Reference: A1187598
Enquiries: Deborah Barry
Telephone: 9784 1943

3 February 2012

The Secretary
Joint Select Committee on Cyber-safety
By e-mail jscc@aph.gov.au

Dear Sir/Madam

Re: Inquiry into Cyber-safety for Senior Australian
**   Submission from the Frankston Ageing Positively Reference Group**

At the February meeting of the Frankston Ageing Positively Reference Group the group discussed the inquiry into cyber-safety and made the following comments for submission:

- Most seniors will go to a course (neighbourhood house or U3A) to learn how to use a computer but some will teach themselves and have family members to assist.
- All Seniors Computer Courses should emphasise the need for Cyber-safety and Antivirus Software. Courses should not be too difficult but have more detail around these topics.
- Seniors need to be informed to not open emails if they don't know the sender or what it is about and to learn to be aware that emails can send viruses.
- Seniors should be aware that scams can target your specific interest.
- Family members can often assist with queries.
- Internet antivirus protection software is important and works well.
- Scams can also be over the phone to direct you to do something on your computer. Users need to be wary.
- Seniors feel more secure if they have someone to call on for help as a problem appears ie family or friend.
- Excitement on what a computer can do can lead to problems for inexperienced users.
- Need to look into a possible way to warn new users re basic cyber-safety rules – could this come direct from the store in the instruction manual?
- Companies that do most of their promotion and transactions online (which is becoming more prevalent) restrict access for those with no computer or limited knowledge of use of computer.
- Using a computer for online research is a great resource.
- There is concern that those that may become inclined to stay online for lengthy periods may turn to online living rather than person to person social interaction.
- Paying bills by BPay (known term/brand) gives user confidence in secure sites and the speed of which transactions are shown on bank statements is confidence building.
- First-time users gain confidence when making purchases online and will then use internet transactions more and more.

Frankston City Council
Davey Street Frankston Victoria Australia
Telephone: 1300 322 322 TTY: 03 9784 1951 Facsimile: 03 9784 1094
All correspondence to Chief Executive Officer PO Box 490 Frankston Victoria 3199
DX 19913 Frankston Web site: www.frankston.vic.gov.au

- Concern was raised on tellers at banks being out of jobs if we all go to internet banking.
- If users transact infrequently on internet the risk is higher for them to make a mistake.
- Sites with a time limit for online transactions can make users rush and make mistakes. Sometimes even the site can time out and all the data is lost which can put you off using the internet at all.
- Seniors may not be aware that there is any legislation to protect them and this may need to be promoted more so rights are known.
- Support people being aware of passwords etc for online banking transactions can make it easier for financial elder abuse.
- Seniors may not understand fully the type of internet plan that suits them and require more education on usage and plans when connecting to the internet.

Should you have any further enquiries please contact the undersigned on behalf of the Frankston Ageing Positively Reference Group.

Yours faithfully

Deborah Barry
POSITIVE AGEING OFFICER