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THE ROLE OF EDUCATIONAL SERVICES AND PROGRAMS AMONG THE SERVICES FOR THE ELDERLY IN AUSTRALIA

The article aims at outlining the role of educational programs and services for older Australians and reviewing the experience of Australia in providing other services and programs for the elderly.

In today's world, issues relating to help and support for the elderly have received special attention due to the longevity revolution in the world. The Australian Government's initiatives have always been aimed at providing support and assistance to older Australians in relation to health, education, finances and employment. It has been established that non-governmental institutions also come to the assistance of senior people by providing different educational services and creating programs.

It has been emphasized that educational services and programs for mature Australians are aimed at acquiring new knowledge and skills, combating social disengagement and alienation.

It has been stressed that Adult and Community Education sector plays a vital role in supporting older Australians to continue their learning, thus providing the ability to extend working life by upgrading their knowledge and skills.

The University of The Third Age is a movement offering daylight courses arranged on a term or semester basis with a wide range of subjects and delivering online learning via the Internet to older Australians.

Be Connected is an online service provided in order to improve skills, enhance the confidence and digital literacy of the elderly in Australia. The online recourses of Be Connected allow older Australians to acquire basic knowledge of using electronic devices and working with the Internet.

As a result of the study, it was concluded that educational programs and services for older Australians play an important role in contributing to their continuous learning and helping to participate in social and working life.

The scientific novelty of the research lies in giving an overview of the main educational services and programs for older Australians, stressing the importance of continuous education at older age and revealing the educational component of other provided services.

Key words: educational services in Australia, provision of services, services for the elderly.

The statement of the issue. Issues concerning help and support for the elderly have received special attention recently due to the alarming fact that all societies in the world are in the middle of longevity revolution – almost every country in the world is experiencing growth in the size and proportion of older persons in their population. Australia, like most countries, has a rapidly ageing population. The Australian Government's initiatives have always been aimed at providing support and assistance to all age groups in relation to education, health, finances and employment. Multiple governmental and non-governmental institutions come to the assistance of senior people by providing different services and creating programs. The importance of being engaged in constant learning has been outlined by many world organizations. Educational services and programs in Australia are aimed at acquiring new knowledge and skills, combating social disengagement and alienation of the elderly. Many other services and programs contain the educational aspect for both providers and receivers.

The analysis of relevant research. During the conducted study the main attention was paid to the reports by Adult Learning Australia (adult education); official cites

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of The University of the Third Age and U3A Online (educational services for the older Australians), Australian Government’s institutions such as Department of Social Services, Department of Health and reports by Human Rights and Equal Opportunity Commission alongside with other non-governmental organizations’ portals.

The purpose of the article is to outline the importance of educational programs and services for older Australians and review the experience of Australia in providing other services and programs for the elderly.

Methods used in the research include generalization and analysis.

The body of the research. Seniors or third-age people in Australia have been receiving substantial support from governmental and non-governmental institutions and organizations by providing them with multiple services and programs, including provision of educational services.

Recent studies have shown that continuous learning can be effective in the process of adapting to the new stages of one’s life. The importance of lifelong learning has been established by many world organizations including UNESCO. In terms of retirement and planning to retire, learning can play a vital role in keeping up to date with fast-changing information, combating feelings of insecurity, loneliness and disengagement, as well as be a decisive factor in fighting against age discrimination and working beyond retirement age.

In 2000, Human Rights and Equal Opportunity Commission submitted a report on age discrimination. In the report, the Commission highlighted that the workplace training and lifelong learning are becoming increasingly essential in an environment of greater workplace mobility and rapid technological change. If older workers are locked out of these opportunities their precarious position in the workforce will be further weakened. Access to education and training is perceived as essential to maintaining employability and increasing older unemployed people’s access to employment [2, p. 29]. The Human Rights Commissioner recommended the removal of age discrimination against older workers and suggested that the Commonwealth legislate to provide a comprehensive national prohibition of age discrimination [2, p. 16].

Adult and Community Education (ACE) is a non-profit sector of education in Australia. The ACE’s largest peak body is Adult Learning Australia. The ACE sector plays a vital role in supporting older Australians to continue their learning, thus providing the ability to extend working life by upgrading their knowledge and skills [1, p. 11]. ACE deliver programs for adults (including the elderly) in three key educational areas:

1. Vocational Education and Training: education that leads to acquisition of skills and knowledge with a specific vocation.
2. Language, literacy, numeracy and employability: education that allows individuals to participate effectively within their community or workplace.
3. Life skills education: educations that allows to be autonomous and manage one’s wellbeing [1, p. 10].

Among the institutions that provide educational services, there is the University of the Third Age (U3A), which is a non-profit organization. Through its U3As, The U3A movement provides semi-retired and retired Australians with life-changing opportunities. U3As that offers daylight courses arranged on a term or semester basis with a wide range of subjects, depending on the interests of members and the availability of suitable group-leaders or tutors [9]. All tutors are volunteers. The students are entitled to various courses and activities depending on interests and needs. They can gather in groups, take trips to cultural places, as well as stay at home while taking a course.

U3A Online is the world-first virtual University of the Third Age delivering online learning via the Internet not only to older Australians, but also to disabled people. It offers many useful resources for older people, especially those who are geographically, physically or socially isolated [10].

Benevolent Society is Australia's first charity that has been supporting older Australians since 1813. The organization provides My Aged Care (Home Care Packages) which can enable a senior to support his/her independence in order to feel comfortable and live the best life at home. This service is funded by the Government and can be provided by Benevolent Society. The Package includes Aged Care Support, Clinical Health services, Assisting with the day to day. The latter includes:

1. Financial education – boosting money and budgeting skills;
2. Social support – group or individual social activities: transporting and accompanying a person to do shopping or simply going out. This service is about having some company, keep the person connected with the community.
3. Living skills – learning to develop and stick to a budget and plan for the future) [8].

Various Australian Government's initiatives in relation to the elderly contain the educational aspect for the receivers of the services.

Online services for the elderly are one of the most essential Government initiatives. *Be Connected* is a service provided in order to improve skills, enhance the confidence and digital literacy of the elderly in Australia. It is worth mentioning, that *Be Connected* is not a website, but a national movement across the country with the goal to enable people to use the Internet and everyday technology to keep up with the times.

The online recourses of *Be Connected* allow older Australians to acquire basic knowledge of using electronic devices and working with the Internet, which include:

- being safer while online;
- talking to or seeing family and friends who live far away;
- finding new friends who share interests and hobbies;
- connecting with friends;
- keeping up to date with what's happening in communities and around the world;
- shopping and selling online [4].

Among the essentials offered for learning there are: introduction to digital devices (smartphones, tablets, laptops, computers), instructions on how to use a keyboard, mouse, touchscreen, to browse the Internet and use e-mails. Another important course contains information about how to protect one's personal information and money by describing how to create a safe password, pay online in a safe way, download and save documents and avert fraudulent actions and scams. The elderly are also taught how to do online shopping, watching, listening; use social media such as Facebook, make voice and video calls via such applications as Skype, WhatsApp and FaceTime, set up a Wi-Fi network at home. One of the proposed courses can help to travel online without leaving one's home and explore our planet using Google Earth. There is also an instruction on how to create a blog and share one's knowledge and experience.

It is noteworthy that the partners of *Be Connected* movement offer in-person assistance to those, who are disengaged with digital technologies. Australians with poor internet skills can feel isolated from their community or family at a time when staying connected is extremely important. *Be Connected* seeks to change this through a family and community centered approach by supporting community organizations that are committed to digital inclusion and supporting older Australians bridge the digital divide. In addition, *Be Connected* supports families to mentor a relative or friend to help them be more connected online [4].

The Department of Social Services is the Australian Government's leading agency that bears the primary responsibility for national programs which help maintain healthy and fair society for Australian people. The Department is also responsible for policies and services that improve the welfare of all Australians. The subject areas of the Department are: communities and vulnerable people, disabled and carers, families and children, mental health, working age, welfare reform and seniors.

The Department of Social Services helps to support older Australians through the development of programs and services, benefits and payments, and through grants and funding for organizations providing services for seniors.

One of the most important initiatives considering seniors is a program called *Seniors in the Workforce*. If older Australians want to continue working beyond retirement age, the Australian Government will assist in this effort. Besides receiving Age Pension, they can receive an income from work. The rules of Age Pension create incentives for work, including full-time or part-time work through the application of the pension income test and the Work Bonus [7].

Among programs and services for the elderly, there is *The Financial Information Service*, which is an information and education service accessible to everyone. The Service does not give advice on financial issues, though the Service's officers can assist with making financial decisions.

In 2018, the Australian Government announced a Royal Commission into the aged care sector. The Commission was charged to monitor:

- how to best deliver aged care services to people with disabilities living in aged care homes;
- how to deliver aged care services through use of technology, innovation models of care and investment in the aged care staff (including additional training);
- future challenges of delivering high quality aged care services in Australia [6].

The Government also invests into services for carers under the Carer Getaway program. Carer Getaway provides a range of services and support delivered to carers both online and in person. Among them there are skill courses – a carer can take a short online course to help learn new skills in caring for someone or get practical help and advice [3]. The Benevolent Society has been chosen as the provider of the Carer Getaway service giving the carers directed support in assisting their education. The service also includes digital counselling, online self-guided coach and online carer skill course [8].

Conclusions. The Australian Government provides constant support the elderly in relation to health, education, finances and employment alongside with combating age discrimination and establishing human rights of older Australians. Educational services for the elderly in Australia are provided by many governmental and non-governmental institutions and play a vital role in keeping seniors engaged in everyday activities. The main objective is to support older Australians in everyday life by providing them with multiple educational services and keeping them engaged in the process of learning: starting from how to use a smartphone and ending up with teaching digital and financial literacy. Online services make a convenient form of learning which occurs indoors i.e. without leaving a person's dwelling. It is important to note that The Government also invests into services for those who provides services. The experience of Australia may be useful for many countries encountering similar issues.

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РОЛЬ ОСВІТНІХ ПОСЛУГ ТА ПРОГРАМ СЕРЕД ПОСЛУГ ЛЮДЯМ ПОХИЛОГО ВІКУ В АВСТРАЛІЇ

Стаття має на меті визначити роль освітніх послуг та програм для людей похилого віку в Австралії та розглянути досвід Австралії в наданні інших послуг для літніх людей.

У сучасному світі питання, пов'язані з допомогою та підтримкою людей похилого віку, отримують особливу увагу через той факт, що практично всі країни знаходяться на порозі революції довголіття. Ініціативи австралійського уряду відносно людей похилого віку завжди націлені на підтримку та допомогу в галузі освіти, здоров'я, фінансів та зайнятості. Установлено, що неурядові установи також допомагають літнім людям, надаючи різноманітні освітні та інші послуги.

Визначено, що освітні послуги та програми для старших австралійців націлені на здобуття нових знань та вмінь, підтримку їхньої активності, боротьбу із соціальним відторгненням та відчуженням та викоріненням дискримінації за віковою ознакою.

Відзначено, що сектор освіти дорослих в Австралії відіграє важливу роль у наданні освітніх послуг та підтримці літніх австралійців у продовженні отримання освіти, покращуючи їхні знання та вміння, і таким чином надаючи їм можливість працювати в пенсійному віці,

Університет третього віку є важливою освітньою організацією, яка пропонує як денні курси з багатьох предметів, так і онлайн навчання, надаючи змогу комфортного навчання вдома.

Be Connected є системою онлайн послуг, яка допомагає літнім австралійцям здобути цифрову грамотність та покращити навички користування. Ресурс пропонує курси користування базовими електронними пристроями та роботи в мережі Інтернет.

У результаті проведеного дослідження було зроблено висновок, що освітні послуги для людей похилого віку в Австралії надаються багатьма урядовими та неурядовими організаціями, які допомагають літнім людям продовжувати залишатися активними учасниками суспільного життя.

Наукова новизна роботи полягає в наданні огляду на основні освітні послуги та програми для людей похилого віку в Австралії, визначенні важливості постійної освіти в похилому віці та висвітленні освітньої складової інших послуг для цих людей.

Ключові слова: освітні послуги в Австралії, надання послуг, послуги для людей похилого віку.

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ОСОБЛИВОСТІ ФОРМУВАННЯ ГОТОВНОСТІ МАЙБУТНІХ СОЦІАЛЬНИХ ПРАЦІВНИКІВ ДО ПРОФЕСІЙНОЇ ДІЯЛЬНОСТІ ЗАСОБАМИ КОУЧИНГУ

У статті розглянуто питання використання сучасних інноваційних засобів формування готовності в процесі освітньої діяльності здобувачів вищої освіти напряму «соціальна робота». Визначено, що коучинг має певні переваги на фоні класичних засобів навчання, оскільки складається з особливих взаємин між викладачем і студентом; характеризується ефективно організованим процесом пошуку кращих відповідей на широке коло запитань, що є значимим у контексті особистісного та професійного росту; надає орієнтири у визначенні напрямку розвитку; сприяє сфокусуванню та утриманню уваги й полегшує сприйняття; цікавість процесу забезпечує системність роботи, а отже, і системність у професійних заняттях. Майбутні спеціалісти мають змогу креативно, в атмосфері взаємної довіри, цілеспрямованого альянсу та ініціативної амбітної готовності, генерувати та втілювати свої ідеї, включатися в живий інтерактивний розвивальний процес, формулювати бажаний результат, визначити акмеологічні бар'єри, які заважають досягати визначеної професійної мети, знайти потенційні ресурси для досягнення результату, вибудувати систему підтримки професійних ініціатив, відслідковувати результати, глибше пізнати свої здібності, зрозуміти, яким способом найефективніше втілити поставлені цілі.

При проведенні освітнього професійного коучингу науковці рекомендують дотримуватися трьох положень: робота з переконаннями, цінностями та цілями. У статті наведено приклад програми професійного коучингу для формування готовності майбутніх соціальних працівників. Запропонована методика удосконалення управлінської та комунікативної компетентності майбутніх соціальних працівників, на нашу думку, є достатньо продуктивною, оскільки підвищує мотивацію і таким чином забезпечує формування професійних навичок; сприяє розумінню та розвитку своїх можливостей, розвиває навички глибокого осмислення соціальних проблем, зумовлює ефективну та успішну професійну реалізацію.

Ключові слова: готовність, коучинг, професійний коучинг, соціальна робота.