

During the Be Connected introductory workshops we asked attendees what their top tips were for supporting older Australians to improve their digital literacy and confidence. This list isn't exhaustive but it's a good starting point for anyone wanting to help someone on their digital journey.

## Learning styles

- Everybody learns at a different pace and in a different way - use different styles to find out what suits them.
- Many older Australians like having written notes or handouts to take home - allow time in your session for them to make their own or read ones that you've prepared.
- Find the 'hook' - customise your session so it covers topics or tools that meet the needs and interests of the older person.
- Goals - some people respond well if they're working towards something. Try setting a goal for your learner so they have something to aim for.

## Tutor/volunteer approach

- *'Slow down!'* - Make sure you work at a pace that suits the older person and gives them time to practice their learning and ask questions.
- Don't assume anything or skip steps.
- Repetition is key.
- Be patient.
- Avoid using jargon.
- *'Be consistent'* - avoid changing devices or operating systems to minimise confusion.

## Accessibility

- Make use of the accessibility settings on your devices eg. if your learner is struggling to read what's on screen, use a larger font.
- Could the learner benefit from a larger mouse or touchscreen? Think about the learner's dexterity and physical needs.

## Three keys to success

- A great way for an older person to remember a password is to choose their favourite song title or film name.
- *'You can't break it'* - take time to quell any fears the older person may have about using new technology.
- *'No question is a stupid question'* - it's important for the older person to feel comfortable to ask questions and let you know if they're struggling with anything.