

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



## 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 regularly



**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