The 2024 Benetas Digital Inclusion & Cyber Safety Among Australian Seniors Research Study

benetas

AUSTRALIANS 65+ ARE MORE CONNECTED THAN EVER BEFORE
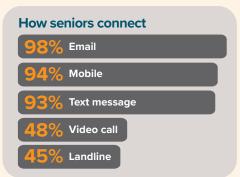
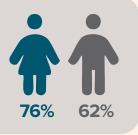**81%** believe technology is important to keep in touch with family

85% enjoy using the internet

76% regularly search for information online

How seniors connect
- **98%** Email
- **94%** Mobile
- **93%** Text message
- **48%** Video call
- **45%** Landline

Use of social media
76% 62%

66% of people aged 85+ want to improve their knowledge in how to use technology

OLDER AUSTRALIANS HAVE CONCERNS WHEN USING TECHNOLOGY

80% concerned about the security of personal information when using online services

28% feel they are very capable of identifying and avoiding scams

32% are not confident in their knowledge of technology

17% have been the victim of an online, email or text message scam where they lost money

Biggest limitations to using technology are
- **#1** Concern about privacy
- **#2** Cost of technology
- **#3** Limited skills

THOSE 85+ RISK DIGITAL EXCLUSION

Those aged

85+

are significantly more likely to mention a **lack of skills, physical limitations and a lack of access** as being reasons for not using technology more often

THE UNIQUE NEEDS OF OLDER AUSTRALIANS NEEDS TO BE CONSIDERED WHEN LOOKING AT CYBER SAFETY

What do older people do to manage risk online?
- **82%** Ignore unsolicited messages/emails
- **78%** Use anti-virus software
- **75%** Use strong passwords
- **39%** Change passwords regulary

10% feel very confident in their ability to stay safe online

10% of people surveyed had received cyber safety training

45% don't know who to tell if they've been a victim of an online scam. This is even higher among those aged 85+ (57%)

Older Australians are keen to learn more about
- **58%** identifying and avoiding online scams
- **49%** recognising phishing emails or texts
- **44%** safe online banking practices
- **40%** password security