



Victorian Tech Savvy Seniors Frequently Asked Questions



AGE
FRIENDLY
PARTNERS
PROGRAM



Q1. What is the Tech Savvy Seniors program?

A. Victorian Tech Savvy Seniors is a Seniors Card Age Friendly Partners program with Telstra. It involves the distribution of technology training DVDS to public libraries, throughout Victoria and the roll out of free training opportunities across regional and rural public libraries. In addition there are now 10 library services delivering training in languages other than English. The goal is to encourage more seniors to embrace technology. By participating in the program, it is expected that seniors will be assisted to develop the confidence and skills necessary to actively participate in the digital community (or increase their current level of participation).

Q2. Where can I find more information about the program?

A. For more information about the Tech Savvy Seniors program, visit www.telstra.com.au/tech-savvy-seniors and www.seniorsonline.vic.gov.au

Q3. Who funds Tech Savvy Seniors ?

A. Tech Savvy Seniors is funded through a partnership between the Victorian Government and Telstra.

Q4. Who is eligible to participate in the Tech Savvy Seniors training programs?

A. The program is primarily aimed at Victorian Seniors Card holders, with no previous computer experience or who have limited skills and are seeking to develop their confidence and skills in technology.

Q5. Do I need existing computer skills to undertake Tech Savvy Seniors training?

A. No - Tech Savvy Seniors is suitable for seniors with no previous computer experience or those with limited skills in technology.

Q6. Do I need to bring equipment to the Tech Savvy Seniors training?

A. A number of libraries are involved in providing Tech Savvy Seniors training. The libraries will provide all of the required technology for the training, and they will advise participants at the time of enrolment/enquiries if they need or recommend to bring anything (such as 'smart phones' etc) for specific training sessions.

Q7. Is there a cost for participating in Tech Savvy Seniors training?

A. Tech Savvy Seniors provides free training to seniors. All Tech Savvy Seniors training delivered through participating public libraries is free.

8. How do I find out which libraries are delivering Tech Savvy Seniors training?

A. The list of participating libraries is available at www.telstra.com.au/tech-savvy-seniors and www.seniorsonline.vic.gov.au

Q9. How do I find out what topics will be covered in the training sessions delivered by the participating public libraries?

A. You can contact the participating libraries in your area by phone, email, or in person, or check their website for details.

Q10. Where can I go to access other computer training if there are no available places in Tech Savvy Seniors training run by libraries in my area?

A. Universities of the Third Age (U3As) and Neighbourhood Houses may provide other beginner computer courses. Contact your local U3A or Neighbourhood House to find out what courses are being offered, and the cost of the course/s.

B. Local public libraries provide access to PCs (personal computers) enabling access to the Internet. Many also provide formal computer classes and guidance in the use of technology. Please contact your local library to find out what is available.

C. Telstra also has a list of online training resources including easy to 'watch and learn' videos, all available at www.telstra.com/tech-savvy-seniors.

D. Tech Savvy Seniors technology training DVDs are also available for loan via Victorian public libraries.

Q11. Where can I go to learn more after I have participated in training made available as part of the Tech Savvy Seniors program?

A. Local public libraries provide access to PCs enabling access to the Internet. Many also provide formal computer classes and guidance in the use of technology.

B. You may also wish to develop technology skills and confidence by joining a U3A or visiting your Neighbourhood House. Joining such groups provides people with an opportunity to extend their technical knowledge, pursue hobbies and interests and for meeting with like-minded people.

Q12. How long do the Tech Savvy Seniors training sessions run for?

A. Each training session is usually 2 – 3 hours in length.