

SUBMISSION NO. 1

Tandara Lodge Community Care Inc.

10 NIGHTINGALE AVENUE
SHEFFIELD TAS 7306

TELEPHONE 64 911277
FAX 64 912122

EMAIL ADDRESS: tanlodge@bigpond.com

Committee Secretary,
Joint Select Committee on Cyber-Safety,
House of Representatives,
PO Box 6021,
Parliament House,
Canberra ACT 2600.

16th January 2012

Re: Inquiry into Cybersafety for Senior Australians

Dear Sir's,

I am the CEO of a Residential Aged Care Provider located in Sheffield, a rural area of North West Tasmania. Tandara has 12 low care places and 29 high care places, we also provide community care through 7 community aged care packages and provide a wide range of allied health programs, health promotion, low cost accommodation and community transport.

We provide computer access for the residents of our aged care facility and in the past have run community information sessions on computer, internet and mobile phone usage. The elderly can in a very general sense be broadly characterised as lacking computer skills, lacking internet skills, having computers that are not set up to be properly secure and generally have more trusting natures. All of these characteristics lead to potential cyber safety issues.

The issues which we have found to be of importance to the aged, with who we have come into contact are as follows:

- Cost and reliability of internet connection.
 - Cost of antiviral software.
 - Cost of computer hardware.
 - Cost of printer inks.
 - Complexity of passwords.
 - Access to assistance with IT problems.
 - Too trusting.
 - Hidden freight and other charges when purchasing online.
-
- Cost and reliability of internet connection – internet connections in regional and rural areas are often unreliable. Additionally, due to limited competition, prices are relatively high and alternate services are not always easy to arrange. There is additional difficulty migrating to different service providers if email addresses are linked to the existing service provider.

- Cost of antiviral software – Software to combat the threats of virus and spy/malware while recognized as being important were considered expensive.
- Cost of computer hardware – computer hardware is still considered to be expensive and the selection of appropriate hardware is not clear.
- Cost of printer inks – replacement printer inks are prohibitively expensive.
- Complexity of passwords – many sites require password security. This presents problems for those with declining memories and often results in weak password security and frustration. This in turn opens up the possibility for cyber theft from these vulnerable users. E-security is a major issue. This can then result in poor protection of personal information ultimately resulting in financial abuse.
- Access to assistance with IT problems – when IT problems occur, the aged often have difficulty finding the appropriate source of assistance. At these times they are particularly vulnerable.
- Too trusting – this means that there is more likelihood to disclose personal information, exposure to scams and the theft of personal information (e.g. through completion of surveys etc.). The growing popularity of online shopping also increases the risk of identity theft and inadvertent transfer of personal information.
- Hidden freight and other charges when purchasing online – several instances were cited of purchases made over the internet where the anticipated costs were much less than the actual final cost due to additional charges.

There is no doubt that the use of the internet and online access for an increasing variety and quantity of activities makes the issue of cyber security of vital importance. The aged are particularly vulnerable to many of the more insidious risks posed by the internet and therefor need particular mechanisms in place to safeguard them. In particular there needs to be increased access to improved resources designed for the aged as well as increased assistance available to them. Additionally, laws and the justice system need to be brought up to date to effectively cater for the needs of these people and give them the level of protection they need and deserve.

If you require any further clarification or information in relation to the above please do not hesitate to contact me.

Yours sincerely


Paul Crantock
CEO