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Joint Select Committee on CyberSafety, Parliament House  
Submission from **YOURLifeChoices** website, e-newsletters and magazine

23 March 2012

Attention: Committee Secretariat  
Joint Select Committee on Cyber-Safety  
Parliament of Australia

Dear Committee Secretariat,

Thank you for the opportunity to make a submission to the Joint Select Committee on Cyber-Safety.

**YOURLifeChoices and Older Australians**

Our organisation, **YOURLifeChoices** is an Australian-based publisher of a website, e-newsletters and online magazine servicing the needs of men and women aged 50-75, with over 61,500 (opt-in) subscribers. We cover everything from health, relationships, wealth, travel, work, technology – as well as how to transition to retirement most easily.

As the publisher of **YOURLifeChoices** we are continually canvassing issues related to mature age Australians and as a director (pro bono) of the International Federation on Ageing (IFA), our publisher, Kaye Fallick, is involved in global research and advocacy on demographic change. For the last 2½ years we have also published the *AgeWave Australia* newsletter, which has over 1500 subscribers and is a business-to-business electronic update for policy makers, marketing managers, academics, care providers, media and all those professionally interested in ageing demographics.

**YOURLifeChoices 2012 Survey** was conducted online between 13 December 2011 and 8 February 2012, with 2563 respondents; a statistically credible sample. Of these respondents, 86 per cent were aged between 50 and 75. 61.5 per cent were female, 38.5 per cent male. We asked 39 questions across a range of topics.

Of these questions, some 12 were relevant to this Inquiry and the full responses to these 12 questions are attached. We became aware of the existence of the Joint Select Committee on Cyber-Safety on Radio National's *Life Matters* program and so decided to include some additional and specific questions related to cybersafety in this annual reader survey. Our discussion below of these questions is a direct response to question (a) of the Committee's Terms of Reference, 'the nature, prevalence and level of cybersafety risks and threats experienced by senior Australians'.

## Our member profile

We conduct our business online. We are digital publishers distributing newsletters and an electronic magazine and publishing content on a website which 79.7 per cent of our members visit three or more times a week. Our monthly page views are currently running at 1,020,000. As such, we are engaged with older Australians who are amongst the most active online.

Of the respondents to our survey, 94 per cent use the internet on a daily basis and of these, only 12 per cent use it for less than an hour.

Multiple answers were possible for the question of what our subscribers do online:

- email (98 per cent)
- gain information (91.4 per cent)
- banking (71 per cent),
- shopping (59.5 per cent)
- social networking (41.7 per cent)
- games (39 per cent)
- investments (16.8 per cent)
- Other financial services (18.4 per cent).

There are no surprises that email is used by practically every respondent. But a close second is the 'gain information' response (91 per cent). No longer is 'Just Google it' a vague statement; this is what our audience is doing to empower themselves as consumers, learn more, research health, plan their travel and solve their own problems.

When asked which devices they currently owned, those surveyed said:

- PC (89.6 per cent)
- digital camera (85.7 per cent)
- mobile phone (84.7 per cent)
- MP3 player / iPod etc (27.4 per cent)
- Smartphone / iPhone (20.3 per cent)
- E-book reader (13.8 per cent)
- iPad (11.2 per cent)
- Mac (9.9 per cent).

And when asked which devices they would purchase in the next twelve months, the mobile phone leads the way with 32.5 per cent followed by the PC (26 per cent), iPad (24.8 per cent) and 19 per cent each for Smartphones and E-book readers.

There are no surprises with the uptake of PCs or mobile phones, but when we add the current ownership of smartphones, tablets and E-book readers to the planned purchases, we see an even stronger uptake of mobile technology. A hefty 84.7 per cent of **YOURLifeChoices** survey respondents use a regular mobile phone compared to 55 per cent of *Digital Nation's* 'general population'<sup>1</sup>. However, 45 per cent of *Digital Nation's* 'general population' use a Smartphone compared to 19 per cent for **YOURLifeChoices** respondents. Interestingly, 13.8 per cent of **YOURLifeChoices** respondents owned an E-book reader

compared with 10 per cent of *Digital Nation's* 'general population'. Since the previous **YOURLifeChoices** survey (January 2011), the number of our subscribers using E-book readers and Smartphones has more than doubled.

These are not 'confused, isolated seniors' afraid to use the internet. They are active online daily – and keeping up-to-date with new technology. If anything is holding them back, it is probably access to high speed broadband.

**Specific YOURLifeChoices Survey questions related to cybersafety:**

Question 1/Cybersafety

**Have you been the target of a scam?**

Of those surveyed, 53.4 per cent responded they have been the target of a scam.

Question 2/Cybersafety

**Did you lose money or time due to the scam (even if it was a computer virus)?**

A clear minority, 14.3 per cent, replied in the affirmative while 85.7 per cent said they had not lost time or money due to the scam.

Question 3/Cybersafety

**Did you report it?**

A minority of respondents had reported the scam at 42.3 per cent.

And, most importantly, Question 4/Cybersafety

**If no, why not?**

To which we received 701 anecdotal responses.

These responses are in the attached excel spreadsheet, with our categorization for ease of analysis.

So let's consider why some older Australians (58%) chose not to report their experience of scams or cybercrime.

**SUMMARY OF 701 RESPONSES TO QUESTION 4 CYBERSAFETY**

Why not reported?	
Not relevant answer (e.g. I have not been scammed)	234
Handled it myself (Inc. deleted 61)	153
Lack of knowledge to report	100
Not worth reporting	75
Other	65
Already identified as scam	27

**Question 5/Cybersafety**

**Do you think you have enough information to protect yourself from being scammed?**

A significant 77 per cent believe they have sufficient information to protect themselves from being scammed.

**Comment on Cybersafety survey responses**

Contrary to the popular image of the 'scared' older internet user, 77 per cent of **YOURLifeChoices** respondents obviously feel they know enough to prevent themselves from being scammed. The fact that of the 53 per cent who believe they were targeted, only 14 per cent were taken in, seems to confirm their confidence. However, 14 per cent is far too high a number considering that cyber crime robs individuals of their time, damages their emotional wellbeing and costs them, in many cases, significant amounts of money. Pensioners of course can ill afford to lose even small sums of money. *The Norton Cybercrime Report 2011* suggested around 20 per cent of the Australian population was impacted by cybercrime in 2010 with \$1.8b in direct financial losses. Clearly cybercrime affects all of us. According to the Australian Institute of Criminology, however, the over 55 age group account for four out of five victims of cybercrime.

The supplementary question in the **YOURLifeChoices** readership survey, of why people choose not to report it, will also be of special interest to the Joint Select Committee. Some respondents have indicated they were too embarrassed to report it, but our survey also finds that a large percentage lacked the knowledge about how to report the scam, and to whom.

### **Our recommendations**

We believe that government and industry need to work together to create a 'one-stop-shop', a Cybersafety Centre, where all Australians, including those of mature age can feel confident and comfortable about both reporting cyber crime and asking questions related to Cybersafety. Apart from an online presence, this centre would need to have a widely promoted telephone number with phones manned by trained specialists sympathetic and aware of the needs of older Australians. An exclusive use of methods of reporting which require internet expertise will miss significant sections of the target audience. Basic education and general advertising on cybersafety also needs to be provided through this centre.

**YOURLifeChoices** is happy to continue to contribute to this debate and assist the work of the Joint Select Committee by further surveying our user base for more detail on cyber crime and how to reduce its incidence amongst older Australians.

### **Future gazing and some thoughts on trends online**

In terms of digital usage trends, there is little point in quoting statistics from before 2011 as the landscape is changing so rapidly. *Digital Nation 2012* statistics provide a useful 'whole of nation' touchstone for what is happening in the digital world. The uptake of mobiles is an example of this rapid change. The past is not a predictor of the future. We need to survey annually to make any sense of online trends.

The iPad/tablet will be *the* game changer for older internet users. Designed as a 'the best of both worlds' hybrid between a smartphone and a PC, it provides an intuitive, user-friendly experience with easy-to-read screen and keyboard, with obvious mobile advantages. The rollout of the NBN will also have a massive impact, not just for recreational computer use or online financial services but also for eHealth and mHealth. So, it is likely that concerns about cybercrime and scams may well give way to concerns about personal information at risk of being hacked through medical records.

In summary, we believe the need exists to further support *all* Australians online, to assist them to easily recognise scams, avoid them and report them to one central body. Plain, accessible instructions and a central support telephone number should be part of this solution. The problem of cybercrime will not 'go away', it needs to be addressed and the solution promoted widely. In promotion of this solution, the use of more vibrant images – rather than 'confused old people' will help the target audience more easily dealt to the message. Given the assumed average cost of cybercrime to those Australians financially affected (average \$391 loss according to the *Norton Cybercrime Report 2011*), this is a massive hit to those on fixed incomes in retirement – even worse to those on a single Age Pension of (total including supplements) just \$18,000 per annum. This would indicate the need to tackle cybercrime sooner rather than later.

Please do not hesitate to contact us if we can be of further assistance.

Yours sincerely,

Kaye Fallick  
Publisher, YOURLifeChoices website, newsletters and magazine  
[publisher@yourlifechoices.com.au](mailto:publisher@yourlifechoices.com.au)

Jean Watson  
Communications and customer service manager, YOURLifeChoices website, newsletters and magazine  
[jean@yourlifechoices.com.au](mailto:jean@yourlifechoices.com.au)

Drew Patchell  
Digital Operations Manager, YOURLifeChoices website, newsletters and magazine  
[webmaster@yourlifechoices.com.au](mailto:webmaster@yourlifechoices.com.au)

[www.yourlifechoices.com.au](http://www.yourlifechoices.com.au)

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#### **More**



- PDF of relevant survey answers
- Excel spreadsheet of 700 anecdotal responses to **YOURLifeChoices** survey question 4 above on CyberSafety, categorised



- *AgeWave Australia* Vol 12, Issue 4, 27 February 2012. Enewsletter releasing general technology responses to survey.

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<sup>1</sup> Fadaghi, Foad & Gedda, Rodney. *Digital Nation 2012*, Telsyte and AIMIA, 2012, p 1.

1. What is your age?		<a href="#">Create Chart</a>	<a href="#">Download</a>
		Response Percent	Response Count
<50		2.7%	68
50-54		4.1%	104
55-59		10.1%	259
60-64		25.8%	660
65-69		29.7%	762
70-74		16.5%	424
75-79		7.0%	180
80+		4.1%	106
		answered question	2,563
		skipped question	0

2. Are you male or female?		<a href="#">Create Chart</a>	<a href="#">Download</a>
		Response Percent	Response Count
Male		38.5%	988
Female		61.5%	1,575
		answered question	2,563
		skipped question	0

5. How often do you use the internet?		<a href="#">Create Chart</a>	<a href="#">Download</a>
		Response Percent	Response Count
Daily		93.9%	2,387
2-3 times a week		5.2%	133
Once a week		0.7%	17
Less often than once a week		0.2%	6
		answered question	2,543
		skipped question	20

### 6. How many hours a day do you spend on a computer?

[Create Chart](#) [Download](#)

		Response Percent	Response Count
I don't use my computer daily		1.5%	39
0-1 hour		11.9%	303
1-2 hours		40.7%	1,036
3-4 hours		30.3%	773
5+ hours		15.6%	397
		answered question	2,548
		skipped question	15









### 7. What do you do online?

[Create Chart](#) [Download](#)









		Response Percent	Response Count
Banking		71.0%	1,815
Shopping		59.5%	1,521
Gain information		91.4%	2,338
Play games		39.1%	1,001
Email		98.3%	2,514
Social networking		41.7%	1,067
Investments		16.8%	429
Other financial services		18.4%	471
		answered question	2,557
		skipped question	6



**1. Which of the following devices do you currently own?**
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		Response Percent	Response Count
PC		89.6%	2,258
Mac		9.9%	249
Mobile phone		84.7%	2,134
MP3 player (iPod etc)		27.4%	691
E-book reader		13.8%	347
Digital camera		85.7%	2,158
Smartphone (iPhone etc)		20.3%	511
iPad		11.2%	281
		answered question	2,519
		skipped question	44

**2. Which of the following devices will you purchase (first time or upgrade) in next 12-months?**
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		Response Percent	Response Count
PC		26.0%	452
Mac		4.0%	70
Mobile phone		32.5%	566
MP3 player (iPod etc)		5.0%	87
E-book reader		19.0%	331
Digital camera		16.8%	292
Smartphone (iPhone etc)		19.1%	333
iPad		24.8%	432
		answered question	1,741
		skipped question	822

3. How do you connect to the internet?		<a href="#">Create Chart</a>	<a href="#">Download</a>
		Response Percent	Response Count
Using a community (eg local library) or friend's computer connection		1.3%	32
ADSL		45.5%	1,140
Broadband (cable)		28.5%	713
Wireless		35.5%	890
Dial-Up		1.4%	34
Smartphone		6.1%	154
		answered question	2,506
		skipped question	57

PAGE: CYBER SAFETY



1. Have you been the target of a scam?		<a href="#">Create Chart</a>	<a href="#">Download</a>
		Response Percent	Response Count
Yes		53.4%	1,331
No		46.6%	1,162
		answered question	2,493
		skipped question	70

2. Did you lose money or time due to the scam (even if it was a computer virus... time is money)		<a href="#">Create Chart</a>	<a href="#">Download</a>
		Response Percent	Response Count
Yes		14.3%	333
No		85.7%	1,995
		answered question	2,328
		skipped question	235

3. Did you report it?		<a href="#">Create Chart</a>	<a href="#">Download</a>
		Response Percent	Response Count
Yes		42.3%	891
No		57.7%	1,215
		answered question	2,106
		skipped question	457

5. Do you think you have enough information to protect yourself from being scammed?

[Create Chart](#) [Download](#)

		Response Percent	Response Count
Yes		76.9%	1,904
No		23.1%	572
		answered question	2,476
		skipped question	87

If no, why not?	Category		
A warning had already appeared in the local paper	AI	Not Relevant	NR
Already identified	AI	Already identified	AI
Already well known	AI	Didn't know I could report	DKCR
Because many people had already done so, & it had been on TV, therefore I knew it was a scam	AI	Lack knowledge how/to whom	LK
Because it was wide spread and had been made public.	AI	Did nothing	DNA
currently well known	AI	Dealt with it myself	DWIM
I was not taken in. Just the usual send money to Nigeria thing.	AI	Nothing can be done	NCBD
I would if it were a serious one, but the stupid 'Nigeria scams etc' why waste time?	AI	Other	O
Information well known in the public realm.	AI	Why bother	Y
It had already been reported and was widely known as a scam	AI	Deleted spam/scam	D
It was a well known and documented scam.	AI	Not worth worrying about	NW
It was a well known one .. from Nigeria asking for money so I just deleted it.	AI	NO FINACIAL LOSS	NFL
It was a well known virus and a computer technician fixed it for me.	AI		
It was a well-known Nigerian scam	AI		
it was a well-known thing	AI		
It was already listed and known about	AI		
It was already well documented	AI		
It was already widely known that there was a scam	AI		
It was already widely publicised	AI		
It was already widely reported	AI		
It was one of those Nigerial letters so I just deleted it.	AI		
It was the generic "a relative has died overseas and the official wants to clear his books so send money	AI		
It was well known .. It involved trying to get E-bay info.	AI		
It was WITH A WELL KNOWN AMERICAN company, and who can trust trem?	AI		
it's so rife that im sure officials already know about it.	AI		
Just a standard Nigerian scam letter	AI		
Just the normal email scams - I assume they have already been reported	AI		
Just the usual junk mail scams	AI		
Knew it was a scam.	AI		

Knowing it was a scam I just deleted it	AI		
Lottery notification - police already know about it - wasting their time on paperwork when these scams are common knowledge	AI		
Many of my other friends received the same scam	AI		
previously advised it was about	AI		
probably because I thought that the type of scam was so common.	AI		
probably because it had already been reported by others	AI		
Rhodesian Lottery is such a common scam and receive it regularly	AI		
Same scam as many other reported	AI		
saw it first on tv	AI		
Scam emails are too common	AI		
Scam was commonly known	AI		
Scam was well known at the time and I didn't obtain enough detail.	AI		
Scammer was already reported	AI		
similiar to others already on the net and had been warned about	AI		
The type of "Nigerian scam letter" that has been reported many times	AI		
was usual type scam	AI		
well known scam (Microsoft fake)	AI		
Well known scams previously reported by others	AI		
because I knew it was a scam ,so I deleted the email	D		
Checked with son. Did not open and deleted as I did not know sender and headers.	D		
delete the scam emails	D	Not Relevant	NR
deleted as soon as I realised	D	Already identified	AI
Deleted email straight away.	D	Didn't know I could report	DKCR
deleted immediately	D	Lack knowledge how/to whom	LK
Deleted it immediately	D	Did nothing	DN
Deleted it without opening it.	D	Dealt with it myself	DWIM
deleted the email and kept away	D	Nothing can be done	NCBD
Did not participate. Deleted all emails.	D	Other	O
from junk mail - asking for money - just deleted email	D	Why bother	Y
I delete before I read them	D	Deleted spam/scam	D
I delete right away	D	Not worth worrying about	NW
I delete them	D	NO FINACIAL LOSS	NFL
I delete those emails	D		
i deleted it	D		

i deleted item without opening it	D		
I deleted text messages from mobile	D		
I deleted the email	D		
I have asked de bank ones and all they said yeah don't open it, delete it	D		
I jaust delet the emails	D		
I just delete all of them. Every one seems to get them	D		
I just delete the messages.	D		
I just delete them there are so many	D		
i just deleted it	D		
I just deleted it.	D		
I just deleted the email and thought that was enough	D		
I realised it was a scam and I deleted it	D		
I received emails that were obviously "scamming or phishing and I immediately deleted them.	D		
I recognise the type of scam emails and just delete them and get on with life.	D		
I recognised it as a scam & deleted it.	D		
I recognised the email as a scam and deleted it.	D		
I simply wiped it.	D		
It happened years ago and I recognised it for what it was and delted it.	D		
it seems easy to recognise and I simply delete the email	D	Not Relevant	NR
It was an email - I showed my husband and then deleted it. It was so obviously not legitimate we laughed about it and knew that it was not worth the time or effort to report it.	D	Already identified	AI
It was obvious the email was a scam and i deleted it immediately	D	Didn't know I could report	DKCR
Just Deletd it immediatly	D	Lack knowledge how/to whom	LK
Just delete all such emails	D	Did nothing	DNA
Just delete anything with a name I am not familiar with	D	Dealt with it myself	DWIM
just delete without opening	D	Nothing can be done	NCBD
Just deleted it	D	Other	O
just deleted it	D	Why bother	Y
just deleted it	D	Deleted spam/scam	D
Just deleted it	D	Not worth worrying about	NW
just deleted it as quickly as possib	D	NO FINACIAL LOSS	NFL
Just deleted it from computer	D		

just deleted it I assume people have more sense than to think money is given away freely	D
just deleted it,hoping that was enough.	D
Just deleted the email	D
just didn't	D
Just recognise and delete scams.	D
Just the Nigerian ones that everyone gets and deletes	D
Just the occasional standard easily recognisable email with virus attached which I routinely delete.	D
Mainly because we realised it was a scam and deleted the email and refused to talk on the phone from a resulting call relating to the same scam.	D
many of them just go to my email spam box so I just delete them.	D
My understanding of scam as it applies to me is generally scam emails claiming I have a \$\$\$\$\$ inheritance somewhere in the world....I delete them realised what it was and deleted without reading	D D
There are rubbish emails almost daily, it would need a full time secretary almost to report all of them. I just delete them unopened. By the time you report them to your service provider, they would probably be using another email address anyway.	D
There are so many email/internet scams tried all the time. I just delete them and never open a zip or exe file sent ad hoc.	D
There are too many to report. I just ignore them and delete.	D
waste of time - who to? always being targeted by email scams - just press delete button	D
use delete button	DD
because if I don't think it's ok I leave it alone	DN
Did not respond to the attempt	DN
Did not think at the time	DN
i didnt choose to	DN
was just a s message saying i had won a lot of money - just ignored it.	DN
Became aware, stopped before too much 'damage' can deal with it	HIM HIM
cause I can recognise a scam	HIM
CLEARED IT UP MYSELF	HIM

Could deal with it privately	HIM
Dealt with it myself over the phone	HIM
easily fixed	HIM
efficient Hotmail junk filter wary of financial gain proposals	HIM
Email scams, happen every 2nd day, you learn not to play the game. its part of being connected.	HIM
fixed virus very easily didnt know who to report it to	HIM
good safe guards	HIM
Had already read about it, and it was too obvious	HIM
Had been warned by others	HIM
Had someone fix the virus	HIM
Had the virius removed by a computer technition	HIM
Handled it myself and made a note to be less trusting.	HIM
Have device protection	HIM
have never been attact, I have good protection	HIM
I accepted responsibility for my own error	HIM
i am a natural & intelligent sceptic	HIM
I am a wake up to internet scams and thus do not engage	HIM
I am aware of legitimate and illegitimate mail and know which to ignore	HIM
I am aware of scams and never reply to them, i did report one to police as i thought it may involve terrorism, but that was 12 months ago and i am unaware if any action was taken.	HIM
I am careful about opening emails - if I do not know the source, I just delete them - also language used in those emails is usually a giveaway- obvious that english is not the writers 1st language. I dont 'befriend' people i dont know.	HIM
I am very extremely careful of what I open on my PC.	HIM
I became aware that it was a scam and stoped	HIM
I can smell a rat a mile off	HIM
I could see that it was a scam so didn't open the message or respond	HIM
i cut 'em off before I gave out any info	HIM
I dealt with it	HIM
I did not get scammed, mainly because I take heed of Police adv ice about opening unsolicited emails.	HIM
I did not proceed with offer which seemed too good to refuse so never really got scammed.	HIM



I fixed it and paid for that. My problem.	HIM
I got myself out of it very quickly without needing any help, so didn't bother to report it.	HIM
I had the Virus removed and advised all my email connections and asked them to pass it on	HIM
I have very secure protection	HIM
I have a diploma in Information Technology and my husband is up to date with problems of this nature so it can be avoided if one has suitable knowledge	HIM
I have a good Scam preventive	HIM
I HAVE A PAID GOOD SECURITY, ALWAYS SCAN,UPDATE KEEP UP WITH SECURITY KEEP MY WHITS ABOUT ME, TAKE TIME TO DO THIS, I HOPE I HAVE ENOUGH,NOTHING IS FULLPROOF I GUESS.	HIM
I ignore the email.	HIM
I ignored it.	HIM
i junk and mark as pysting the mail	HIM
I just blocked the site	HIM
I just didn't respond. Any fool knows not to give away their bank details, even if you have "won" a million dollars.	HIM
i knew it was a scam	HIM
I knew it was a scam because I subscribe to the government's Scamwatch.	HIM
i knew what they were about	HIM
I never answer any emails of individuals or companies I have not dealt with.	HIM
I no what a scam is	HIM
I played it along to waste their time.	HIM
I realised myself what was happening as I had seen a warning on the TV.	HIM
I suspected it straight away and logged off	HIM
I was able to recognise it as so and avoided any harm.	HIM
I was aware of the scam	HIM
I was prewarned by your site or the Govt site- Stay Smart?	HIM

I was the subject of a scam on Facebook that targeted my friends asking them for money as I had been mugged in London, but I was informed & was able to prevent anyone from sending money to the scammer & then I changed my password.	HIM		
I was warned in the newspapers to watch out for it, as other people had been caught.	HIM		
Ignore it and change my password	HIM		
Ignored.	HIM		
I'm too computer/web literate (42+ years experience) to be suckered in to a web scam	HIM		
It was a common one so clean the computer	HIM		
It was a virus - supposed to be an email from Austpost and as I had a parcel delivered day before, thought it was genuine. Wiped out my computer for 3 weeks until I had it fixed. I have anti virus but it was overridden.	HIM		
It was one of those dopey email letters telling me I'd won a lottery (without even entering). You'd have to be brain dead to fall for that.	HIM		
It was removed very quickly by a professional without any questions.	HIM		
it was reported to my bank and got new credit card	HIM		
It was resolved without major loss	HIM		
My computer protection let me know about the virus	HIM		
my protection system works, and stops me seeing all such attempts via email or Internet. Those by phone are impossible to identify.	HIM		
My son has taught me exactly what to look out for!!!	HIM		
No effect as woke up immediately	HIM		
not necessary pop ups are blocked	HIM		
Overcome immediately due to my own protection devices/precaution	HIM		
problem solved independently	HIM		
realised it was a scam and got out of it quickly but didn't report it	HIM		
recognise inappropriate request for personal information	HIM		
Recognised it for what it	HIM		
recognised it straight away	HIM	Not Relevant	NR
Report, block or delete daily. Remain diligent to spam, trends and get information from others.	HIM	Already identified	AI
Scams change too frequently and I have adequate protection in my computer.	HIM	Didn't know I could report	DKCR

Simply closed the scam screen but did not think about reporting it to the authorities.	HIM	Lack knowledge how/to whom	LK
sorted it ourselves	HIM	Did nothing	DNA
There are so many scams and people need to be careful for their own benefit	HIM	Dealt with it myself	DWIM
They were so obviously scams asking to update bank details for accounts with English banks and I could not imagine anyone being conned. I just marked them as spam.	HIM	Nothing can be done	NCBD
Too attempts at scamming me. Never take the bait.	HIM	Other	O
Took it as part of the bad challenges of computer life. Had to get our computer gooroo to task to fix the trogens.	HIM	Why bother	Y
Unfortunately you sort of accept it as part of computer life, these were people who sounded Indian telling me they were experts with microsoft and I had a problem with my computer. Happens very regularly but I am aware enough to know not to go ahead with	HIM	Deleted spam/scam	D
Used a technician to clear the virius	HIM	Not worth worrying about	NW
used by virus protection	HIM	NO FINACIAL LOSS	NFL
virus protection	HIM		
Was a while ago. Nigerian scams are well reported. Also Internode has an excellent scam / dubious email "trap" system. I see very very few (read none) these days.	HIM		
was able to fix it ourselves	HIM		
When I asked for their number, they suddenly disappeared!!	HIM		
Worked out very quickly it was a hoax.	HIM		
At the time, I didn't know that I could.	LK		
Because I am thick	LK		
Did not know how to	LK		
did not know how to report it.	LK		
Did not know how.	LK		
Did not know I had to	LK		
Did not know to whom to report it	LK		
did not know where and didnt think about it as my computer crashed	LK		
Did not know who to report it to	LK		
did not know who to report it to	LK		
did not know who to report it to.	LK		
Did not know whop to report to	LK		

did not realise you should	LK
didn,t know where to reort to	LK
Didn` t know where to do so	LK
didnt know how to	LK
DIDN'T KNOW HOW TO.	LK
didn't know I could and certainly didn't know who to report it to	LK
Didnt know I could, nor to whom.	LK
Didn't know it was a scam at the time and am still not sure, about \$40	LK
didnt know it was a scam til it was too late	LK
Didn't know to who	LK
didn't know what to do	LK
didnt know where	LK
Didnt know where to !	LK
Didn't know where to report	LK
Didn't know where to report!!	LK
didn't know who to direct it to, no email address	LK
didn't know who to report it to	LK
Didn't know who to report it to	LK
Didn't know who to report it to!	LK
Didn't know who to report it to.	LK
Didn't know who to report it to.	LK
Didn't know who to report it to.	LK
Didn't know who to report it too	LK
Didn't know who to report to.	LK
Didn't realise that I had a viris until too late	LK
Didn't think off it at the time, and then didn't know who to inform.	LK
difficult to know who to report it to. If respond to the scammer they will have your details.	LK
do not have enough info where to report it	LK
do not know how	LK
don' know who to	LK
don't know how or where"!	LK
dont know how to and to who	LK
don't know who to	LK
Dont know who to report to.	LK
don't know who to.	LK

don't who to report to	LK
email scam - simply deleted the email. didn't realise there was anyone one could report it to.	LK
I didn't know how to report it.	LK
I didnt know it was a scam until I had deleted the email.	LK
I didn't know where to report	LK
I didn't think anyone could do much about it and I really didn't know who to report it to.	LK
I didnt think there would be any point and I didnt know who to report it to.	LK
I don't understand what a scam is?	LK
I had no idea where to go to place a report - and I still don't know	LK
I hung up and did not know where to report it.	LK
I sent the email scam onto the Courier Mail, who should I send them to	LK
I was not sure it was a scam untill later i herd about thease scams	LK
I wasn't sure how	LK
If 'scam' includes 'virus' then, as per 2 above, I have been scammed. Not reported. Who do you report a virus to?	LK
INFORMATION IS AVAILABLE IF YOU KNOW WHERE TO LOOK FOR IT AND AT THE TIME I DIDN'T BOTHER TO LOOK HARD ENOUGH	LK
It was difficult then (10 years ago) to know what to do who to inform	LK
It was not a scam in the true sense, but a computer virus that rendered my computer inoperable. Didn't know what it was or who to report it to.	LK
It was obvious to me it was a scam so I imagined it was the same for others.	LK
Also I did not know how to report it.	LK
It was so blatantly erroneous wasn't worth reporting. DIDN'T know how to report it!	LK
nigerian inheritance and spanish lottery wins are well known. Also I wouldn't know where to report it.	LK
No information about reporting	LK
Not aware that I could	LK
Not fooled. Dump and go. Who do you report this to?	LK
Not sure as to what then correct process is	LK
Not sure who to report it to	LK
Not sure who to report it to.	LK
not sure who too !	LK
report to who?,I didn't know it was reportable.	LK

standard known email scam - simply deleted the email. Didn't know there is anyone one can report it to.	LK
To whom do I report a scam.	LK
To whom does one report?	LK
To whom?	LK
To whom?	LK
To whom? police? ha	LK
unaware of reporting process, unaware of who to report to	LK
unknown to whom	LK
Unsure who to report it too	LK
unsure who too	LK
Was not aware that I could and who would I report it to?	LK
wasnt sure where to go	LK
went into the site of the report scam and at the time could not quite understand the info	LK
Where and to whom?	LK
where would I report it?	LK
who do i report it to?	LK
who do you report it to ?	LK
Who do you report them to? Have you tried to fill out the form on the Dept of Fair trading site? Why aren't there sites available like the one Paypal has setup. You can just forward all the suspect emails to them, as they are denigrating their site.	LK
who going t do anyhting about it	LK
who to?	LK
Who to?	LK
Who To?	LK
who to?	LK
Who to? Phone calls - every one knows about them anyway. email/facebook attachments - I don't open them, and delete them.	LK
Would not know who to report it to	LK
wouldn't know how to	LK
Because no one can do any thing about it	NCBD
Because there's nothing that can be done about stoppiing the attempts	NCBD
The authorities are already aware of the numerous internet scams and frequently issue warnings	NCBD

The SA Police have an inadequate system to follow up such complaints. I tried 4-5 times!	NCBD
as per your comment #2	NFL
because it did not affect me financially	NFL
...outside of winning "\$1 million", I haven't received any scam threats, yet.	NR
Any suspicious emails I report	NR
Because I cancelled it before it went anywhere	NR
Because I have not been a target of a scam	NR
Because I have not been effected by one. but if I was I would report it	NR
Because I haven't been on the receiving end of a scam	NR
because it didn't happen - see answer to Q1	NR
Because it didn't happen!!	NR
because no scam	NR
credit card fraud. \$5000. Westpac refunded the money. Probably got details at a shop, not on internet. I do not open scammers emails, but probably get several into the SPAM folder daily.	NR
D/K	NR
did not get a scm	NR
did not get scamed	NR
Did not happen	NR
Did report - actually need not, as it was widespread and I would not have been in 'trouble' - I had my bank a/c suspended for quite a few days [bother!], but 'all's well that ends well'!	NR
didn;t get scammed	NR
Didn't get scammed	NR
Didn't get scammed	NR
Didn't get scammed (as far as I'm aware)	NR
didn't happen	NR
Didn't happen.	NR
didn't have one yet.....	NR
Didn't have scam	NR
dont believe i have been scammed	NR
had no scams	NR
Has not happened to me	NR
Hasn't happened	NR

Have had no trouble as yet.	NR
Have not been a target.	NR
Have not been involved in a scam.	NR
Have not been scamed	NR
have not been scamed	NR
have not been scammed	NR
Have not been scammed	NR
Have not been scammed	NR
Have not been scammed.	NR
Have not been the target of a scam	NR
Have not been trageted	NR
Have not experienced a scam yet	NR
haven`t been scammed YET	NR
Haven't been a victim	NR
Havent been done	NR
Haven't been hit by a scam	NR
Havent been scammed	NR
Haven't been targeted	NR
havnt been scammed	NR
I been caught by a scam	NR
I certainly would have if I had been a victim	NR
I do not receive any data ir calls from scammers	NR
I don't really understand what this question is?? Sorry about that.	NR
I have never been caught out by a scam (thus far, anyway!).	NR
I have not had any problems	NR
I have not been a target of a scam	NR
I have not been a victim of a scam or lose money.	NR
I have not been scamed.i	NR
I have not been the target of a scan	NR
I have not experience scam yet.	NR
I have only let my relations and friends know it is usless letting anyone else know as it only goes to Melborne or Sydney and then stops.	NR
I have reported scams in the past, but any that I get are already in my SPAM folder	NR
I have the best protective programs installed	NR
i haven't been a target of a scam. I said no in Q1	NR



i haven't been caught	NR
I have'nt been the target of scam fortunately	NR
I honestly do not know what you mean by 'scam' because I have lost my memory from major surgery on December 9th 2010. As months pass by my memory is getting worse.	NR
I never get scammed in the first placed	NR
I never had a scam on the computer	NR
I was not affected.	NR
I wasn't targetted	NR
It did not apply to me.	NR
It did not get past the initial phone contact and no info was given	NR
It did not occur	NR
it didn't happen	NR
It has never happened	NR
I've not been scammed.	NR
mainly telephone scams	NR
Mostly telephone scams.	NR
N.A.	NR
N/A	NR
n/a	NR
N/A	NR
n/a	NR
N/A	NR
n/a	NR
N/A	NR
N/A	NR
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N/A	NR
n/a	NR
N/A - ignored the scam - it was just a phishing email, Nigerian scam email	
etc	NR
na	NR
NA	NR
na	NR
NA	NR
NA	NR

NA	NR
NA	NR
nap	NR
Neither been	NR
never been scamed I am TOO clever/alert for scams	NR
Never got scammed	NR
Never had one.....only a few times of "irregular purchases" that I was notified about by a phone call FROM my Bank. In every case the entries were reversed	NR
never happend	NR
Never happened to me.	NR
Never knowingly been scammed	NR
no	NR
No apparent scams yet - I rarely open 'junk' mail	NR
no applicable	NR
no loss	NR
No need	NR
no need	NR
no need take care of myself	NR
no reason	NR
no reason	NR
no reason	NR
no reason & where??	NR
no scam	NR
no scam	NR
no scam	NR
No Scam	NR
no scam	NR
No scam	NR
NO SCAM	NR
no scam	NR
No scam	NR
no scam	NR
no scam	NR
no scam	NR
No scam	NR

No scam	NR
no scam evident	NR
no scam experienced	NR
No scam or virus	NR
no scam or virus known	NR
No scam to report	NR
No Scam, No Loss, Nothing to report.	NR
No scam.....as yet!!!	NR
NO SCAMMING	NR
no scams	NR
No scams received	NR
no target	NR
not a target	NR
Not a target of a scam	NR
Not a target of a scam as yet	NR
not affected	NR
not affected	NR
Not affected by it, thankfully.	NR
Not applicable	NR
not applicable	NR
Not Applicable	NR
Not Applicable	NR
not applicable	NR
not applicable	NR
Not applicable	NR
not applicable	NR
Not Applicable	NR
not applicable	NR
Not applicable	NR
Not applicable	NR
Not applicable	NR
not interested in scams	NR
not involved	NR
not scammed	NR
not target	NR
not target of a scam	NR

Not targetted	NR
Not targetted	NR
Not victim of targetting	NR
nothing to report	NR
nothing to report	NR
Nothing to report	NR
Nothing to report	NR
Nothing to report YET!,	NR
Obvious email. Most are caught by spam filter.	NR
obviously I was not part of a scam	NR
one of many	NR
Only a couple of phone calls. I laughed and hung up..	NR
Only an email attempt	NR
Opened e-mail that was supposedly from microsoft	NR
ot applicable	NR
Question does not apply	NR
see 1	NR
see above	NR
see answer to question 1	NR
See Q3.1	NR
So far so good	NR
So far so good have not been a target	NR
Spam	NR
Thankfully its never happened to me	NR
Told the caller not to be ridiculous.	NR
Was never scammed	NR
Was not a target	NR
Was not a target	NR
was not scammed	NR
Was not scammed.	NR
was not victim of a scam	NR
Wasn't a target	NR
was'nt a target for a scam	NR
You didn't make provision to go to next question if you hadn't been the target of a scam	NR

The scam occurred on a trip overseas and had minimal monetary and time impact. It was not a computer scam	NRO		
A very common scam, which would have been known to everybody, so I did not see any reason for reporting it.	NW		
a waste of time	NW		
Because everyone is getting sent scams	NW		
Because it was too minor to fuss over. The scammers keep trying, but I ignore them, or delete their rubbish etc.	NW		
Companies seem to not do much about it. AND they will never stop coming, so why bother?	NW		
Did not affect me	NW		
Did not consider it was a huge scam	NW		
Did not consider it worthwhile	NW		
Did not experience a problem.	NW		
did not think it was serious enough, and do not know who to report it to	NW		
Did not think it worth while	NW		
Didn't bother	NW		
Didn't think about it at the time	NW	Not Relevant	NR
Didn't think it was worthwhile	NW	Already identified	AI
didn't worry about it .	NW	Didn't know I could report	DKCR
doesn't seem worthwhile	NW	Lack knowledge how/to whom	LK
Figured that other people will report it... or that it was so obviously a scam that anyone who fell for it kind of deserved to get ripped off.	NW	Did nothing	DNA
Have been subject to e.mail and phone scams, I had read about each. I have rung to check if a e.mail was a scam and not much interest was shown so I do not bother.	NW	Dealt with it myself	DWIM
I get fake emails all the time	NW	Nothing can be done	NCBD
I presume the authorities already know as there are warnings everywhere	NW	Other	O
If by scam, you mean the lottery win notifications etc then there are far too many of them to report. I've only received that type of scam to the best of my knowledge.	NW	Why bother	Y
If I reported all the scams that appear in my junk mail I'd never finish.	NW	Deleted spam/scam	D
Ignored it and did not open the document. I didn't think to report it - a number of emails telling me I had millions of \$\$\$ to collect.	NW	Not worth worrying about	NW
irrelevant	NW	NO FINANCIAL LOSS	NFL

ISP's don't tend to do much	NW
it is so commonplace & as it comes from overseas, nothing can be done.	NW
It was of a minor nature and inconsequential	NW
It was too basic to worry about	NW
It wasn't necessary.	NW
It would have been too difficult to follow up as the scam emanated from Africa	NW
it would have taken more time than it was worth...	NW
its a very common occurrence - overseas - not easily identified - have reported before re banking scams & no action taken	NW
its just thing you ignor and dont respond.	NW
its so common these days and I just did not think anyone would be interested	NW
just ignored it	NW
Many scam emails from overseas offering me money, don't think anything will be done even if I do report them	NW
may own fault to let it happen	NW
More time wasted	NW
My own fault, for going onto web-sites that I knew were suspicious.	NW
NO HARM WAS DONE. HEARD NO MORE FROM THEM	NW
No one does anything about it	NW
No one to report it to.	NW
no point	NW
No point	NW
no point that I could see	NW
No use	NW
No use, a waste of time	NW
not worth it the police are only interested in something that makes them money	NW
Not worth the effort	NW
Once off	NW
Reporting is generally ignored...no feed back.?	NW
seemed foolish.	NW
Spam won't stop coming, so I don't really see a point.	NW
The Nigerian Network Scams are everyday happenings!	NW

thopught about it but didn't do anything as I did not respond	NW		
thought it too trivial	NW		
Time ran away & I just forgot about it!!	NW		
to much trouble	NW		
to obvious it was a scam	NW		
Too frequent. Generally caught by spam filter	NW		
too hard	NW		
Too little to worry about	NW		
Too many of them - ignore them all	NW		
Too many phising expeditions to bother about reporting	NW		
too many to count or bother	NW		
too many to report	NW		
too many to report	NW		
Too many to report - they are everywhere.	NW		
too much hassle	NW		
too much of a hassle	NW		
Trivial - overseas Middle Eastern wanting to invest money and offering percentage.	NW		
Waste of time	NW		
waste of time	NW		
waste of time .	NW		
who cares...and what would they do to help ...nothing	NW		
why bother	NW		
avg found & removed 1 virus 7 years ago. no trouble since	O		
banking and nigerian scams are regular visitors to my computer	O	Not Relevant	NR
Because it was a virus.	O	Already identified	AI
Because it was that microft scam	O	Didn't know I could report	DKCR
Believe nothing is for free so don't trust anyone nor anything!	O	Lack knowledge how/to whom	LK
By the time my computer was fixed te address was gone	O	Did nothing	DNA
Details not known	O	Dealt with it myself	DWIM
Did not think too	O	Nothing can be done	NCBD
did not want to copy info from it	O	Other	O
didn't follow through	O	Why bother	Y
didn't have to	O	Deleted spam/scam	D
didn't need to	O	Not worth worrying about	NW
Didn't think it was needed to do so.	O	NO FINACIAL LOSS	NFL



Didn't think of it	<input type="radio"/>		
didn't think of it	<input type="radio"/>		
Didnt think of it!	<input type="radio"/>		
Didn't think to.	<input type="radio"/>		
Discovered it too late	<input type="radio"/>		
Do not buy on the net	<input type="radio"/>		
Do not open strangers E.Mails	<input type="radio"/>		
Dont know	<input type="radio"/>		
Don't do internet banking	<input type="radio"/>		
dont know	<input type="radio"/>		
don't open anything if I don't know who it's from	<input type="radio"/>		
Don't open spam mail	<input type="radio"/>		
Email from Nigeria, no use if I didn't follow it up	<input type="radio"/>		
embarrassing at the time	<input type="radio"/>		
Everyone knows about "Nigerian" scam	<input type="radio"/>		
Everyone knows about "nigerian" scams - I didn't think of reporting	<input type="radio"/>		
Felt stupid	<input type="radio"/>		
forgot	<input type="radio"/>		
get lots of offers	<input type="radio"/>		
Get too many of them!	<input type="radio"/>		
I advertisement for a second-hand dog trailer and received a reply that was just what I wanted. Person wanted my bank details etc without my viewing the item and despite email was always evasive. I only reported this to the 'dogs on the Move' that were ho	<input type="radio"/>		
I didn't have time	<input type="radio"/>		
I had no definite proof to report it to the police but did report it to the site.	<input type="radio"/>		
i would if it happened to my family	<input type="radio"/>		
It didn't occur to me to report it.	<input type="radio"/>		
It involved a friend and the friend verified it was a scam.	<input type="radio"/>		
It involved a friend so contacted said friend to verify or otherwise what I'd been told via an email	<input type="radio"/>	Not Relevant	NR
It's to be expected	<input type="radio"/>	Already identified	AI
learned my lesson - dont open unsolicited emails	<input type="radio"/>	Didn't know I could report	DKCR
Let us see in future.	<input type="radio"/>	Lack knowledge how/to whom	LK
Many years ago	<input type="radio"/>	Did nothing	DNA
My silly fault	<input type="radio"/>	Dealt with it myself	DWIM

no way of identifying scammer	<input type="radio"/>	Nothing can be done	NCBD
Not aware of where virus came from	<input type="radio"/>	Other	O
not stupid	<input type="radio"/>	Why bother	Y
not sure	<input type="radio"/>	Deleted spam/scam	D
Nothing can be proved	<input type="radio"/>	Not worth worrying about	NW
Previous experience of reporting mail scam brought lukewarm Police response. Sometimes mark unwanted items online.	<input type="radio"/>	NO FINACIAL LOSS	NFL
Probably embarishment that I was half taken in	<input type="radio"/>		
Some weeks Iget hundreds of them	<input type="radio"/>		
soon after the company found out	<input type="radio"/>		
the money had already gone to the scammers in Russia and I did not realise till about 2 days later. I thought it was too late.	<input type="radio"/>		
there are just too many coming in to report all of them	<input type="radio"/>		
There were several emails in my Inbox by others who had also got it.	<input type="radio"/>		
THEY CAN'T DO ANYTHING ABOUT IT, ACCORDING TO ACA & TDT	<input type="radio"/>		
Time poor	<input type="radio"/>		
To embarrassed	<input type="radio"/>		
too embarrassed at being scamed to report it	<input type="radio"/>		
too embarressed	<input type="radio"/>		
Too much time: at least two scams/viruses a week.	<input type="radio"/>		
Unfortunately I was too busy at the time. Also I assumed, as it was a broad email campaign, it would be known.	<input type="radio"/>		
We get so many scam offers it could be a full time job reporting them.	<input type="radio"/>		
We tried to but the telecom ombudsman wasn't interested	<input type="radio"/>		
I have been on the Net since 1992 and reported many early scams - without any action being apparent. Scams are now so routine and frequent, I don't have time to report them - even if I thought anything could be done. Many are from international IPs and			
No body interested, they were overseas scams		POOR EXP	
		POOR EXP	
tried once and simply got the "ignore - it's not us"...not much help for others!		POOR EXP	
Tried to report once before. Police told me that they do not have the resources to chase up computer scams		POOR EXP	

Didn't report easy to recognise Nigerian type scam, which are well known.  
Did report an ATO type scam to ATO - no real feedback so probably won't next time.

Was picked up by my security on pc  
covered by Symantec anti spam

POOR EXP?  
VIRUS  
VS

Not Relevant	NR
Already identified	AI
Didn't know I could report	DKCR
Lack knowledge how/to whom	LK
Did nothing	DNA
Dealt with it myself	DWIM
Nothing can be done	NCBD
Other	O
Why bother	Y
Deleted spam/scam	D
Not worth worrying about	NW
NO FINACIAL LOSS	NFL

Email not displaying correctly? [View it in your browser.](#)

*Simplifying...*

**YOUR LifeChoices**  
health + wealth + travel + work

*For fun in your 50s,  
60s and beyond*

**Vol 12, Issue 4, 27 February 2012**  
**AgeWave Australia newsletter**

Welcome to the **YOURLifeChoices** *AgeWave* Australia newsletter.

**Older Australians go mobile**

While there is growing recognition that older Australians aren't quite the technological Neanderthals previously assumed, uptake of new technology by those aged 50 and over is still below the radar.

The recently released *Digital Nation 2012* statistics offer a useful 'whole of nation' (age 16-85) touchstone for what is happening in the digital world. We have used these statistics as a benchmark when reviewing the replies to the 2012 **YOURLifeChoices** survey in which we asked 10 questions relating to use and frequency of technology. In this edition of *AgeWave* we will concentrate on four key issues: frequency of internet usage, reasons for going online, uptake of mobile devices and concerns about cybersafety.

Read on for the most comprehensive summary of older Australians' use of technology.

This issue of *AgeWave Australia* is the second in a series of four that releases the full results of our readership survey—answers to 40 questions concerning health, income, travel, technology and online activities.

Warmest,  
Kaye Fallick,  
Publisher, **YOURLifeChoices** magazine, enews  
and website  
[www.yourlifechoices.com.au](http://www.yourlifechoices.com.au)  
Director, [International Federation on Ageing \(IFA\)](http://www.international-federation-on-ageing.org)

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**Wiser heads**



*"The mobile-online revolution of this decade is rivalling the PC-client software revolution of the nineties."*

Foad Fadaghi and Rodney Gedda, introduction to *Digital Nation 2012*.

**Diary dates**

**ITAC 2012**

*Smart Technology for Modern Aged Care: delivering change*  
April 19-20, 2012

Melbourne Park Function  
Centre

[More information](#)

**YOURLifeChoices Online  
Magazine**

**YOURLifeChoices** survey was conducted online between 13 December 2011 and February 8 2012, with 2563 respondents. Of these respondents, 86% were aged between 50 and 75, 61.5% were female, 38.5% male. Some 40 questions were asked across a range of topics. This second report covers older Australians and their use of technology.

## Player or rejector?

Of the *Digital Nation*'s category of 'Tech Rejectors', 62 per cent are over the age of 55. Older Australians also dominate the next digital segment, the 'Practical Players'. However, from our survey, it would appear that **YOURLifeChoices** respondents have embraced new technology with enthusiasm and this is not an aberration: *Digital Nation*'s 'Live and Mobile' category—the most digitally engaged segment, 17 per cent of *Digital Nation*'s 'general population'—includes 26 per cent over the age of 55.

[For further information/comment](#)

## How often do you use the internet?

Daily, was the response of 94 per cent of those surveyed. When asked **How many hours a day do you spend on a computer**, 40.7 per cent ticked 1-2 hours, 30 per cent 3-4 hours and 15.6 per cent 5+ hours.

### Comment

Of the 2563 respondents, 11 per cent work full time and 26 per cent in a part time capacity, including casual work or volunteering. With 60 per cent of this audience fully retired, it is interesting to note how computers and the internet have become an important part of their daily activities.

[For further information/comment](#)

## What do you do online? (multiple answers possible)

Most respondents ticked 'email' (98 per cent), closely followed by 'gain information' (91.4 per cent), 'banking' (71 per cent), 'shopping' (59.5 per cent), 'social networking' (41.7 per cent), 'games' (39 per cent), 'investments' (16.8 per cent) and other financial services (18.4 per cent).



### Reach mature Australians

**YOURLifeChoices** provides a range of different advertising options for companies targeting Australia's lucrative 50+ market.

[More information](#)

**Comment**

There are no surprises that email is used by practically every respondent. But a close second is the 'gain information' response (91 per cent). No longer is 'Just Google it' a vague statement; this is what our audience is doing to empower themselves as consumers, learn more, research health, plan their travel and solve their own problems.

[For further information/comment](#)

## Which devices do you currently own?

Those surveyed said PC (89.6 per cent), digital camera (85.7 per cent), mobile phone (84.7 per cent), MP3 player / iPod etc (27.4 per cent), Smartphone / iPhone (20.3 per cent), E-book reader (13.8 per cent), iPad (11.2 per cent) and Mac (9.9 per cent).

**And which will you purchase in the next twelve months?**

The mobile phone leads the way with 32.5 per cent followed by the PC (26 per cent), iPad (24.8 per cent) and 19 per cent each for Smartphones and E-book readers.

**Comment**

No surprises with PCs or mobile phones, but when we add the current ownership of smartphones, tablets and E-book readers to the planned purchases, we see an even stronger uptake of mobile technology. A hefty 84.7 per cent of **YOURLifeChoices** survey respondents own a mobile phone compared to 55 per cent of *Digital Nation*'s 'general population'. However, 45 per cent of *Digital Nation*'s 'general population' own a Smartphone compared to 19 per cent for **YOURLifeChoices** respondents. Interestingly enough, 13.8 per cent **YOURLifeChoices** respondents owned an E-book reader compared with 10 per cent of Digital Nation's 'general population'. Since the previous **YOURLifeChoices** survey (Jan 2011), the number using E-book readers and Smartphones has more than doubled.

[For further information/comment](#)

## Have you been the target of a

## scam? And did you report it? Did you lose money or time?

Of those surveyed, 53 per cent have been the target of a scam but only 14 per cent have lost time or money because of it.

A significant 77 per cent believe they have sufficient information to protect themselves from being scammed.

### Comment

Contrary to the popular image of the 'scared' older internet user, 77 per cent of respondents obviously feel they know enough to prevent themselves from being scammed. The fact that of the 53 per cent who believe they were targeted, only 14 per cent were taken in, seems to confirm their confidence.

Request the full results on technology in our survey [here](#).

### About this newsletter

**YOURLifeChoices** *AgeWave Australia* newsletter is a fortnightly update on research, resources and news for those who are interested in our ageing society or already working in this sector.

This newsletter is designed to provide information, comment, resources, research and helpful links. If you would like further comment please [email us](#) or telephone +613 9824 6901 during business hours.

If you wish to subscribe to receive the *AgeWave Australia* newsletter on a fortnightly basis, [click here](#) to sign up for free!

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