

## Project Report

\* indicates a required field

### Research Title

Internet usage and social connectedness of residents of aged care facilities  
This question is read only.

### Please provide a short summary of the work that was completed as part of this project / research \*

The purpose of the proposed study was to: (i) Investigate to what extent residents of aged care facilities interact with digital technologies; (2) Explore attitudes toward, and factors related to, the use of technology-aided interaction between residential aged care facility residents and family members/friends; and (3) Identify strategies to enhance internet use in residential aged care facilities to maximise the internet-based social connectivity of residents.

To fulfil these aims, during 2017-2018 we conducted telephone interviews with over 70 people from the community who had a family member or friend living in a residential aged care context, and we conducted face-to-face interviews with 15 residents of a retirement village.

Describe the 'who, what, where, when and why' of your initiative

## Timing

### Is your project / research complete? \*

Yes  No

If your initiative is still in progress, pick 'no'

### Start Date

01/06/2017

Must be a date.

### Finish Date

08/09/2018

Must be a date.

## Milestones

### What have been the major steps / stages (i.e. milestones) involved in delivering your initiative to date?

| Milestone  | Description                           |
|--|---------------------------------------|
| Obtaining ethics approval for Study 1 (telephone interviews) | This was obtained on 22 November 2017 |

Internet Research 2016  
 Internet Research final report  
 Application IR20160015 From Dr Wendy Wrapson  
 Form Submitted 3 Sep 2019, 11:00am NZST

|   |   |
|---|---|
| Recruitment of Study 1 participants completed                   | The aim was to interview up to 90 participants by telephone. At the time recruitment and data collection were completed in August 2018, 74 interviews had been conducted (encompassing data from 80 different participants) |
| Obtaining ethics approval for Study 2 (face-to-face interviews) | This was obtained on 1 May 2018   |
| Recruitment of Study 2 participants completed                   | The aim was to recruit and collect data from 15 participants and this was achieved early June 2018  |
| Data analysis and writing up findings-Studies 1 and 2           | A written report of findings was sent to InternetNZ on 7 September 2018   |
|   |   |
| e.g. planning; major activities; evaluation                     |   |

## Outcomes

### What outcomes were generated as a result of this project / research?

Outcomes are the changes that have occurred for the beneficiaries of your initiative. Generally outcomes can be framed as an increase or decrease in one or more of the following:

- Skills, knowledge, confidence, aspiration, motivation, (these are generally **immediate** or short-term outcomes)
- Actions, behaviour, change in policy (these are generally **intermediate** or medium-term outcomes)
- Social, financial, environmental, physical conditions (these are generally **long-term** outcomes)

Immediate outcomes occur directly following an activity (e.g. within 1 month); intermediate outcomes are those that fall between the immediate and long-term (e.g. between 1 month and 2 years); and long-term outcomes are those we expect to see years later (e.g. 2, 5, 10 or 50 years after the activity).

We also want to learn more about how you tracked the outcomes of your initiative - what you measured and how.

If you need more help understanding what outcomes are, read the help sheets at [www.ourcommunity.com.au/evaluation](http://www.ourcommunity.com.au/evaluation)

**List your initiative's outcomes and attached information in the following table. Leave blank any fields that do not apply to your project.**

| Outcome | Were these outcomes anticipated? | Timeframe | Indicator | Verification Method |
|---------|----------------------------------|-----------|-----------|---------------------|
|---------|----------------------------------|-----------|-----------|---------------------|

# Internet Research 2016

## Internet Research final report

Application IR20160015 From Dr Wendy Wrapson

Form Submitted 3 Sep 2019, 11:00am NZST

|  |               |           |   |  |
|--|---------------|-----------|---|--|
| The main outcome achieved was a greater understanding by the researchers of digital technology use in residential aged care communities. Our findings highlighted shortcomings in aged care facilities providing computer resources for residents and technology companies not meeting the needs of older people | Anticipated   | Immediate | Report provided to InternetNZ outlining the findings                  | Data analysis and reporting  |
| Potentially a greater understanding by aged care operators and technology companies that older people are in danger of being digitally excluded unless action is taken by these organisations  | Anticipated   | Immediate | Above report provided to relevant organisations                       | Data analysis and reporting  |
| Media interest in the research potentially raising a wareness of the issue of digital exclusion amongst the public and amongst stakeholders  | Anticipated   | Immediate | Radio interviews , publication of AUT's media release about the study | Print media and radio coverage   |
| A piece written for the online journal, The Conversation   | Unanticipated | Immediate | N/A   | Publication of article <a href="https://theconversation.com/older-people-are-more-digittally-savvy-but-aged-care-providers-need-to-keep-up-113471">https://theconversation.com/older-people-are-more-digittally-savvy-but-aged-care-providers-need-to-keep-up-113471</a> |

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Application IR20160015 From Dr Wendy Wrapson

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|  |                      |  |  |   |
|--|----------------------|--|--|---|
| A new study being undertaken by Dr Wrapson arose out of the InternetNZ-funded study, which is further investigating the commitment of aged care facilities providing digital technology resources to residents | Unanticipated        | Intermediate                                 | An audit of aged care facility websites  | Publication of a peer-reviewed journal article is planned |
|  |                      |  |  |   |
|  |                      |  |  |   |
| Outcomes are the changes that you believe were generated or influenced by your initiative. See information above.  | Choose from the list | Choose from the list (see description above) | What you used to measure this outcome - e.g. 'change in teenage pregnancy rates from x to y' | e.g. survey; interviews; focus groups                     |

### **What (if anything) did you change in your approach and practices as your project research proceeded, and why? \***

It was intended, if possible, to interview 2-3 aged care facility managers for Study 2 (face-to-face interviews) but this proved difficult in the timeframe, hence we decided to focus on the residents.

The research assistant employed on the project left suddenly two-thirds of the way through data collection and consequently the work was then divided between Dr Wrapson and another research assistant (employed on another research project).

We may use this information to help inform others undertaking similar work

### **What did you learn as a result of undertaking this project/program? \***

The time invested in the project by Dr Wrapson was far in excess of the time budgeted for but this was partly because our telephone interviews were sometimes much lengthier than originally envisaged because of interviewees' interest in the topic. This had further impacts on time spent analysing data etc.

Apart from that the project proceeded as anticipated in terms of our assumptions about the different aspects of the project.

We are particularly interested in lessons that may help others undertaking similar work. Think about what you learned about your inputs (money, skills, personnel, time - too much; too little; about right?); your assumptions (were they 100% right, only partly right, or were the results a complete surprise?); and the context of the project/program (timing; targeted beneficiaries; geographic settings - were they right; wrong; about right?)

### **How will you share your learnings from this project/research? \***

This has already been partially achieved by AUT issuing a press release about the research (26 March 2019), followed by media outputs as noted above. InternetNZ has disseminated the written report of findings on its own website. Dr Wrapson has also sent copies of that report to the Minister for Seniors, Age Concern, SeniorNet, Greypower, the New Zealand

# Internet Research 2016

## Internet Research final report

Application IR20160015 From Dr Wendy Wrapson  
Form Submitted 3 Sep 2019, 11:00am NZST

Aged Care Association, and several aged care operators and technology companies. These are the organisations we anticipated as the main audience for the findings from the outset. As noted above, an article was also written for the online journal The Conversation (published 26 March 2019) and a TechWeek TV interview was given by Dr Wrapson during TechWeek 2019 (24 May 2019) on this topic.

What mediums were used to share the learnings? Have you reached the audience you expected?

**We'd love to see some visual and audio representations of your work. Please share below.**

**Upload files:**

*No files have been uploaded*

and/or

**Provide web link:**

<https://internetnz.nz/news/digital-divide-still-exists-new-zealand-older-people-living-residential-aged-care>

Must be a URL

and/or

**Provide additional details:**

The above link is for the report which InternetNZ has included on its own website

Please include captions, if relevant

**Can we use your media content in our own communications?**

Yes  No  Please contact us first  
e.g. in our annual report

## Financial Report

\* indicates a required field

### Project Income & Expenditure

Please provide details of any project income (funds received) and project expenditure (funds spent) to date.

Use the 'Notes' column to provide any additional information you think we should be aware of.

| Income Description | Income Type    | Confirmed Funding? | Income Amount (\$) | Notes |
|--------------------|----------------|--------------------|--------------------|-------|
| Research grant     | Other Income * | Confirmed *        | \$27,000.00        | N/A   |
|                    |                |                    |                    |       |
|                    |                |                    |                    |       |

Internet Research 2016  
 Internet Research final report  
 Application IR20160015 From Dr Wendy Wrapson  
 Form Submitted 3 Sep 2019, 11:00am NZST

| Expenditure Description                              | Expenditure Type          | Expenditure Amount (\$) | Notes  |
|--|---------------------------|-------------------------|--|
| Academic staff                                       | Salaries and Wages *      | \$4,687.99              |  |
| Casual research staff                                | Salaries and Wages        | \$9,956.89              |  |
| Kiwisaver, holiday pay for academic and casual staff | Salaries and Wages        | \$1,163.74              |  |
| Overheads  | Overheads                 | \$5,400.00              |  |
| Advertising for participants                         | Advertising and Promotion | \$1,051.00              |  |
| Catering for focus groups                            | Project and Production    | \$23.12                 |  |
| Transcription of interviews                          | Project and Production    | \$1,155.00              |  |
| Koha for telephone in interview participants         | Project and Production    | \$1,600.00              |  |
| Courier charges for delivery of gift vouchers to AUT | Project and Production    | \$27.39                 |  |
| Taxi fare  | Project and Production    | \$34.78                 | This was to attend the interview at TechWeek TV 2019 as there was no parking available |

Income and Expenditure Totals

| Total Income Amount                              | Total Expenditure Amount                         | Income - Expenditure                            |
|--|--|---|
| \$27,000.00<br>This number/amount is calculated. | \$25,099.91<br>This number/amount is calculated. | \$1,900.09<br>This number/amount is calculated. |

**Have you experienced any issues with your intended project budget to date? If so, please explain reasons for any major variances or for providing incomplete information:**

The largest variances are noted below -

Transcriber - \$2,358 was allowed for transcription but the interviews were shorter than anticipated and very clear and the transcriber was able to work through these quickly, thus only \$1,155 was expended

# Internet Research 2016

## Internet Research final report

### Application IR20160015 From Dr Wendy Wrapson

Form Submitted 3 Sep 2019, 11:00am NZST

\$230 mileage was allowed for in the budget but no mileage was claimed for aged care facility visits as they were very close to the AUT campus

\$9,985.00 was budgeted for casual staff (including staff-related costs such as kiwisaver) but \$11,120.63 was spent (although this figure also included salary-related costs of the principal investigator)

Finally, an amount of \$1,500 was allowed for koha for residential aged care operators facilitating the face-to-face interviews (being anticipated to comprise of internet-related benefits for residents). However both participating facilities were reasonably well set up for computer-related resources and this amount was not spent.

One cost that was unable to be included within the original budget due to the funding cap was conference attendance expenses to further disseminate research findings. If InternetNZ was agreeable, the current remaining balance of \$1,900 would enable the principal investigator, Dr Wrapson, to attend one or more New Zealand conferences such as the annual conference of the Society of Australasian Social Psychologists (SASP). This conference is being held in Auckland in April 2020 so only the registration fee would be payable (the fee has not yet advertised). Or the balance remaining could contribute towards an Australasian conference in the social psychology or gerontology fields. Alternatively, the funds could be used in the new study being undertaken by Dr Wrapson (which arose out of the InternetNZ-funded study), which is an audit of aged care facility websites to determine the availability of wifi access and other technology resources for residents. This is being partially funded by a small internal AUT grant (\$2,000, awarded August 2019) but additional funding will be needed to complete the study.

## Certification and Feedback

### Feedback

You are now nearing the end of this form. Before you review your application and click the **SUBMIT** button please take a few moments to provide some feedback. (If you would rather provide anonymous feedback, please go to **{{ Grantmakers: provide a link to an anonymous survey or delete this sentence }}**)

**Please indicate how you found the acquittal process:**

Very easy  Easy  Neutral  Difficult  Very Difficult

**How many minutes in total did it take you to complete this form?**

150

Estimate in minutes (i.e. 1 hour = 60 minutes)

**Please provide us with your suggestions about any improvements and/or additions to this form that you think we need to consider:**

The form is rather slow to complete because it is very difficult to see what one has typed in the boxes (especially the Outcomes table). Much larger dialogue boxes would be helpful.