DIGITAL NATION
AUSTRALIA 2021

The pandemic has seen life, learning and work rapidly digitise in Australia. Digital inclusion is slowly improving in our nation, but some people are still being left behind.

Less than 40% of Australians are confident they can keep up with tech[44]

1% of people are completely offline, down from **10%**[12]

87% of jobs require digital skills[165]

77% of adults used apps to connect with others in 2020[152]

61% lack confidence identifying misinformation online[57]

MOST AT RISK OF DIGITAL EXCLUSION

MOST DIGITALLY INCLUDED

People with disabilities are lower users of digital and social media[106]

People with mobile-only connection
1/3 are low-income families with school-aged children[76]

First Nations people
30% of people in remote First Nations communities have no household internet or phone[111]

People living in rural and remote areas
Only **1/3** of Australian land area has mobile connectivity[30]

ACCESS

People living in capital cities

People with low levels of education
44% have no media literacy support[88]

People aged over 65 years
80% find it difficult to keep up with tech changes[45]

New migrants and refugees
Low skills and **access** are a barrier to accessing services during the pandemic[199]

Women seek more support around online safety[129]

ABILITY

High incomes households (over $150,000)[71]

Low income households
Half had difficulty paying for home internet[40]

People not in the labour force
Confidence in digital skills decreases as length of retirement increases[84]

THE DIGITAL DIVIDE

AFFORDABILITY

Younger People (14 - 49 years)[71]

People who are tertiary educated

The ADII score of Australia is **63 in 2020**, up from **61.9 in 2019**[7]

Good Things Foundation Australia