[**Risk of not Knowing or Accessing Social Pathways for Gaining Digital Literacy**](https://youtu.be/moraCaSh4C8)

**Narrator:**

This Vignette concerns Social Risks

Interviewees will be discussing the Risks of not knowing/accessing social pathways for gaining digital literacy.

This risk perception engages contestation around different expectations of use — especially in terms of intergenerational perceptions and perceptions of technology. It manifests through a reluctance to ask for support due to not being understood.

In this section, you will hear a number of video vignettes extracted from interviews with older Australians.

Our first interviewee is Helen, aged 64, who speaks to moving away from family and struggling to get her grandchildren to understand her technology needs.

**Helen:**

I've got a 19-year-old grandson who could do it (use smartTV), but he just doesn't realize when you ask him to do something that I mean now, or soon. It's normal stuff, that's all, but because I'm by myself and where I am on this little farm, I'm very isolated because I don't have neighbors close and all those sort of things.

**Narrator:**

Lee, aged 77, gives us some insight into the strategy she takes when supporting others to learn and become familiar with new digital literacies.

**Lee:**

I think it is quite difficult to explain to people that are not really familiar or haven't had enough experience. And if you try to give too much information too quickly, I think that's confusing. I think you probably have to go step by step.

**Narrator:**

We last hear from Noel, aged 64, talking about his experience teaching classes and how many try to overcome their limitations and those that don’t.

**Noel:**

Yeah, there's a few people that have gone, "Okay, I'll just do this." And they give it a fling and we give them instructions and talk to them and stuff. And once they've got the hang of it, they're fine. But there's other people who battle continuously. They don't have any understanding of what they're doing. And they press the buttons in what they think is the sequence that should work, and when it doesn't work or they've done the wrong thing at the wrong point, and it all turns square, they get really flustered.

**Narrator:**

These vignettes were developed by the Shaping Connections Research Program at RMIT University’s School of Economics, Finance, and Marketing.

Our research develops insights on social inclusion and technology use among older Australians.

Please find additional information about these vignettes in the video description below.

You can get more information about the project by visiting www.shapingconnections.org. if you have any questions, comments, or feedback please use the contact us section of the website and we will get back to you.