

# Commonwealth Respite & Carelink Centre

Australian Government

## Residential Respite Tours of Southern Tasmania Technical FAQ (Frequently Asked Questions)

### *Why do I need a broadband connection to view this website?*

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This site has many multimedia parts to it and is intended to present a “virtual tour” of a nursing home, using multiple images and audio. As such, your internet connection must be fast enough to process the required information to give you this experience.

### *How does the website's audio work?*

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On each of the facilities' pages, there is a green audio icon. Clicking this icon will allow you to hear a short voice over about the facility. On entering each page, the audio will take a few seconds to load before being available to listen to. If the audio then does not work, click the icon (so it returns to its normal green colour), wait 5-6 seconds, and then click it again. It should then start playing straight away.

### *Why do some of the images take a while to load?*

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The images are part of a Flash media presentation and may take a while to download, depending on your internet connection.

### *Why do I need to download Adobe Flash and Acrobat Reader?*

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These two programs are standard 'plug-ins' for your internet browser which allow you to experience more of what the internet has to offer. They are free and easy to download and will not cause any harm to your computer. Just follow the on screen instructions and grant permission for your computer to install the files. Both Flash and Acrobat Reader are periodically updated by Adobe. Make sure you are using the latest versions by visiting the Adobe site.

If you are having any other problems or have further questions about the website, please contact the Commonwealth Respite & Carelink Centre on FREECALL 1800 052 222.