



Australian Seniors Computer Clubs Association:

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ASCCA

Empowering Australian seniors through technology



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 Authors: Joan Craymer, Jennifer Willcox, Nan Bosler
 Layout: Joan Craymer

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Bosler, Nan, author

Australian Seniors Computer Clubs Association, issuing body

ASCCA's main objectives are to:

- ◆ Broaden the vision and understanding of available technology and what is possible.
- ◆ Help educate seniors about accessing information, government services and communications via the Internet.
- ◆ Liaise with all levels of government regarding policy issues affecting information communication technology and seniors.
- ◆ Encourage seniors to become digitally literate
- ◆ Assist communities to establish computer clubs for seniors wherever a need exists.
- ◆ Support and assist existing clubs to grow and remain viable.
- ◆ Provide awareness about Cyber Security.
- ◆ Provide training for club trainers and potential trainers.
- ◆ Develop training resources for use by computer clubs.



I would like to say thank you for the splendid conference just held. The two days were - I could use numerous adjectives! - engaging, compelling, memorable, welcoming, mind boggling, mind expanding, mind stimulating, are just some that popped into my head as I sat and absorbed the feast of topics and listened to the speakers. May the organizers continue to be inspired and encouraged in their planning for the 2011 conference and beyond. All the elements were excellent - speakers, the A1 venue, topics, catering, travel for out-of-towners, volunteers, sponsors etc. [Feedback from the 2010 Conference](#)



.auDA & **InternetNZ**
 THE AUSTRALIAN DOMAIN NAME ADMINISTRATOR

Internet Best Practice Awards 2010

Best Accessibility Category

Highly Commended

Awarded to

Australian Seniors Computer Clubs Association

Chris Dispain

Chris Dispain
CEO, .au Domain Administration Ltd

Vikram Kumar

Vikram Kumar
CEO, Internet New Zealand Inc



There are always magical moments at the ASCCA Conferences when old friends like June from Launceston, Tasmania and Cathy from Riverland SA meet up once again. Conversations seem to start up where they left off at the end of last year's conference!



2008 - 2011 Appreciation
"Take the Teacher Home"

ASCCA - A Vision 20 years ago ...

Supported by a small core of other enthusiastic seniors, Nan Bosler worked on her vision to form an umbrella parent body to benefit the handful of Seniors Computer Clubs already in existence in 1996 and to develop her dream to help in the formation of new clubs. The Australian Seniors Computer Clubs Association (ASCCA) model was so successful, that by 2001 the association was acknowledged as the national peak body for seniors and technology.

ASCCA was formed on the 7th August 1998 and became an incorporated association on the 14th August 1998. Nan Bosler, who had become President of the Northern Beaches Computer Club on her retirement from paid work in 1996, was elected President of ASCCA in 1998. ASCCA became a not for profit company limited by guarantee on 21st August 2001. The organisation was formed to bring emerging technologies into the lives of seniors and people with a disability and to encourage and teach them to become computer literate at their own pace, in a friendly non-threatening environment and to have fun whilst doing so.

Today there are 140 ASCCA affiliated clubs, located in every state and territory throughout Australia. This has resulted in large numbers (in the hundreds of thousands) of seniors learning to explore the advantages and benefits of using computer technology; thus enabling them to participate fully in a society rapidly being reshaped by these technologies. For the last 20 years ASCCA has always looked for new opportunities to encourage and teach seniors. In January 2018 the Seniors West Australian Digital Expansion project (SWADE) was born as the result of ASCCA's successful grant application to Good Things Foundation under the umbrella of the Federal Department of Social Services and the Digital Literacy for Older Australians initiative. It is exciting to report that despite the 'tyranny of distance', metro, regional and remote communities in Western Australia have enjoyed great progress resulting from the formation of SWADE.

This year we are celebrating 20 years of the work of ASCCA's wonderful "army" of volunteers and a smaller number of paid staff, who have achieved great things for Australian seniors. A sense of



The audience of mainly ASCCA Club members, listening with interest to a speaker in the Coles Theatre at the 2010 ASCCA Conference which was held at the Powerhouse Museum in Sydney

unity, purpose and representative strength has been passed on to these seniors as they have enjoyed benefits from - and become comfortable using - computer based technologies; which in the 21st century, include not just computers, but also mobile phones, webcams, iPads and many other emerging technologies.

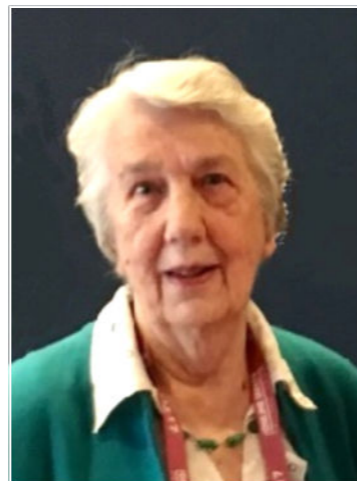
ASCCA has presented 19 successful and affordable annual computer conferences for seniors and many important Seniors Week, Training and Information Forums. Working with Dr. Scott Hollier of Media Access Australia Nan helped with the production and free distribution through ASCCA of a new manual on "Accessibility features in Windows and Web browsers" with instructions to suit different disability needs. With much worthwhile Adaptive Technology now available through computers, prior IT knowledge allows those seniors afflicted with impaired eyesight, speech or movement to continue to live a complete and interesting life and work towards eliminating marginalisation.

A number of forums organised by ASCCA have addressed eSecurity. In 2009, Nan appeared as a witness on behalf of ASCCA, making a submission to the House of Representatives Standing Committee on Communications "Inquiry into Cyber Crime" and she was again called as a witness by the Joint Select Committee on Cyber-Safety in 2012. She was a "Stay Smart Online Ambassador" in 2014 and currently acts as a consumer representative for a number of Department of Health Groups; is part of Human Service's Older Australian Working Group, participates on several working groups with DSS and was part of the Consortium for Broadband for Seniors Kiosks.

Nan was a Foundation Director for the Australian Communications Consumer Action Network (ACCAN) which is an important peak body for Communications. She was a "Broadband Champion" and assisted with promotion for NBN Co and was part of the Digital Switchover Taskforce's Consumer Expert Group which has now completed its work and she was a 2016 "Digital Inclusion Champion" Nan has developed, and maintained mutually helpful links with WorkVentures, ACCAN, Microsoft, Google, Telstra, Connecting up, the Human Rights Commissioners, the Children's eCommissioner and several well respected media technology personalities and many political representatives from national, state and local governments.

Nan Bosler OAM : the woman behind the vision ...

It becomes clear very quickly when the story of ASCCA is being told, that Nan Bosler, with her gift of leadership, is the cornerstone of the organisation and before we go on we should take a moment to congratulate her for all she has done over the entire 20 years. She has enthusiastically embraced technology to create opportunities for countless Australians regardless of age, gender, educational opportunities or abilities, geographic location, affluence or cultural background. Nan continues to inspire seniors to achieve a degree of satisfaction and independence that contributes towards their health and well-being and their sense of worth in the community. The workload Nan undertakes as voluntary President of ASCCA, along with her many other community commitments is truly remarkable.



In all her volunteer pursuits over almost 70 years, Nan has demonstrated her unselfish approach towards achieving a desirable outcome for her fellow Australians and her amazing gift for

ASCCA - Competitions 2001 - 2017 ...

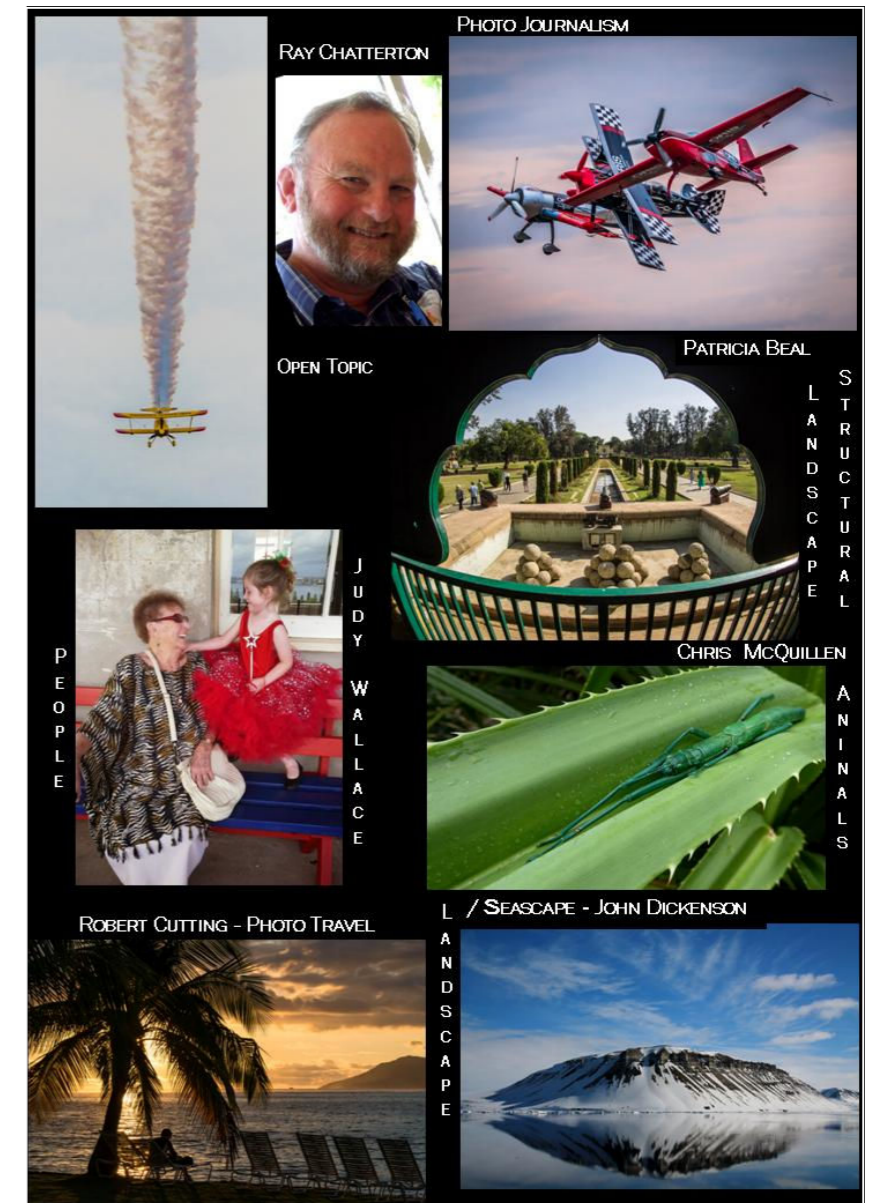
The first ASCCA Competitions were Club competitions, held to encourage interest and interaction between all the ASCCA Member Clubs. In 2001 Hank Jongen, National Manager, Communication, Media & Marketing: Centrelink, began the tradition of overseeing the judging of the Club Newsletter Competition and in 2003 he suggested the addition of a category for a newsletter published on a website. A new competition for best Club Website was introduced in 2004 and Hank was also the judge for that new communication competition.

Also in 2004 a new Digital Photography Competition was announced for individuals, with an overall Champion Photographer and a Champion Club to be acknowledged; with Peter Blasina being the judge for the first five years. Fiona Cuthbert from Fion Photography judged the entries in 2010 and from 2011 Geoff Beatty from Still Photography has judged the Digital Photography Competitions. There was also a Photo Slide Competition that ran from 2009 until 2013 and Paul Clark and Paul De Araujo from Microsoft were the two judges who looked after this competition.

In 2007 a creative Writing Competition was introduced and was greeted with great enthusiasm by ASCCA Members. For the first six years the Judge was Kaye Fallick, who is the Publisher of Your Life Magazine.

Mike Murphy, a Journalist from WA took over for the next four years and when Mike retired Alison Guesdon, a Journalist from Sydney judged the competition in 2017.

Thank you to all our excellent Judges who volunteered their time and expertise so generously, to encourage and educate our members to share and improve their hobbies and interests.
A very sincere thank you to you all!



ASCCA - Digital Photography Residential Workshops ...

As well as all the Seminars and Expos and of course the always popular Annual Computer Conference for Seniors, ASCCA held four very successful two day Digital Photography Residential Workshops, between 2004 and 2007. The first one on 6 & 7 July 2004 was held at Mittagong, with Peter Blasina being the main speaker and volunteering a whole day to help our ASCCA Members. The next Residential Workshop "Let's go Digital" was held at Woy Woy in August 2006 and was followed by the Kiama workshop, "Digital Photography and Family History" in May 2006. The fourth residential workshop "Cinematography" took place in Newcastle in May 2007, with a highlight being a group of presenters from the Yarnteen Aboriginal group. Although costs were covered and these workshops were embraced with great enthusiasm, it became obvious that with rising accommodation and catering costs the enormous amount of preparation and work was not sustainable long term.



The NSW Minister for Ageing Hon Tanya Davies, with Telstra and Family & Community Services (FACS) team members, ASCCA Vice President Joan Craymer, with her husband Alan and some of the Tech Savvy Seniors. The occasion, on the 15th May, was the launch of the **2017 Road Show Tour** at St. Clair, in western Sydney. ASCCA has always been a supporter of the Tech Savvy Seniors program, but now the courses are being taught in the ASCCA Training Room.



July 8 2014—David Bennett ASCCA Director, accepted a welcome and generous donation of \$20,000 for ASCCA's work, from philanthropist Mr. Dick Smith, who also presented a further 25 donations of \$10,000 to Australian Charities. David noted; "It was a great occasion because Dick really seemed to enjoy giving his money away!" This gift required the enthusiastic support of many individual members of our ASCCA Clubs who sent in photos of themselves supporting Dick Smith's food items.



15 February 2010 Tracy Fellows, MD, Microsoft Australia Presented ASCCA with a very generous Community "Skills for a Mature Workforce" Grant. Hundreds of ASCCA Clubs have been helped to get established and keep up to date with computer technology, through the generous Microsoft software Donations made available to them.

leadership was first recognised at 14 when she was asked to lead 4th Manly Cubs. She was active in Guiding for 50 years, becoming Assistant Regional Commissioner and a State Council Member, with involvement in The Duke of Edinburgh Awards.

Towards her life-time humanitarian goal of social inclusion Nan's enduring commitment to the Australian community has embraced her paid employments and extensive voluntary work. She has always promoted co-operation and success through her encouragement and participation in unselfish team-work to achieve the ideals of ASCCA and the many other not for profit organisations she actively supports.

Before "retirement" in 1996 Nan worked extensively in Local Government. Her final appointment was Community Development Officer - Aged & Disability for Pittwater Council. She was also a part time lecturer and adviser in the faculty of Adult Education at the University of Technology Sydney (UTS) and was the first adviser appointed by UTS specifically to assist students who were working with older people. Nan has extensive personal experience in Adult Education, having undertaken her first degree after the age of 50.

Nan continues as Vice President of Computer Pals for Seniors, Northern Beaches and maintains a close involvement with the Aboriginal Support Group – Manly Warringah Pittwater. She was the unpaid author for a book on a 6th generation Guringai Man – Bob Waterer, which was published in 2011 and launched by the NSW State Governor. Nan is a continuing NSW Carers Representative and was on the Ministerial Carers Advisory Council and a member of the inaugural Carers Advisory Council and prepared workshops on technology for Carers. She also created a learning tool to help clubs work with disabled members. She is a member of the COTA Policy Advisory Group. Nan has served a six year term on the [NSW] Ministerial Advisory Committee on Ageing (1998 – 2003); and a term on the Seniors Portal Editorial Board.

As an Assistant Investigator for the University of NSW research project – "Maintain your Brain", Nan has worked to ensure that interaction with seniors is kept, worded and presented appropriately for seniors. In addition, she is an occasional guest lecturer at Sydney University for Occupational Therapy students, Nursing Degree and Health Informatics students. Nan is also the President of First Fleeter, "Frederick Meredith Descendants Group" and has introduced technology into the group and edits and distributes the group's Newsletter.

Nan is a published author who has written books on Local History, War History, Craft, Creative Development of Pre-schoolers, Creative activities for disabled children and Community Management. She has also written many articles and made countless presentations about the value of computer technology for seniors. These include presentations in Korea and participation in Uruguay and New Zealand where her expertise was sought by international conference organisers. She was a Member of the BRAID (Bridging Research in Ageing and ICT Development) project 'Board of Experts' and attended their 2011 Workshop in Dundalk, Ireland and the 2012 Conference in Prague. These both provided her with speaking opportunities to talk about seniors and technology in Australia. Travelling at her own expense, Nan also presented two papers about ASCCA's work with Seniors at the International Federation of Ageing Conference in Prague in 2012.

Representing ASCCA, Nan has also participated in forums, workshops and festivals via Skype with Japan and in 2012 she made a presentation during Cybersecurity Awareness Week for the Global Senior's Networking Forum at the University of Tokyo as a Key Note Speaker. The Program for this event in Tokyo was built around information sourced from ASCCA Newsletters. Nan is an enthusiastic member of the Active Aging Consortium Asia Pacific and is Australian representative on the "Pass it On Network", which is a Global Program Exchange for Positive Aging. She was one

of 55 world speakers invited to participate in the “Age Without Borders Virtual Forum”. Nan continues to speak regularly at conferences locally, interstate and internationally and also provides frequent media interviews for radio, TV and newspapers. She regularly writes about technical and other important issues for seniors for several magazines and prepares submissions on issues of importance for seniors. An application she made for a grant from the auDA Foundation saw ASCCA staff undertake investigation and documentation of factors inhibiting or discouraging isolated seniors and carers from exploring the internet and boosting their independence, health, well-being and self-worth.

The goals of the three tiers of government as expressed in publications like “The Australian Local Government Population Ageing Action Plan published by the Australian Local Government Association and “Towards 2030: Planning for our changing population” which was published by the NSW Department of Premier and Cabinet in 2008 and other government publications, align well with the goals of ASCCA and its community based computer clubs. Therefore the work of ASCCA over the past 20 years has assisted government authorities to inform and connect their constituents with aged care facilities and policies and helped in giving ASCCA members - and indeed other seniors a voice.

Through ASCCA and Nan’s inveterate vision for Australia to be a place where all people have the same opportunities for a fulfilling and safe life regardless of their circumstances, age, gender, educational opportunities or abilities, geographic location, affluence or cultural background; all ASCCA Clubs and individual ASCCA members have much for which to thank Nan Bosler and her army of great volunteers.



Any opportunity like a public EXPO, Festival or Seniors Week, where ASCCA can make contact with interested seniors, sees our always cheerful Nan and ASCCA staff and volunteers, often from a variety of different local clubs, on the job waiting to answer questions and offer help and encouragement. The Hon John Ajaka, NSW Minister for Ageing and many other politicians, local, state and federal, know Nan is always ready to talk about the needs and opportunities which would benefit their older constituents.

ASCCA - Working for Seniors with Governments ...

July 2014 - A \$50,000 Grant to help more Seniors ‘LOG ON’ was presented to ASCCA by the NSW Premier and Member for Manly Mike Baird and Minister for Ageing Hon John Ajaka, during a visit to Computer Pals for Seniors Manly. Manly Mayor Jean Hay, Manly Club Secretary Lyn Nicholls, Nan Bosler, ASCCA President and Manly Club President Jack Newton enjoyed the informal club visit and student Frances and others told the guests how excited they were to become a tech savvy senior.



At the request of the Australian Human Rights Commission, ASCCA met with a delegation from China led by the Ministry of Civil Affairs in **April 2015**. This was part of a Study Visit on the Rights of Older Persons conducted under the China-Australia Human Rights Technical Cooperation Program (HRTC), which the Commission implements on behalf of the Australian Department of Foreign Affairs and Trade.



The delegates watched a short presentation by David Bennett on the role of ASCCA and the opportunities and barriers of technology-use for seniors in Australia. They then observed and enjoyed a lesson with seniors in the ASCCA Training Room and presented ASCCA with a gift of appreciation.



Left: Recognition of ASCCA with a 2004 Premier’s Award for showcasing excellence.



Left: This 2005 NSW Seniors Week Achievement Award is just one example of the appreciation of the work that ASCCA and ASCCA Clubs have done for Seniors Week Celebrations in all states.

ASCCA - Working for Seniors with good partners ...



28 June 2004 ASCCA became a foundation partner for the Microsoft Unlimited Potential Project, launched at the Hilton Hotel, Sydney by Hon John Howard, Prime Minister of Australia, with Bill Gates taking part and saying; *“Microsoft, through partnering with these highly respected community groups, is able to provide much needed technological resources, skills training and support to people who need help in overcoming the digital divide”*. ASCCA Club members at the COTA Club joined in the launch via webcam and were greeted by a friendly wave from Bill Gates and the Prime Minister.



The Google ‘Age Engage’ workshops held for ASCCA members over the last few years to highlight the applications of GOOGLE’s emerging technology and new hardware products, have been greatly appreciated.

GOOGLE sees a strong alignment with ASCCA and we have valued the partnership formed through these one on one training events and the provision of enthusiastic speakers for ASCCA Conferences.



Here we see an enthusiastic group of ASCCA Club members drawn from various locations throughout Sydney and surrounding areas, who are receiving ‘hands-on’ tuition and help with their various Apple devices, during an Apple workshop in 2017.



October 2010 - Our busy ASCCA President Nan Bosler was welcomed to WA as guest of the WA Community Resource Network and joined Jenny Willcox from Walpole Community Resource Centre (CRC) and Debbie Rice, the Director of the CRC Network in a one hour statewide Westlink satellite broadcast. This broadcast was an opportunity to talk about the work of ASCCA and the advantages of joining the national network of ASCCA Clubs. Now in 2017-2018 we have SWADE - Seniors West Australian Digital Expansion project !

ASCCA - Working for Seniors ...



In **August 2011** the Hon Susan Ryan AO became the Age Discrimination Commissioner, responsible for advocating for and enabling the elimination of age discrimination across all areas of public life. On 10 December 2012 at the Annual Human Rights Awards, Nan Bosler was a Finalist for the Community Individual Award - Tony Fitzgerald Memorial Award.

This award is for individuals with a proven track record in promoting and advancing our human rights in the community on a not-for-profit basis.

This was a great recognition for Nan and for the work of ASCCA.



In 2007 Adult Learning Australia Inc. (ALA) and APIA Insurance collaborated to promote a new and prestigious award which they called **The Apia Adult Learning Ambassador of the Year Award**. The purpose was *“to promote the value and growing importance of adult education in Australia and highlight the quality of the professionals working in adult education in Australia – and to provide them with opportunities for international travel to gain additional expertise likely to benefit Australia’s adult education sector.”*

Nan Bosler, a most deserving volunteer, was presented with the inaugural award in Cairns on Saturday **10th November 2007**. In March 2008, she was invited by Microsoft to make a conference presentation at the Seoul Information Society and the Elderly Global Perspectives Conference.



In **May 2017** Nan Bosler was one of six inspirational winners; both individuals and organisations; to be recognised at the 2017 Australian not-for-profit Technology Awards, hosted by Connecting Up Australia. These Awards highlight the achievements of the not-for-profit sector in Australia.

Nan’s Award, the “Not-For-Profit Technology Lifetime Service Award” was given to “Recognise and celebrate the outstanding commitment and service by an individual working in a technology-related role in the not-for-profit sector over a significant period of time.” As the volunteer President and founder of ASCCA in 1998, Nan was building upon 50 years as a NFP volunteer and innovator of new ideas to support her community.



Members of the ASCCA team over the past 20 Years

Steering Committee 1 May 1998

Nan Bosler (Chair)
Keith Hinchcliffe
Bill Van der Meyden
Colin Ward
George Kimpton

First management Committee 7 August 1998

Nan Bosler – President
Colin Ward – Vice President
George Kimpton – 2nd vice president
Keith Hinchcliffe – Secretary
Bill van der Meyden – Treasurer
Wal Anderson – Club Liaison Officer
Bernice Shanon
George Thompson
Gil Wahlquist

Management Committee Members and Directors

Anderson, Wal – Club Liaison Officer
Bennett, David – Vice President
Bosler, Nan – President
Brenac, Paul – Director, Treasurer
Brophy, Sandra - Director
Clarke, Ron – Director
Craymer, Joan – Vice President
Douglas, Penny - Director
Gray, Maxine - Director
Grosz, Frank - Director
Hinchcliffe, Keith – Director, Secretary
Joffe, Marcus – company secretary,
Kimpton, George - Director
King, Peter - Director
Kitchen, Melva– Director
Lambert, Wendie - Director
Mannix, Joe– Director
Mikkleson, Allan - Director
Notary, John – Director, Treasurer
Num, David – Director
Parker, James – Treasurer, Company Secretary
Redwin, Arthur - Director
Rutter, John - Director
Schwarz, Bodo - Director
Shannon, Bernice – Director, Treasurer



Soper, Dorothy – Treasurer (former Staff)
Stuckey, Alwyn – Company Secretary
Stuckey, Annette - Director
Thompson, George - Director
Tucker, Margaret – Director
Van der Meyden, Bill – Director, Treasurer
Wahlquist, Gil - Director
Ward, Colin – vice president
Whitehouse, Eric - Director
Willcox, Jennifer - Director

Members of the ASCCA team over the past 20 Years

Employees Date order

Moore, Malcolm
Fleming, Elly
Stanhope, Peter
Tucker, Margaret
Thomas, Jim
Lenn, Tony
Soper, Dorothy
Brentnall, Diane
Duncan OAM, Sirkka
Anstice, Ruth
Young, Mark
Orr, Kerry
Hart, Raymond

Volunteers

Brentnall, Diane
Chen, Maria
Deb, Pradip
Fraser, Elizabeth
Grove, Peter
Henderson, Ann
Linklater, Dawn
Martin, Deborah
Martin, Jean
Patterson, Jan
Wilson, Jack
Wilson Teresa
Young, Mark



When looking back over our 20 years so far, we must also say a huge thank you to all the volunteer speakers at our 19 Computer Conferences and countless Seminars and EXPOs. Your generosity in agreeing to educate and entertain us and donating your precious time has been valued enormously.



We have enjoyed the support of large and small companies, state and federal government politicians and employees, scientists, academics and enthusiastic individuals from many walks of life and many have become “regulars” and are welcomed back almost like “family”. The “prize” for the speaker appearing at the most ASCCA Conferences goes to Peter Blasina!

Thank you to each and every one of you!