



UNDER EMBARGO UNTIL MONDAY 12 OCTOBER 2026

MEDIA RELEASE

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Half of Australians Unsure When It's Appropriate to Use AI

New research reveals an AI confidence gap as Get Online Week puts practical AI skills in the spotlight

- **51% are unsure when it is appropriate to use AI in everyday life**
- **27% feel confident using AI**
- **Confidence falls to 10% among over-75s**
- **39% are worried about AI's impact on society and the environment**

More than half of Australians are unsure when it is appropriate to use AI in everyday life, with new research revealing a significant gap between the pace of the technology and people's confidence using it.

Good Things Australia's 2026 research found only 27% of Australians feel confident using AI, falling to just 10% among people aged over 75. Fifty-one per cent are unsure when it is appropriate to use AI tools in everyday life.

Good Things Australia CEO Jess Wilson said the findings showed that simply having access to AI tools was not the same as knowing how to use them safely and confidently.

"Being able to open an AI tool isn't the same as knowing when to use it, what to trust or when to question what it gives you. AI is moving incredibly quickly and people are starting from very different places. We need to make sure people have somewhere they can ask questions, learn at their own pace and build confidence."

The findings come ahead of **Get Online Week 2026, running from 19–25 October**, when community organisations around Australia will offer free practical support to help people build their digital skills and confidence. Around half of this year's Get Online Week events will include support or activities focused on AI, reflecting growing demand for help understanding and using the technology.

More than a third of Australians (36%) say they want to learn more about AI. Among those interested, the most popular topics include using AI apps and tools, online safety, prompting and identifying and verifying AI content.

Interest in AI is also accompanied by concern about its wider impact. 39% of Australians say they are worried about the impact of AI on society and the environment, while 22% are unsure how to distinguish AI content from real content.

Wilson said people should not be expected to navigate these concerns alone.

“Companies have a responsibility to make tools safer and easier to understand, government has a role in making sure people aren’t left behind, and trusted community organisations can provide the practical support people need.”

For 89 year old Melbourne resident **Raissa Bolotnikova**, that support has changed the way she uses technology. Before taking part in the Be Connected program, she did not own a computer or iPad. She now has a laptop, regularly attends computer courses and uses ChatGPT, including asking questions by voice. Her experience shows what practical support can achieve, particularly as confidence using AI falls to just 10% among Australians aged over 75.

During Get Online Week, Good Things Australia and the National AI Centre will also convene a cross-sector roundtable focused on best-practice community-based AI literacy, bringing together government, industry, academia and community organisations to explore how more Australians can build the skills and confidence to participate in changing digital society.

Australians can find out more about Get Online Week and find support at goodthingsaustralia.org/get-online-week.

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Images and footage: [here](#)

Available for interview:

- **Jess Wilson**, CEO, Good Things Australia
- **Raissa Bolotnikova**, 89 year old Get Online Week participant and AI user, Melbourne
- **Chris Buntun**, Good Things Australia Digital Champion
- Get Online Week **learners and local community organisations**
- **AI roundtable spokespeople** subject to confirmation

About Get Online Week 2026:

Get Online Week is Good Things Australia’s national campaign to close the digital divide. From 19 to 25 October 2026, free Get Online Week events will be held by community organisations around Australia, offering practical help with everything from using a smartphone and accessing services online to staying safer online and understanding tools such as AI.

Get Online Week 2026 is supported by Be Connected, Community Grants Partner; National AI Centre, AI Inclusion Partner; Aussie Broadband and nbn Co, Supporting Partners; auDA, Accessibility Partner; and Meltwater, Media Partner.

Learn more about Get Online Week: www.goodthingsaustralia.org/get-online-week

About Good Things Australia:

Good Things Australia is a future-focused digital inclusion leader, advocating, partnering, educating and innovating to ensure no one is left behind in the digital world. Through a range of programs and in partnership with community organisations around the country, Good Things supports people over 50, migrant and refugee women, people with disability and parents and families to feel safer and more confident online. <https://goodthingsaustralia.org>

About the research:

This research by Good Things Australia was conducted in August 2026 among a nationally representative sample of 2,000 Australians aged 18 and over. The sample was weighted against ABS data for age, gender and location. The online survey was independently conducted by PureProfile. As the research was conducted online, people experiencing the highest levels of digital exclusion may be underrepresented. The true impact of digital exclusion may therefore be greater than these findings indicate. Read the full report [here](#).

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