

## SEMINAR D – FUTURE TECHNOLOGY

### Changing the World – One Click at a Time

#### Key themes / issues / questions arising from discussion:

- Look at lived reality of the sector – what is the profile of people we are trying to activate?
- Demographics of sector needs to be understood
- Take into consideration when thinking of up-skilling people – remember large number of volunteers, stressful conditions, high staff turnover
- How do we engage with people regarding digital divide?
- 10% (low income disadvantaged people) access to internet at home
- How do we avoid creating more of the gap of those who have and those who have not in terms of how has access to It/home internet.
- Before social action can happen – take into account that low income people do not have access to IT/home computers.
- Often IT component in orgs is quite separate to rest of org.
- There needs to be more thinking of the solutions in context – not just talk about technology as a ‘magic bullet’.

#### Barriers:

- 70 – 80% women are in the sector
- Low base of ICT usage and knowledge
- Re barriers in staff
- Rate of retention
- Rate of volunteers
- Unable to afford ICT staff
- Ability to train staff
- Lack of finances
- ICT as one of the tools for service delivery – not substitute.
- How do we upskill marginalised people (remembering most of It information is written in English)
- E-democracy – where technology ‘got us over the line’
- Sending emails to politicians
- Meeting before and after campaigns
- Social Action – or do I just forward? READ EMAILS AND TAKE ACTION.
- Being aware of what information exchanged and delivered over net is correct.
- Different methods of being active which can be positive but also have their limitations :
- Blogging – diary on the net available for all and can be interactive. Source of information but how reliable and what information?
- Texting – (Cronulla example)
- ACOSS using Action Network – A way to allow people to connect to social actions.

- Sometimes we don't know what we don't know in relation to knowing what technologies we need.

### Leah Watkins

- How do we find the right place to refer people quickly? Contrasts experience in London to Perth re: searching/finding
- Homeless London ([www.homelesslondon.org](http://www.homelesslondon.org)) – Government Funded. You can login to this site and register information regarding someone in need (e.g housing/mental health/advocacy). A list of places e.g. Hostel comes up – and you can get information about the place (eg maps/what services offered/hours/processes) Also available are publications.
- The high value of having more information available online to respond better to referrals.
- When information is more accessible like Homeless London there is more opportunity to build capacity – use resources better. Everyone has a better idea of what is going on and what is possible in terms of development.
- Comprehensive and up to date online and in hard copy. IT systems should be made very accessible and user friendly – designed by the people who understand the sector.
- London Homeless Directory was produced through a very tight process over 3 months. Updating has been very easy.
- High security in place in on Homeless London site for womens' refuges.

### Jack Smit

- Influencing Government from anywhere – email letters.
- Tells story of his connection with Ibrahim.
- Example: 'Educating Laurie' email campaign.
- One person's ability for immediacy of connection to social/political action – quick, action and demanding a response.

### **Person / People to contact (include email / phone) for further information about this issue / session:**

Andrew Johnson, Executive Director, Australian Council of Social Service.

[andrew@acoss.org.au](mailto:andrew@acoss.org.au)

(02) 9310 4822

mob: 0408 605 886

fax: (02) 9310 4822

Leah Watkins, Resource Information Service

[justleah@lycros.com](mailto:justleah@lycros.com)

(08) 9272 1499

Jack Smit, Exec. Director/Project Co ordinator, Project SafeCom. Inc

[jacksmith@safecom.org.au](mailto:jacksmith@safecom.org.au)

[www.safecom.org.au/](http://www.safecom.org.au/)

(08) 9881 5651

mob: 0417 090 130

**Actions Arising (if any)**

WACOSS asked to take the lead in developing appropriate ICT and encouraging its uptake.