lunch for 300 seniors, at Burwood RSL Club on Wednesday 20th March.

The photo shows the somewhat scary outlook for Teresa as she faced this large group of non-technically inclined people of whom 80 were non English speaking - with interpreters on hand to translate. There was also a big challenge for a table of ten members of Burwood Seniors Computer Club, "on hand" at this lunch to assist anyone in the audience with their computer queries. Teresa also demonstrated iPads at a much smaller seniors event put on by the Hannaford Centre at Rozelle, in response to great interest being shown. As a result, the Hannaford Computer Club will now look at starting iPad and Android tablet Special Interest Groups and perhaps a Smartphone Group.

A small group of seniors was taken by Hills Community Care to Blacktown Computer Pals, where Mark Young ran a Help Desk type session where the visitors were able to discuss the "gadgets" like iPads, phones and cameras they brought along to the session. They also talked about the differences between the iPad, Android and Windows 8 tablets and about Facebook. The people went away happy with the help they had been given and suggested they knew others who would also have enjoyed the experience.

ASCCA and Quantum RLV sign Guide Software Agreement

Diane Brentnall & Nan Bosler, ASCCA and Tim Connell, Quantum RLV Managing Director.

Guide is software that has been developed for seniors by Dolphin Computer Access (UK). This is of particular interest to those new to computing and for all people with vision impairment. Quantum RLV is the distributor of Guide in Australia and provides training and support.

ASCCA is committed to providing opportunities and training to Australian seniors to participate actively in the world of computers.

Because ASCCA recognises the increasing numbers of people who are members of existing clubs or people who wish to join a club, who have vision loss from eye diseases such as Macular Degeneration, we have sought support from Quantum RLV to offer a new opportunity to some selected clubs.

Contact ascca@ascca.org.au if there is a significant need at your ASCCA Club.

ACCAN launch of first Human Rights Phone App in Canberra

The launch of the **Maureen Le Blanc Phone Rights Smartphone Application** for iPhone and Android was celebrated on Wednesday 20th March at Parliament House in Canberra.

The launch of this app which was funded by a bequest from Maureen Le Blanc was performed by Dr. Andrew Leigh MP (ALP member for the ACT Electorate). Ian Butterworth, the chair of the Telecommunications Consumer Group South Australia and Teresa Cobin, CEO of The Australian Communications Consumer Action Network (ACCAN), are shown in the photo which was taken at the launch. Many of our ASCCA members will remember Maureen and Teresa as presenters at some of our ASCCA events.

In the first 48 hours following the launch, the new App was downloaded by 7,000 consumers. This would seem to be a fitting tribute to a consumer advocate who worked tirelessly to improve access, affordability and availability to telecommunications services for all Australian consumers. Maureen was also committed to consumer driven telecommunications research.

Phone Rights App
www.accan.org.au/phonerights

ACCAN has launched Australia's first Phone Rights app to help resolve problems with your phone or internet service. The Phone Rights app will help you:

- test and log mobile reception issues
- record and track complaints
- find answers to common problems
- contact your service provider directly
- watch video guides
- learn how to avoid bill shock, compare products, understand billing and usage alerts

Free download: iPhone (iTunes store)

Free download: Android (Google Play store)

Did you know? All Medicare Service Centres are now cashless!

All Medicare Service Centres are now cashless and benefits are paid directly into your bank account. Although we are assured that electronic payment methods are secure and fast there are some important steps you will need to follow.

You'll need to register your bank account details (BSB and account number) with Medicare. To register your bank details online go to **humanservices.gov.au/medicare** or phone **132 011** or visit your local Medicare Service Centre. Once you've registered your bank account details, you can choose from a range of payment options to have Medicare benefits paid securely into your bank account.

At many doctors' offices you can have your claim submitted electronically at the time of your consultation when you pay the account. Customers who have registered their bank account details with Medicare usually have their benefits paid into their account overnight.

You can lodge claims for some consultations and receive your Medicare benefits online without having to visit a service centre. You can submit claims for anyone listed on your Medicare card and your refund will be transferred into your registered account, usually the next working day.

You can still go to a Medicare Service Centre where your benefits will be paid by an electronic funds transfer into your bank account and be available by the next working day.

For immediate payment, you can swipe your debit card and payment will be instantly deposited into your bank account via credit EFTPOS at Medicare Service Centres which previously offered cash refunds.

You can also claim Medicare benefits by phoning **132 011** 24 hours a day, seven days a week if you can't claim at the doctor's office or online.

Website www.ascca.org.au

Australian Seniors Computer Clubs Association ASCCA

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W o r k i n g   f o r   S e n i o r s

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Pass on this issue of the ASCCA newsletter by printing copies for distribution, or make a list of all your club members with email addresses and forward it to them. It is of interest to each member of every club, not just Committee members.

The newsletter can also be read and/or downloaded from our website:- www.ascca.org.au You are welcome to copy items from this newsletter but acknowledgment of **ASCCA** is required.

Membership of **ASCCA** is open to all Seniors Computer Clubs, Organisations with a membership including Seniors, and organisations that recognise the value of computer technology for Seniors.

Cost of **ASCCA** membership Up to, and including, 40 members - $110 Incl. GST Over 40 and up to 100 members - $150 Incl. GST Over 100 members - $250 Incl. GST Corporate Membership also welcome.

If you fit one of those categories and are interested in joining **ASCCA** please go to our website www.ascca.org.au or email office@ascca.org.au to find out how to start a club or read some of the advantages of joining **ASCCA** if you are an existing club.
An Application Form is available on the website.

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Contributions are welcome. Remember this is **YOUR NEWSLETTER**. Please take special note clubs outside Sydney and NSW. Please forward contributions by email to the editor.

Banking on the go - security tips for your smartphones and tablets

The Australian Bankers' Association (ABA) and the **Australian Federal Police (AFP)** have prepared a fact sheet: *"Banking on the go – security tips for your smartphone and tablet"* which provides advice and some simple steps to protect your personal and financial information.

Smartphone and tablet technology is revolutionising the way we live, pay and bank. Both are mobile computers that enable us to pay on the go, check our balances, track our savings and even split that bill at the restaurant. *We do like that when our friend has had lobster and champagne while we had only a light snack and coffee!*

Unfortunately, fraud, scams and harassment have now moved into the digital world as criminals use information and communications technology to commit old crimes in new ways.

Because our smartphones and tablets allow us to access the Internet and e-mail, download applications and games and store personal contacts, photos and information we must exercise great caution. These useful devices must be protected and secured as diligently as our home computer or laptop.

Criminals know it's very difficult to defeat banks' security systems and so they target consumers directly.

However - you can avoid becoming a victim:
- by knowing how to protect your information;
- by knowing how to protect your devices including your computer, smartphone or tablet; and
- understanding how criminals try to defraud people.

Consumers are protected by ASIC's Electronic Funds Transfer (EFT) Code of Conduct which sets out rules about how electronic funds transfers should work. All retail banks offering electronic banking services are signatories to the Code.

This means that banks' customers are protected – they are not considered liable if unauthorised transactions are made with their cards, smartphones or tablets and will be reimbursed their funds as long as they have taken due care. While this is reassuring - it does give you the responsibility of keeping all your access codes and passwords private and taking all reasonable steps to protect your assets.

This is an excellent fact sheet which you can download at: www.bankers.asn.au/bankingonthego or http://www.afp.gov.au/policing/cybercrime/crime-prevention.aspx