



HOUSEHOLD USE OF INFORMATION TECHNOLOGY

AUSTRALIA

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- For further information about these and related statistics, contact John Ovington on Canberra 02 6252 5189 or the National Information Service on 1300 135 070.

NOTES

- ABOUT THIS PUBLICATION** This publication is the fourth of its type presenting a detailed profile of the use of information technologies by Australians. It contains information on the use of computers, the Internet and other technologies by private households. For adults (persons aged 18 years or over), details are given of their Internet activities, including location and purpose of use, Internet purchasing, the use of other electronic means to carry out financial transactions, access of government services via the Internet and technologies used to work from home.
- ABOUT THE SURVEY** This publication contains results based on the four quarterly Household Use of Information Technology Surveys conducted in 2000. Analysis based upon the combined quarterly surveys has produced more reliable results than any analysis of the individual quarterly surveys. In particular the increased sample, roughly 13,000 households, allows the analysis to focus on smaller target groups or upon activities undertaken by fewer people.
- The estimates presented in this publication should be viewed as an average over the calendar year. They do not relate to any point in time during that year. When interpreting results which might have changed significantly over the year, e.g. access to the Internet, users should be aware that estimates in this publication may be lower than estimates based solely on one of the later quarters in that year.
- SCOPE AND COVERAGE** Households in remote and sparsely settled parts of Australia (Statistical Local Areas (SLA) of fewer than 200 people) are excluded from the survey. The exclusion of persons in these households (approximately 175,000 people) generally has little effect on estimates produced for individual States and Territories. The exception is the Northern Territory where such persons account for over 20% of the population.
- DATA COLLECTED** The range of information sought in the Household Use of Information Technology Surveys has changed over the last few years, evolving from simple statistics on the number of computer and Internet users to include more detailed information on Internet activities including the Internet purchasing habits of adults.
- END OF THE QUARTERLY DATA SERIES** The four surveys conducted during 2000 were the last quarterly Household Use of Information Technology surveys to be conducted by the ABS. The Population Survey Monitor (PSM), through which the data was collected, was conducted for the last time for the November quarter 2000. The ABS is currently developing annual surveys to replace the existing quarterly PSM surveys. The results of the future annual collections will continue to be released in ABS *Household Use of Information Technology* (Cat. no. 8146.0).

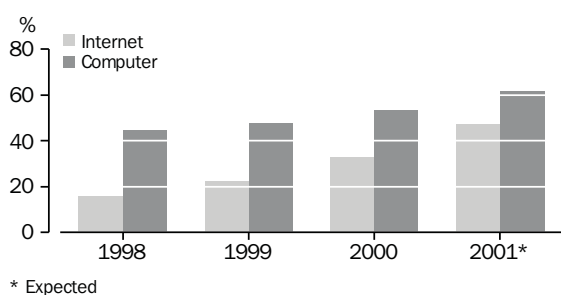
Dennis Trewin
Australian Statistician

MAIN FINDINGS

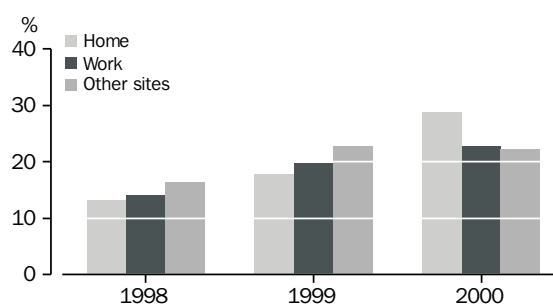
INTRODUCTION

In 2000, over half (53%) of the households in Australia had access to a computer at home and one third (33%) had home Internet access. Yearly growth in home Internet access again exceeded growth in home computer access. Between 1999 and 2000, the number of households with home Internet access increased by 793,000 (52%), while the number of households with home computer access only increased by 439,000 (13%). These increases were even higher than those between 1998 and 1999 when the number of households with home Internet access rose by 454,000 (42%) and the number of households with home computer access rose by 284,000 (9%).

HOUSEHOLD ACCESS



ADULT INTERNET ACCESS



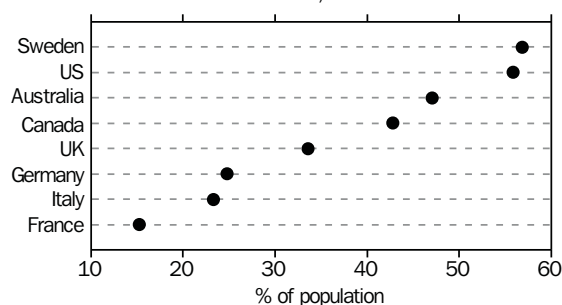
The growth in the number of households with Internet access at home is reflected in the number of adults accessing the Internet at home. By 2000, adults were more likely to access the Internet at home than at any other place.

INTERNATIONAL COMPARISON

Australia is among the leading countries in terms of the proportion of the population who are Internet users. The figures included in the graph below have been compiled from a number of surveys conducted around the world. Consequently differences exist in the timing, scope, methodologies and resulting data quality.

Figures in the graph were obtained from the NUA website <http://www.nua.ie/surveys/how_many_online> (accessed 1/05/2001). Interested readers are referred to the NUA website for details relating to particular countries.

INTERNET ACCESS BY COUNTRY, 2000



SECTION 1

HOUSEHOLD ACCESS TO COMPUTERS AND THE INTERNET

COMPUTER AND INTERNET ACCESS

The proportion of Australian households with access to a computer at home has increased steadily from 45% in 1998, to 48% in 1999 and 53% in 2000. In terms of the number of households with access to a computer at home, the growth represents an increase of 284,000 households between 1998 and 1999 and 439,000 households between 1999 and 2000.

The increase in the number of households with access to the Internet at home continues to rise strongly. In 2000, 33% of Australian households had access to the Internet at home, up from 22% in 1999 and 16% in 1998. In terms of the number of households with home Internet access, the growth represents an increase of 454,000 households between 1998 and 1999, 793,000 households between 1999 and 2000. Based upon the reported intentions of those households without access, it is expected that during 2001 the total number of households with access will increase by 540,000 households for home computer access and 977,000 households for home Internet access.

1.1 HOUSEHOLDS WITH HOME COMPUTER ACCESS

	<i>Number of households</i>			<i>Proportion of all households(a)</i>		
	1998	1999	2000	1998	1999	2000
	'000	'000	'000	%	%	%
Family type						
Married/de facto couple	553	676	818	33	39	44
Married/de facto couple with dependants	1 608	1 662	1 825	67	70	76
Single parent	240	306	331	43	48	54
Single person	293	316	408	19	21	26
Other	351	369	386	51	52	56
Households						
Without children under 18	1 448	1 652	1 940	33	37	43
With children under 18	1 598	1 677	1 828	64	66	72
Household income						
\$0-\$24,999	418	412	450	20	21	24
\$25,000-\$49,999	699	733	794	44	45	52
\$50,000-\$74,999	695	786	821	61	64	66
\$75,000-\$99,999	382	459	473	71	73	78
\$100,000 or more	369	452	544	80	81	85
Not stated/Don't know	482	487	687	49	53	58
Location						
New South Wales	1 013	1 092	1 250	44	47	53
Victoria	792	873	973	47	51	56
Queensland	550	575	668	43	45	50
South Australia	244	266	295	43	46	50
Western Australia	288	346	390	43	51	56
Tasmania	65	74	84	36	41	45
Northern Territory	21	29	27	45	54	54
Australian Capital Territory	72	74	81	66	68	71
Region						
Metropolitan areas	2 072	2 308	2 537	48	52	56
Other areas	973	1 021	1 232	38	41	48
Total	3 045	3 329	3 768	45	48	53

(a) Proportions are of all households in each category.

COMPUTER AND INTERNET
ACCESS *continued*

The growth in home Internet access is much higher than the growth in home computer access. Therefore the number of households with a home computer but without home Internet access is steadily dropping. For households with a home computer, the proportion which also had home Internet access was 63% in 2000, up from 47% in 1999 and 37% in 1998. The proportion is expected to rise to 77% in 2001.

In 2000 very few households (only 26,000) reported access to the Internet via means other than through a computer. Over half of the households reporting home Internet access through other means, such as a mobile phone or set top box, also had access via a computer.

Almost a quarter of households with Internet access changed their Internet Service Provider (ISP) during the 12 months prior to the survey, and a quarter of those households did so more than once. The main reason why over half of these households changed their ISP was to obtain a better deal, while one in six changed their ISP because of poor service or technical support. The remaining third changed their ISP for many different reasons.

1.2 HOUSEHOLDS WITH HOME INTERNET ACCESS

	<i>Number of households</i>			<i>Proportion of all households(a)</i>		
	1998	1999	2000	1998	1999	2000
	'000	'000	'000	%	%	%
Family type						
Married/de facto couple	215	310	513	13	18	28
Married/de facto couple with dependants	550	823	1 168	23	35	49
Single parent	62	97	157	11	15	26
Single person	103	127	228	7	8	15
Other	151	180	263	22	25	38
Households						
Without children under 18	544	764	1 202	13	17	26
With children under 18	538	772	1 126	22	31	45
Household income						
\$0-\$24,999	96	116	190	5	6	10
\$25,000-\$49,999	193	272	424	12	17	28
\$50,000-\$74,999	240	385	496	21	31	40
\$75,000-\$99,999	173	248	331	32	39	55
\$100,000 or more	204	289	441	44	52	69
Not stated/Don't know	176	225	447	18	24	38
Location						
New South Wales	406	521	785	18	22	33
Victoria	256	395	598	15	23	34
Queensland	191	265	408	15	21	31
South Australia	74	115	176	13	20	30
Western Australia	97	153	241	15	23	34
Tasmania	19	33	48	10	18	26
Northern Territory	7	15	18	16	29	36
Australian Capital Territory	31	38	54	28	35	48
Region						
Metropolitan areas	815	1 155	1 666	19	26	37
Other areas	267	381	662	11	15	26
Total	1 082	1 536	2 329	16	22	33

(a) Proportions are of all households in each category.

NUMBER OF HOME COMPUTERS

While nearly 3.8m households had access to a computer at home, over a quarter, or 1.1m households, had two or more home computers. Households with two or more computers were more likely to have home Internet access than those with only one home computer. Well over three quarters of households with two or more computers had home Internet access, while only half of those households with a single home computer also had home Internet access. Only 300,000 households had two or more home computers connected to the Internet.

In the year following the survey, 1.2m households intend to replace or upgrade their home computer.

1.3 NUMBER OF HOME COMPUTERS

	<i>No. of households with a home computer</i>	<i>Households with only one computer(a)</i>	<i>No. of home computers</i>	<i>Computer used at least once a week(b)</i>	<i>Computer used to access the Internet(b)</i>
	'000	%	'000	%	%
1998	3 045	75	4 174	n.a.	n.a.
2000					
Family type					
Married/de facto couple	818	79	1 046	80	55
Married/de facto couple with dependants	1 825	67	2 796	83	50
Single parent	331	79	428	81	41
Single person	408	82	523	77	47
Other	386	63	624	79	53
Households					
Without children under 18	1 940	74	2 713	78	51
With children under 18	1 828	69	2 703	85	49
Household income					
\$0–\$24,999	450	86	534	77	38
\$25,000–\$49,999	794	81	998	81	45
\$50,000–\$74,999	821	74	1 136	82	48
\$75,000–\$99,999	473	68	712	82	53
\$100,000 or more	544	52	1 004	82	59
Not stated/Don't know	687	68	1 032	82	52
Location					
New South Wales	1 250	71	1 825	82	51
Victoria	973	69	1 442	82	49
Queensland	668	75	942	81	50
South Australia	295	75	400	81	48
Western Australia	390	75	527	83	53
Tasmania	84	75	112	79	47
Northern Territory	27	74	37	83	54
Australian Capital Territory	81	64	131	77	50
Region					
Metropolitan areas	2 537	69	3 764	82	53
Other areas	1 232	78	1 652	79	44
Total	3 768	72	5 416	81	50

(a) Proportions are of all households with a home computer in each category.

(b) Proportions are of the number of home computers in each category.

HOME COMPUTER
PERIPHERALS

Households with higher incomes were more likely than lower income households to have any of the computer peripherals identified in the survey. While CD-ROM drives are present in over three quarters of those households with a home computer, DVD drives remain uncommon.

Growth in the proportion of households with a particular computer peripheral has been variable. In 2000, 88% of households with access to a computer at home also had a modem (45% in 1998), 88% had a printer (77% in 1998), 30% had a scanner (16% in 1998) and 78% had a CD-ROM drive (64% in 1998).

1.4 HOME COMPUTER ACCESSORIES/PERIPHERALS(a)

	No. of households with a home computer	Modem	Printer	Scanner	CD-ROM drive	DVD drive	CD burner/writer	Webcam/PC camera
	'000	%	%	%	%	%	%	%
1998	3 045	46	77	16	65	n.a.	n.a.	n.a.
2000								
Family type								
Married/de facto couple	818	71	89	32	73	6	8	4
Married/de facto couple with dependants	1 825	72	91	31	82	7	8	5
Single parent	331	58	82	20	76	5	7	*3
Single person	408	64	79	26	69	6	8	5
Other	386	75	82	31	75	9	16	9
Households								
Without children under 18	1 940	69	85	31	72	7	10	5
With children under 18	1 828	70	90	29	83	6	8	5
Household income								
\$0-\$24,999	450	53	81	25	67	4	6	3
\$25,000-\$49,999	794	63	86	26	75	4	6	3
\$50,000-\$74,999	821	69	88	29	80	6	8	4
\$75,000-\$99,999	473	77	90	34	83	9	10	8
\$100,000 or more	544	85	92	35	84	13	14	9
Not stated/Don't know	687	72	88	31	76	7	11	5
Location								
New South Wales	1 250	72	88	31	78	9	9	5
Victoria	973	69	87	27	76	6	8	5
Queensland	668	70	90	29	80	5	9	4
South Australia	295	66	85	32	77	5	6	4
Western Australia	390	70	87	33	77	6	11	6
Tasmania	84	64	87	26	77	4	8	5
Northern Territory	27	74	86	26	83	9	10	6
Australian Capital Territory	81	73	86	24	79	8	9	5
Region								
Metropolitan areas	2 537	73	88	30	78	8	10	6
Other areas	1 232	63	88	30	77	5	8	4
Total	3 768	70	88	30	78	7	9	5

(a) Proportions are of all households with a home computer in each category.

HOUSEHOLDS WITHOUT COMPUTERS

Although just over half the households in Australia had access to a computer at home in 2000, there were still 3.3m households without a home computer. The majority of these households (2.1m) had incomes under \$50,000, while 1.4m had incomes under \$25,000.

Well over half (2.1m) of the 3.3m households without a home computer reported that there was either no need for a computer or there was no interest in having one at home. Another quarter (1.0m households) reported high costs as the main reason for being without a home computer. High costs was the main reason given in over half of those households with children under 18 years and in single parent households.

1.5 HOUSEHOLDS WITHOUT COMPUTERS

	Main reason household without a computer(a)					
	No. of households without a home computer	No need for a computer	Costs too high	Lack of interest in computers	Don't know how to use a computer	Have access to a computer elsewhere
	'000	%	%	%	%	%
1998	3 786	37	27	19	7	6
2000						
Family type						
Married/de facto couple	1 026	43	14	26	9	4
Married/de facto couple with dependants	565	32	39	11	4	5
Single parent	284	22	50	12	8	*4
Single person	1 133	37	17	29	7	6
Other	304	33	32	17	5	7
Households						
Without children under 18	2 612	39	17	26	8	5
With children under 18	700	25	51	8	4	5
Household income						
\$0-\$24,999	1 428	34	22	30	9	1
\$25,000-\$49,999	736	37	31	16	5	7
\$50,000-\$74,999	419	37	26	16	4	9
\$75,000-\$99,999	131	38	25	14	4	12
\$100,000 or more	97	40	16	16	4	18
Not stated/Don't know	501	39	20	21	7	6
Location						
New South Wales	1 105	36	25	24	6	5
Victoria	778	38	21	24	8	4
Queensland	670	36	25	20	7	7
South Australia	291	34	24	25	9	4
Western Australia	309	37	26	17	8	6
Tasmania	103	31	23	25	10	5
Northern Territory	23	26	34	18	7	12
Australian Capital Territory	32	28	25	18	9	15
Region						
Metropolitan areas	1 965	35	24	24	7	5
Other areas	1 347	37	24	20	8	5
Total	3 312	36	24	23	7	5

(a) Proportions are of all households without a home computer in each category.

HOUSEHOLDS WITHOUT INTERNET ACCESS

Even though the number of households with home Internet access is growing strongly, there are still 4.8m households without home Internet access. Among these households, 2.8m had incomes under \$50,000, while 1.7m had incomes under \$25,000.

Half of these households (2.4m) stated the main reason they were without home Internet access was that the household either had no need for the Internet or had no interest in having access. Another 0.9m (19%) stated high costs as the main reason the household did not have home Internet access. The remaining 1.5m households reported many reasons as to why the household did not have home Internet access. High costs was the main reason given in a third of those households with children under 18 years and in single parent households.

1.6 HOUSEHOLDS WITHOUT INTERNET ACCESS

	No. of households without home Internet access	Main reason household without Internet access(a)			
		No use for the Internet	Lack of interest in Internet	Costs are too high	Have access elsewhere
		'000	%	%	%
2000					
Family type					
Married/de facto couple	1 332	34	28	11	5
Married/de facto couple with dependants	1 221	16	20	25	6
Single parent	458	19	14	35	4
Single person	1 313	34	27	14	7
Other	428	19	23	23	8
Households					
Without children under 18	3 350	32	27	13	6
With children under 18	1 401	14	16	32	5
Household income					
\$0–\$24,999	1 688	34	26	18	2
\$25,000–\$49,999	1 106	22	23	24	6
\$50,000–\$74,999	743	21	20	20	8
\$75,000–\$99,999	273	16	24	18	16
\$100,000 or more	200	23	23	11	19
Not stated/Don't know	741	27	25	15	6
Location					
New South Wales	1 569	27	23	19	5
Victoria	1 153	26	27	18	5
Queensland	929	27	24	19	7
South Australia	410	29	22	19	6
Western Australia	459	23	21	21	6
Tasmania	139	34	19	18	8
Northern Territory	32	24	18	22	13
Australian Capital Territory	59	17	18	21	17
Region					
Metropolitan areas	2 835	27	23	19	7
Other areas	1 916	26	25	19	5
Total	4 751	27	24	19	6

(a) Proportions are of all households without home Internet access in each category.

HOUSEHOLDS WITH MOBILE PHONES

The popularity of mobile phones was evident in 1998 when 45% of Australian households had access to some type of mobile phone. That popularity has continued to grow with 61% of households having access to a mobile phone in 2000. Digital mobile phones were still by far the most popular type of mobile phone.

The likelihood that a household had access to a mobile phone varied with the characteristics of the household. There were only two household types where fewer than half of the households had a mobile phone, i.e. households with incomes under \$25,000 (30%) and single person households (36%). These household types also were the least likely to have a mobile phone in 1998.

1.7 HOUSEHOLDS WITH MOBILE PHONES

	<i>Total no. of households</i>		<i>Any type of mobile phone</i>		<i>Digital mobile phone</i>	
	1998	2000	1998	2000	1998	2000
	'000	'000	%	%	%	%
Family type						
Married/de facto couple	1 687	1 845	40	54	28	51
Married/de facto couple with dependants	2 386	2 389	62	79	48	74
Single parent	562	615	35	60	27	57
Single person	1 509	1 541	22	36	17	34
Other	687	690	55	76	46	72
Households						
Without children under 18	4 345	4 552	39	54	29	51
With children under 18	2 487	2 528	55	75	42	71
Household income						
\$0-\$24,999	2 101	1 878	17	30	11	27
\$25,000-\$49,999	1 606	1 530	44	62	33	58
\$50,000-\$74,999	1 135	1 239	61	76	47	71
\$75,000-\$99,999	542	604	69	83	55	81
\$100,000 or more	460	641	83	90	71	87
Not stated/Don't know	988	1 188	54	68	41	63
Location						
New South Wales	2 289	2 355	44	62	34	58
Victoria	1 692	1 751	48	64	36	60
Queensland	1 274	1 337	46	61	33	58
South Australia	570	586	37	55	28	51
Western Australia	667	700	44	60	37	57
Tasmania	184	187	33	49	25	46
Northern Territory	46	50	48	65	39	61
Australian Capital Territory	109	113	51	70	41	67
Region						
Metropolitan areas	4 298	4 501	49	66	40	63
Other areas	2 534	2 579	37	54	25	48
Total	6 832	7 080	45	61	34	58

(a) Proportions are of all households in each category.

HOUSEHOLD TECHNOLOGIES

There was steady growth in some of the more popular household technologies between 1998 and 2000. The proportion of households with dedicated games machines rose from 23% in 1998 to 33% in 2000, access to Pay TV rose from 11% in 1998 to 17% in 2000, while the proportion of households with an answering machine rose from 35% in 1998 to 43% in 2000. However, there was little increase in the proportion of households with a fax machine, rising from 17% in 1998 to only 19% in 2000.

1.8 HOUSEHOLD TECHNOLOGIES(a)

	Total no. of households	Dedicated games machine	Pay TV	DVD player(b)	Answering machine	FAX machine
	'000	%	%	%	%	%
1998	6 832	23	11	n.a.	35	17
2000						
Family type						
Married/de facto couple	1 845	14	16	6	43	19
Married/de facto couple with dependants	2 389	55	23	8	50	27
Single parent	615	54	17	5	41	11
Single person	1 541	9	8	4	32	8
Other	690	37	20	10	44	18
Households						
Without children under 18	4 552	17	14	6	39	16
With children under 18	2 528	60	22	7	50	23
Household income						
\$0-\$24,999	1 878	17	9	2	22	7
\$25,000-\$49,999	1 530	35	15	5	43	14
\$50,000-\$74,999	1 239	42	18	7	54	22
\$75,000-\$99,999	604	44	24	13	58	29
\$100,000 or more	641	42	29	13	66	38
Not stated/Don't know	1 188	34	20	7	43	25
Location						
New South Wales	2 355	32	20	7	43	20
Victoria	1 751	31	18	7	48	17
Queensland	1 337	32	18	5	38	19
South Australia	586	34	12	5	40	16
Western Australia	700	37	9	8	44	20
Tasmania	187	30	10	3	32	12
Northern Territory	50	38	21	7	37	18
Australian Capital Territory	113	34	8	9	54	17
Region						
Metropolitan areas	4 501	33	18	7	47	19
Other areas	2 579	31	15	5	35	17
Total	7 080	33	17	6	43	19

(a) Proportions are of all households in each category.

(b) Excludes DVD drives in computers.

SECTION 2

USE OF COMPUTERS AND THE INTERNET BY ADULTS

ADULT COMPUTER USE

Growth in the proportion of adults using a computer has risen slowly since 1998. However, growth has been stronger among particular groups, with adults aged 55–64 years showing the strongest growth (38% over the two years to 2000). This compared to a 9% increase for adults of all ages.

2.1 ADULT COMPUTER USE(a)

	Number of adults		Proportion of all adults(b)	
	1998	2000	1998	2000
	'000	'000	%	%
Age group (years)				
18–24	1 555	1 635	86	89
25–34	2 216	2 325	79	83
35–44	2 076	2 259	74	78
45–54	1 456	1 764	60	70
55–64	538	795	34	47
65 or over	244	340	12	16
Sex				
Males	4 130	4 660	62	68
Females	3 955	4 458	58	64
Personal income				
\$0–\$39,999	5 555	5 498	56	59
\$40,000–\$79,999	1 788	2 140	84	88
\$80,000 or more	292	477	80	93
Employment status				
Not employed	1 684	1 944	34	39
Employed	6 400	7 174	75	82
Location				
New South Wales	2 808	3 100	61	66
Victoria	1 946	2 293	57	65
Queensland	1 481	1 627	60	65
South Australia	640	706	59	64
Western Australia	785	932	62	70
Tasmania	193	207	57	61
Northern Territory	63	70	68	73
Australian Capital Territory	169	184	78	82
Region				
Metropolitan areas	5 431	6 171	63	68
Other areas	2 654	2 947	56	62
Occupation				
Manager and professional	2 940	3 079	85	91
Clerk, sales and personal services	1 653	1 677	84	91
Trades person, plant or machinery operator, labourer	1 541	1 958	62	72
Qualifications				
Secondary school	3 117	3 684	47	53
Trade or other certificate	2 317	2 606	61	69
Assoc. or undergrad. diploma	697	851	75	88
Bachelors degree	1 866	1 858	92	92
Total	8 085	9 118	60	66

(a) Includes those adults using computers at any site.

(b) Proportions are of all adults in each category.

ADULT INTERNET ACCESS

Although the number of adults accessing the Internet continues to rise, the rate of increase was greater between 1998 and 1999 than between 1999 and 2000. Between 1998 and 1999, the number of adults who accessed the Internet rose by 1.3m (31%) compared to an increase of 0.9m (16%) between 1999 and 2000.

2.2 ADULT INTERNET ACCESS(a)

	Number of adults			Proportion of all adults(b)		
	1998	1999	2000	1998	1999	2000
	'000	'000	'000	%	%	%
Age group (years)						
18-24	1 048	1 291	1 375	58	72	75
25-34	1 297	1 575	1 750	46	56	62
35-44	1 005	1 326	1 508	36	46	52
45-54	646	894	1 199	27	36	47
55-64	198	346	439	13	22	26
65 or over	37	118	179	2	6	9
Sex						
Males	2 300	3 001	3 449	35	45	50
Females	1 930	2 550	3 002	28	37	43
Personal income						
\$0-\$39,999	2 665	3 341	3 653	27	34	39
\$40,000-\$79,999	1 146	1 565	1 681	54	63	69
\$80,000 or more	227	301	426	62	73	83
Employment status						
Not employed	776	941	1 172	16	19	23
Employed	3 455	4 610	5 279	41	54	60
Location						
New South Wales	1 397	1 894	2 208	31	41	47
Victoria	1 068	1 435	1 602	32	42	46
Queensland	771	922	1 120	31	38	45
South Australia	297	408	496	27	38	45
Western Australia	436	582	676	34	45	51
Tasmania	107	123	143	32	36	42
Northern Territory	36	53	53	39	51	55
Australian Capital Territory	119	135	154	55	62	69
Region						
Metropolitan areas	3 034	4 016	4 557	35	45	50
Other areas	1 196	1 534	1 894	25	33	40
Occupation						
Manager and professional	1 967	2 421	2 585	57	69	76
Clerk, sales and personal services	792	1 052	1 224	40	55	66
Trades person, plant or machinery operator, labourer	576	942	1 210	23	38	45
Qualifications						
Secondary school	1 376	1 835	2 362	21	28	34
Trade or other certificate	959	1 367	1 699	25	37	45
Assoc. or undergrad. diploma	389	632	670	42	59	69
Bachelors degree	1 465	1 653	1 633	72	80	81
Total	4 230	5 551	6 451	32	41	47

(a) Includes those adults accessing the Internet at any site.

(b) Proportions are of all adults in each category.

SITE OF COMPUTER USE

The most likely site at which adults used a computer during 2000 was at home (46%), as it was in 1998. For particular groups of adults, such as those on higher incomes or those aged 25 to 34 years, work was the most likely site of use, while adults aged 18 to 24 years were more likely to use a computer at sites other than home or work. Although 6.4m adults used a computer at home during 2000, another 1.7m adults had access to a computer at home but did not use it there.

2.3 ADULT COMPUTER USE BY SITE(a)(b)

	Total no. of adults	Site of computer use			
		Home	Work	Other sites	Any site
		'000	%	%	%
1998	13 429	38	35	32	60
2000					
Age group (years)					
18-24	1 843	59	46	77	89
25-34	2 815	50	57	50	83
35-44	2 887	59	55	40	78
45-54	2 532	53	51	28	70
55-64	1 681	33	28	20	47
65 or over	2 083	12	4	7	16
Sex					
Males	6 832	49	45	37	68
Females	7 008	43	40	38	64
Personal income					
\$0-\$39,999	9 328	39	31	37	59
\$40,000-\$79,999	2 428	63	76	44	88
\$80,000 or more	514	74	86	44	93
Employment status					
Not employed	5 049	27	—	26	39
Employed	8 792	57	63	44	82
Location					
New South Wales	4 724	45	44	35	66
Victoria	3 513	47	41	38	65
Queensland	2 510	42	40	38	65
South Australia	1 103	45	38	40	64
Western Australia	1 330	51	46	40	70
Tasmania	340	39	35	35	61
Northern Territory	96	47	56	38	73
Australian Capital Territory	223	65	60	46	82
Region					
Metropolitan areas	9 060	49	45	38	68
Other areas	4 780	41	38	36	62
Occupation					
Manager and professional	3 392	69	82	46	91
Clerk, sales and personal services	1 851	60	75	49	91
Trades person, plant or machinery operator, labourer	2 720	46	43	41	72
Qualifications					
Secondary school	6 949	35	29	30	53
Trade or other certificate	3 770	45	44	36	69
Assoc. or undergrad. diploma	969	69	60	53	88
Bachelors degree	2 014	74	77	55	92
Total	13 840	46	42	37	66

(a) Adults can nominate more than one site if applicable.

(b) Proportions are of all adults in each category.

SITE OF INTERNET ACCESS

During 2000, home became the most likely site at which adults would access the Internet. Of the 6.5m adults accessing the Internet during 2000, 1.4m (10%) adults only accessed the Internet at home, 0.9m (6%) adults only accessed the Internet at work and another 1.1m (8%) adults accessed the Internet only at sites other than home or work. Although 4.0m (29%) adults accessed the Internet at home during 2000, another 1.1m (8%) had Internet access at home but did not use it there.

2.4 ADULT INTERNET ACCESS BY SITE(a)(b)

	Total no. of adults	Site of Internet access			
		Home	Work	Other sites	Any site
		'000	%	%	%
1998	13 429	13	14	16	32
1999	13 589	18	20	23	41
2000					
Age group (years)					
18-24	1 843	39	24	59	75
25-34	2 815	34	33	33	62
35-44	2 887	35	28	19	52
45-54	2 532	33	29	14	47
55-64	1 681	18	13	8	26
65 or over	2 083	7	2	2	9
Sex					
Males	6 832	32	26	24	50
Females	7 008	25	20	21	43
Personal income					
\$0-\$39,999	9 328	22	14	22	39
\$40,000-\$79,999	2 428	43	48	27	69
\$80,000 or more	514	61	68	29	83
Employment status					
Not employed	5 049	15	—	14	23
Employed	8 792	36	34	27	60
Location					
New South Wales	4 724	29	23	21	47
Victoria	3 513	28	22	23	46
Queensland	2 510	27	21	21	45
South Australia	1 103	27	21	24	45
Western Australia	1 330	32	25	24	51
Tasmania	340	23	20	21	42
Northern Territory	96	31	34	23	55
Australian Capital Territory	223	44	44	31	69
Region					
Metropolitan areas	9 060	32	25	24	50
Other areas	4 780	22	19	20	40
Occupation					
Manager and professional	3 392	49	56	28	76
Clerk, sales and personal services	1 851	36	39	30	66
Trades person, plant or machinery operator, labourer	2 720	26	12	26	45
Qualifications					
Secondary school	6 949	20	13	18	34
Trade or other certificate	3 770	27	19	20	45
Assoc. or undergrad. diploma	969	48	37	32	69
Bachelors degree	2 014	53	58	35	81
Total	13 840	29	23	22	47

(a) Adults can nominate more than one site if applicable.

(b) Proportions are of all adults in each category.

HOME COMPUTER
ACTIVITIES

A third of those adults who used a computer at home during 2000 did so for only one of the uses listed in Table 2.5. Another half used their home computer for 2 or 3 different purposes. Although 3.3m adults used their home computer for work related purposes, only 2.2m adults reported spending most of their time on the computer at home doing work related activities.

2.5 ADULT HOME COMPUTER ACTIVITIES(a)(b)

	Adults using a home computer	Work related purposes	Personal or family correspondence	Learning or study activities	Keeping personal or family records	Playing games	Hobbies	Other purposes
	'000	%	%	%	%	%	%	%
1998	5 165	54	(c)	40	(c)	41	(c)	69
2000								
Age group (years)								
18-24	1 090	33	30	63	22	55	38	3
25-34	1 396	57	45	44	35	35	24	4
35-44	1 706	61	42	35	38	32	18	4
45-54	1 351	60	47	32	38	28	16	4
55-64	550	51	57	27	46	26	17	5
65 or over	254	23	55	32	44	34	18	8
Sex								
Males	3 322	57	38	41	35	38	28	4
Females	3 025	48	50	40	36	33	17	4
Personal income								
\$0-\$39,999	3 659	38	43	43	33	41	24	4
\$40,000-\$79,999	1 540	75	42	36	37	31	21	5
\$80,000 or more	382	80	46	37	50	15	20	2
Employment status								
Not employed	1 373	16	50	47	38	44	29	6
Employed	4 974	63	42	38	35	33	21	4
Location								
New South Wales	2 141	55	42	39	34	32	23	4
Victoria	1 636	52	41	41	37	36	22	5
Queensland	1 065	49	44	37	36	37	22	3
South Australia	497	49	46	43	36	38	24	4
Western Australia	685	52	46	43	35	39	19	5
Tasmania	133	51	44	40	35	41	25	3
Northern Territory	45	60	51	42	41	38	21	5
Australian Capital Territory	145	54	49	43	41	38	22	4
Region								
Metropolitan areas	4 406	52	44	41	35	34	23	4
Other areas	1 941	53	42	38	36	39	21	4
Occupation								
Manager and professional	2 343	77	45	38	38	24	18	3
Clerk, sales and personal services	1 112	56	48	40	37	35	21	4
Trades person, plant or machinery operator, labourer	1 238	49	33	37	28	44	25	4
Qualifications								
Secondary school	2 403	39	39	41	31	44	25	5
Trade or other certificate	1 701	52	42	34	36	38	23	4
Assoc. or undergrad. diploma	673	60	50	44	42	27	18	3
Bachelors degree	1 483	73	50	43	40	22	19	3
Total	6 347	53	43	40	36	35	22	4

(a) Adults may have done only one or any number of activities.

(b) Proportions are of all adults using a computer at home in each category.

(c) Included under 'Other purposes'.

HOME INTERNET ACTIVITIES

The most popular uses of the Internet at home during 2000 were to use email or chat rooms (68%), general browsing (57%) and finding information relating to work (36%). For adults accessing the Internet at work during 2000 the most popular uses were to find information relating to work (78%), to use email or chat sites (52%) and for general browsing (26%). For those adults accessing the Internet during 2000 at sites other than home or work, the most popular uses were for general browsing (46%), to use email or chat sites (41%) or to find information relating to studies (32%).

2.6 ADULT HOME INTERNET ACTIVITIES(a)(b)

	Adults accessing the Internet at home	Using email or chat sites	General browsing	Finding information relating to work	Finding information relating to studies	Finding information on goods or services	Finding technical information, patches or shareware	Playing games
	'000	%	%	%	%	%	%	%
2000								
Age group (years)								
18-24	712	73	64	16	51	23	14	20
25-34	969	67	63	41	23	30	16	9
35-44	1 008	67	54	42	23	27	16	5
45-54	843	64	50	45	21	25	15	3
55-64	296	67	54	34	12	29	22	*5
65 or over	141	77	48	17	*16	*13	*8	*3
Sex								
Males	2 196	67	61	42	27	30	22	11
Females	1 773	69	53	29	26	22	7	6
Personal income								
\$0-\$39,999	2 093	69	58	23	32	24	13	10
\$40,000-\$79,999	1 042	68	59	51	20	28	17	8
\$80,000 or more	316	64	51	65	20	33	30	*5
Employment status								
Not employed	781	73	59	10	38	24	14	12
Employed	3 188	67	57	43	24	27	16	8
Location								
New South Wales	1 391	66	55	37	25	25	13	8
Victoria	981	68	60	37	30	28	19	7
Queensland	671	66	56	35	25	26	17	11
South Australia	301	69	59	35	26	24	10	6
Western Australia	420	70	56	35	27	27	17	10
Tasmania	78	70	60	33	20	28	14	9
Northern Territory	30	76	62	38	30	31	17	10
Australian Capital Territory	97	76	59	38	28	28	15	9
Region								
Metropolitan areas	2 907	69	56	36	27	27	16	9
Other areas	1 062	64	59	38	25	24	14	7
Occupation								
Manager and professional	1 677	65	53	57	23	28	18	5
Clerk, sales and personal services	661	72	54	27	24	22	11	7
Trades person, plant or machinery operator, labourer	694	67	67	28	25	30	15	14
Qualifications								
Secondary school	1 363	70	59	23	32	24	13	13
Trade or other certificate	1 015	64	60	33	19	25	16	6
Assoc. or undergrad. diploma	463	66	56	36	27	27	18	7
Bachelors degree	1 068	69	53	56	25	29	18	5
Total	3 969	68	57	36	26	26	16	8

(a) Adults may have done only one or any number of activities.

(b) Proportions are of all adults accessing the Internet at home in each category.

OTHER SITES OF ACCESS

For adults accessing either a computer or the Internet during 2000 outside of home or work, the most popular sites of access were a neighbour, friend or relative's home, a tertiary institution or a public library. Access outside of home or work was less common among older adults.

2.7 OTHER SITES OF ACCESS, EXCLUDING HOME AND WORK(a)

	Total no. of adults	Computer use at			Internet access at		
		Neighbour or friend's home	Public library	Tertiary institution	Neighbour or friend's home	Public library	Tertiary institution
		'000	%	%	%	%	%
1998	13 429	16	12	11	8	3	6
1999	13 589	n.a.	n.a.	n.a.	12	6	8
2000							
Age group (years)							
18–24	1 843	50	31	39	37	17	29
25–34	2 815	32	15	11	22	6	6
35–44	2 887	19	16	7	10	4	3
45–54	2 532	10	10	8	5	3	3
55–64	1 681	7	7	4	3	2	2
65 or over	2 083	2	3	*1	*1	*1	—
Sex							
Males	6 832	21	11	11	14	5	7
Females	7 008	20	16	11	12	6	6
Personal income							
\$0–\$39,999	9 328	20	15	13	13	6	8
\$40,000–\$79,999	2 428	25	13	7	16	*4	3
\$80,000 or more	514	23	10	9	17	*4	5
Employment status							
Not employed	5 049	13	11	9	7	4	6
Employed	8 792	25	15	12	16	6	7
Location							
New South Wales	4 724	18	13	10	12	5	6
Victoria	3 513	20	14	13	12	6	8
Queensland	2 510	23	14	10	14	4	6
South Australia	1 103	23	16	11	14	6	7
Western Australia	1 330	22	14	13	14	7	7
Tasmania	340	18	13	10	11	6	6
Northern Territory	96	21	11	11	13	4	7
Australian Capital Territory	223	27	17	14	18	7	10
Region							
Metropolitan areas	9 060	21	15	12	14	6	8
Other areas	4 780	20	12	9	11	4	5
Occupation							
Manager and professional	3 392	24	14	11	16	5	6
Clerk, sales and personal services	1 851	28	20	15	18	9	9
Trades person, plant or machinery operator, labourer	2 720	25	14	12	18	5	7
Qualifications							
Secondary school	6 949	17	12	10	11	5	7
Trade or other certificate	3 770	20	12	8	12	4	3
Assoc. or undergrad. diploma	969	27	20	19	17	7	11
Bachelors degree	2 014	28	22	16	18	8	10
Total	13 840	20	14	11	13	5	7

(a) Proportions are of all adults in each category.

SECTION 3

INTERNET AND SELECTED ELECTRONIC TRANSACTIONS

TRANSACTION METHODS

Each year, more Australian adults are using the Internet and other electronic methods to perform a variety of transactions. Between 1999 and 2000 the proportion of adults performing a transaction via the Internet rose from 3% to 9%, over the phone rose from 40% to 50%, using Electronic Funds Transfer at Point of Sale (EFTPOS) rose from 63% to 66%, or using Automatic Teller Machines (ATMs) rose from 71% to 74%.

3.1 ADULTS UNDERTAKING INTERNET AND SELECTED ELECTRONIC TRANSACTIONS(a)(b)

	Total no. of adults	Paid bills or transferred funds via the Internet	Paid bills or transferred funds via phone	Paid bills or withdrew funds via EFTPOS	Transferred or withdrew funds via ATM
	'000	%	%	%	%
1998	13 429	1	35	61	69
1999	13 589	3	40	63	71
2000					
Age group (years)					
18-24	1 843	9	49	83	89
25-34	2 815	14	63	84	90
35-44	2 887	12	59	79	85
45-54	2 532	10	53	66	75
55-64	1 681	6	42	49	60
65 or over	2 083	*1	22	26	32
Sex					
Males	6 832	11	47	65	74
Females	7 008	7	52	68	74
Personal income					
\$0-\$39,999	9 328	6	44	64	71
\$40,000-\$79,999	2 428	17	65	78	86
\$80,000 or more	514	34	75	76	86
Employment status					
Not employed	5 049	3	34	48	57
Employed	8 792	13	59	77	84
Location					
New South Wales	4 724	10	50	64	73
Victoria	3 513	8	46	65	72
Queensland	2 510	9	54	72	77
South Australia	1 103	8	43	60	71
Western Australia	1 330	13	54	72	79
Tasmania	340	7	48	61	67
Northern Territory	96	13	56	79	85
Australian Capital Territory	223	16	59	78	86
Region					
Metropolitan areas	9 060	11	51	66	75
Other areas	4 780	6	47	67	71
Occupation					
Manager and professional	3 392	20	69	78	84
Clerk, sales and personal services	1 851	12	65	83	88
Trades person, plant or machinery operator, labourer	2 720	7	48	74	81
Qualifications					
Secondary school	6 949	5	40	60	67
Trade or other certificate	3 770	9	51	70	77
Assoc. or undergrad. diploma	969	17	62	77	85
Bachelors degree	2 014	21	72	78	88
Total	13 840	9	50	66	74

(a) Proportions are of all adults in each category.

(b) Period covers 3 months.

ACCESSING GOVERNMENT SERVICES VIA THE INTERNET

Almost 1.3m adults accessed Government services via the Internet for private purposes during 2000. The most likely purpose for accessing the services varied across particular groups of adults. Overall paying bills and accessing taxation or employment information were the most common use.

3.2 ADULTS ACCESSING GOVERNMENT SERVICES VIA THE INTERNET FOR PRIVATE PURPOSES(a)

	Adults accessing Government services(b)		Government services accessed(c)				
	'000	%	Pay bills	Submit taxation returns	Taxation information or services	Employment information or services	Pension or benefit information or services
			%	%	%	%	%
2000							
Age group (years)							
18-24	247	13	19	8	15	56	*2
25-34	359	13	36	15	34	26	*4
35-44	324	11	32	18	41	22	9
45-54	273	11	40	16	35	16	*7
55-64	77	5	31	*17	35	15	*21
65 or over	*16	*1	*50	**9	**19	—	*33
Sex							
Males	756	11	35	16	38	23	7
Females	539	8	28	13	25	35	7
Personal income							
\$0-\$39,999	663	7	26	13	23	40	8
\$40,000-\$79,999	371	15	38	21	40	17	*6
\$80,000 or more	131	25	51	*12	47	*10	*7
Employment status							
Not employed	186	4	26	12	18	37	13
Employed	1 110	13	34	15	35	26	6
Location							
New South Wales	422	9	34	16	35	28	*4
Victoria	305	9	29	*9	37	32	*10
Queensland	236	9	26	20	26	27	*8
South Australia	95	9	44	17	25	22	*8
Western Australia	165	12	41	12	28	23	*6
Tasmania	28	8	18	16	34	32	*11
Northern Territory	10	10	24	*15	36	24	*7
Australian Capital Territory	35	16	32	14	42	20	13
Region							
Metropolitan areas	952	11	35	15	34	27	7
Other areas	343	7	24	14	27	31	9
Occupation							
Manager and professional	608	18	40	16	41	17	6
Clerk, sales and personal services	210	11	28	13	28	34	*8
Trades person, plant or machinery operator, labourer	238	9	26	15	26	38	*6
Qualifications							
Secondary school	410	6	25	12	27	35	7
Trade or other certificate	314	8	32	14	28	24	*7
Assoc. or undergrad. diploma	148	15	39	22	33	32	*6
Bachelors degree	406	20	37	15	42	22	7
Total	1 295	9	32	15	32	28	7

(a) Period covers 12 months.

(b) Proportions are of all adults in each category.

(c) Proportions are of all adults accessing government services in each category.

PURCHASING AND
ORDERING VIA THE
INTERNET

Although it is not a common activity among adult Internet users, purchasing or ordering goods or services via the Internet for private use (Internet shopping) is on the increase. In 1999 only 12% of adult Internet users were also Internet shoppers compared to 15% in 2000. The increase between 1999 and 2000 represents an additional 314,000 adults who were Internet shoppers. Although only 4% of adults with incomes under \$40,000 were Internet shoppers, 40% of Internet shoppers had incomes under \$40,000.

3.3 ADULTS PURCHASING OR ORDERING GOODS OR SERVICES VIA THE INTERNET FOR PRIVATE USE(a)

	Number of adults		Proportion of all adults(b)	
	1999	2000	1999	2000
	'000	'000	%	%
Age group (years)				
18-24	87	155	5	8
25-34	243	272	9	10
35-44	152	250	5	9
45-54	127	201	5	8
55-64	31	69	2	4
65 or over	*13	*20	*1	*1
Sex				
Males	445	621	7	9
Females	208	346	3	5
Personal income				
\$0-\$39,999	255	396	3	4
\$40,000-\$79,999	275	330	11	14
\$80,000 or more	71	151	17	29
Employment status				
Not employed	66	135	1	3
Employed	587	832	7	9
Location				
New South Wales	223	346	5	7
Victoria	185	215	5	6
Queensland	100	160	4	6
South Australia	43	68	4	6
Western Australia	62	111	5	8
Tasmania	14	23	4	7
Northern Territory	8	9	7	9
Australian Capital Territory	17	35	8	16
Region				
Metropolitan areas	504	738	6	8
Other areas	149	229	3	5
Occupation				
Manager and professional	420	556	12	16
Clerk, sales and personal services	82	144	4	8
Trades person, plant or machinery operator	73	116	3	4
Qualifications				
Secondary school	145	281	2	4
Trade or other certificate	129	202	3	5
Assoc. or undergrad. diploma	77	110	7	11
Bachelors degree	296	363	14	18
Total	653	967	5	7

(a) Purchases or orders were made over a 12 month period for private use.

(b) Proportions are of all adults in each category.

INTERNET SHOPPING
PROFILE

During 2000, half of the adult Internet shoppers purchased or ordered only one type of good or service from the broad types identified in the survey. While a diversity of goods and services were purchased or ordered, 18% of Internet shoppers were only able to classify the purchases or orders to the 'other' category from those shown in the table. On average, Internet shoppers purchased or ordered on five occasions during 2000, compared to an average of four occasions during 1999.

3.4 INTERNET PURCHASES AND ORDERS(a)

	Personal Income			Total
	\$0-\$39,999	\$40,000-\$79,999	\$80,000 or more	
	%	%	%	
Type of goods or services purchased/ordered				
Books/magazines	30	35	38	33
Music	21	21	24	21
Computer software/equipment	16	24	21	19
Entertainment/tickets to entertainment events	8	13	23	13
Clothing, shoes etc.	11	11	*12	11
Holidays	7	12	22	11
Food & groceries	9	11	*12	10
Computer hardware	10	9	*7	9
Videos or DVDs	7	*3	**1	4
Alcohol	*2	*3	*10	4
Toys	*5	*4	**2	4
Sporting equipment	*3	*4	*3	4
Other	18	20	15	18
Number of occasions on which purchases/orders made				
One	33	30	*15	29
Two	22	19	21	20
Three	11	14	*13	13
Four	*6	8	*15	8
Five	*4	*7	*7	5
Six	7	*4	*4	5
Seven or more	16	19	25	19
Purchased/ordered from				
Australia only	55	52	45	50
Overseas only	30	32	23	32
Both Australia & Overseas	14	14	32	17

(a) Proportions are of all adults making purchases or orders via the Internet for private use in each income range.

EXPENDITURE ON INTERNET
PURCHASES

It is estimated that Australian adults purchased or ordered goods and services for private use worth \$0.6b during 2000, spending on average around \$600 each. Over the last year there was an increase in the amount each Internet shopper spent. In 1999, 35% of Internet shoppers spent \$100 or less compared to 29% of Internet shoppers in 2000. Also 35% of Internet shoppers spent between \$101 and \$500 in 1999 compared to 39% of Internet shoppers in 2000. There was little change in the proportion of Internet shoppers who spent over \$500 between 1999 and 2000. There has also been a slight rise in the likelihood that an Internet shopper would pay online, increasing from 77% in 1999 to 82% in 2000.

3.5 EXPENDITURE ON INTERNET PURCHASES AND ORDERS(a)

	<i>Personal Income</i>			<i>Total</i>
	<i>\$0-\$39,999</i>	<i>\$40,000-\$79,999</i>	<i>\$80,000 or more</i>	
	<i>%</i>	<i>%</i>	<i>%</i>	<i>%</i>
Total value of purchases/orders				
\$1-\$100	36	27	19	29
\$101-\$500	39	41	36	39
More than \$500	24	31	41	29
Total	100	100	100	100
Online payment				
\$1-\$100	27	27	22	26
\$101-\$500	32	34	36	34
More than \$500	16	22	28	20
Total	76	84	91	82

(a) Proportions are of all adults making purchases or orders via the Internet for private use in each income range.

WHY NOT SHOP?

The majority of adult Internet users (5.5m adults) were not Internet shoppers during 2000. Of these, 2.4m adults stated the main reason for not shopping via the Internet was because they had no need to or simply had not bothered to try. Another 1.6m adults reported concerns over giving their credit card details online and 0.9m adults preferred to shop in person. The remaining 0.6m adults reported many different reasons for not shopping via the Internet.

3.6 ADULTS NOT PURCHASING VIA THE INTERNET(a)

	<i>Personal Income</i>			<i>Total</i>
	<i>\$0-\$39,999</i>	<i>\$40,000-\$79,999</i>	<i>\$80,000 or more</i>	
	<i>%</i>	<i>%</i>	<i>%</i>	<i>%</i>
<i>Main reason for not purchasing via the Internet</i>				
Have no need or haven't bothered to try	43	42	42	43
Concerned about security of shopping on the Internet	27	32	35	29
Prefer to shop in person	18	16	15	17
Other reasons	12	10	8	11

(a) Proportions are of all adults who accessed the Internet but did not purchase or order for private use via the Internet in each income range.

SECTION 4

WORKING FROM HOME

Only 430,000 employed adults (6%) had an agreement with their employer to work from home on an ongoing basis during 2000. During 2000 these adults worked, on average, 42 hours each week of which 12 hours was at home. Overall, only one in every eight of these adults spent all their working hours at home, on average working 25 hours each week. Over a half spent less than one quarter of their working hours at home, on average working 45 hours each week of which 5 hours was at home.

4.1 ADULTS WORKING FROM HOME

	<i>Adults working from home(a)</i>		<i>Technologies that allow employee to work from home(b)</i>			
	'000	%(c)	<i>Use of a portable PC</i>	<i>Mobile phone</i>	<i>Use of floppy disks or CD-ROMs containing work related information</i>	<i>Access employer's computer system via a modem</i>
			%	%	%	%
Age group (years)						
18-24	*13	*1	**10	*20	**10	36
25-34	130	7	38	41	38	*40
35-44	134	8	39	41	39	34
45-54	103	7	45	45	39	42
55-64	41	9	*43	*24	*26	*19
65 or over	*9	*18	**41	**19	**12	—
Sex						
Males	228	6	45	50	33	37
Females	202	6	34	27	39	34
Personal income						
\$0-\$39,999	141	3	23	23	31	22
\$40,000-\$79,999	187	10	49	40	42	39
\$80,000 or more	66	21	64	66	42	61
Location						
New South Wales	158	7	43	36	34	48
Victoria	103	6	*35	39	*30	*27
Queensland	75	6	44	46	42	*22
South Australia	38	8	39	51	45	37
Western Australia	32	5	*29	*20	*38	*32
Tasmania	8	6	*41	*45	*41	*21
Northern Territory	4	6	*34	55	*48	*26
Australian Capital Territory	10	8	46	46	42	41
Region						
Metropolitan areas	306	7	44	38	37	42
Other areas	124	6	30	43	33	18
Occupation						
Manager and professional	277	11	46	46	42	44
Clerk, sales and personal services	100	6	35	25	34	27
Trades person, plant or machinery operator, labourer	36	2	*22	*36	*13	**9
Qualifications						
Secondary school	98	3	33	27	27	28
Trade or other certificate	97	5	32	44	25	29
Assoc. or undergrad. diploma	65	11	37	57	35	29
Bachelors degree	168	12	50	37	48	46
Total	430	6	40	39	36	35

(a) Employed adults who had an agreement with their employer to work from home on an ongoing basis.

(b) Proportions are of all employed adults who had an agreement to work from home on an ongoing basis in each category.

(c) Proportions are of all employed adults in each category.

EXPLANATORY NOTES

POPULATION SURVEY MONITOR

1 During 2000 the ABS Population Survey Monitor carried questions on household use of information technology (IT) in its February, May, August and November surveys. From the fully responding households, details on computer and Internet use were obtained. In each household, an adult (person aged 18 years or over) was randomly selected and information collected about their use of the Internet at home, work and other locations. Comparable data are also available for 1999 and 1998. For each year, the statistics presented in this publication are estimates based upon the combined results from the four quarterly surveys.

SCOPE AND COVERAGE

2 Households in remote and sparsely settled parts of Australia (Statistical Local Areas (SLA) of fewer than 200 people) are excluded from the survey. The exclusion of persons in these households (approximately 175,000 people) has an insignificant effect on the aggregate estimates produced for individual States and Territories. The exception is the Northern Territory where such persons account for over 20% of the population.

DATA COLLECTED

3 For the 1998, 1999 and 2000 surveys, data were collected on a number of topics relating to the use of computers and the Internet in the home. Data were also collected on the use of the Internet by adults outside of the home, on the use of electronic means to carry out financial transactions and the technologies used to work from home.

DEFINITION OF HOUSEHOLD

4 A group of one or more persons in a private dwelling who consider themselves to be separate from other persons in the dwelling, and who make regular provision to take meals separately from those other persons. Lodgers who receive accommodation and meals are not treated as separate households. A household may consist of any number of family and non-family members.

DEFINITION OF METROPOLITAN

5 Refers to capital city statistical divisions. These delimit an area which is stable for general statistical purposes. The boundary is defined to contain anticipated development of the city for a period of 20 years. They contain more than just the urban centre, and represent the city in the wider sense.

ACCURACY OF DATA

6 As the estimates in this publication are based on information obtained from a sample drawn from households in the surveyed population, the estimates are subject to sampling variability; that is, they may differ from the figures that would have been produced if all households in Australia had been included in the survey. One measure of the likely difference is given by the standard error (SE), which indicates the extent to which an estimate might have varied by chance because only a sample of households was included. There are about two chances in three that a sample estimate will differ by less than one SE from the figure that would have been obtained if all households had been included in the survey, and about 19 chances in 20 that the difference will be less than two SEs.

ACCURACY OF DATA
continued

7 The SEs for some statistics are relatively high and users are advised to exercise caution in interpreting these statistics. Estimates with SEs of 25% or more have been marked with an asterisk. The following tables of SEs relate to estimates of the number of households and adults.

01 STANDARD ERRORS FOR HOUSEHOLD ESTIMATES — 2000

<i>Size of estimate</i>	<i>NSW</i>	<i>Vic.</i>	<i>Qld</i>	<i>SA</i>	<i>WA</i>	<i>Tas.</i>	<i>NT</i>	<i>ACT</i>	<i>Aust.</i>
2 000	—	—	—	900	1 000	500	300	300	1 200
5 000	2 500	2 200	2 100	1 400	1 500	800	500	500	1 800
10 000	3 400	3 100	2 900	1 900	2 000	1 000	600	700	2 600
20 000	4 700	4 300	3 900	2 500	2 800	1 400	800	900	3 700
50 000	7 000	6 500	5 600	3 700	4 000	1 900	1 100	1 200	5 700
100 000	9 300	8 700	7 200	4 700	5 300	2 400	1 300	1 400	7 800
200 000	12 300	11 300	9 200	6 000	6 800	3 100	1 500	1 700	10 500
500 000	17 600	15 500	12 400	8 100	9 400	4 000	—	2 000	15 100
800 000	20 400	17 300	13 600	8 900	10 500	4 400	—	—	17 500
1 000 000	22 900	19 300	15 200	9 900	11 800	4 900	—	—	19 600
1 500 000	25 400	20 400	15 900	10 400	12 700	5 100	—	—	21 700
2 000 000	29 400	23 500	18 300	12 000	14 600	5 800	—	—	25 100
5 000 000	40 400	—	—	—	—	—	—	—	33 900

02 STANDARD ERRORS FOR ADULT ESTIMATES — 2000

<i>Size of estimate</i>	<i>NSW</i>	<i>Vic.</i>	<i>Qld</i>	<i>SA</i>	<i>WA</i>	<i>Tas.</i>	<i>NT</i>	<i>ACT</i>	<i>Aust.</i>
1 000	1 100	1 200	900	700	800	500	400	400	800
2 000	1 700	1 700	1 500	1 100	1 200	700	500	600	1 300
5 000	2 900	2 900	2 600	1 900	2 000	1 100	700	900	2 300
10 000	4 300	4 300	3 800	2 700	2 800	1 600	900	1 200	3 600
20 000	6 200	6 100	5 500	3 800	4 000	2 100	1 200	1 600	5 300
50 000	9 600	9 400	8 500	5 600	6 100	3 100	1 600	2 300	8 500
100 000	13 000	12 700	11 400	7 300	8 200	4 000	1 900	2 900	11 900
200 000	17 100	16 700	14 800	9 100	10 900	5 000	2 200	3 600	16 200
500 000	23 600	23 400	19 900	11 700	15 400	6 600	2 600	4 600	23 300
800 000	27 300	27 300	22 800	12 900	18 100	7 500	2 700	5 200	27 600
1 000 000	29 100	29 300	24 100	13 500	19 600	7 900	2 800	5 400	29 800
1 500 000	32 500	33 100	26 600	14 500	22 300	8 700	2 900	5 900	33 900
2 000 000	35 000	36 000	28 300	15 100	24 500	9 200	3 000	6 300	36 900
5 000 000	42 600	45 500	33 300	16 500	32 000	11 000	3 100	7 300	47 100

EXAMPLE USING THE
STANDARD ERROR TABLE

8 From table 1.2, 662,000 households outside of the metropolitan areas had access to the Internet at home. This estimate has a SE around 16,400. This means there are about two chances in three that the true value (i.e. the value that would have been obtained from a complete census) is within the range 645,600 to 678,400 households and about 19 chances in 20 that the true value is in the range 629,200 to 694,600 households.

EXAMPLE USING THE
STANDARD ERROR TABLE
continued

9 Particular care should be taken when comparing figures over time. It is not correct to assume that an apparent difference between figures is actually significant. Such an estimate is subject to sampling error. An approximate SE of the difference between two estimates ($x-y$) may be calculated by the following formula:

$$SE(x - y) = \sqrt{[SE(x)]^2 + [SE(y)]^2}$$

10 From table 1.2, the increase in the number of households with access to the Internet at home was roughly 793,000 households (from 1,536,000 households in 1999 to 2,329,000 households in 2000). The SE on this movement is around 33,200. There are two chances in three that the true value is within the range 759,800 to 826,200 households and 19 chances in 20 that the true value is in the range 726,600 to 859,400 households. If the range does not include the value zero, the movement can be considered to be statistically significant.

ACKNOWLEDGMENT

11 Australian Bureau of Statistics (ABS) publications draw extensively on information provided freely by individuals, businesses, governments and other organisations. Their continued cooperation is very much appreciated. Without it, the wide range of statistics published by the ABS would not be available. Information received by the ABS is treated in strict confidence as required by the *Census and Statistics Act 1905*.

RELATED PUBLICATIONS

12 Other ABS publications on the production and use of information technology and telecommunication goods and services in Australia are:

Household Use of Information Technology, Australia, 1998 and 1999 issues (Cat. no. 8146.0)

Use of the Internet by Householders, Australia, February, May, August and November 2000 issues (Cat no. 8147.0)

Internet Activity, Australia, Sep 2000 (Cat no. 8153.0)

Use of Information Technology on Farms, 1998–99 (Cat. no. 8150.0)

Business Use of Information Technology, Australia, 1999–2000 (Cat. no. 8129.0)

Government Use of Information Technology, 1997–98 (Cat. no. 8119.0)

AVAILABILITY OF
UNPUBLISHED STATISTICS

13 As well as statistics included in this publication, the ABS has a range of data on the use of selected information technologies in households. Inquiries about these statistics should be made by telephoning John Ovington on Canberra 02 6252 5189 or email john.ovington@abs.gov.au.

SYMBOLS AND OTHER
USAGES

b	billion
m	million
SE	standard error
*	Estimates have a relative standard error between 25% and 50%
**	Estimates have a relative standard error of 50% or more
—	nil or rounded to zero (including null cells)
n.a..	not available

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