

Older Adults and Information and Communication Technology (ICT)

A survey conducted by
RMIT University Shaping Connections Group and
U3A

April – May 2021

Older Adults and ICT

We would like to invite you to participate in a research project on Older Adults and their use of Information and Communication Technology (ICT). This survey is a collaboration between U3A and RMIT University and the results will have implications for the development of policies, programs, and tools that help older adults engage with ICT in ways that benefit them. The aim of the survey is to understand the lived experiences, practices, and perceptions of risk around ICT use, and how people use today's ICT to engage in the digital economy. The project has been approved by the RMIT Ethics Committee (BLCHEAN 21894).

Two main terms are associated with this survey and questions in the survey will relate to both:

- **Information and Communication Technology (ICT)** is a broad term, which refers to all communication technologies, including the internet, wireless networks, mobile phones and tablets, computers, software, video-chatting and conferencing platforms, social networking and social media, wearables, and other media applications and services enabling you to access, retrieve, store, transmit, manipulate information, and transact in a digital form.
- **The digital economy (DEC)** relates to the use of internet enabled ICT to engage, communicate, and transact with people (e.g., family, friends, colleagues) and organisations (e.g., online shops, banking services, health professionals and agencies, government support services), using internet connected devices and digital tools (e.g., mobile phones, tablets, computers, apps, and digital platforms and websites).

We value and appreciate your involvement in the research. You do not have to be an expert or heavy user of ICT to participate. We are looking for people from a wide variety of backgrounds and with a wide range of experiences and abilities.

Your participation is entirely voluntary and all information you provide us with STRICTLY CONFIDENTIAL. Any identifying details you provide us with (e.g. your name, email, or phone number) will be separated from the answers you provide in the survey. This means that we cannot match your name or any identifying details with the responses you provide.

Every respondent who meets the eligibility criteria and who fully completes the survey can opt to go into a draw for one of twenty \$50 WISH gift vouchers. When you opt to go into the draw, you need to provide a phone number or email address, so you can be contacted if you win. Please be assured that this information will be kept separate from the survey data so that your details and the survey responses you provide cannot be linked.

Prior to starting the survey, please make sure you have read the Participant Information Sheet and Consent Form. Your decision to complete and return the survey means that you have provided your consent to participate in the research. If you would like to know more about the research project, please contact the researchers directly via email to bernardo.figueiredo@rmit.edu.au (Dr Bernardo Figueiredo) or torgeir.aleti@rmit.edu.au (Dr Torgeir Aleti). You can check out the research team at this site www.shapingconnections.org.

We sincerely appreciate your time and your insights.

Kind Regards,

Bernardo and Torgeir

Part 1: What you own and what you use.

In this section of the survey, we are interested in what ICT you own and what you use. People own and use many different things, so there is no right or wrong answer. Just tell us what you currently own and use. Some questions may seem similar, but it is important to answer each with care and consider all options or scale points from 1 - 7.

1. Which of the following types of ICT do you PERSONALLY OWN? (CHECK ALL THAT APPLY).

Internet connection	<input type="checkbox"/>
Laptop	<input type="checkbox"/>
Desktop computer	<input type="checkbox"/>
Smartphone	<input type="checkbox"/>
iPad/Tablet	<input type="checkbox"/>
Internet-enabled TV	<input type="checkbox"/>
iPod Touch or similar device	<input type="checkbox"/>
Wearable device (e.g., Apple Watch, Fit-Bit)	<input type="checkbox"/>
Other (please state)	<input type="text"/>

2. How frequently do you USE the following ICT devices? This includes DEVICES YOU MIGHT SHARE with others (Please respond to all items)

	Never	Once every few months	About once per month	Several times per month	About once per week	Several times per week	Daily
Laptop	1	2	3	4	5	6	7
Desktop computer	1	2	3	4	5	6	7
Smartphone	1	2	3	4	5	6	7
iPad/Tablet	1	2	3	4	5	6	7
Internet-enabled TV	1	2	3	4	5	6	7
iPod Touch or similar device	1	2	3	4	5	6	7
Wearable device (e.g., Apple Watch, Fit-Bit)	1	2	3	4	5	6	7
Other (answer if you responded to Other in Q1 above)	1	2	3	4	5	6	7

3. How would you rate your PROFICIENCY at using the following ICT devices? (CHECK NA IF YOU DON'T USE ANY OF THE DEVICES LISTED BELOW).

	NA	Very low	Low	Somewhat low	Neither	Somewhat high	High	Very high
Laptop	0	1	2	3	4	5	6	7
Desktop computer	0	1	2	3	4	5	6	7
Smartphone	0	1	2	3	4	5	6	7
iPad/Tablet	0	1	2	3	4	5	6	7
Internet-enabled TV	0	1	2	3	4	5	6	7
iPod Touch or similar device	0	1	2	3	4	5	6	7
Wearable device (e.g., Apple Watch, Fit-Bit)	0	1	2	3	4	5	6	7
Other (if you responded "Other in Q1 above)								

4. IF YOU NEEDED HELP with using an ICT device, who would you most likely turn to for help (your main HELPER/SOURCE)? (CHECK ONE ONLY).

My children	
My grandchildren	
A professional (e.g., JB HIFI, Telstra)	
Class or tutor (e.g., U3A, Library, computer class)	
My spouse/partner	
Friends or other family member my age	
Friends or other family member younger than me	
The internet (self-initiated search, e.g., Google or YouTube)	
Other, please specify:	

5. Think about whom you would most likely turn to for help in Question 4 above (your main HELPER/SOURCE) and indicate your level of agreement with the following statements.

	Strongly disagree	Disagree	Disagree somewhat	Neither agree nor disagree	Agree somewhat	Agree	Strongly agree
[Helper/source] gives me advice on how to use ICT devices	1	2	3	4	5	6	7
I get useful information from [helper/source] about ICT devices	1	2	3	4	5	6	7
I feel more confident about using ICT devices when guided by [helper/source]	1	2	3	4	5	6	7
[Helper/source] is of help to me when I feel frustrated with ICT devices	1	2	3	4	5	6	7
[Helper/source] influences my usage of ICT devices	1	2	3	4	5	6	7
I use the ICT devices [helper/source] suggests	1	2	3	4	5	6	7

6. How often do you ENGAGE IN THE ACTIVITIES identified below using your various ICT devices?

	Never	Once every few months	About once per month	Several times per month	About once per week	Several times per week	Daily
Emailing friends and family	1	2	3	4	5	6	7
Playing connected games online i.e., Competing with other people	1	2	3	4	5	6	7
Playing standalone games on the device i.e., competing with self or the device	1	2	3	4	5	6	7
Making calls e.g., skype, facetime, zoom	1	2	3	4	5	6	7
Watching entertainment e.g., movies, catch-up tv, or sports	1	2	3	4	5	6	7
Online shopping for basics e.g., food and groceries or items of clothing etc	1	2	3	4	5	6	7
Online shopping for more advanced products and services e.g., new technology	1	2	3	4	5	6	7
Online shopping for service products e.g., insurance, travel	1	2	3	4	5	6	7
Online banking and bill payments	1	2	3	4	5	6	7
Sharing information with friends and family	1	2	3	4	5	6	7
Social networking e.g., chatting on messenger or another app	1	2	3	4	5	6	7
Searching and checking information using a search engine e.g., google searching	1	2	3	4	5	6	7
Instant messaging e.g., texting	1	2	3	4	5	6	7

ENGAGEMENT in activities (Cont'd)

	Never	Once every few months	About once per month	Several times per month	About once per week	Several times per week	Daily
Reading online or downloaded books and magazines	1	2	3	4	5	6	7
Reading news online e.g., online newspapers, ABC news online	1	2	3	4	5	6	7
Uploading content for family and friends to see e.g., using Facebook, Instagram, YouTube	1	2	3	4	5	6	7
Blogging, vlogging, and other general online commentary	1	2	3	4	5	6	7

7. OVER THE NEXT SIX MONTHS, do you INTEND TO ENGAGE more, or less, with people and organisations, using ICT?

	Strongly disagree	Disagree	Disagree somewhat	Neither agree nor disagree	Agree somewhat	Agree	Strongly agree
I intend to increase my level of engagement, with people using ICT	1	2	3	4	5	6	7
I have plans to increase my level of engagement with organisations using ICT	1	2	3	4	5	6	7
I would like to improve my engagement with people using ICT	1	2	3	4	5	6	7
I would like to improve my engagement with organisations using ICT	1	2	3	4	5	6	7

Part 2: Risk and Fraud

In this section, we are interested in the risks you perceive using ICT, and the types of fraud or scams you may have experienced using ICT. People have experienced different risks, so there is no right or wrong answer. Just tell us what you have experienced or what you feel.

Some questions may seem similar, but it is important to answer each with care and consider all the scale points from 1 - 7.

8. General risks associated with owning and using ICT?

WHEN USING ICT...

	Strongly disagree	Disagree	Disagree somewhat	Neither agree nor disagree	Agree somewhat	Agree	Strongly agree
I fear wasting my time	1	2	3	4	5	6	7
I fear I won't be able to keep up with it	1	2	3	4	5	6	7
I fear I won't know how to operate the device	1	2	3	4	5	6	7
I fear my content (files, photo's, programs, etc.) won't work across my different devices	1	2	3	4	5	6	7
I fear using ICT will get too difficult as I get older	1	2	3	4	5	6	7
I fear my device will crash	1	2	3	4	5	6	7

General Risks (Cont'd)

WHEN USING ICT...

	Strongly disagree	Disagree	Disagree somewhat	Neither agree nor disagree	Agree somewhat	Agree	Strongly agree
I fear I will forget my passwords	1	2	3	4	5	6	7
I fear I'll forget instructions before I can use the device	1	2	3	4	5	6	7
I fear I won't be able to find things I need on my device	1	2	3	4	5	6	7
I fear I'll lock myself out of my device	1	2	3	4	5	6	7
I fear I won't understand the language of new technology, e.g., Bluetooth, 5G	1	2	3	4	5	6	7
I fear a malfunction will wipe out my data	1	2	3	4	5	6	7

9. Perceived risks associated with ONLINE TRANSACTIONS and COST OF ICT?

WHEN USING ICT...

	Strongly disagree	Disagree	Disagree somewhat	Neither agree nor disagree	Agree somewhat	Agree	Strongly agree
I feel there is a high level of risk doing transactions online (e.g., banking, shopping)	1	2	3	4	5	6	7
I fear buying ICT related products online without really understanding what I paid for	1	2	3	4	5	6	7
I'm worried that people might be able to access my account or credit card information if I were to shop online	1	2	3	4	5	6	7
I worry that I don't know how to cancel my online subscriptions (e.g., magazine, antivirus service)	1	2	3	4	5	6	7
I worry that people can see my personal details when I go online to transact	1	2	3	4	5	6	7
I worry that the cost of upgrading my ICT devices will become too expensive for me	1	2	3	4	5	6	7
I worry about the increasing cost of using ICT devices (software, subscriptions, internet connection)	1	2	3	4	5	6	7
I worry that friends and family would think less of me if something went wrong in any transaction I made	1	2	3	4	5	6	7

10. Risks associated with YOUR ONLINE TRANSACTIONS.

If you currently do transactions online (e.g., shop for goods, online banking) please answer these questions. **If you do not, then please go to Question 11.**

WHEN USING ICT...

	Strongly disagree	Disagree	Disagree somewhat	Neither agree nor disagree	Agree somewhat	Agree	Strongly agree
I feel safe doing my transactions online (e.g., banking, shopping)	1	2	3	4	5	6	7
I worry that If transaction errors occur, I cannot get compensation from the company or person I paid	1	2	3	4	5	6	7
I worry my transactions and payments will be processed incorrectly	1	2	3	4	5	6	7
I am often afraid I will make mistakes when transferring money online	1	2	3	4	5	6	7
I worry the goods I purchased online will not show up	1	2	3	4	5	6	7
I worry about spending too much when I'm shopping online	1	2	3	4	5	6	7
Overspending is easier online than in a regular store	1	2	3	4	5	6	7

11. Perceived PERSONAL RISKS when using ICT?

WHEN USING ICT...

	Strongly disagree	Disagree	Disagree somewhat	Neither agree nor disagree	Agree somewhat	Agree	Strongly agree
I fear feeling incompetent	1	2	3	4	5	6	7
I fear being overwhelmed	1	2	3	4	5	6	7
I fear I'm not going to be able to accomplish what I set out to do	1	2	3	4	5	6	7
I fear losing my privacy	1	2	3	4	5	6	7
I fear confrontations on social media	1	2	3	4	5	6	7
I fear it will increase my stress and anxiety	1	2	3	4	5	6	7
I fear I'll get frustrated	1	2	3	4	5	6	7

PERSONAL RISK (Cont'd)

WHEN USING ICT...

	Strongly disagree	Disagree	Disagree somewhat	Neither agree nor disagree	Agree somewhat	Agree	Strongly agree
I fear bothering others with my questions	1	2	3	4	5	6	7
I fear being made fun of for my level of ability	1	2	3	4	5	6	7
I fear making a fool of myself	1	2	3	4	5	6	7
If I were scammed, my friends and family would think less of me	1	2	3	4	5	6	7
I fear that it will do me physical harm e.g., impact my eyesight or increase repetitive strain injury	1	2	3	4	5	6	7
I fear being too physically inactive	1	2	3	4	5	6	7
I fear that I might become addicted to it	1	2	3	4	5	6	7

Part 3: Perceptions and experiences of ICT use

In this section of the survey, we are interested in your perceptions of using ICT. People have different levels of use and different perceptions, so there is no right or wrong answer. Just tell us how you currently feel and what you experience.

Some questions may seem similar, but it is important to answer each with care and consider all the scale points from 1 - 7.

12. How USEFUL do you find ICT?

	Strongly disagree	Disagree	Disagree somewhat	Neither agree nor disagree	Agree somewhat	Agree	Strongly agree
Using today's ICT enables me to accomplish my daily life activities more efficiently	1	2	3	4	5	6	7
Using today's ICT enhances my effectiveness in doing my daily life activities	1	2	3	4	5	6	7
Using today's ICT makes it easier to do my daily life activities	1	2	3	4	5	6	7
Overall, I find using today's ICT useful in my daily life	1	2	3	4	5	6	7

13. How EASY do you find ICT to use?

	Strongly disagree	Disagree	Disagree somewhat	Neither agree nor disagree	Agree somewhat	Agree	Strongly agree
Learning to use today's ICT is easy for me	1	2	3	4	5	6	7
I find it easy to get today's ICT to do what I want it to do	1	2	3	4	5	6	7
If find it easy to integrate new ICT into my daily life	1	2	3	4	5	6	7
Overall, I find today's ICT easy to use	1	2	3	4	5	6	7

14. How POSITIVE OR NEGATIVE are you towards ICT?

	Strongly disagree	Disagree	Disagree somewhat	Neither agree nor disagree	Agree somewhat	Agree	Strongly agree
Using today's ICT is a good idea	1	2	3	4	5	6	7
Using today's ICT is enjoyable	1	2	3	4	5	6	7
Using today's ICT is infuriating	1	2	3	4	5	6	7
I like using today's ICT	1	2	3	4	5	6	7
Using today's ICT is important	1	2	3	4	5	6	7

15. Who INFLUENCES your use of ICT?

	Strongly disagree	Disagree	Disagree somewhat	Neither agree nor disagree	Agree somewhat	Agree	Strongly agree
My family think that I should use today's ICT	1	2	3	4	5	6	7
My friends think that I should use today's ICT	1	2	3	4	5	6	7
Others, whose opinions are valuable to me think that I should use today's ICT	1	2	3	4	5	6	7
The organisations I transact with need me to use today's ICT	1	2	3	4	5	6	7

16. How much do the following things FACILITATE YOUR ACCESS TO AND USE of ICT?

	Strongly disagree	Disagree	Disagree somewhat	Neither agree nor disagree	Agree somewhat	Agree	Strongly agree
I have the money necessary to access today's ICT	1	2	3	4	5	6	7
I have the knowledge necessary to use today's ICT	1	2	3	4	5	6	7
I have the skills to use today's ICT	1	2	3	4	5	6	7
A formal mentor is available to give me assistance with using today's ICT	1	2	3	4	5	6	7
Today's ICT is readily available for me to access and use	1	2	3	4	5	6	7
I often need help setting up today's ICT	1	2	3	4	5	6	7
An informal mentor is available to give me assistance with using today's ICT	1	2	3	4	5	6	7
A family member is available to give me assistance with using today's ICT	1	2	3	4	5	6	7
A friend is available to give me assistance with using today's ICT	1	2	3	4	5	6	7
I could easily increase my use of ICT if I desired	1	2	3	4	5	6	7
Over the next six months, I intend to use more of today's ICT in my daily life	1	2	3	4	5	6	7

17. Does using ICT help KEEP YOU CONNECTED with others?

	Strongly disagree	Disagree	Disagree somewhat	Neither agree nor disagree	Agree somewhat	Agree	Strongly agree
Using today's ICT has makes it easier for me to reach people	1	2	3	4	5	6	7
Using today's ICT contributes to my ability to stay in touch with people I know	1	2	3	4	5	6	7
Using today's ICT makes it easier to for me to meet new people	1	2	3	4	5	6	7
Using today's ICT increases the quantity of my communication with others	1	2	3	4	5	6	7
Using today's ICT help me to keep pace with the times	1	2	3	4	5	6	7
Using today's ICT makes me feel less isolated	1	2	3	4	5	6	7
Using today's ICT helps me feel more connected to friends and family	1	2	3	4	5	6	7
Using today's ICT increases the quality of my communication with others	1	2	3	4	5	6	7
Using today's ICT improves the quality of my life	1	2	3	4	5	6	7
Using today's ICT provides me with a sense of accomplishment	1	2	3	4	5	6	7
Over the next six months, I intend to use more of today's ICT to be socially connected	1	2	3	4	5	6	7

18. Does using ICT cause you any ANXIETY OR CONCERN?

	Strongly disagree	Disagree	Disagree somewhat	Neither agree nor disagree	Agree somewhat	Agree	Strongly agree
I feel quite apprehensive about using today's ICT	1	2	3	4	5	6	7
It scares me to think that I could lose a lot of information due to a wrong operation while using ICT	1	2	3	4	5	6	7
I hesitate to use today's ICT for fear of making mistakes I cannot correct	1	2	3	4	5	6	7
Using today's ICT is somewhat intimidating to me	1	2	3	4	5	6	7

Part 4: Influences on ICT Use

In this section, we are interested in the things that shape and influence your use of ICT and your engagement in the digital economy. People have different influences, so there is no right or wrong answer. Just tell us what influences you and your use of ICT. Some questions may seem similar, but it is important to answer each with care and consider all the scale points from 1 - 7.

Reminder:

Information and Communication Technology (ICT) is a broad term, which refers to all communication technologies, including the internet, wireless networks, mobile phones and tablets, computers, software, video-chatting and conferencing, social networking and social media, wearables, and other media applications and services enabling you to access, retrieve, store, transmit, manipulate information, and transact in a digital form.

19. Do you HELP OTHERS with their ICT choices?

	Strongly disagree	Disagree	Disagree somewhat	Neither agree nor disagree	Agree somewhat	Agree	Strongly agree
I like to experiment with new forms of ICT	1	2	3	4	5	6	7
I like to introduce new forms of ICT to my friends	1	2	3	4	5	6	7
People often ask me how to use ICT related products, services, and tools	1	2	3	4	5	6	7
People often ask me for information on ICT related products, services, or places to shop	1	2	3	4	5	6	7
My friends think of me as a good source of information about new types of ICT	1	2	3	4	5	6	7
I regularly act as an informal mentor to others to help them solve ICT related problems	1	2	3	4	5	6	7

Your ICT related skills and knowledge. People have a range of different skills, so there is no right or wrong answer. Just tell us what you can actually do and what you know.

Some questions may seem similar, but it is important to answer each with care and consider all of the scale points from 1 - 7.

20. How would you rate your ICT TECHNICAL SKILLS?

	Strongly disagree	Disagree	Disagree somewhat	Neither agree nor disagree	Agree somewhat	Agree	Strongly agree
I know how to download/save a photo I found online to my computer and mobile devices	1	2	3	4	5	6	7
I know how to use shortcut keys on my computer and mobile devices (e.g., CTRL-C for copy, CTRL-S for save)	1	2	3	4	5	6	7
I know how to open a new tab in my browser on my computer and mobile devices	1	2	3	4	5	6	7
I know how to bookmark a website on my computer and mobile devices	1	2	3	4	5	6	7
I know how to open downloaded files	1	2	3	4	5	6	7
I know how to change my passwords on my computer and mobile devices	1	2	3	4	5	6	7
I know how to adjust privacy settings on my computer and mobile devices	1	2	3	4	5	6	7
In general, I often have difficulty when using my ICT	1	2	3	4	5	6	7

21. How would you rate your INFORMATION AND SEARCH skills?

	Strongly disagree	Disagree	Disagree somewhat	Neither agree nor disagree	Agree somewhat	Agree	Strongly agree
I find it hard to decide what the best keywords are to use for online searches	1	2	3	4	5	6	7
I find it hard to find a website I visited before	1	2	3	4	5	6	7
I get tired when looking for information online	1	2	3	4	5	6	7
Sometimes I end up on websites without knowing how I got there	1	2	3	4	5	6	7
I find the way in which many websites are designed confusing	1	2	3	4	5	6	7
I can easily tell the difference between what is real and what's fake information	1	2	3	4	5	6	7

22. How would you rate your MOBILE DEVICE skills?

	Strongly disagree	Disagree	Disagree somewhat	Neither agree nor disagree	Agree somewhat	Agree	Strongly agree
I know how to download apps to my mobile devices (e.g., phone, tablet)	1	2	3	4	5	6	7
I know how to set up apps on a mobile device so that they work well for me	1	2	3	4	5	6	7
I know how to keep track of the costs of mobile app use	1	2	3	4	5	6	7
I know how to manage the relationship between my mobile devices and my other ICT	1	2	3	4	5	6	7

23. How would you rate your **SOCIAL AND SHARING** skills?

	Strongly disagree	Disagree	Disagree somewhat	Neither agree nor disagree	Agree somewhat	Agree	Strongly agree
I know which information I should and shouldn't share online	1	2	3	4	5	6	7
I know when I should and shouldn't share information online	1	2	3	4	5	6	7
I am careful to make my comments and behaviours appropriate to the situation I find myself in online	1	2	3	4	5	6	7
I know how to change who I share content with (e.g., friends, friends of friends or public)	1	2	3	4	5	6	7
I know how to remove people from my contact lists	1	2	3	4	5	6	7
I know how to block people from seeing what I post online	1	2	3	4	5	6	7
I feel comfortable deciding who to follow online (e.g., on services like Facebook, Twitter, or Instagram)	1	2	3	4	5	6	7

24. How would you rate your CONTENT AND CREATIVE skills?

	Strongly disagree	Disagree	Disagree somewhat	Neither agree nor disagree	Agree somewhat	Agree	Strongly agree
I know how to create something new from existing online images, music, or video	1	2	3	4	5	6	7
I know how to make basic changes to the content that others have produced	1	2	3	4	5	6	7
I know how to design a website	1	2	3	4	5	6	7
I know which different types of licences (e.g., copyright) apply to online content	1	2	3	4	5	6	7
I would feel confident putting video content I have created up online (e.g., on YouTube or Tik-Tok)	1	2	3	4	5	6	7

25. Keeping CURRENT

	Never	Almost never	Rarely	Sometimes	Often	Very often	Always
How often do you worry that you will be unable to keep up with changes to ICT in the future?	1	2	3	4	5	6	7
How often do you worry that future ICT will be too difficult for you to use?	1	2	3	4	5	6	7
How often do you worry that you are falling behind with using today's ICT?	1	2	3	4	5	6	7

26. PROFICIENCY using ICT.

OVER THE NEXT 6 MONTHS ...

	Strongly disagree	Disagree	Disagree somewhat	Neither agree nor disagree	Agree somewhat	Agree	Strongly agree
I would like to be more proficient at using my current ICT in my daily life	1	2	3	4	5	6	7
I would like to be more technically proficient at using my ICT	1	2	3	4	5	6	7
I would like to be more proficient at searching and navigating information using my ICT	1	2	3	4	5	6	7
I would like to be more proficient at creative and content development using my ICT	1	2	3	4	5	6	7
I would like to be more proficient integrating my ICT (e.g., between my smartphone and computer)	1	2	3	4	5	6	7

27. Have you experienced or been caught out by any of the following SCAMS OR FORM OF FRAUD? CHECK ALL THAT APPLY

You ordered free or relatively cheap products or services, but it turned out you had been tricked into a costly monthly subscription	
You bought what you thought was a good deal, but the goods /services turned out to be fake or non-existent	
You bought what you thought was a good deal, but you never received the goods/service	
You received a fake invoice for products that you had not ordered, and you were asked to pay the cost	
You were asked by email (or other online means) to provide (or confirm) personal information by someone pretending to be from a legitimate organisation such a bank, telephone or internet service provider, or government department	
You were approached by email (or other online means) and were informed that you had a computer or internet problem. Then you were asked for your personal details and your bank or credit card details to have the problem solved	
You accessed a website and were informed that you had a computer or internet problem. Then you were asked for your personal details and your bank or credit card details to have the problem solved	
You were promised you would receive a good, a service, a rebate or an important investment gain if you transferred or invested money.	
You bought tickets for an event, concert, or travel but it turned out the tickets were not genuine and/or you never received them.	
You were contacted by someone pretending to be from a legitimate organisation, such as a bank, internet provider or government, who claimed there were problems with your account or other documentation and threatened you if you did not pay to resolve the problem.	
You received notification of a lottery win or a competition win but were informed you would need to pay a fee or buy a product in order to collect your prize.	
I have not experienced or been caught out by any scam or frauds of this nature.	
Other: please state.	

Part 5: Demographics

This is the last section of the survey.

Thank you for getting to this point. Please tell us a little about yourself. This helps us understand who we are talking to and helps us better understand how the other questions relate to different people.

Standard demographics will be asked for. Each has a prefer not to answer option. These have been used in prior studies approved by RMIT ethics.

28. Are you? (CHECK ONE ONLY)

<input type="checkbox"/>	Female	
<input type="checkbox"/>	Male	
<input type="checkbox"/>	Other (Please specify)	
<input type="checkbox"/>	Prefer not to say	

29. What is your age group? (CHECK ONE ONLY)

<input type="checkbox"/>	Less than 50 years	<input type="checkbox"/>	70 – 75
<input type="checkbox"/>	50 – 54	<input type="checkbox"/>	75 - 79
<input type="checkbox"/>	55 – 59	<input type="checkbox"/>	80 – 85
<input type="checkbox"/>	60 – 64	<input type="checkbox"/>	85+
<input type="checkbox"/>	65 - 69	<input type="checkbox"/>	Prefer not to say

30. What is your highest level of education? (CHECK ONE ONLY)

<input type="checkbox"/>	Year 11 or below	<input type="checkbox"/>	Advanced Diploma or Diploma
<input type="checkbox"/>	Year 12	<input type="checkbox"/>	Bachelor's Degree
<input type="checkbox"/>	Certificate I/II	<input type="checkbox"/>	Graduate Diploma and Graduate Certificate
<input type="checkbox"/>	Certificate III/IV	<input type="checkbox"/>	Postgraduate Degree
<input type="checkbox"/>	Prefer not to say		

31. What is your current employment status (CHECK ONE ONLY)

<input type="checkbox"/>	Working full-time (on-going)	<input type="checkbox"/>	Unemployed/seeking work
<input type="checkbox"/>	Working part-time (on-going)	<input type="checkbox"/>	Fully retired / no longer working
<input type="checkbox"/>	Working casually (intermittent)	<input type="checkbox"/>	Prefer not to say

32. What is your CURRENT relationship status (CHECK ONE ONLY)

<input type="checkbox"/>	Never partnered and living alone.	<input type="checkbox"/>	Separated and living alone
<input type="checkbox"/>	Widowed and living alone	<input type="checkbox"/>	De facto / partnered
<input type="checkbox"/>	Divorced and living alone	<input type="checkbox"/>	Other
<input type="checkbox"/>	Married	<input type="checkbox"/>	Prefer not to say

33. What is your CURRENT LIVING arrangement? (CHECK ONE ONLY)

<input type="checkbox"/>	Live in own home	<input type="checkbox"/>	Live in a retirement home/village
<input type="checkbox"/>	Live in rental accommodation	<input type="checkbox"/>	other
<input type="checkbox"/>	Live in a supported residential facility	<input type="checkbox"/>	Prefer not to say

34. What is your PRIMARY source of income? (CHECK ONE ONLY)

<input type="checkbox"/>	Salary / wages	<input type="checkbox"/>	Self-funded retirement income or pension
<input type="checkbox"/>	Full government pension	<input type="checkbox"/>	Other
<input type="checkbox"/>	Partial government pension	<input type="checkbox"/>	Prefer not to say

35. What is your PERSONAL INCOME (gross income, before tax) from all sources? (CHECK ONE ONLY)

<input type="checkbox"/>	\$7,800 - \$15,599 per year	<input type="checkbox"/>	\$52,000 - \$64,999 per year
<input type="checkbox"/>	\$15,600 - \$20,799 per year	<input type="checkbox"/>	\$65,000 - \$77,999 per year
<input type="checkbox"/>	\$20,800 - \$25,999 per year	<input type="checkbox"/>	\$78,000 - \$90,999 per year
<input type="checkbox"/>	\$26,000 - \$33,799 per year	<input type="checkbox"/>	\$91,000 - \$103,999 per year
<input type="checkbox"/>	\$33,800 - \$41,599 per year	<input type="checkbox"/>	\$104,000 - \$155,999 per year
<input type="checkbox"/>	\$41,600 - \$51,999 per year	<input type="checkbox"/>	\$156,000 or more per year
<input type="checkbox"/>	Prefer not to say		

36. If you are in a co-habiting relationship, what is the personal INCOME OF YOUR PARTNER (gross income, before tax) from all sources? (CHECK ONE ONLY)

<input type="checkbox"/>	\$7,800 - \$15,599 per year	<input type="checkbox"/>	\$52,000 - \$64,999 per year
<input type="checkbox"/>	\$15,600 - \$20,799 per year	<input type="checkbox"/>	\$65,000 - \$77,999 per year
<input type="checkbox"/>	\$20,800 - \$25,999 per year	<input type="checkbox"/>	\$78,000 - \$90,999 per year
<input type="checkbox"/>	\$26,000 - \$33,799 per year	<input type="checkbox"/>	\$91,000 - \$103,999 per year
<input type="checkbox"/>	\$33,800 - \$41,599 per year	<input type="checkbox"/>	\$104,000 - \$155,999 per year
<input type="checkbox"/>	\$41,600 - \$51,999 per year	<input type="checkbox"/>	\$156,000 or more per year
<input type="checkbox"/>	Prefer not to say	<input type="checkbox"/>	NA

37. What is your PRIMARY ETHNICITY (CHECK ONE ONLY)

<input type="checkbox"/>	Caucasian	<input type="checkbox"/>	African
<input type="checkbox"/>	Aboriginal and/or Torres Strait islander	<input type="checkbox"/>	Pacific Islander
<input type="checkbox"/>	East Asian	<input type="checkbox"/>	Middle Eastern
<input type="checkbox"/>	South Asian	<input type="checkbox"/>	Mixed descent
<input type="checkbox"/>	South east Asian	<input type="checkbox"/>	Prefer not to say
<input type="checkbox"/>	Other, please specify:		

38. Is English the primary language you use at home to TALK WITH FAMILY and friends?

<input type="checkbox"/>	Yes
<input type="checkbox"/>	No
<input type="checkbox"/>	Prefer not to say

39. Do you live in an URBAN OR RURAL location?

<input type="checkbox"/>	Rural – country location or small town
<input type="checkbox"/>	Urban – major city or large town

40. Please state your POSTCODE

41. Is there anything else you would like to tell us about your use of ICT and the things that facilitate or inhibit it, or your hopes, fears, and desires regarding ICT use? (this question is not compulsory, but if you have time, we would love to hear about the issues you face and experience)

Would you be prepared to participate further?

This research project extends across 2021 and has several stages associated with it. We are looking for people who may be interested in participating further.

If you do wish to participate further, we will retain your contact details in a separate file so that it is not linked to the data you have provided us above.

Please check the research participation you would be interested in.

Check all that apply.

<input type="checkbox"/>	Face to face interview. This may be conducted online if COVID-19 restrictions exist.
<input type="checkbox"/>	Focus group or workshop. This may be conducted online if COVID-19 restrictions exist.
<input type="checkbox"/>	A further self-completed survey
<input type="checkbox"/>	Not interested

We want to thank you for taking the time to complete this survey. We appreciate the insights you have provided and your candour in identifying challenges, experiences, and behaviours.

Prize Draw

Every respondent who meets the eligibility criteria and who fully completes the survey can opt to go into a draw for one of twenty **\$50 WISH gift vouchers**.

Please provide us with your contact details.

Please be assured that this information will be kept separate from the survey data so that your details and the survey responses you provide cannot be linked.

Unless you wish to participate further in our research, your details will be destroyed once the draw is completed.

Name:	
Email address:	
Contact phone number:	