



TECHNOLOGY SUPPORT

Supporting you every step of the digital way

Have you purchased a new smartphone, tablet or computer, but you're not sure how to set up your device, install programs or apps and get started? There are lots of different resources available to help you on your way!

Your local library or council

Most local libraries run regular free technology sessions, including group sessions or one-on-one appointments, where you can take your technology along to ask questions

Seniors and community centres

Local seniors and community centres often run free technology programs, or have a volunteer or staff member who you can take your device to for help

Aged care facilities

If you are living in a aged care village, there are often programs run by the activities coordinator, or volunteers who can help you with technology in your home

Support for Apple products

For your iPhone, iPad or MacBook laptop computer, you can phone Apple Customer Support on 1300 321 456 for free over the phone support, or to make an appointment at the nearest Apple store Genius Bar

Your technology retailer

For non-Apple devices, you can ask the salespeople at the shop that you purchased your device for help. They may be able to help you with basic tasks

Over the phone

Services can provide specialised paid support for seniors over the phone, anywhere in Australia, for a range of technology

In-home technology support

There are specific in home support services that provide paid in-home support to set up and explain new technology

Further support

If you have any questions, or would like more information on any of these resources, you can phone the Social Work and Wellbeing team on (02) 9267 6577.

Scan the QR code to view the Digital Literacy Guides
or visit: familiesofveterans.org.au/digital-literacy-war-widows

