

Name of Library	Sunshine Coast Libraries	
Address	Locked Bag 72, S.C.M.C., Nambour QLD 4560	
Phone	07 5475 8953	
Contact person	Janice Hill	
Email	Janice.hill@sunshinecoast.qld.gov.au	

Title of project/innovation/initiative	Telstra <i>Connected Seniors</i> programs
Date initiated	2010
Date completed	2011

The issue/challenge

With the increasing uptake of mobile phones, and their increasing use for connecting seniors to their families and friends, seniors need to be provided opportunities to improve their skills in using mobile phones.

Project details

In 2010, in conjunction with the local Telstra office, we conducted educational sessions to provide seniors the opportunity to improve their skills in using mobile phones. With over 800 seniors trained, the programs proved to be one of the most popular activities we conducted.

In 2011, Sunshine Coast Libraries successfully negotiated with Telstra to make public libraries across Australia eligible to apply for funding to enable the delivery of Connected Seniors programs. These sessions help seniors develop better skills in the use of their mobile phones, enabling them to better connect with families and friends by enhancing their understanding of mobile telephone technologies.

As a result of these negotiations, Telstra received applications for \$800,000 worth of funding from public libraries across Australia, awarding \$300,000 worth of funds to public libraries in the first round of grants. A second round of grants will be open in later 2011, and once again, public libraries will be eligible to apply for funding. The efforts in this area have not only improved the skills of our local seniors, but the efforts by Sunshine Coast Libraries have led to a great outcome for libraries across Australia.