THE COST OF STAYING CONNECTED

Telecommunication findings from the 2019 Cost of living in NSW survey

ncoss
NSW Council of Social Service

INTRODUCTION

Australians as a whole are more digitally connected than ever before – we are connecting more devices to the internet, consuming more data, participating in a greater range of social, cultural, and economic activities and accessing more essential services on-line. A growing share of household income is now spent on internet services.

Access to technology and telecommunication services impact on people's capacity to stay connected, both socially and economically. Without access and connection many people are at risk of disadvantage that extends beyond 'disconnection'.

The 2019 Cost of Living in NSW survey was completed by 730 people living in low-income and low- to middle-income households in May 2019. The results presented here are drawn from responses to questions on usage, access and the cost of telecommunications services. This data provides insight into the challenges faced by households to stay connected. It confirms the digital divide facing many, and the particular groups most at risk.

ABOUT THE SURVEY

The survey was designed by the University of Technology Sydney's Institute for Public Policy and Governance (IPPG) and NCOSS, and conducted by McNair yellowSquares. It ran from 8th to 21st May 2019. Quotas were placed on the survey to ensure the target sample was representative of the NSW population in terms of gender, age and location, according to the Australian Bureau of Statistics (ABS) 2016 General Community Profile for NSW. IPPG analysed the data.

The total sample was segmented by 'low income' (n=402) and 'low to middle income' (n=328) respondents, using 'total household income after tax' and 'household structure' as key variables for this purpose. Respondents were placed in each segment according to their weekly income and household structure.

INCOME / HOUSEHOLD STRUCTURE	SINGLE PERSON	SINGLE PERSON WITH DEPENDENT CHILD	COUPLE WITHOUT DEPENDENT CHILDREN	COUPLE WITH DEPENDENT CHILD	OTHER HOUSEHOLD TYPES/PREFER NOT TO ANSWER	TOTAL
$0 -- $588 per week	66	11	37	16	22	**152**
$589 -- $718 per week	55	8	21	8	5	**97**
$720 -- $913 per week	25	5	27	14	5	**76**
$914 -- $979 per week	11	6	16	10	7	**50**
$980 -- $1,109 per week	16	9	34	15	5	**79**
$1,111 -- $1,187 per week	16	5	30	16	4	**71**
$1,189 -- $1,304 per week	19	5	24	16	1	**65**
$1,305 -- $1,578 per week	22	3	53	52	10	**140**
Total	**230**	**52**	**242**	**147**	**59**	**730**

Low income	n=402
Low to middle income	n=328

Mobile phones, plans and data

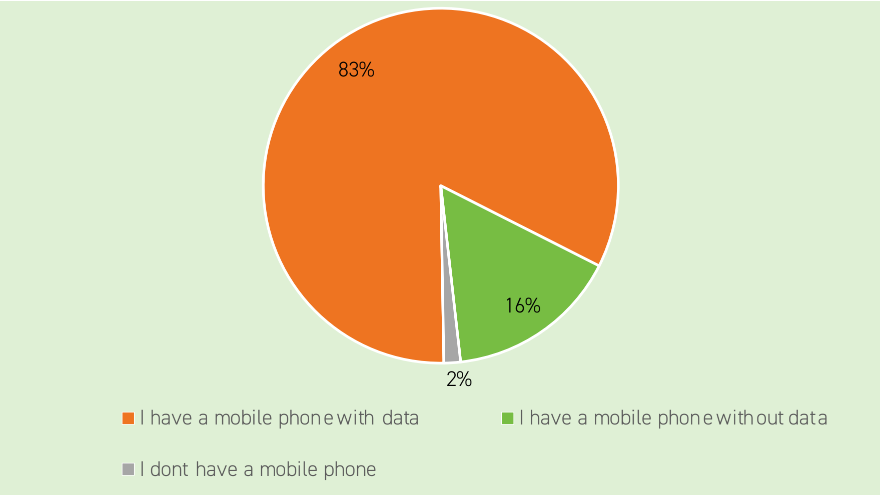

Figure 1: Own a mobile with or without data

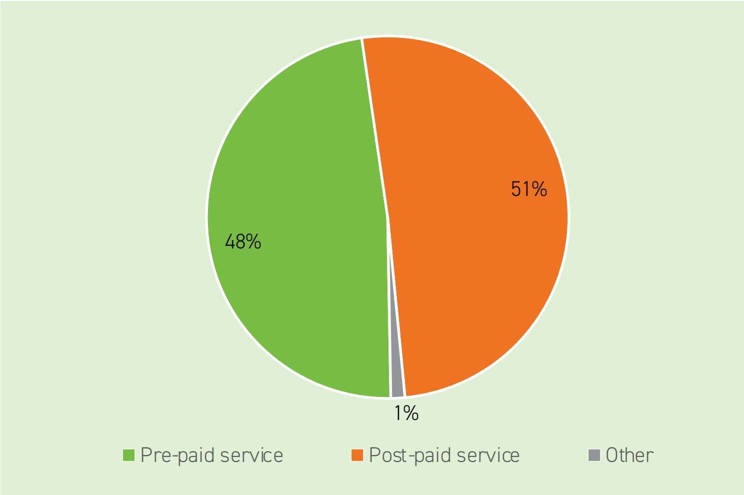

Figure 2: Mobile service plan

Table 1: Mobile phones and mobile service plans

MOBILE SERVICES	LOW INCOME	LOW TO MIDDLE INCOME	TOTAL
Mobile phone with or without data			
Mobile phone with data	81%	84%	83%
Mobile phone without data	17%	14%	16%
Don't have a mobile phone	2%	1%	2%
TOTAL	402	328	730
Mobile service plan			
Pre-paid service	53%	42%	48%
Post-paid service	46%	56%	51%
Other	1%	2%	1%
TOTAL	395	324	730

Findings

The survey found that 16% of respondents have a mobile phone without a data allowance.

The split of pre and post-paid services among respondents is fairly even. However, respondents with low income are more likely to own a pre-paid service (53%) when compared to respondents from low to middle income (46%).

Mobile Phones, plans and data by Income Source

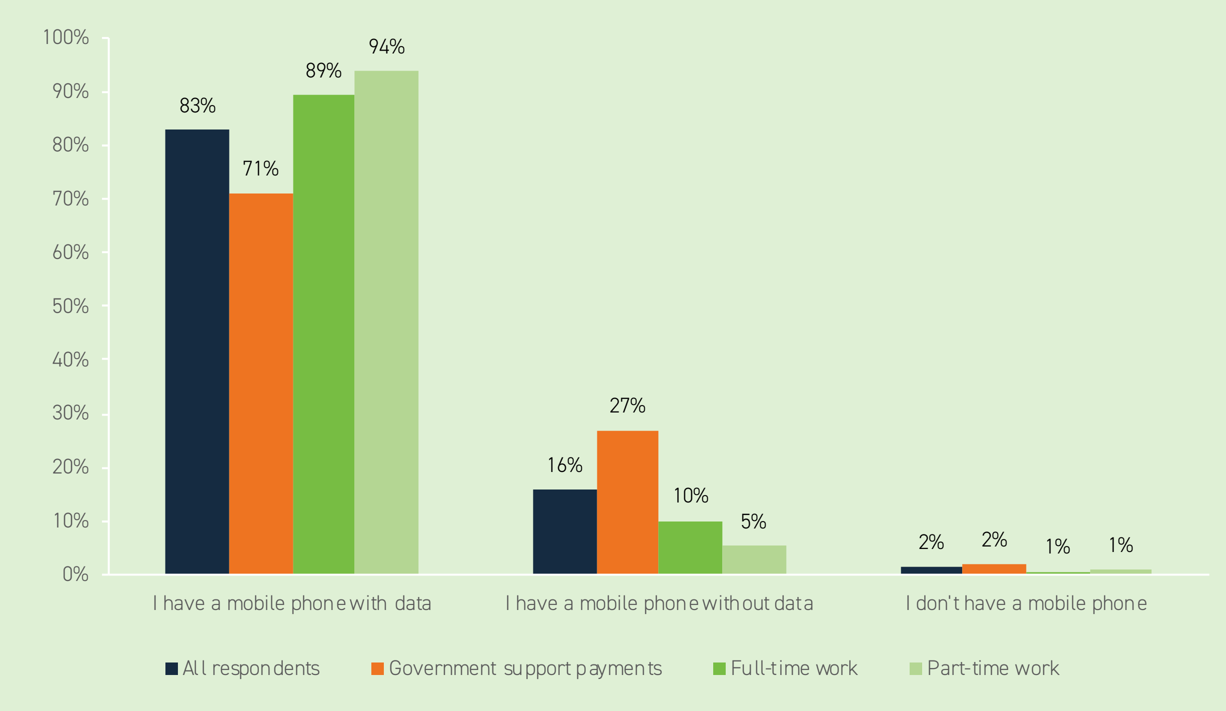

Figure 3: Own a mobile phone with or without data by main source of income

Findings

Over 98% of respondents reported having a mobile phone.

Around 90% of respondents who work have a data plan with their phone (94% of people who work full-time).

However, 16% of respondents have a mobile phone without data allowance.

This number is significantly higher among respondents who receive government support payments as their main source of income (27%) and have a disability (25%).

Monthly mobile bill, including data, talk and text

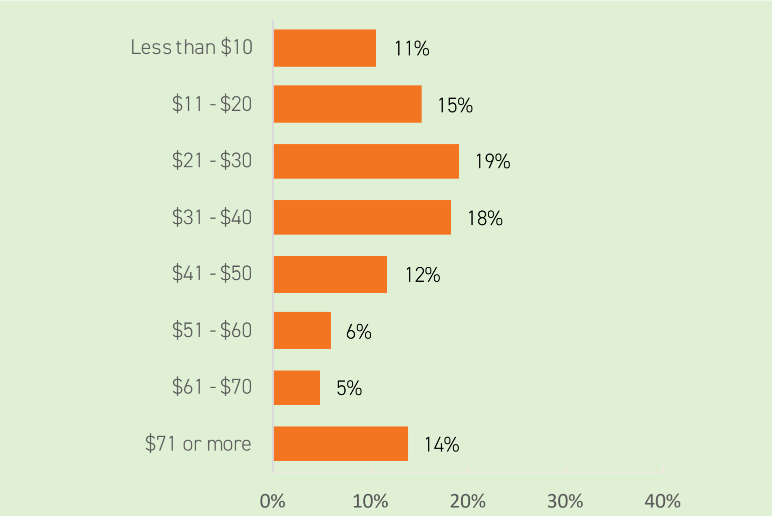

Figure 4: Monthly mobile bill

MONTHLY MOBILE BILL	LOW INCOME	LOW TO MIDDLE INCOME	TOTAL
Less than $10	13%	8%	11%
$11 - $20	17%	14%	15%
$21 - $30	18%	19%	19%
$31 - $40	17%	20%	18%
$41 - $50	12%	13%	12%
$51 - $60	5%	7%	6%
$61 - $70	5%	5%	5%
$71 or more	13%	15%	14%
TOTAL	100%	100%	710

Table 2: Monthly mobile bill

Findings

The survey found that 11% of respondents spend less than $10 on their monthly mobile bill.

This was most common amongst respondents aged 65-74 years (24%) or receiving government support as their main source of income (19%).

There was very little difference in the amount spent on mobile phone bills by groups based on housing costs.

Data and bills

Do you have a mobile phone with or without data?
On average, how much do you pay on your monthly mobile bill, including data, talk and text?

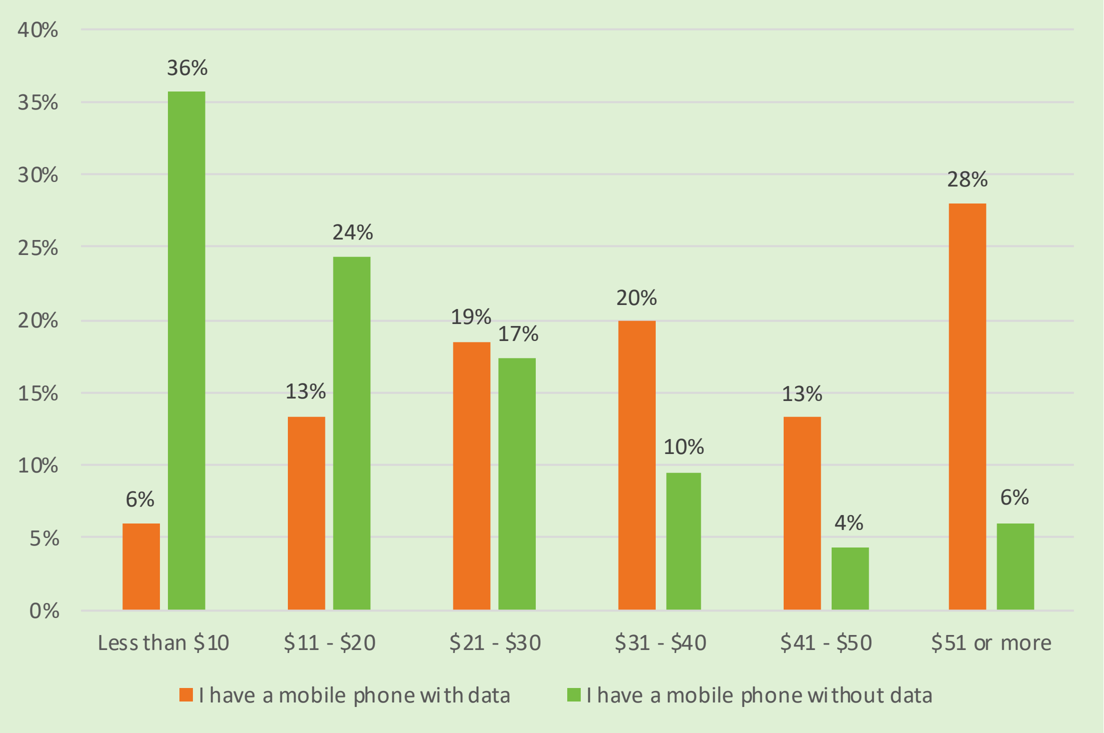

Figure 5: Own a mobile phone with or without data by monthly bill

Findings

Those who have a mobile phone with a data allowance tend to spend more on their monthly bill than those without a data allowance.

Of those respondents with a data allowance, 28% spend $51 or more on their monthly bill, and a further 13% spend between $41 and $50.

Of those respondents who have a mobile phone without data allowance, the majority (60%) spend $20 or less on their monthly bill.

In contrast, NSW residents who have data allowance on their phone would usually spend over $20 per month.

Mobile phones, data and financial stress in the last 12 months

Has any of the following happened to you in the last 12 months?

Table 3: Unable to use the mobile phone in the last 12 months

MOBILE PHONE USAGE	LOW INCOME	LOW TO MIDDLE INCOME	TOTAL
Had to limit the use of a mobile phone	34%	23%	27%
Was unable to use mobile data due to exceeding data allowance	27%	21%	21%
Ran out of credits in the mobile phone and couldn't use data for a period of time	23%	19%	18%
Had to limit the use of a landline phone	16%	9%	10%
TOTAL	265	194	459

Findings

Over a quarter of respondents reported they had to limit the use of a mobile phone in the last 12 months, and those with low income were significantly more likely to do so when compared to respondents with low to middle income (34% vs 23%).

Furthermore, 16% of respondents with low income had to limit the use of a landline phone. This is significantly higher than those with a low to middle income (9%).

Mobile phones, data and financial stress by Housing Stress

Has any of the following happened to you in the last 12 months?

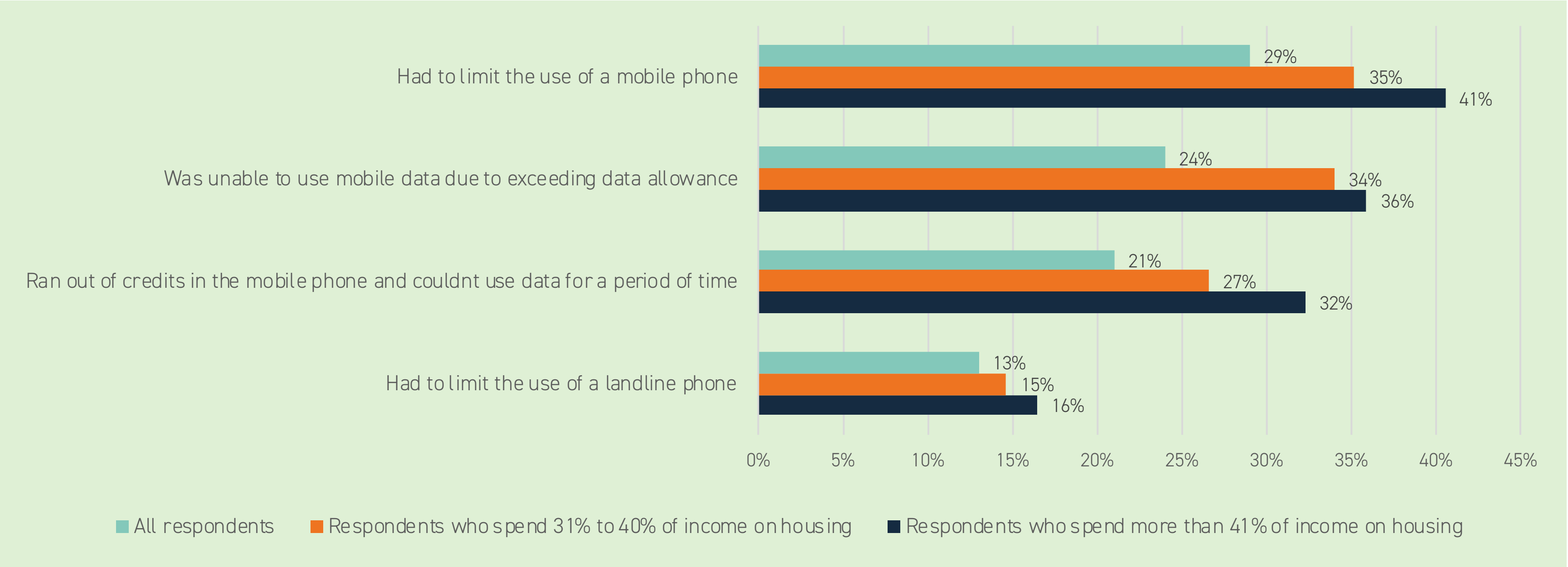

Figure 6: Restrictions on telecommunications use by percentage of income (before tax) spent on housing costs

Findings

29% of respondents had to limit their mobile use for financial reasons in the previous year. This figure rose with the proportion of income being spent on housing costs.

41% of respondents spending over 40% of their pre tax income on housing had to limit mobile use; and 36% could not use their data at some stage because they had run our of credit.

Around 13% of respondents had to limit the use of their landline phone in the past year.

Telecommunications – Mobile Phones and Data by Housing Stress

Has any of the following happened to you in the last 12 months?

Table 4: Restrictions on telecommunications use by percentage of income (before tax) spent on housing costs

RESTRICTIONS	PROPORTION OF GROSS INCOME SPENT ON HOUSING COSTS	
	30% OR LESS	OVER 30%
Ran out of credits in the mobile phone and couldn't use data for a period of time	17%	29%
Was unable to use mobile data due to exceeding data allowance	18%	35%
Had to limit the use of a mobile phone	26%	38%
Had to limit the use of a landline phone	12%	16%
TOTAL	293	154

Finding

Restrictions on the use of mobile phone telecommunications was significantly greater for those households experiencing housing stress. This was especially the case for the impact of exceeding data allowances.

Telecommunications – Mobile Phones and Data

In the last 12 months, were you unable to pay your mobile bill, and as a consequence had to go without internet, text or talk until you were able to make payments?

Table 5: Unable to use the mobile phone in the last 12 months

MOBILE PHONE USE	LOW INCOME	LOW TO MIDDLE INCOME	TOTAL
Yes	14%	13%	14%
No	86%	87%	86%
TOTAL	399	327	726

Findings

A total of 14% of respondents reported they were unable to pay their mobile bill on time in the last 12 months and as a consequence had to go without internet, text or talk.

Overall 11% of respondents had sought assistance from their telecommunication provider to pay their bill. Those with a low income were slightly more likely to seek assistance.

73% of respondents who had sought assistance from their provider felt they had listened and helped them navigate repayment options, while 27% did not.

In the last 12 months, did you seek assistance from your telecommunication provider to pay your bill?

Table 6: Sought assistance from telecommunication provider to pay the mobile bill in the last 12 months

ASSISTANCE	LOW INCOME	LOW TO MIDDLE INCOME	TOTAL
Yes	12%	11%	11%
No	88%	89%	89%
TOTAL	396	327	723

Did you feel that your telecommunication provider listened to you and helped you navigate repayment options?

Table 7: Telecommunication provider listened and helped

PROVIDER	LOW INCOME	LOW TO MIDDLE INCOME	TOTAL
Yes	72%	74%	73%
No	28%	26%	27%
TOTAL	46	35	81

Sample: N=81, those that sought assistance from telecommunication provider

Telecommunications – Mobile Phones and Data by Housing Stress

In the last 12 months, were you unable to pay your mobile bill, and as a consequence had to go without internet, text or talk until you were able to make payments?

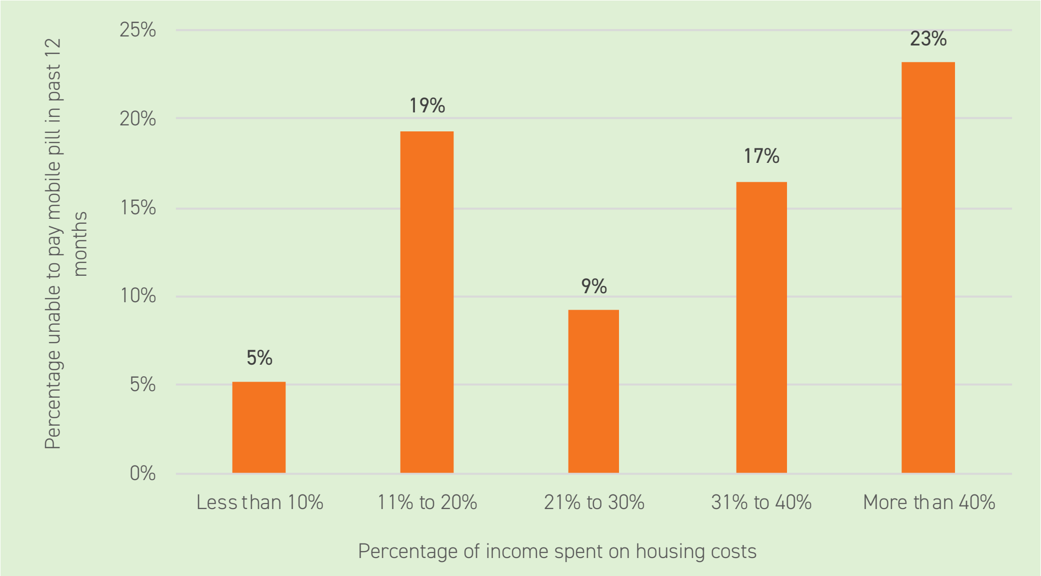

Figure 7: Percentage of respondents unable to pay their mobile bill on time in past 12 months by percentage of income spent on housing costs

UNABLE TO PAY MOBILE BILLS	PROPORTION OF GROSS INCOME SPENT ON HOUSING COSTS	
	30% OR LESS	OVER 30%
Yes	10%	20%
No	90%	80%
TOTAL	367	230

Findings

In general, those spending a higher percentage of their income on housing were more likely to have been unable to pay their mobile bill at some point in the past 12 months, and as a consequence had to go without internet, text or talk until they were able to make payments.

Almost a quarter (23%) of respondents who spent more than 40% of their income on housing had been unable to pay their mobile bill, compared with 5% respondents who spent less than 10% of their income on housing.

For all households spending more than 30% of income on housing, they were twice as likely to be unable to pay mobile phone bills.

Telecommunications – Mobile Phones and Data by Housing Stress

In the last 12 months, did you seek assistance from your telecommunication provider to pay your bill?

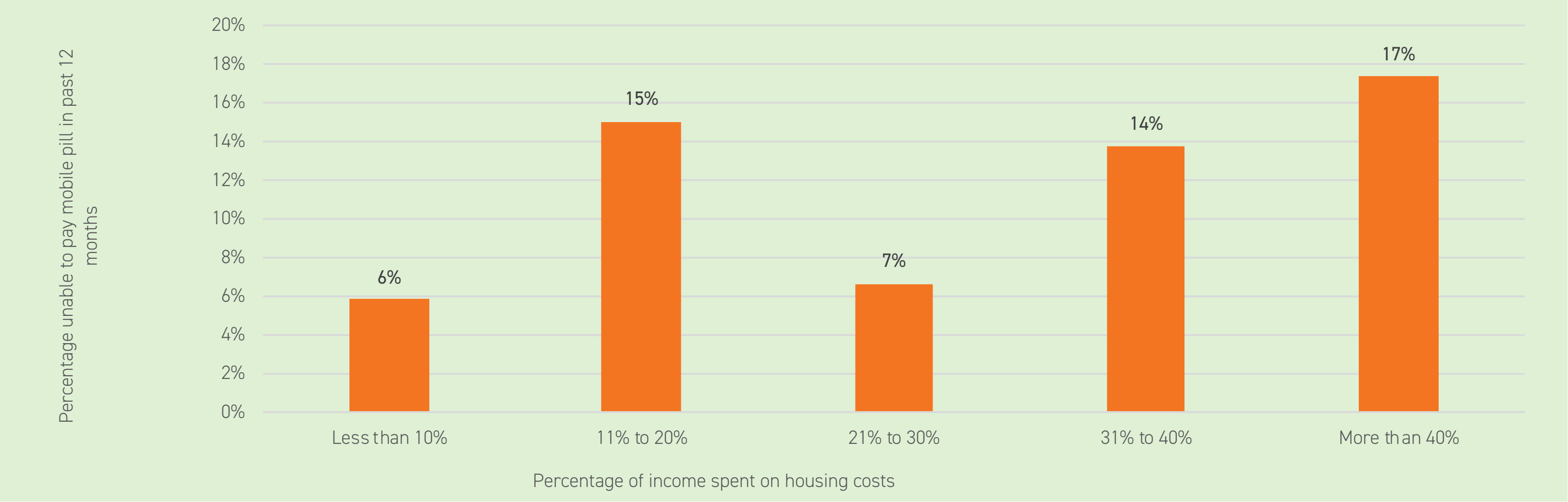

Figure 8: Percentage of respondents who in the past 12 months sought assistance from their telecommunications provider to pay their bill by percentage of income spent on housing costs

Findings

Respondents who spend higher percentages of their income on housing costs were usually more likely to have sought assistance from their telecommunications provider to pay their bill in the past 12 months.

17% of respondents who spend more than 40% of their income on housing costs sought assistance from their telecommunications provider to pay their bill compared to 6% of those spending less than 10% of their income on housing.

15% of respondents who spend between 11% and 20% of their income on housing sought assistance from their provider to pay their bill.

Telecommunications – Devices

How many devices with internet access are there in your household?

Table 8: Number of devices with internet access in the household

DEVICES WITH INTERNET ACCESS	LOW INCOME				LOW TO MIDDLE INCOME			
	NONE	1 DEVICE	2 DEVICES	3 OR MORE	NONE	1 DEVICE	2 DEVICES	3 OR MORE
Smart watch	78%	15%	5%	3%	76%	15%	6%	3%
Games console	65%	24%	7%	3%	65%	25%	7%	4%
Smart TV	52%	36%	11%	2%	50%	41%	7%	2%
Desktop computer	45%	43%	8%	4%	53%	37%	9%	2%
Tablet/iPad	39%	39%	18%	4%	40%	40%	15%	6%
Laptop computer	21%	52%	17%	11%	19%	51%	20%	10%
Mobile phone	5%	42%	34%	19%	6%	36%	37%	21%
TOTAL (varies due to non-responses)								

Findings

The survey found that 52% of respondents with low income have at least one laptop connected to the internet.

Only 5% of respondents with low income and 6% with low to middle income reported not having a mobile phone with internet access.

Telecommunications – Devices

What devices do you use for online access? / And which device do you use the most for online access?

Table 9: Devices used for online access

DEVICES USED FOR ONLINE ACCESS	ALL DEVICES USED FOR ONLINE ACCESS			MOST USED DEVICE FOR ONLINE ACCESS		
	LOW INCOME	LOW TO MIDDLE INCOME	TOTAL	LOW INCOME	LOW TO MIDDLE INCOME	TOTAL
Own computer/laptop	86%	86%	89%	47%	47%	47%
Own mobile	79%	79%	84%	42%	43%	42%
Own tablet/iPad	44%	42%	47%	8%	6%	7%
Work computer/laptop	19%	17%	35%	2%	2%	2%
Public computer (web café, library, etc)	14%	14%	16%	0%	1%	1%
Friends/family mobile phone	14%	14%	13%	0%	0%	0%
Friends/family computer	14%	14%	10%	1%	0%	1%
Friends/family tablet/iPad	10%	9%	11%	0%	0%	0%
Other	1%	1%	0%	402	328	0%
TOTAL	396	327	723	402	328	730

Findings

The survey found that respondents use a broad range of devices for online access. The most widely used devices were respondents' own computer/laptop (87% low income and 89% low to middle income) and respondents' own mobile (80% low income and 83% low to middle income).

Telecommunications – Devices

What devices do you use for online access?

Table 10: Percentage of respondents who use devices for online access, by gender, age and location

DEMOGRAPHICS (INDIVIDUAL)	OWN COMPUTER OR LAPTOP	OWN MOBILE	OWN TABLET OR IPAD	WORK COMPUTER OR LAPTOP	PUBLIC COMPUTER	FRIENDS/FAMILY MOBILE PHONE	FRIENDS/FAMILY COMPUTER	FRIENDS/FAMILY TABLET OR IPAD
Gender								
Male	91%	80%	41%	28%	16%	17%	12%	12%
Female	85%	82%	48%	23%	13%	10%	12%	9%
Age								
18-24	88%	100%	26%	37%	20%	28%	18%	13%
25-34	84%	93%	52%	36%	24%	25%	21%	16%
35-44	82%	94%	54%	39%	18%	19%	16%	20%
45-54	87%	90%	45%	28%	15%	7%	8%	5%
55-64	87%	71%	43%	21%	9%	4%	8%	6%
65-74	97%	53%	36%	5%	7%	6%	5%	4%
75+	92%	52%	50%	0%	3%	0%	2%	2%
Location								
Sydney metropolitan	88%	86%	45%	31%	18%	16%	14%	13%
Rest of NSW	87%	72%	43%	15%	8%	8%	8%	6%
TOTAL	87%	81%	45%	25%	15%	13%	12%	10%

Findings

There were some gender differences in the range of devices used for online access. Males were more likely to use their own computer or laptop for online access (91% compared to 85% of females), while females were more likely to use their own tablet or iPad (48% compared to 41% of males).

There were clear differences between age groups in device usage, with younger people more likely to use their own mobile, work or public computers and friends' equipment than older people. Personal computers and laptops were used most by people aged 65 and over (97% amongst 65-74 year olds).

Respondents living in the Sydney metropolitan area were more likely than those in the Rest of NSW to use their own mobile, a work computer/laptop, public computer, or a mobile phone, computer or tablet/iPad belonging to a friend or family member.

Telecommunications – Devices

What devices do you use for online access?

Table 11: Percentage of respondents who use devices for online access, by total weekly household income and household structure

DEMOGRAPHICS (HOUSEHOLD)	OWN COMPUTER OR LAPTOP	OWN MOBILE	OWN TABLET OR IPAD	WORK COMPUTER OR LAPTOP	PUBLIC COMPUTER	FRIENDS/FAMILY MOBILE PHONE	FRIENDS/FAMILY COMPUTER	FRIENDS/FAMILY TABLET OR IPAD
Total weekly household income (after tax)								
$0 to $427	85%	80%	30%	12%	13%	16%	14%	11%
$428 to $639	90%	77%	45%	24%	17%	10%	12%	8%
$640 to $767	88%	84%	50%	22%	15%	14%	14%	11%
$768 to $894	86%	83%	44%	33%	18%	17%	12%	14%
$895 to $1075	88%	83%	55%	38%	10%	11%	9%	9%
Household structure								
Single person without dependent children	88%	80%	37%	27%	20%	12%	11%	8%
Single parent with dependent children	87%	94%	46%	31%	25%	15%	12%	13%
Couple without dependent children	91%	73%	45%	17%	10%	11%	9%	8%
Couple with dependent children	84%	90%	57%	36%	10%	19%	16%	14%
Multiple-family household	82%	89%	54%	25%	14%	21%	18%	14%
TOTAL	87%	81%	45%	25%	15%	13%	12%	10%

Findings

The proportion of respondents who used a work laptop or computer for online access increased in line with household income, from 12% of those earning $0 to $427 per week to 38% among those earning $895 to $1075 per week. Over half (55%) of those earning $895 to $1075 per week used their own tablet or iPad for online access, compared to just 30% of those earning less than $427 per week.

Single parents with dependent children (94%) and couples with dependent children (90%) were more likely than those without dependent children to use their own mobile for online access. Own tablet/iPad use for online access was most common among couples with dependent children (57%) and least common among single person households without dependent children (27%).

Telecommunications – Devices

And which device do you use THE MOST for online access?

Table 12: Percentage of respondents who used each device the most for online access, by gender, age and location

DEMOGRAPHICS (INDIVIDUAL)	OWN COMPUTER OR LAPTOP	OWN MOBILE	OWN TABLET OR IPAD	WORK COMPUTER OR LAPTOP	PUBLIC COMPUTER	FRIENDS/FAMILY MOBILE PHONE	FRIENDS/FAMILY COMPUTER	FRIENDS/FAMILY TABLET OR IPAD
Gender								
Male	49%	42%	4%	3%	1%	0%	1%	0%
Female	46%	42%	10%	1%	1%	0%	1%	0%
Age								
18-24	26%	71%	1%	2%	0%	0%	0%	0%
25-34	16%	78%	2%	1%	1%	0%	0%	0%
35-44	29%	57%	7%	5%	1%	0%	2%	0%
45-54	50%	40%	7%	3%	0%	0%	0%	0%
55-64	66%	15%	14%	1%	3%	0%	2%	0%
65-74	82%	9%	10%	0%	0%	0%	0%	0%
75+	80%	10%	10%	0%	0%	0%	0%	0%
Location								
Sydney metropolitan	40%	49%	7%	2%	1%	0%	1%	0%
Rest of NSW	59%	30%	8%	2%	1%	0%	0%	0%
TOTAL	47%	42%	7%	2%	1%	0%	1%	0%

Findings

There were only small gender variations in the device most used for online access, with males being slightly more likely to state that they mostly used their own computer or laptop, and females more likely to state that they mostly used their own iPad or tablet.

There were clear age differences in the device most used for online access, with younger age groups more likely to mostly use their own mobile, and older age groups more likely to rely mostly on their own computer or laptop. Older age groups were also more likely to state that they mostly used their own iPad or tablet for online access.

There were also clear geographic differences, with those living in Sydney more likely to rely on their own mobile the most for online access (49%), and those living in the Rest of NSW more likely to mostly use their own computer or laptop.

Telecommunications – Devices

And which device do you use THE MOST for online access?

Table 13: Percentage of respondents who used each device the most for online access, by total weekly household income and household structure

DEMOGRAPHICS (HOUSEHOLD)	OWN COMPUTER OR LAPTOP	OWN MOBILE	OWN TABLET OR IPAD	WORK COMPUTER OR LAPTOP	PUBLIC COMPUTER	FRIENDS/FAMILY MOBILE PHONE	FRIENDS/FAMILY COMPUTER	FRIENDS/FAMILY TABLET OR IPAD
Total weekly household income (after tax)								
$0 to $427	46%	46%	7%	1%	1%	0%	0%	0%
$428 to $639	49%	39%	8%	3%	1%	0%	1%	0%
$640 to $767	49%	45%	5%	1%	0%	0%	0%	0%
$768 to $894	46%	41%	8%	2%	1%	0%	1%	0%
$895 to $1075	46%	41%	9%	3%	1%	0%	1%	0%
Household structure								
Single person without dependent children	46%	44%	7%	1%	2%	0%	0%	0%
Single parent with dependent children	35%	56%	4%	4%	2%	0%	0%	0%
Couple without dependent children	59%	29%	10%	2%	0%	0%	0%	0%
Couple with dependent children	34%	52%	7%	3%	1%	0%	2%	0%
Multiple-family household	36%	61%	4%	0%	0%	0%	0%	0%
TOTAL	47%	42%	7%	2%	1%	0%	1%	0%

Findings

In terms of household demographics, there were little variations across household income brackets in the devices most used for online access.

59% of respondents in couple households without dependent children stated that they mostly used their own computer or laptop for online access, compared with 34% of respondents in couple households with dependent children. Similarly, single persons without dependent children (46%) were more likely than single parents with dependent children (35%) to mostly use their own computer or laptop for online access.

Telecommunications – Devices

**Below is a list of services, entertainment and communication that are available online.
For each of them, please indicate the device with internet connection that you mostly use.**

Table 14: Device with internet connection mostly used to access services, entertainment and communication

DEVICE WITH INTERNET CONNECTION MOSTLY USED	LOW INCOME			LOW TO MIDDLE INCOME		
	OWN MOBILE	OWN COMPUTER / LAPTOP	OWN TABLET / IPAD	OWN MOBILE	OWN COMPUTER / LAPTOP	OWN TABLET / IPAD
Keep in contact with family and friends	58%	30%	7%	62%	29%	6%
Searching for housing	42%	43%	8%	41%	49%	5%
Job seeking	42%	47%	4%	42%	46%	5%
Banking (paying bills, transferring money, etc)	40%	50%	6%	41%	49%	6%
Entertainment	37%	46%	12%	36%	46%	15%
Access government services (such as Medicare, Centrelink, etc)	33%	55%	7%	25%	62%	7%
Stream TV or movies	29%	48%	14%	22%	54%	20%
Online short courses and further education	24%	62%	4%	16%	65%	9%
School or university education and homework	18%	62%	7%	23%	62%	8%
TOTAL (varies due to non-responses)						

Findings

The survey found that the device most often used for social interactions - keeping in contact with family and friends - is the mobile phone. This is slightly higher among respondents with low to middle income (62% low to middle income and 58% low income).

Respondents from low to middle income are slightly more likely to use their personal computer to access government services (62%) compared to those with low income (55%).

Tablet usage was slightly higher among low to middle income respondents to stream TV or movies (20% vs 14% low income).

Telecommunications – Devices by Gender

Below is a list of services, entertainment and communication that are available online.
For each of them, please indicate the device with internet connection that you mostly use.

Table 15: Device with internet connection mostly used to access services, entertainment and communication, by gender (percentage of gender excl. 'Don't know / not applicable')

TYPE OF ONLINE USE	OWN MOBILE		OWN COMPUTER/LAPTOP		OWN TABLET/IPAD	
	MALE	FEMALE	MALE	FEMALE	MALE	FEMALE
Keep in contact with family and friends	58%	62%	32%	27%	4%	9%
Banking (paying bills, transferring money, etc)	42%	39%	49%	50%	3%	7%
Entertainment	35%	38%	51%	41%	9%	17%
Access government services (such as Medicare, Centrelink, etc)	27%	32%	61%	55%	4%	10%
Job seeking	39%	44%	50%	43%	3%	6%
Searching for housing	38%	46%	48%	43%	6%	8%
Stream TV or movies	26%	25%	55%	47%	12%	22%
Online short courses and further education	23%	18%	63%	64%	10%	5%
School or university education and homework	22%	17%	61%	63%	6%	10%

Note: The totals used in calculating these percentages only include those who nominated a device they most used for each activity. That is, those who stated 'Don't know / not applicable' were excluded to account for demographic differences in undertaking each activity.

Findings

Both males and females were most likely to use their own mobiles to keep in contact with family and friends, but this was slightly more prevalent among females (62%) than males (58%).

Females were more likely than males to use their own tablet/iPad for eight out of the nine listed services. On the other hand, males were more likely to use their own computer/laptop for eight out of the nine services.

Telecommunications – Devices by Age

**Below is a list of services, entertainment and communication that are available online.
For each of them, please indicate the device with internet connection that you mostly use.**

Table 16: Device with internet connection mostly used to access services, entertainment and communication, by age group (percentage of age group excl. 'Don't know / not applicable')

TYPE OF ONLINE USE	MOBILE			OWN COMPUTER/LAPTOP			OWN TABLET/IPAD		
	18-34	35-64	65+	18-34	35-64	65+	18-34	35-64	65+
Keep in contact with family and friends	85%	58%	30%	9%	30%	58%	3%	7%	11%
Banking (paying bills, transferring money, etc)	73%	35%	8%	20%	53%	84%	2%	7%	8%
Entertainment	52%	33%	10%	36%	47%	67%	7%	15%	22%
Access government services (such as Medicare, Centrelink, etc)	51%	27%	6%	39%	57%	85%	3%	9%	9%
Job seeking	53%	33%	0%	39%	52%	90%	2%	7%	10%
Searching for housing	53%	36%	0%	36%	50%	86%	5%	8%	14%
Stream TV or movies	30%	25%	15%	52%	49%	59%	11%	20%	23%
Online short courses and further education	25%	18%	6%	61%	64%	82%	5%	7%	12%
School or university education and homework	21%	21%	0%	63%	59%	86%	6%	9%	14%

Note: The totals used in calculating these percentages only include those who nominated a device they most used for each activity. That is, those who stated 'Don't know / not applicable' were excluded to account for demographic differences in undertaking each activity.

Findings

Mobile use for each of the listed services declined with age. 85% of 18-34 year olds used their own mobiles as the main device to keep in contact with family and friends, compared with just 30% of those aged 65 and over.

On the other hand, own tablet/iPad use tended to increase with age. 11% of those aged 65 and over used their own tablet/iPad to keep in contact with family and friends, compared with just 3% of those aged 18-34.

Respondents' own computer/laptop was the most common device used for every one of the services listed among those aged 65 and over.

Telecommunications – Devices by Location

**Below is a list of services, entertainment and communication that are available online.
For each of them, please indicate the device with internet connection that you mostly use.**

Table 17: Device with internet connection mostly used to access services, entertainment and communication, by location (percentage of location group excl. 'Don't know / not applicable')

TYPE OF ONLINE USE	MOBILE		OWN COMPUTER/LAPTOP		OWN TABLET/IPAD	
	SYDNEY	REST OF NSW	SYDNEY	REST OF NSW	SYDNEY	REST OF NSW
Keep in contact with family and friends	65%	51%	24%	39%	7%	6%
Banking (paying bills, transferring money, etc)	45%	32%	44%	60%	6%	4%
Entertainment	40%	28%	43%	53%	12%	16%
Access government services (such as Medicare, Centrelink, etc)	32%	24%	53%	66%	8%	5%
Job seeking	42%	40%	46%	47%	4%	6%
Searching for housing	43%	38%	45%	46%	6%	9%
Stream TV or movies	27%	23%	54%	44%	14%	24%
Online short courses and further education	20%	23%	65%	59%	6%	8%
School or university education and homework	20%	20%	62%	60%	7%	8%

Note: The totals used in calculating these percentages only include those who nominated a device they most used for each activity. That is, those who stated 'Don't know / not applicable' were excluded to account for demographic differences in undertaking each activity.

Findings

There were clear geographic differences in the types of devices most used for the various services listed. Mobile use in general was more common among Sydneysiders, while own computer/laptop use was more common among those outside Sydney.

Of the respondents living in Sydney, 65% used their own mobile to keep in contact with family and friends, compared with 51% of those living in the Rest of NSW.

Respondents living outside Sydney were much more likely to use their own computer or laptop for banking (60%) than those living in Sydney (44%).

Telecommunications – Own mobile use by Income

Below is a list of services, entertainment and communication that are available online.
For each of them, please indicate the device with internet connection that you mostly use.

Table 18: OWN MOBILE mostly used to access services, entertainment and communication, by total weekly household income after tax (percentage of income group excl. 'Don't know / not applicable')

TYPE OF ONLINE USE	TOTAL WEEKLY HOUSEHOLD INCOME (AFTER TAX)				
	$0 TO $427	$428 TO $639	$640 TO $767	$768 TO $894	$895 TO $1075
Keep in contact with family and friends	60%	59%	65%	56%	61%
Banking (paying bills, transferring money, etc)	43%	40%	45%	43%	33%
Entertainment	42%	32%	42%	30%	38%
Access government services (such as Medicare, Centrelink, etc)	30%	29%	32%	34%	22%
Job seeking	38%	40%	50%	47%	33%
Searching for housing	44%	36%	47%	43%	40%
Stream TV or movies	32%	27%	32%	21%	19%
Online short courses and further education	25%	23%	23%	21%	11%
School or university education and homework	18%	22%	29%	16%	18%

Note: The totals used in calculating these percentages only include those who nominated a device they most used for each activity. That is, those who stated 'Don't know / not applicable' were excluded to account for demographic differences in undertaking each activity.

Findings

There were few notable differences across income groups in the likelihood of using their own mobiles for the various services. Regardless of income, the majority of respondents used their own mobiles to keep in contact with family and friends.

However, those in the lower income brackets were substantially more likely to use their mobiles for streaming TV/movies and for online short courses and further education.

Telecommunications – Own computer/laptop use by Income

**Below is a list of services, entertainment and communication that are available online.
For each of them, please indicate the device with internet connection that you mostly use.**

Table 19: OWN COMPUTER/LAPTOP mostly used to access services, entertainment and communication, by total weekly household income after tax (percentage of income group excl. 'Don't know / not applicable')

TYPE OF ONLINE USE	TOTAL WEEKLY HOUSEHOLD INCOME (AFTER TAX)				
	$0 TO $427	$428 TO $639	$640 TO $767	$768 TO $894	$895 TO $1075
Keep in contact with family and friends	29%	31%	30%	29%	29%
Banking (paying bills, transferring money, etc)	48%	52%	48%	44%	53%
Entertainment	44%	50%	48%	46%	41%
Access government services (such as Medicare, Centrelink, etc)	54%	61%	61%	52%	61%
Job seeking	49%	53%	44%	32%	54%
Searching for housing	45%	48%	45%	39%	49%
Stream TV or movies	55%	51%	48%	49%	53%
Online short courses and further education	69%	67%	66%	52%	63%
School or university education and homework	67%	65%	59%	51%	67%

Note: The totals used in calculating these percentages only include those who nominated a device they most used for each activity. That is, those who stated 'Don't know / not applicable' were excluded to account for demographic differences in undertaking each activity.

Finding

Income did not appear to have a consistent impact on the likelihood that respondents used their own computer or laptop for the various services.

Telecommunications – Own tablet/iPad use by Income

Below is a list of services, entertainment and communication that are available online.
For each of them, please indicate the device with internet connection that you mostly use.

Table 20: OWN TABLET/iPAD mostly used to access services, entertainment and communication, by total weekly household income after tax (percentage of income group excl. 'Don't know / not applicable')

TYPE OF ONLINE USE	TOTAL WEEKLY HOUSEHOLD INCOME (AFTER TAX)				
	$0 TO $427	$428 TO $639	$640 TO $767	$768 TO $894	$895 TO $1075
Keep in contact with family and friends	7%	7%	5%	8%	7%
Banking (paying bills, transferring money, etc)	5%	5%	6%	3%	9%
Entertainment	7%	15%	9%	18%	17%
Access government services (such as Medicare, Centrelink, etc)	9%	5%	6%	5%	10%
Job seeking	6%	3%	3%	5%	7%
Searching for housing	5%	8%	6%	9%	5%
Stream TV or movies	10%	15%	17%	18%	23%
Online short courses and further education	2%	1%	8%	8%	14%
School or university education and homework	9%	2%	6%	14%	7%

Note: The totals used in calculating these percentages only include those who nominated a device they most used for each activity. That is, those who stated 'Don't know / not applicable' were excluded to account for demographic differences in undertaking each activity.

Findings

For most services, own tablet/iPad use was generally higher among those in the top two income brackets in the sample. For example, 23% of respondents with a total weekly household income of $895 to $1075 used their own tablet/iPad to stream TV/movies, compared with just 10% of those earning $0 to $427 per week.

Telecommunications – Own mobile use by Household Structure

Below is a list of services, entertainment and communication that are available online.
For each of them, please indicate the device with internet connection that you mostly use.

Table 21: OWN MOBILE mostly used to access services, entertainment and communication, by household structure (percentage of household structure group excl. 'Don't know / not applicable')

TYPE OF ONLINE USE	HOUSEHOLD STRUCTURE			
	SINGLE PERSON WITHOUT DEPENDENT CHILDREN	SINGLE PARENT WITH DEPENDENT CHILDREN	COUPLE WITHOUT DEPENDENT CHILDREN	COUPLE WITH DEPENDENT CHILDREN
Keep in contact with family and friends	62%	73%	50%	62%
Banking (paying bills, transferring money, etc)	44%	52%	29%	43%
Entertainment	36%	55%	29%	40%
Access government services (such as Medicare, Centrelink, etc)	29%	42%	17%	40%
Job seeking	39%	50%	43%	39%
Searching for housing	41%	50%	40%	41%
Stream TV or movies	23%	38%	24%	27%
Online short courses and further education	19%	33%	18%	17%
School or university education and homework	18%	30%	22%	16%

Note: The totals used in calculating these percentages only include those who nominated a device they most used for each activity. That is, those who stated 'Don't know / not applicable' were excluded to account for demographic differences in undertaking each activity.

Findings

Respondents living as single parents with dependent children were the most likely to use their own mobile for every one of the services listed. Over 70% of single persons with dependent children used their own mobile to keep in contact with family and friends.

Telecommunications – Own computer/laptop use by Household Structure

**Below is a list of services, entertainment and communication that are available online.
For each of them, please indicate the device with internet connection that you mostly use.**

Table 22: OWN COMPUTER/LAPTOP mostly used to access services, entertainment and communication, by household structure (percentage of household structure group excl. 'Don't know / not applicable')

TYPE OF ONLINE USE	HOUSEHOLD STRUCTURE			
	SINGLE PERSON WITHOUT DEPENDENT CHILDREN	SINGLE PARENT WITH DEPENDENT CHILDREN	COUPLE WITHOUT DEPENDENT CHILDREN	COUPLE WITH DEPENDENT CHILDREN
Keep in contact with family and friends	28%	12%	39%	26%
Banking (paying bills, transferring money, etc)	46%	34%	62%	43%
Entertainment	49%	32%	50%	39%
Access government services (such as Medicare, Centrelink, etc)	57%	38%	74%	44%
Job seeking	49%	34%	45%	48%
Searching for housing	47%	38%	46%	43%
Stream TV or movies	58%	34%	53%	41%
Online short courses and further education	69%	50%	68%	60%
School or university education and homework	70%	48%	60%	58%

Note: The totals used in calculating these percentages only include those who nominated a device they most used for each activity. That is, those who stated 'Don't know / not applicable' were excluded to account for demographic differences in undertaking each activity.

Findings

Respondents living in couple households without dependent children were more likely than any other household type to use their own laptop/computer to keep in contact with family and friends. Around three quarters of respondents living in couple households without dependent children used their own computer/laptop to access government services, compared with just 44% of those in couple households with dependent children.

Telecommunications – Own tablet/iPad use by Household Structure

**Below is a list of services, entertainment and communication that are available online.
For each of them, please indicate the device with internet connection that you mostly use.**

Table 23: OWN TABLET/iPAD mostly used to access services, entertainment and communication, by household structure (percentage of household structure group excl. 'Don't know / not applicable')

TYPE OF ONLINE USE	HOUSEHOLD STRUCTURE			
	SINGLE PERSON WITHOUT DEPENDENT CHILDREN	SINGLE PARENT WITH DEPENDENT CHILDREN	COUPLE WITHOUT DEPENDENT CHILDREN	COUPLE WITH DEPENDENT CHILDREN
Keep in contact with family and friends	6%	6%	9%	7%
Banking (paying bills, transferring money, etc)	7%	4%	7%	5%
Entertainment	13%	9%	19%	13%
Access government services (such as Medicare, Centrelink, etc)	7%	8%	8%	7%
Job seeking	5%	5%	7%	3%
Searching for housing	5%	8%	9%	8%
Stream TV or movies	16%	19%	17%	20%
Online short courses and further education	2%	10%	8%	10%
School or university education and homework	2%	15%	9%	11%

Note: The totals used in calculating these percentages only include those who nominated a device they most used for each activity. That is, those who stated 'Don't know / not applicable' were excluded to account for demographic differences in undertaking each activity.

Findings

Respondents living in single person households without dependent children demonstrated a low propensity to use their own tablet/iPad for educational purposes.

Only 2% of single persons without dependent children used their own tablet/iPad for online short courses and further education, compared with around 10% of respondents in each of the other household types.