[**Risk due to Limited Consumer Abilities**](https://youtu.be/WV_QEMZ4EmA)

**Narrator:**

This Vignette concerns Functional Risk

Interviewees will be discussing the Risk due to Limited Consumer Abilities.

This risk perception concerns when Consumers don't trust their abilities and find themselves needing help or taking longer to complete a task. It manifests in observable behaviour as a discomfort with or mistrust of one's own ability to overcome challenges faced when using ICT.

In this section, you will hear a number of video vignettes extracted from interviews with older Australians. The first vignette is of Eda, aged 77.

**Eda:**

And if I get stuck and don't know how to do something, for example, when a, say an Excel file or it was quite a stretch to get myself and my co-person to manage to put together a PowerPoint show for our U3A electors, because I haven't had any experience with PowerPoint.

And I did get frustrated with, when you put it on and something didn't work, but I don't... It was manageable and you get some help, and then you get it fixed, and on you go.

**Narrator:**

This next vignette is of Graeme, aged 76.

**Graeme:**

When I'm learning new skills, particularly for the first time, sometimes I am apprehensive, because if something doesn't work, you know I just...

**Narrator:**

This next vignette is of Greg, aged 68.

**Greg:**

And then setting up sharing screens and things like that, but there's still a heap to learn. But I probably won't have to learn that because like I typically am, I don't want to go any further than I need to.

**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.