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NEWS BULLETIN » MARCH » 2012



Welcome to the March edition of the Broadband for Seniors monthly news bulletin. We aim to provide you with up to date information and resources, to better support your efforts to bring computer technology and the internet to Senior Australians. If you have something in particular you would like us to include in future News bulletins ranging from good news stories, general information you would like to share with the Broadband for Senior's community or even pictures we could feature in an up and coming edition, please write to us: uploads@necseniors.net.au we would love to hear from you.

Have you used Skype on the Broadband for Seniors Kiosk to talk to family and friends interstate and overseas?



Have you loaded the new image disks, which we recently shipped to all sites, onto the Kiosk computers? If you have, you will see there is now an icon on the desktop for Skype. One of our sites, a library in NSW, has a good news story about using Skype. A lady from overseas,

who has lived in Australia for a number of years, asked the library staff if she could email her sister overseas, who would then email her back and they could have a conversation. The Library Manager said she could do better than that and helped her to open an account on Skype. The lady's sister also set up Skype on her computer and they were able to connect. They hadn't seen each other for years, but using Skype they could see and hear each other. They had a lovely time and since then other relatives in Australia have been able to talk to the family overseas. Please talk to your Host Administrator about opening your own Skype account on the Broadband for Seniors Kiosk.

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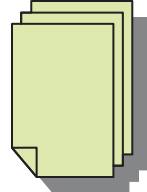
DEPARTMENT OF FAMILIES, HOUSING, COMMUNITY SERVICES AND INDIGENOUS AFFAIRS MARKET RESEARCH

This month FaHCSIA has had the opportunity to speak to Kiosk Hosts. It has been wonderful to hear the overwhelmingly positive feedback regarding the Broadband for Seniors initiative, including stories of how it is empowering kiosk users to become tech savvy and be more involved in their community.

FaHCSIA has contracted the Ipsos Social Research Institute (Ipsos) to conduct an independent evaluation of Broadband for Seniors. The evaluation will investigate how well the initiative is working and ways it might be improved. Over the next few months, you may be invited by FaHCSIA and Ipsos to participate in the evaluation through either an online survey or a telephone interview.

Your participation is entirely voluntary. Your experience of Broadband for Seniors will be a very important part of the evaluation and we hope that you will decide to participate.

This evaluation is entirely separate from the regular surveys that NEC Australia asks tutors and users to fill out. It is also separate from the six monthly reports that Kiosk Hosts are required to provide as part of their role in Broadband for Seniors. More information about the evaluation and how you can participate will be available on the Broadband for Seniors website in April.



MARY LAUGHLIN
BRANCH MANAGER, COMMUNITY INVESTMENT

Resources to assist YOU ..

Please visit the Broadband for Seniors homepage <http://www.necseniors.net.au>

There are HEAPS of documents on there to assist the users, tutors and hosts that are involved with the Broadband for Seniors project. This website includes such things like- past news bulletins, documents to promote and market your kiosk, training and installation documents, and user guides on just about everything you need to know! Please take a few minutes to look at it- you'll be surprised what you can find.



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U3A Online www.u3aonline.org.au now has 43 courses all freely available to members all year, covering fields as diverse as science, religion, politics, history, genealogy, writing. There are no exams, awards or prerequisites. Learn for the joy of learning, when you want to. Membership costs only \$25 per year. Please spread the word to your BFS clients.



Thanks Bob Rankin for the following three GEMs

- **How Did My Email Account Get Hijacked?**
<http://tinyurl.com/7b7d3pw>
- **How Often Should I Defrag?**
<http://tinyurl.com/7w69y56>
- **You need a portable arsenal of troubleshooting tools to solve common computer problems. These Free Tech Support Software Tools can be stored on a USB flash drive** <http://tinyurl.com/78tl2q5>

Thanks Gizmos Best Freeware for the following 4 GEMs



Why spend money on Adobe's outrageously expensive Acrobat Suite in order to manipulate PDF files when there are freebies available that will do just about anything you want? Annotate PDF pages, edit pages, extract pages, append pages, merge pages or whatever <http://tinyurl.com/55q28t>



Online Virus Scanning. Upload a file and, within half a minute or so, it'll be scanned by no less than 43 different programs and the results instantly displayed <http://tinyurl.com/769lu4l>



Stop Web Trackers and Protect Your Privacy with This New Free Browser Add-On <http://tinyurl.com/83dr4xb>



TIP: How to Get the Most Out of the 7-Zip File Archiver Program <http://tinyurl.com/6vuryvu>

Advertising Tips for your kiosk...

Would you like seniors in your local community to benefit from your Broadband for Seniors kiosk?

Why not advertise your details on your organisations website. We have plenty of sites that are doing it and lots of seniors that are benefiting from the program.

For other marketing ideas visit our website :

<http://www.necseniors.net.au/> scroll down on the main homepage until you see the heading 'Project documents' and click on 'Broadband for Seniors promotions pack'. You are able to create customized posters to advertise your kiosk.

Thanks Data Doctors for the following 2 GEMs

- 100 Excellent Hints and Tips for every Computer User <http://tinyurl.com/7tv3ff4>
- How to Tell if a Link Is Safe Without Clicking on It <http://tinyurl.com/8xls4al>

Online Blackboard Collaborate Session for BFS Tutors and BFS Host Administrators



Lifelong and Lifewide Learning for All Australians

Title: 'Using Blackboard Collaborate – Behind the Scenes'
Date: Wednesday, 11th April 2012
When: 1.00pm – 2.30pm AEST (12:30pm ACST, 11:00am AWST)
Presenters: Keith Harvey, Muswellbrook Seniors Computer Club and Woodrising Neighbourhood Centre

In this session Keith will explain:

- How he goes about preparing material for a Blackboard Collaborate session,
- What tools there are in Blackboard Collaborate, how they can be used and tips about using them
- Suggestions on how to involve participants in a session.
- How to have a practice session with Blackboard Collaborate
- How we can help anyone who wants to try it.

Blackboard Collaborate is really quite easy. It's a very rewarding system to use and is the direction of future distance training. You not only share your knowledge but get to hear great ideas from others from all over Australia. Maybe you're thinking 'I'm not up to doing a presentation yet'. That's OK. A starting point is to become a moderator who assists the presenter. This involves riding shotgun on comments in the chat window, alerting the presenter to someone who has their hand up and, as happened in the last session, reminding the presenter that the session has gone very quiet because he hasn't pushed his 'Talk' button! Of course, if you feel you would like to present a session then we will welcome you with open arms. We are only too happy to provide whatever support and practice you need. The BFS movement would greatly welcome more moderators and presenters and this is your opportunity to see how one person goes about doing it. It's also a great opportunity to learn about the power of online collaboration and training programs. Keith is an experienced computer tutor. Before retirement from the power industry, his background included time giving some industrial training and Toastmasters.

Register your interest in attending this session with Adult Learning Australia (ALA) using the appropriate link in the 'Events' section at the bottom of this webpage <http://ala.asn.au/broadband-for-seniors>.

Australian Seniors Computer Clubs Association **ASCCA**

We honor our ex-servicemen and women on Anzac day.

World War 1, also known as The Great War, began on 28 July 1914 in Europe but quickly spread throughout the world. Australia automatically entered the war with Britain on 4 August 1914.

After 4 years Germany sought an end to the fighting and the Armistice was signed on 11 November 1918.

Did you have a relative who fought during World War 1? To find out more details about their service go to

<http://www.awm.gov.au/nominalrolls/ww1/> World War 2 had been declared between Britain and Germany on

3 September 1939 and the 2nd AIF was formed to fight in France. Australians fought two wars between 1939 and 1945 – one against Germany and Italy as part of the British Commonwealth's effort and the other against Japan with the United States of America and Britain. The record of the enlistment and discharge of your relative can be found at <http://www.ww2roll.gov.au/> You will be able to print out a certificate to add to your family history records.



If you receive unsolicited mail or e-mail which advises that you have won a significant sum of money or a valuable prize; or you are in a draw to win money or prizes from overseas and all you have to do is to send money overseas to collect the prize. **Don't be deceived.** You may be asked to send payment or to provide some personal details to 'prove' you are the correct winner and provide bank account details so the 'prize' can be sent. **Don't be deceived. Protect yourself against scammers. DON'T RESPOND-** Ignore suspicious emails, letters, house visits, phone calls or SMS – press 'delete', throw them out, shut the door or just hang up. **WATCH OUT FOR SLICK TRICKS-** Scammers use sophisticated tricks to fool you such as fake websites, glossy brochures, technical jargon or posing as someone that you know and trust – don't fall for them! Be empowered by being aware of the advantages of Cyber Safety so that you can be safe and confident users of the Internet.

Contact ASCCA if you need advice on cyber safety, www.ascca.org.au or 02 9286 3871. Happy Easter, Nan Bosler



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