## Appendix 1- Digital Capacities Survey

#### Please specify your gender

193: Male

194: Female

195: Other (specify)

196: Refused

*[check gender quotas]*

#### Could you please tell me your postcode

197: Response (specify)

198: Don't know postcode (suburb/town?)

199: Refused

*[check location quotas]*

## 1. Competencies

#### *This survey aims to better understand how you connect, participate, work, learn, and stay safe using online technologies, skills and practice. Questions cover four broad areas:*

#### *- skills: what you are able to do*

#### *- interests: why you use technology and what for*

#### *- resilience: what you do or think about the risks or potential harms of online activity*

#### *- connectedness: the role technology might play in your interaction with others*

#### *In the first part of our survey, we are interested in what you are able to do using online digital technologies. These questions will ask you about some of your skills and competencies.*

#### How often have you done the following in the past month?

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| *Several times each day* | *Daily or almost daily* | *At least every week* | *Less often* | *Never* | *Don't know* |

|  |
| --- |
| 1: Used the Internet for study or work |
| 2: Used the Internet for personal use (e.g. finding a recipe or fixing an issue with a computer) |
| 3: Watched video clips (e.g. on YouTube) |
| 4: Listened to music or watched films available online |
| 5: Read/watched the news on the Internet |
| 6: Sent/received email |
| 7: Used a social network site (e.g. Facebook, Twitter, Instagram, Tumblr, Tinder, Weibu) |
| 8: Used instant messaging (e.g. text, Whatsapp or Facebook messaging) |
| 9: Played games with other people on the Internet |
| 10: Played Internet games (on your own or against the computer) |
| 11: Used a camera for video communication (e.g. Skype, Facetime) |
| 12: Put (or posted) a message on a website |
| 13: Written a blog or online diary |
| 14: Put (or posted) photos, videos or music to share with others |
| 15: Streamed music (e.g. used Spotify or similar service) |

#### For each of the following digital tasks, please indicate how easy or difficult you would find it to complete them.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| *Very easy* | *Easy* | *Neither easy nor difficult* | *Difficult* | *Very difficult* | *Don't know* | *Not Applicable* |

|  |
| --- |
| 16: Connect to a wifi network |
| 17: Download apps |
| 18: Deactivate the function showing your geographical position |
| 19: Protect a device (e.g. smartphone or digital TV) with a PIN or screen pattern |
| 20: Send and receive emails |
| 21: Bookmark a website |
| 22: Take a picture or a short video with your smartphone |
| 23: Update your status on the social networking site used the most |
| 24: Upload images, videos or music onto social media |
| 25: Interact with others using text or instant messaging |
| 26: Post comments on a blog, website, image, video or forum |
| 27: Use emoticons in conversation with others |
| 28: Create a blog |
| 29: Understand the language that others use online |
| 30: Understand and follow social norms/etiquettes on different social media and forums |
| 31: Compare different sources of information (websites, social media, etc) to decide if information is true or trustworthy |
| 32: Find information on how to use the Internet safely |
| 33: Have the same documents, contacts, and apps on all devices that you use |
| 34: Block unwanted adverts or junk mail |
| 35: Block push notifications from different apps |
| 36: Block pop ups which promote apps, games or services you have to pay for |
| 37: Change privacy settings on a social networking profile |
| 38: Restrict access to adult content on a browser or device |
| 39: Block messages from someone you don't want to hear from |
| 40: Use 'report abuse' buttons and procedures |
| 41: Delete the record of which sites you have visited |
| 42: Use technology to anonymise your identity when online |

## 2. Interests

#### *In the next part of our survey, we are interested in why you use the Internet and other online technologies. These questions will ask you about some of your interests and motivations.*

#### How often have you done the following things online in the last year? Please tick one option per row.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| *Several times per day* | *Daily* | *Weekly* | *Monthly* | *Less than Once a Month* | *Never* | *Don't know* |
| 43: Look for information about a topic of general interest, where answers were provided by Wikipedia, Quora or other informational sites | | | | | | |
| 44: Look for information about a course or course provider (this can be any course, from studying at university to a course for personal interests like pottery or photography) | | | | | | |
| 45: Look for information on the price of a product (e.g. books, holidays, clothes, cars) | | | | | | |
| 46: Look for a different job online | | | | | | |
| 47: Look for information on interest rates, or other financial information | | | | | | |
| 49: Look up information on where to go out (e.g. exhibitions, cinema, parties) | | | | | | |
| 50: Look for information about a political or societal issue (e.g. through twitter, on blogs, websites) | | | | | | |
| 51: Look for information about national government services (e.g. benefits, taxes, a driving licence or passport) | | | | | | |
| 52: Look for information on lifestyle and culture (e.g. games, music, film, television, hobbies) | | | | | | |
| 53: Search for information about festivals, concerts and other public events | | | | | | |
| 54: Look for information about family matters (e.g. local support services for mothers, vacation care, meals on wheels) | | | | | | |

#### Thinking about the things you found online (either intentionally or unintentionally) in the past year, how much do you agree or disagree with the following statements? If any of these do not apply to you please just select Not Applicable (NA)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| *Strongly agree* | *Agree* | *Neither agree nor disagree* | *Disagree* | *Strongly disagree* | *Not applicable (NA)* | *Don't know* |
| 55: I found people of a similar age that share my interests | | | | | | |
| 56: The things I came across on the Internet made me think about the differences between men and women | | | | | | |
| 57: I learned new things about my ethnic group | | | | | | |
| 58: Due to the information I found and people I have met online I feel more connected with religion or spiritual beliefs | | | | | | |
| 59: I learned new things about other ethnic groups | | | | | | |
| 60: I learned new things about other sexual identities and orientations | | | | | | |
| 61: I learned new things about people with mental illnesses or physical disabilities | | | | | | |

#### Now we would like to ask you about using the Internet to look up information about your fitness. How often have you done the following things online in the last year? Please tick one option per row.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| *Several times per day* | *Daily* | *Weekly* | *Monthly* | *Less than Once a Month* | *Never* | *Don't know* |

|  |
| --- |
| 62: Look up general information on how to improve your health and fitness |
| 63: Look up information or ask others about a training program |
| 64: Use exercise or nutrition programs / apps |
| 65: Look up information about health or medical care |
| 66: Look up information or ask for advice on a medical condition |
| 67: Fill out a questionnaire related to your health and fitness |
| 68: Participate in an online health or fitness community |
| 69: Used biometric devices, such as GPS watches or FitBit |
| 70: Used fitness apps on a mobile phone or smart watch |
| 71: Used the Internet to diagnose a health condition |

#### Thinking about your online activities in the past year, how much do you agree or disagree with the following statements? If you did not undertake the activity the question is about just answer Not Applicable (NA)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| *Strongly agree* | *Agree* | *Neither agree nor disagree* | *Disagree* | *Strongly disagree* | *Not applicable (NA)* | *Don't know* |
|  | | | | | |  |
| 72: I am healthier as a result of the online information, advice or programs / apps I have used | | | | | |  |
| 73: I have made better decisions about my health or medical care as a result of the information / advice I found online | | | | | |  |

#### Thinking about the reasons you might use the Internet, please rate each of these activities in terms of importance to you and your life.

|  |  |  |  |
| --- | --- | --- | --- |
| *Extremely important* | *Fairly important* | *A little important* | *Not important at all* |

|  |
| --- |
| 74: Communicating with friends and family |
| 75: Meeting my social obligations to others |
| 76: Making various online communities aware of injustices in the world |
| 77: Learning new information and skills |
| 78: Opening up new worlds and fueling my imagination |
| 79: Becoming more proficient in my chosen vocation or activity |
| 80: Enquiring into new areas beyond my usual interests |
| 81: Expressing who I am by making my identity and thoughts more public |
| 82: Developing resources to keep safe |
| 83: Staying healthy |
| 84: Enhancing my emotional life |
| 85: Finding love or sexual enjoyment |
| 86: Staying connected to others in a changing world |
| 87: Developing the resilience to bounce back in times of hardship |
|  |

## 3. Resilience

#### *In this part of our survey, we are interested in your sense of potential risks and harms of online activity, and how you prepare yourself for dealing with them. These questions will ask about your experience of, and approach to, online safety.*

The following series of questions are about potential risks and harms of online activity, and how you prepare yourself for dealing with them.

#### Below are some statements about potential risks and harms of online activity. Thinking back over the past 12 months, how often would these events have happened to you?

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| *Several times per day* | *Daily* | *Weekly* | *Monthly* | *Less than Once a Month* | *Never* | *Don't know* |

|  |
| --- |
| 88: My online security (passwords, credit cards) has been compromised. |
| 89: One or more of my devices has been infected with a virus. |
| 90: My online profile has been used in ways that I did not consent to. |
| 91: I have seen or experienced something on the Internet that has bothered me in some way. |
| 92: I have received unsolicited communications that disturbed me in some way (e.g. not regular spam). |
| 93: I have had to change my privacy settings or passwords, for reasons other than school or work policy. |
| 94: I have reported problems online (e.g. clicked on a 'report abuse' button, contacted an Internet advisor, or Internet Service Provider (ISP)). |
| 95: I blocked an individual from contacting me. |
| 96: I have sought help from people around me (friends, family, neighbours, authorities) when dealing with an online safety issue. |
| 97: I have deleted messages, profiles or other data in response to security and privacy concerns. |
| 98: I have chosen to use extra security measures, such as anonymous browsing, VPNs, password managers and encryption, to protect my privacy. |

#### Below are some statements about potential risks and harms of online activity. Please indicate whether you agree or disagree with these statements:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| *Strongly agree* | *Agree* | *Neither agree nor disagree* | *Disagree* | *Strongly disagree* | *Not applicable (NA)* | *Don't know* |

|  |
| --- |
| 99: I regularly review the security of the networks, devices and websites I use. |
| 100: I often talk to friends, family and colleagues about online security issues. |
| 101: I would like to know more about online security, privacy and safety. |
| 102: The online world is improving as people become more aware of its potential risks and harms. |
| 103: Some level of online risk is inevitable, and provides an important learning opportunity. |
| 104: Generally, online security and safety is a pressing concern for me. |
| 105: Generally, the opportunities of online activity outweigh its risks. |

#### Thinking about you feel when you engage with others online, how much do you agree or disagree with the following statement? If you did not undertake the activity the question is about just select Not Applicable (NA)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| *Strongly agree* | *Agree* | *Neither agree nor disagree* | *Disagree* | *Strongly disagree* | *Not applicable (NA)* | *Don't know* |

|  |
| --- |
| 106: I find it easier to be myself when online than when I am with people face-to-face |
| 107: I talk about different things with people when online than I do when face-to-face |
| 108: When I am online, I talk about private things that I do not share with people face-to-face |
| 109: I go online much more on the weekends than I do on a regular school or work day |
| 110: When I am going through a difficult time, I go online less often |
| 111: When I am going through a difficult time, going online makes me feel better |

## 4. Connectedness

#### *We are interested in the role technology plays in our interactions with other people. The following questions ask about the digital capacities of others around you - your household, neighbourhood, community and other people in your life. This includes people you yourself may help, or may help you.*

#### In the past twelve months, have you:

|  |  |  |
| --- | --- | --- |
| 112: Helped someone setup an email account | *Yes* | *No* |
| 113: Helped someone set up a social media account |  |  |
| 114: Helped someone find information or other resources online |  |  |
| 115: Helped someone post or download content online (photos, video, text, music/audio) |  |  |
| 116: Helped someone complete school or work online |  |  |
| 117: Helped someone submit a job application online |  |  |
| 118: Helped someone set up their new phone, tablet or computer, or fix a problem with their device |  |  |
| 119: Shown someone how to/ or provided support for how to use the Internet |  |  |
| 120: Shown someone how to/ or provided support for how to stay safe when online |  |  |
| 121: Shown someone how to/ or provided support for how to use a game, software, service or device |  |  |
| 122: Given consent for my child to participate in an online/social media community |  |  |
| 123: Shared, loaned or given someone a device |  |  |
|  |  |  |

#### In the past twelve months, have you:

|  |  |  |
| --- | --- | --- |
| 124: Sought help from someone to setup an email account | *Yes* | *No* |
| 125: Sought help from someone to set up a social media account |  |  |
| 126: Sought help from someone to find information or other resources online |  |  |
| 127: Sought help from someone to post or download content online (photos, video, text, music/audio) |  |  |
| 128: Sought help from someone to complete school or work online |  |  |
| 129: Sought help from someone to apply for a job online |  |  |
| 130: Sought help from someone to set up a new phone, tablet or computer, or fix a problem with your device |  |  |
| 131: Been shown by someone how to use the Internet on a regular basis |  |  |
| 132: Been shown by someone how to stay safe when online |  |  |
| 133: Been shown by someone how to use a game, service or device |  |  |
| 134: Sought help from a librarian or community hub staff member to go online |  |  |
| 135: Accessed the Internet through a community hub or local library |  |  |
| 136: Borrowed from or been given a device by someone |  |  |
|  |  |  |

#### How important is your online life to maintaining relationships with:

|  |  |  |  |
| --- | --- | --- | --- |
| *Very important* | *Moderately important* | *Not important at all* | *Don't know* |

|  |
| --- |
| 137: Family |
| 138: Partner |
| 139: Friends |
| 140: Neighbours |
| 141: Work colleagues or school peers |
| 142: Other networks of interest (e.g. sport, culture, or other interests) |
|  |

#### How often have you done the following things online in the last year? Please tick one option per row.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| *Several times per day* | *Daily* | *Weekly* | *Monthly* | *Less than Once a Month* | *Never* | *Don't know* |

|  |
| --- |
| 143: Read updates from friends or family (e.g. email, status / photos on social networking sites) |
| 144: Commented on the updates friends or family put online |
| 145: Talked to family or friends who live further away (e.g. via skype, whatsapp, or email) |
| 146: Shared pictures of yourself with your family or friends (e.g. through a social networking site, photo sharing site) |
| 147: Looked for websites online that help you to meet new people (e.g. online dating, social networking sites, hobby or crafts clubs) |
| 148: Maintained connection with family members in other ways using technology |
| 149: Made new friends or met new people |
| 150: Liked or promoted content that other people post |

#### Thinking about your attitudes towards broader issues concerning technology, how much do you agree or disagree with the following statement? If you did not undertake the activity the question is about just select Not Applicable (NA)

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| *Strongly agree* | *Agree* | *Neither agree nor disagree* | *Disagree* | *Strongly disagree* | *Not applicable (NA)* | *Don't know* |

|  |
| --- |
| 151: I am concerned about the impacts of electronic waste on the environment. |
| 152: I am concerned about how companies, governments and others might use my online information. |
| 153: I am concerned about the growing divide between technology experts and the rest of society. |
| 154: Technology can foster social inclusion/equality/opportunities for our more marginalised communities. |
| 155: Technology is part of every day life and, despite the risks, I must learn to use it effectively. |
| 156: Technology makes me a more effective member of my community/citizen of my country. |
| 157: Technology can strengthen familial relationships. |
| 158: Generally, technology can promote strong social ties. |
| 159: Generally, I am optimistic about the future of technology. |

## 5. Situational

#### Finally we would like to ask you a few more general questions.

#### Which of the following people live in the same household with you? For each line below, please select the number of people who live with you that meet that description.

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| *Statements* | *0* | *1* | *2* | *3* | *4* | *5* | *6* | *7* | *8* |
| 160: Spouse or partner |  |  |  |  |  |  |  |  |  |
| 161: Children |  |  |  |  |  |  |  |  |  |
| 162: Father |  |  |  |  |  |  |  |  |  |
| 163: Mother |  |  |  |  |  |  |  |  |  |
| 164: Father's partner or step-parent |  |  |  |  |  |  |  |  |  |
| 165: Mother's partner or step-parent |  |  |  |  |  |  |  |  |  |
| 166: Older sibling(s) |  |  |  |  |  |  |  |  |  |
| 167: Younger sibling(s) |  |  |  |  |  |  |  |  |  |
| 168: Grandparents |  |  |  |  |  |  |  |  |  |
| 169: Other relatives |  |  |  |  |  |  |  |  |  |
| 170: Other people |  |  |  |  |  |  |  |  |  |

#### What are the languages other than English you mainly use at home?

Language 1

Language 2

#### Thinking generally, how much financial pressure would you say your household is under?

171: No pressure - my household rarely or never considers the costs of basic necessities

172: Some pressure - my household monitors its budget closely, though is generally able to afford the costs of basic necessities

173: Considerable pressure - my household monitors its budget closely and sometimes struggles to cover the costs of basic necessities

174: Extreme pressure - my household regularly struggles to cover the costs of basic necessities

#### Thinking about the various costs of digital access, how much pressure would you say this places on your household budget? (Please include expenses for Internet broadband, phones and other devices, app purchases and subscription services like Netflix, Spotify or Dropbox).

175: No pressure at all.

176: Some pressure - my household notices the financial costs of our digital life.

177: Considerable pressure - my household monitor mobile phone usage, download limits and electricity use closely.

178: Extreme pressure - my household sometimes sacrifices other necessities to pay mobile phone or broadband expenses.

#### How long have you lived in your current community or neighbourhood?

179: Less than one week

180: Less than one month

181: Less than six months

182: Less than three years

183: More than three years

#### What is the highest level of formal or school education that you have completed?

184: No school

185: Primary school

186: Some secondary school

187: Finished secondary school

188: Trade training

189: University or college (undergraduate)

190: University or college (postgraduate)

191: Don't know

192: Refused

#### Please list the ages of any children in your household.

**If respondent is an adult:**

From your earlier responses, it seems that there are [X] children living in your household.

Please list the ages of any children in your household.

Child 1 to Child 8

**If respondent is a young person (12-17):**

From your earlier responses, it seems that there are [X] siblings living in your household.

Please list the ages of any children in your household.

Older sibling 1 to 8

Younger sibling 1 to 8

#### Which of these best describes your main activities?

200: Full-time work greater than or equal to 30 hours paid employment per week

201: Part-time work less than 30 hours paid employment per week

202: Unemployed/looking for work

203: Home duties

204: Have a job but not at work due to illness, vacation etc

205: Not working and currently receiving sickness allowance/disability support pension.

206: Volunteer work

207: Student attending school

208: Student attending university, TAFE or other tertiary education provider

209: Other

210: Don't know

211: Refused

#### Please indicate which if any of the following groups you may identify with or feel you belong to:

|  |  |
| --- | --- |
| *True/ False* |  |
| 212: Culturally and linguistically diverse communities  213: Refugees and asylum seekers  214: Low income households  215: Sole-parent families  216: Seniors  217: The unemployed or under-employed  218: Indigenous communities  219: People in remote communities  220: Homeless   The survey is now complete. Thank you for your support. ***This is a pilot survey, and we would love to hear your comments on this questionnaire. Before you finish, we would like to ask for any feedback or suggestions you have on our online survey. Any comments are appreciated and will help us to improve our future surveys.*** | |