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Thank you!

BACS Contamination Control, a technical cleaning company (www.bacs.com.au) running in Australia for over 35 year, recently hosting an industry networking event for all data centres and IT Tech companies. ASCCA was selected as one of two charities to receive a donation from that event.

What a wonderful surprise.
Please accept our thanks!

The Digital Discovery Program

Australia Post has partnered with several digital literacy education and community organisations to trial an innovative new online program, called *Digital Discovery*. Three of the clubs from the ASCCA network participated in the trial; Eurobodalla Seniors Computer Users Group, Hurstville Seniors Computer Club and Computer Pals for Seniors Northern Beaches. Developed and designed by Deakin University with key community partner insights, *Digital Discovery* consists of two online courses that are designed to help participants build their confidence in navigating the digital world. The courses are suitable for people with a basic level of computer experience, who are keen to develop their skills in order to explore all the internet has to offer, with confidence and safety. With the feedback and insight from trial program participants, mentors and community partner staff and leaders, *Digital Discovery* will be developed and adapted with a view of providing the program to a wider audience.

Northern Beaches was the first ASCCA club to complete the pilot. During the trial they made the following comments:

Over the last three weeks we have been running a pilot program developed by Australia Post and Deakin University. The program focuses on seniors building their confidence online. Areas covered so far include internet basics, using a web browser, staying safe online, social media and online shopping. We still have one week to go with the pilot and at this session we will be covering online banking and health sites such as Medicare. We have an enthusiastic group of students taking part together with a number of our trainers acting as mentors. All in all we are having great fun and learning at the same time.

ASCCA NOTICE BOARD

24 July - daytime meeting 12 noon - 2pm, 1/280 Pitt Street, Sydney, Sydney PC & Technology User Group. Topic, Microsoft. Enquiries: j.wiseman@sydneypc.com

15-21 October—Get Online Week – the UK's biggest digital inclusion campaign – is coming to Australia this October.

30 -31 October 2018 - 20th Australian Technology Conference for Seniors, Rydges World Square Hotel, Sydney.

Mark these important dates in your diary and watch for details of speakers as they are announced. Be ready to add your name as soon as registrations open! You won't want to miss this special event.

20th Australian Technology Conference For Seniors

New Standards Welcomed by Consumers

ACCAN welcomes the ACMA's release of the Service Continuity and Consumer Information Standards. 'These are important safeguards that will help make the move to NBN-based services easier for consumers, and ACCAN has been calling for such measures for some time' said Teresa Corbin, ACCAN CEO. 'Many consumers have contacted us about a range of frustrating experiences as they try to navigate their way between their retail telco and NBN. We welcome these measures, which we believe will go some way to reducing these problems'

Both Standards are part of a package of measures announced by the Minister for Communications last year to address the significant difficulties experienced by some consumers as they switch their services over to the National Broadband Network (NBN). It is important that these measures are in place now with the number of premises migrating over to NBN ramping up significantly in the next 18 months. NBN's Corporate Plan shows an expected 2.5 million premises will be activated in the 2019 financial year, up from 2 million in FY 2018.

The Service Continuity Standard is intended to ensure that consumers are not left stranded without services, and the Consumer Information Standard is designed to ensure retail service providers give customers a check list of essential information before the switch.

'While many people have had a straightforward time switching their services over with minimal interruptions, we know that when things go wrong people have suffered massive disruption by being without services, sometimes for extended periods' said Ms Corbin.

It is essential that the requirement to provide an interim service when switch over fails, as provided for under the Service Continuity Standard, is extended to those consumers moving to FTTN/B and FTTC services, so that no consumer is left without a service as a result of a technical fault when they move to the NBN.

ACCAN also welcomed the new Consumer Information Standard as an important way of ensuring that consumers are getting the basic, critically important, information they need before the switchover.

accan
Australian Communications
Consumer Action Network

is Australia's peak communications consumer organisation representing individuals, small businesses and not-for-profit groups.

This article has been taken from the ACCAN webnews.

Congratulations Launceston Volunteers

Congratulations to OPEN Seniors Computer Club Committee members, Eleanor Horder, Iris Meek and June Hazzlewood who each received Outstanding Achievement Certificates from Launceston Mayor, Albert van Zetten at the Tasmanian 2018 Volunteer Week presentations.

Launceston Club will celebrate its seventeenth birthday in October this year. Open stands for Older Persons Electronic Network. June Hazzlewood described the club: OPEN computing is an unique, special, competent provider of ICT for senior L and P Platers who can explore the super highway at their on pace, whether Microsoft or Apple Mac users. The relaxed atmosphere at the Club is conducive to learning in later life when too much too soon is often worse than too little too late! Computers, tablets and Smart Phones are de-mystified in a friendly sole-use venue with ample parking, disability access, kitchenette and toilet facilities.

The aim of OPEN computing is to provide one-to-one and group training to suit the skills, needs and interests of the members. Flexibility and initiative are two of the qualities demonstrated by the tutors who have a diverse range of skills and interests. Our volunteers also perform co-ordination and management duties, serve on Executive and Tutor Committees and produce a newsletter and website, www.lcg.org.au New tutors are mentored by experienced senior volunteers who continually upskill.

Seniors who might otherwise be isolated and left behind have found new ways to age positively. Mentally stimulating study courses or games for relaxation and introduction to hobbies resulting in not only lifelong but also lifewide learning among new friends, have been shown to counter social isolation and of value in promoting mental health.
Thank you June.

Free online safety presentations

From 10-20 July, the Office of the eSafety Commissioner will be hosting free webinar presentations to help older Australians stay safe online. This is in direct response to the research findings that 4 million older Australians are keen to improve their digital literacy, but want help addressing online safety concerns. They will be offering two different topics:

Safer online shopping and banking
Privacy and security concerns can stop older Australians from enjoying the benefits of shopping and banking online. This webinar will cover how to safely buy and pay for things online, do every day banking safely online, plus provide tips on how to use public Wi-Fi safely.

Can you spot a scam?
Following the successful pilot in May, the Office is once again offering their online scams presentations to help older Australians spot a fake when they see one. This webinar will cover the most common scams targeting older Australians, provide tips on how to spot them, what to do or not do, plus who to speak to for help.

Join in the conversation, feel free to ask questions or just sit back and listen.
Don't miss out! Click here to book your spot today.

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 1 - 20 members - $55 Incl. GST; 21 - 40 members - $115 Incl. GST; 41 - 100 members - $175 Incl. GST; Over 100 members - $300 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.

DISCLAIMER: This newsletter is provided "As Is" without warranty of any kind. Each reader of the **ASCCA** newsletter assumes complete risk as to the accuracy and subsequent use of its contents.

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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.

SWADE Update

June, for SWADE, has been a month of more and varied workshops delivered across Western Australia by video conferencing - to participating CRCs and NHCs.

Jenny has taken part in more info sessions and Natika has delivered a Train the Trainer session on Apple devices she developed on behalf of ASCCA. Jenny's Info Sessions relate how to inspire learners to apply the skills they learn in the Be Connected program and ASCCA tutorials into practical applications they encounter in their everyday lives. It suggests there is more to learning than just for learning sake. The Powerpoint Natika developed for her Apple Workshop is very interesting and is being converted to MP4 video and made available to view on the ASCCA_SWADE website very soon.

Video conferencing is proving to be an ideal medium of connecting instantly in real time - with visual and audio delivery and reception of a very high quality. It's so easy to connect - just a stable internet connection and USB headset is the minimum requirement. Jenny who is on NBN satellite, in isolated Walpole on the South Coast, manages to connect without any problem with Natika who is in Kununurra, in the Kimberley region.

A recent meeting with Good Things Foundation, Be Connected program principals in Sydney revealed our figures are well on the road to reaching the target requirement. Just as well, as we are half way through the contract!

So far, around 40 CRCs and NHCs have signed up to Be Connected, with many of them also joining as an ASCCA Club and taking advantage of the first year offer of free membership where numbers do not exceed 20.