

The \$5 Computer Clinic

Don't panic!



Thanks to the support of our State Government, our 'Half Price Tuesday Computer Clinic' has become even friendlier... The clinic will now run on Wednesdays as well as Tuesdays and the price has been reduced to \$5 for up to an hour of one-on-one support.

Low cost computer and mobile device support is one of the most popular services at NCRC. Here are some areas we have been able to help:

- setting up a new device—transfer contacts, photos and files.
- assisting with computer security issues
- one-on-one training in the area of participant need including Microsoft Office, image editing, Desktop Publishing and more.
- troubleshooting technical problems to increase the participant's knowledge of:
 - ◇ Computer security practices
 - ◇ File management
 - ◇ Backup strategies
- Help with identifying internet and phone connection options, selecting internet connection and mobile phone plans.
- Assistance with design, purchase and upgrading of computers.
- Assistance with online research, shopping and socialising.
- Anything else you can think of which you need help with!

Here is the fineprint (these conditions don't apply to our usual support, available at Non-Member and discount Member rates):

- ◆ You have to sign a short agreement and answer a one question survey afterward.
- ◆ Support is limited to one hour and only available on Tuesdays and Wednesdays.
- ◆ You can access support once per month.
- ◆ Support must be used in the week you sign up.
- ◆ Support is based on availability of staff.
- ◆ No appointments/bookings for support.
- ◆ This is a one-on-one support service, not a 'drop off your device for repair' service.

As an additional benefit, on the week you purchase your support package you can use CRC computers free of charge throughout Tuesday and Wednesday open hours.

What are you waiting for? Get the help you need!



Workforce Development Support

Free Workforce Development Support packages are now being offered. We provide up to an hour of free one-on-one help for those wanting to do job applications (online or physical), create resumes or similar tasks.

While you are finishing the task your computer access will remain free. Ask us about any relevant conditions.



Get Email, Get MyGov, Get Started!

- 'back to basics' training including using a computer and mouse, getting yourself an email address, setting up a MyGov account, accessing Paypal and online banking.

This program has been running for three years now and is quite popular. Beginners can come in (any day of the week) and can access up to an hour of free one-on-one computer support. This training will focus on your area of need, provided it is listed amongst our 'basic skills' list. Ask us about any relevant conditions.



Support for Businesses, Sole Traders, and Community Groups

Our longest running and most popular free support program, Business Development Support packages provide up to four hours of free computer support for a Business, Community Group or Sole Trader for the purposes of furthering a business activity.

Three packages are available every three months:

- Create event posters and tickets
- Apply for grants or write a business plan
- Improve your systems

Ask us about any relevant conditions.

Need More Than One Hour?



You may only need ten minutes help to get started and occasional help throughout the day. This way an hour of free or paid help can easily stretched out into a half day, a day or even two days with no additional service cost. We only count the time we need to sit with you to provide help.

If you need more than an hour of one-on-one support a fee structure applies with generous discounts for Members. Membership of the NCRC is \$12 per year.

Monday, Tuesday, Wednesday 10 am to 5 pm • Thursday, Friday 10 am to 6 pm