

## SENIORNET KĀPITI

SeniorNet Kapiti (SNK) was established in 1997 to service the Kapiti Coast as part of a nationwide programme to assist older New Zealanders to keep up with technology. Membership is available to people aged 50 and over who want to learn about technology or to improve their skills.

SNK is a charitable organisation and our tutors are all volunteers. Tutors are a group of like-minded individuals who enjoy helping others learn about all things computing. They come from diverse backgrounds. Some have a long-term computing background with knowledge, training expertise, and people skills gained during their working lives. Others have gained their skills within SeniorNet and now continue to share their knowledge with others. They are keen to help our members get the most out of modern technology and keep up-to-date with new developments. Most importantly, they understand people's frustrations and have the patience to help with practical, easily-understood advice.



Covid-19 demonstrated the importance of digital connectedness in our everyday lives, both in maintaining contact with family and friends and in accessing essential services. It was immediately clear that many of our members would be adversely affected by the isolation imposed by the lockdown. This presented our tutors with some unique challenges. They had the knowledge and skills to provide assistance and support but were unable to interact directly with members. The solution seemed to lie in some form of digital communication. It was decided to explore the opportunities provided by "Zoom", a then largely unfamiliar tool.

Within a very short space of time, the team had researched and familiarised themselves with the Zoom technology and were ready to offer the results of their experience to members. First, online courses on how to use Zoom were provided for interested members. Then, a number of regular workshops were adapted for online presentation. Online Q and A sessions were also held. In addition, a one-on-one Helpdesk system was established to support those who were experiencing technological problems.

In all, our tutors have devoted hundreds of additional hours of their time during the lockdown period and beyond to researching new technology, adapting and leading courses and providing advice to members. Feedback from members suggests that the online sessions were beneficial in both a practical sense and in providing opportunities for social interaction. Members felt empowered to use technology to stay in touch with loved ones and some went on to use their knowledge of Zoom within their own organisations.

SNK course timetables are published on our website [www.kapiti.seniornet.co.nz](http://www.kapiti.seniornet.co.nz). The Learning Centre is located at 200 Matai Rd, Raumati Beach. The office phone number is (04) 299 0754 and email address is [kapiti@seniornet.co.nz](mailto:kapiti@seniornet.co.nz). New members are always welcome.



**Te Wiki Tūao ā-Motu**  
national volunteer week  
21–27 JUNE 2020

**Te Hua o te  
Mahi Tahī**  
The benefit of working together