

# JOE STAFRACE

## PROFILE

For the past 10 years plus, I have worked with various organizations from mentoring refugees/immigrants into establishing a SME to assisting seniors and elderly people with understanding smartphone, tables, internet, and technology.

## CONTACT

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## EXPERIENCE

### Wesley Mission

2019-PRESENT

Teaching Seniors at Wesley Mission, how to use smartphones, tablets, internet, and Technology.

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### Catholic Healthcare

2020-2023

Attending elderly in their home teaching them how to engage with smartphone, iPads, tablets and the Internet

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### Thrive (Westpac)

2018-2020

Engaging with immigrants wishing to establish a SME, mentoring, and supporting their projects.

## SKILLS

- Expert in Technology
- Communication Skills
- Creative problem solving
- Patience
- Empathy & Compassion
- Flexible
- Dependable & Reliable

## WORKED WITH

- Wesley Mission
- Catholic Healthcare
- Thrive (Westpac)
- Settlement Services  
International

1. **Mentoring Refugees and Immigrants:**

- I played a crucial role in helping refugees and immigrants establish small and medium-sized enterprises (SMEs). This involved guiding them through the process of setting up businesses, understanding legal requirements, and navigating the complexities of entrepreneurship.
- My mentoring extends beyond business aspects. I have provided emotional support, cultural insights, and practical advice to help newcomers integrate successfully into their new communities.

2. **Assisting Seniors and Elderly Individuals with Technology:**

- As technology continues to evolve rapidly, many older adults find it challenging to keep up. My assistance bridges the digital divide and empowers them to use smartphones, tablets, and the internet effectively.
- Some specific areas I have covered include:
  - **Smartphones:** Teaching them how to make calls, send messages, use apps, and access essential features.
  - **Tablets:** Explaining tablet functionality, app installation, and browsing the web.
  - **Internet:** Guiding them through online activities, such as email, social media, and online banking.
  - **Technology Troubleshooting:** Helping seniors troubleshoot common issues they encounter while using devices.
  - **Cybersecurity Awareness:** Educating them about online safety, privacy, and avoiding scams.

3. **Patience and Empathy:**

- Working with both refugees and seniors requires patience and empathy. Each group faces unique challenges, and with my ability to listen, understand, and adapt my approach has likely made a significant impact.
- I have celebrated their successes, supported them during setbacks, and built meaningful connections along the way.

4. **Community Building:**

- Whether it's helping refugees integrate into their new communities or empowering seniors to connect digitally, my work contributes to community building.
- By fostering understanding, bridging gaps, and promoting inclusivity, I made a positive difference. My Motto MAD – make a difference.
- Veteran