



# Seniors Social Isolation Prevention Peak

## Seniors Social Isolation Providers — Digital Skills Survey Findings

### Overview

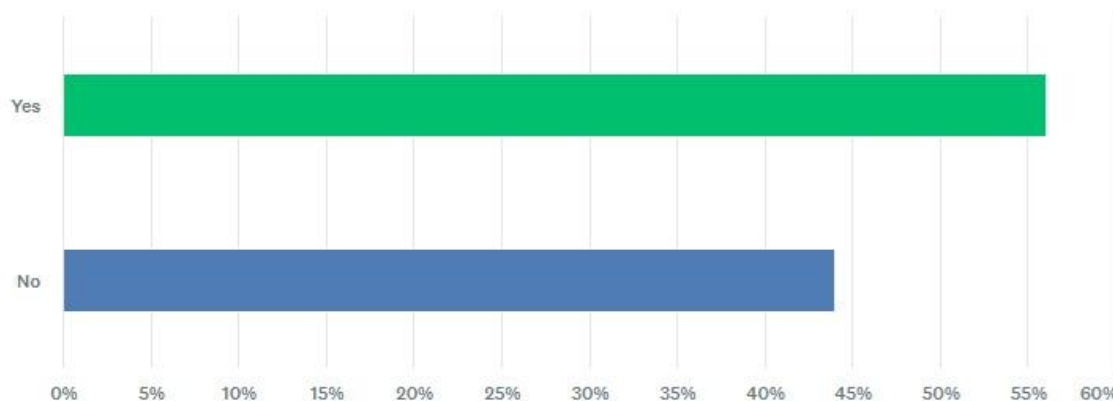
The following information summarises findings from a survey conducted on 7 April 2026. The survey was undertaken in response to a request from the Department of Families, Seniors, Disability Services and Child Safety to determine how many Seniors Social Isolation (SSI) providers are delivering activities that support older people to build digital skills through their programs. A total of 24 SSI providers responded to the survey.

### Findings

#### Digital Skills Activities

#### Question 1. Do any of your Seniors Social Isolation Programs currently deliver activities that support digital upskilling for older people?

Of the 24 respondents, just over half (58%) currently deliver digital upskilling activities for older people, while 42% do not. These findings reflect responses received and may not be representative of all seniors' social isolation programs due to partial survey participation.



Response category	Percentage	Number
Yes	58%	14
No	42%	10

Base:  $n = 24$  respondents

## Types of Support Offered

### Question 2. If yes, what types of digital skills are covered? (Select all that apply)

Among the 15 respondents, digital skills delivery appears most commonly focused on basic internet use, email, online safety, and social connection skills, with fewer programs reporting delivery of more advanced or task-specific skills such as online service access and digital document management.

Type of digital skills	Percentage	Number
Internet browsing and email	87%	13
Online safety and scam awareness	80%	12
Using smartphones/tablets (e.g., iPhone basics)	73%	11
Social media/staying connected	67%	10
Online services (banking, MyGov, bookings, etc)	47%	7
Digitalising photos or documents	33%	5
Other	53%	8

Base:  $n = 15$  respondents (multiple responses allowed)

## Level of Demand

### Question 3. What level of demand are you seeing for digital support among older participants?

Among the 23 respondents, over half (57%) reported moderate demand for digital support among older participants, with nearly equal proportions reporting high (23%) and low (22%) demand, indicating variability in perceived need across service settings.

Level of demand	Percentage	Number
Moderate	57%	13
High	23%	5
Low	22%	5

Base:  $n = 23$  respondents



## Additional Comments

### 4. Any comments you'd like to add?

- It is important to maintain some form of program as a way of supporting digital social connection.
- Our centre does offer digital support; however, it is not delivered through my specific program. That said, I do assist group participants on many occasions with basic digital support and provide referrals when necessary.
- Participants are willing to learn, but support needs to be delivered at a slow pace.
- Many people use social media, email, and the internet through their phones. Internet banking and scams are often discussed topics.
- We have been offering "Be Connected" technology sessions for seniors for a number of years. Unfortunately, attendance has declined despite our awareness that many seniors still lack digital skills.
- All of the above digital skills and assistance are provided on a 1:1 basis as required.
- Limited mobile reception and the cost of Starlink (approximately \$160/month) are not affordable on a pension. Telstra is the only available mobile provider, and coverage drops off quickly outside of town. This is a rural/remote service location.
- Our members are often reluctant to seek help to improve their digital skills. Many believe they cannot learn, prefer to rely on family or continue doing things the traditional way (ordering at a café counter rather than using a smartphone at the table). There is concern about making mistakes, such as ordering or paying for the wrong items or being scammed, which leads some to avoid technology where possible.
- We deliver this service using the Good Things Foundation "Be Connected" funding. We typically see around 3–4 attendees on a fortnightly basis.
- We are exploring delivery options through State Library of Queensland (SLQ) for a future program.
- We have previously delivered information sessions on online safety and scam awareness and have an upcoming session with the Commonwealth Bank. We have also offered individual and small group sessions on basic tech support such as internet browsing, emails, and games; however, attendance was low and these sessions have since ceased.
- It is extremely important for older people to have access to a safe space to build internet skills and manage online information.
- Basic smartphone and laptop skills would greatly support seniors to access services and stay connected safely.
- We previously offered a digital help service, but it had very low attendance. However, there is a perception that need has increased over time.
- I cannot answer any of the above questions as there has been no demand within the 60's & Better group for digital literacy to date. However, a younger cohort of recently retired members has joined the group and may request this support in the future.
- The library in Inglewood, which is part of Goondiwindi Regional Council, would offer digital literacy classes if demand arose.

