

Digital Skills Checker – 'Getting Started'

Learner Details

- First Name
- Last Name
- Email
- Suburb
- State
- Postcode
- Date of Birth
- Gender

1. Using the scale below, how confident do you feel using technology?

(1 - not confident at all 5 - very confident)

Do you know how to....*(Yes, No, I don't know)*

Using devices

2. Use a desktop computer or laptop?
3. Use a tablet?
4. Use a smartphone?

Internet Basics

5. Connect to the internet?
6. Use email?
7. Use a search engine? (such as Google or Bing)
8. Complete an online form?

Social Connection

9. Use video calling apps? (such as Messenger or FaceTime)
10. Use social media? (such as Facebook, Pinterest or Youtube)
11. Use the internet for social activities?

Entertainment

12. Stream music or TV online? (through apps like Netflix or Spotify)
13. Access news and information online?
14. Use the internet for hobbies?

Online Services

15. Use MyGov or other Government services online

16. Use digital tools for health? (such as Telehealth or booking appointments online)

17. Using online banking

18. **Using the scale below, please rate your ability to manage your privacy and personal information online** (1 Low ability – 5 High ability)

19. **Using the scale below, please rate your ability to avoid online scams or unwanted communications such as spam** (1 Low ability – 5 High ability)

20. What digital devices do you currently use? (tick all that apply to you)

- a. Smartphone
- b. Computer or Laptop
- c. Tablet or iPad
- d. I do not use any devices

21. How do you currently connect to the internet? (Tick all that apply to you)

- e. Mobile internet (eg through your mobile phone data)
- f. Fixed broadband internet at home (eg through an NBN connection)
- g. At a venue outside my home (eg a library or workplace)
- h. I don't access the internet at all
- i. I don't know

22. What has stopped you getting online and doing more with digital technologies? (tick all that apply)

- It's never been a priority for me until now
- My partner or family used to take care of that side of things
- I've not felt confident about my ability to learn how to use technology
- It's been too expensive
- I feel worries about computers and/or going online
- I'm embarrassed that I don't already know how to do this
- My health or disability has made it hard for me
- I've not had adequate internet connection
- I don't know how to find sites in my language
- I've not had the opportunity to learn until now

- I have not had anything stopping me getting online

23. How important is it for you to do the following online?

(Scale: 1 – Not important at all to me..... 5 – Very important to me)

- Connect more with family, friends or my community

24. Which of these best describes you right now? (Choose 1)

- I have not made any goals to improve my digital skills
- I have started work to achieve my digital skills goals.
- I have achieved my digital skills goal. I have improved the skills I wanted to focus on.
- I have identified the digital skills I would like to learn.
- I have made a lot of progress towards achieving my digital skills goals. My digital skills are getting better.

25. What would you like to get better at with training or support? (tick all that apply)

- Staying safe online
- Accessing news and information online
- Accessing myGov and government services online such as housing, Centrelink
- Finding employment or volunteer services
- Using the internet for hobbies or topics of interest
- Using the internet to manage my health (e.g. finding reliable information, electronic prescriptions, booking appointments or telehealth)
- Accessing entertainment online (e.g. Youtube videos, streaming online movies and music)
- Using online banking
- Other