

Keep Me Posted

Fast Facts



THE CONSUMER'S
RIGHT TO CHOOSE

1

Take-up of modern technology in Australia varies greatly with age. Only 51% of Australians over 65 are internet users.

Source: Australian Bureau of Statistics. Household Use of Information Technology, 2014-15.
Link: <http://www.abs.gov.au/ausstats/abs@.nsf/mf/8146.0>

2

The rapid adoption of digital communications by banks, utility companies and the government has left many Australians at a social and financial disadvantage. 38% of Australians feel that they are being left behind with modern technology, rising to 44% who are concerned about the future.

Source: Australian Institute of Family Studies. Australian Family Trends No. 7 - March 2015
Link: <https://aifs.gov.au/publications/keeping-information-and-communication-technology>

3

In Australia if you are disabled, in a low-income household or dependent on a parenting payment, an age pension, disability support pension or a Newstart allowance, then the likelihood of having no Internet at home is twice to almost five times higher than the national average.

Source: Australian Bureau of Statistics, 2012
Link: <http://www.abs.gov.au/ausstats/abs@.nsf/mf/8153.0>

4

Indigenous households in Central Australia are 76% less likely to have Internet access than non-indigenous metropolitan households.

Source: Crouch et al. (2011)
Link: www.publichealth.gov.au/phidu/.../child-internet-no-connection.html

5

Currently 1.3 million households do not have internet access at home, more often these people are disadvantaged, elderly, or low income families. The ABS estimates that for the disabled and elderly, this figure increases to 38% and 46% respectively.

Source: Australian Bureau of Statistics, Household Use of Information Technology, 2014-15.
Link: <http://www.abs.gov.au/ausstats/abs@.nsf/mf/8146.0>

6

Access to the internet falls to just 57% for households with an income less than \$40,000. Affordability is an issue across Australia and rises in internet cost, even slight, are likely to further exacerbate the digital divide.

Source: Australian Communications Consumer Action Network (2015)

Link: <https://www.communications.gov.au/sites/g/files/net301/f/ACCAN%20-%20Public%20Submission%20TIRC%202015.pdf>

7

Digital exclusion is still a significant problem in Australia. However, digital access is only one small factor to the overall problem. The ability to navigate and adapt to constant changes in digital technologies is essential before all Australians can confidently replace their reliance on traditional transaction channels.

Source: Digital Government Transformation, Deloitte Access economics (2015)

Link: <http://www2.deloitte.com/content/dam/Deloitte/au/Documents/Economics/deloitte-au-economics-digital-government-transformation-230715.pdf>

8

People are better able to understand information, make better choices, and are more likely to take action when transactional mail is received by post rather than electronically.

Source: Managing money online – working as well as we think? KMP Economics, 2015

9

Many laboratory experiments, polls and consumer reports indicate that digital devices prevent people from efficiently navigating long texts, which may inhibit reading comprehension.

Source: Jabr, F. (2013). 'Why the Brain Prefers Paper', Scientific American

Link: <http://static.trogu.com/documents/articles/palgrave/references/jabr%20-%20why%20the%20brain%20prefers%20paper.pdf>

ACCC: CONSUMERS > RECEIPTS



ITEMISED BILLS FOR SERVICES

You have the right to ask a service provider for an itemised bill or account for up to 30 days after receiving the bill. This must be provided within seven days of the request free of charge.

An itemised account must show:

- How the price was worked out
- If relevant, the number of labour hours and hourly rate
- If relevant, a list of materials used and the amount charged for them.

Source: ACCC, 2016

Links: <https://www.accc.gov.au/consumers/prices-receipts/receipts#itemised-bills-for-services>