How will my information be used?

The data will be collected, de-identified and securely stored by the Social Research Centre (fully owned by The Australian National University).

The data will be analysed and results reported by Swinburne University and RMIT University. Along with a published report and dataset, results will be communicated in national media and used for further academic research.

The de-identified data may then be archived in the Australian Data Archive indefinitely following publication of the results.

How is my confidentially protected?

The information you provide will remain strictly confidential. We do not identify individuals, and any potentially identifying information attached to your response – such as your address – will be securely destroyed. The results will only be reported in aggregate form.

Your confidentiality is protected by the Australian Privacy Principles and the Australian Data and Insights Association's Privacy Code (**dataandinsights.com.au**) that governs how researchers collect, use, keep, secure and disclose personal information.

Both the Australian National University and the Social Research Centre abide by the guidelines and Code of Professional Behaviour of the Research Society (**researchsociety.com.au**) and comply with the *Privacy Act 1988.*

Further information

The study is funded by Telstra and data collection is being carried out by the Social Research Centre. The research is being conducted by Distinguished Professor Julian Thomas and Dr Yee Man Louie at RMIT University, and Professor Anthony McCosker and Associate Professor Sharon Parkinson at Swinburne University.

If you have any questions about your participation, or you would like to opt out, please contact:

Social Research Centre
1800 023 040
aius@srcentre.com.au

If you have any questions or concerns about the research, please contact:

Katy Morrison
RMIT University
ADII Coordinator
adii@rmit.edu.au

The Human Research Ethics Committees of Swinburne University (ref: 20248111) and RMIT University (ref: 28123) have approved this research project.

If you have any serious concerns or complaints about how this research has been conducted, please contact:

Ethics Officer
Human Research Ethics Committee
Swinburne University
03 9214 3845
resethics@swin.edu.au

The Australian Internet Usage Survey

digitalinclusionindex.org.au

ISO20252 CERTIFIED ISO Audit Solutions
GCC ISO 27001 CERTIFIED
ADIA Trust Mark Member 2026-27 PRIVACY QUALITY ETHICS
The Research Society 2025-26 Corporate Partner
Australian National University
Social Research Centre
ADM +S ARC Centre of Excellence for Automated Decision-Making and Society
RMIT UNIVERSITY
SWINBURNE UNIVERSITY OF TECHNOLOGY

What is the Australian Internet Usage Survey?

The Australian Internet Usage Survey (the Survey) is a partnership project between RMIT University, Swinburne University and Telstra that has been reporting on the internet usage of Australians since 2016.

The Survey aims to understand who uses the internet, the benefits Australians get from the internet and what barriers exist to accessing the internet.

The Survey data collected will be used to create a report and dashboard made freely available to the public, as well as other reports and academic publications. Previous results can be found at: **digitalinclusionindex.org.au**

Why is it important?

The results from the survey are used by government, business, community organisations and advocacy groups. The data and insights generated inform the development of policies, programs and services to better meet the needs of Australians and ensure everyone can benefit from being online.

By participating, you will be contributing to a long-term study that tracks how Australians feel about and use the internet. While the project is funded by Telstra, the results are for all Australians. This is not market research.

Further information on the Australian Internet Usage Survey, including published results from previous years, are available at: **digitalinclusionindex.org.au**

How was my household selected?

Your address was randomly sampled from the Geocoded National Address File (G-NAF). The G-NAF is a database of all the physical addresses in Australia. The database is publicly available from contributors including the land agencies in each state and territory of Australia. You can find out more about the G-NAF at: **geoscape.com.au/data/g-naf**

Why do you need my help?

We have randomly selected 10,849 addresses and invited one person from each household to participate. For the results to be accurate, and to reflect the views of different groups in our society, we need involvement from as many households as possible.

It is vital that we hear from all Australians – **especially those who do not use the internet.**

What is involved?

The Survey asks questions on your internet access, cost and use, as well as your digital skills and some basic information about you, such as your age and gender.

It will take about 20 minutes to complete. You can easily complete the questionnaire in hardcopy or online on any device, in one or more sittings. You must be aged 18 years or over and living in Australia to take part in the survey.

How do I participate?

You can complete the Survey online or in paper form. To complete the questionnaire online, use the details provided in the letter that accompanied this brochure. Submitting the survey online or in paper form indicates your consent to participate.

To complete the questionnaire in more than one sitting, save your answers and close the browser. When you next log on, you will be returned to where you left off.

If you do not have access to the internet, or cannot otherwise complete the Survey online, you can complete it on paper.

We will recontact people who do not complete online with a paper questionnaire and reply-paid envelope.

Do I have to participate?

Participation in the project is entirely voluntary and you may decline to take part or withdraw from the Survey at any time without providing an explanation.

If you do withdraw prior to the results being published, your data will be retrieved and destroyed without any penalty. If you do choose to participate, you can still refuse to answer any questions throughout the Survey.

Are there any benefits?

By participating in the Survey, you are helping to improve our understanding of who uses the internet, what benefits Australians get from the internet, what barriers exist to accessing the internet, and how this compares with other countries.

The Survey data may be archived indefinitely on the Australian Data Archive for future use and made publicly available to maximise the public value that can be gained from the effort put in by you and all Survey participants.

Upon completion of the Survey, you will be sent a $15 voucher as a token of our appreciation, which you can redeem in-store or online at a wide range of retailers in Australia. These retailers include major brands like Amazon, Coles, Woolworths, eBay, Apple, Bunnings, and Uber Eats.

Are there any risks involved?

No. The Survey is anonymous – you are not asked to supply your name or any identifying information. The data is collected on a secured server and any digital footprint made by completing the survey online is removed to reduce the risk that survey answers could be traced to a device.

All the information collected is confidential and it will not be possible to identify individuals.