



## Libraries help Seniors to be cyber safe

The number of Australians aged over 65 is growing rapidly and, according to the Australian Library and Information Association (ALIA), this section of the population is not as knowledgeable, or as skilled, with new technology as younger generations.

Parliament's Cyber-Safety Committee will hear from the Australian Library and Information Association at a public hearing, in Canberra tomorrow, for its Inquiry into Cybersafety for Senior Australians.

ALIA is already providing internet assistance and training for seniors. The ever-increasing demand on libraries includes help with everyday needs such as setting up email accounts, online banking, setting up mobile phones, completing government forms, accessing e-government information, and applying for Centrelink benefits.

Committee Chair Senator Catryna Bilyk said, "The provision of online services have increased rapidly in recent years, with banking, government services, and online shopping available at the touch of a keyboard. This provides an important opportunity for seniors with restricted mobility to improve their access to services and consequently their quality of life. We want to hear from libraries, which are at the forefront of helping seniors take advantage of the digital age."

ALIA will inform the Committee about the role it plays in training for digital literacy and support for senior Australians in the online world. ALIA will also inform the Committee about challenges public libraries face in providing workshops and appropriate resources for the ageing population to ensure a safe online experience.

The Chair also confirmed that a public survey initiated by the Committee has attracted significant interest. "We are very pleased with the response shown in the survey in its first few days and I encourage senior Australians to complete the survey, either online or in hardcopy which can be posted or faxed to the Committee" the Senator said. The survey can be accessed at: <https://www.surveymk.com/s/cybersafety-seniors>

The Committee's public hearing on **Wednesday 9 May 2012** will commence at **4.15pm in Committee Room 1R5, Parliament House, Canberra.**

Audio of proceedings in Committee Room 1R5 will be webcast on [http://www.aph.gov.au/News\\_and\\_Events/Watch\\_Parliament](http://www.aph.gov.au/News_and_Events/Watch_Parliament).

Further information on the inquiry is available from the Committee's web site <http://www.aph.gov.au/jscc>

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