

USE OF INFORMATION TECHNOLOGY BY HOUSEHOLDS IN QUEENSLAND

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I N Q U I R I E S

For further information about these and related statistics, contact the National Information and Referral Service on 1300 135 070 or Statistical Consultancy Unit on Brisbane (07) 3222 6012.

NOTES

BACKGROUND

This report presents an analysis of Queensland data on household use of information technology from 1998 to 2003.

The statistics in this report were compiled from four different national surveys, conducted by the Australian Bureau of Statistics (ABS) between 1998 and 2003. Information was obtained about the access and use of computers and the Internet by private households via the 1998, 1999 and 2000 Population Survey Monitor; 2001 Survey of Education, Training and Information Technology; 2002 General Social Survey; and the 2003 Survey of Disability, Ageing and Carers.

This report has been prepared by the ABS at the request of the Queensland Department of State Development, Trade and Innovation as an alternative to the State Supplementary Survey in 2005.

DATA COLLECTED AND PRESENTATION

Each of the surveys used different methodologies and sample sizes. The implications are discussed further in the explanatory and technical notes. As the range of information sought in surveys related to the Household Use of Information Technology has evolved over time, certain data items may not be available for each year.

The tables in this report cover analysis of both households and persons. Household level data has been presented with the characteristics of household income and Major Statistical Region (MSR). The MSRs used are Brisbane and Balance of Queensland. Any reference in the text to Brisbane relates to the Brisbane MSR. For more information on the MSRs, see the Glossary.

Person level data has been presented with characteristics for sex, age group, education level, income, occupation and labour force status.

FURTHER INFORMATION

For further information on any of the content in this report please contact the National Information and Referral Service on 1300 135 070.

Malcolm Greig
Acting Regional Director, Queensland

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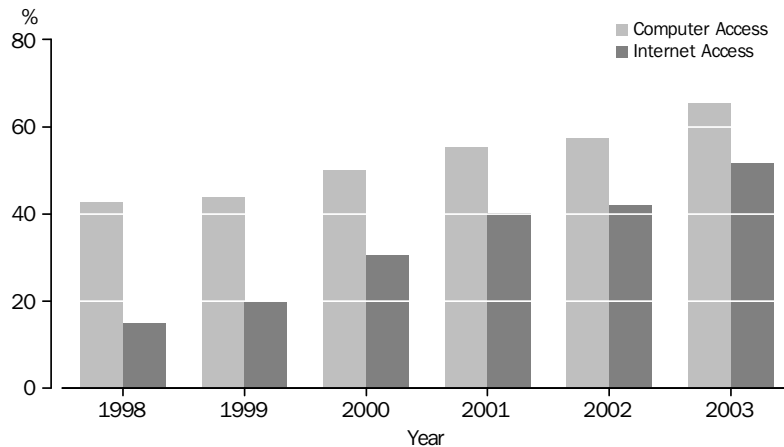
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MAIN FINDINGS

The data collected from 1998 to 2003 showed:

- Two-thirds of Queensland households had computer access in 2003.
- Over one-half of Queensland households had Internet access in 2003.
- Household computer access increased from 43% of all households in 1998 to 65% in 2003.
- Household Internet access increased from 15% of all households in 1998 to 52% in 2003.

1.1 COMPUTER AND INTERNET ACCESS, Proportion of total households—1998–2003



HOUSEHOLD CHARACTERISTICS

Households in the Brisbane Region consistently had a higher rate of access to computers between 1998 and 2003 compared with households in the Balance of Queensland. However, growth in access to computers was proportionally greater in the Balance of Queensland to that in Brisbane. Access to the Internet was similar to the pattern of computer access with the households in Brisbane having a higher proportion of access.

PERSON CHARACTERISTICS

Overall, for the period 1998 to 2003, there was strong growth in the proportions of Queenslanders aged 18 years or more who accessed a computer and the Internet at home, irrespective of income, occupation, education level or labour force status.

Age

Age groups with the highest rates of Internet and computer access at home were aged between 35–44 years and 45–54 years. The highest proportional growth in computer and Internet access was in the 55–64 years and 65 years and over age groups.

Annual income

The higher the annual income for households and for adult persons in Queensland, the more likely they had home access to a computer and to the Internet over the period 1998 to 2003. However, during this period the highest proportional increases for both access and growth occurred in the lower income ranges.

Occupation

Managers, administrators and professionals; and clerical, sales and service workers were the occupation categories with the highest proportions of home computer and Internet access over the period, rising to 88% and 77% respectively in 2003. Tradespersons, transport workers, labourers and related workers exhibited the largest proportional growth in access between 1998 and 2003, rising from 39% to 73% for computer access and 14% to 56% for Internet access.

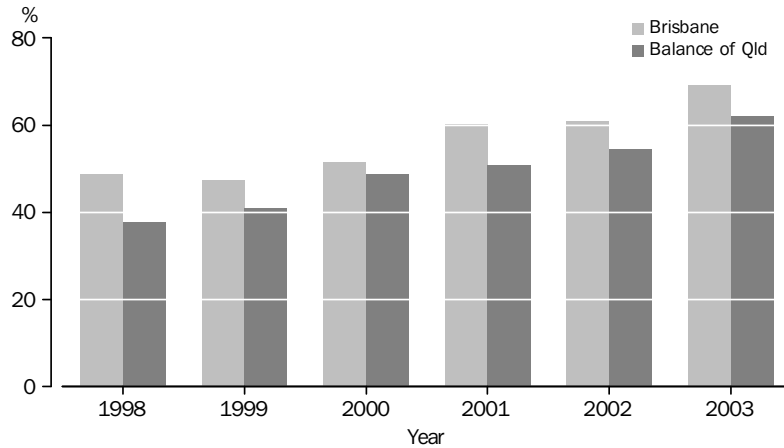
Labour force status

In 2003, a majority (82%) of employed persons had computer access at home, compared with 73% for unemployed persons and 54% (or more than double the proportion in 1998) for persons categorised as not in the labour force. Home Internet access by labour force status has experienced considerable growth between 1998 to 2003. The proportion of employed persons rose from 24% in 1998 to 68% in 2003. The corresponding increase for the unemployed was from 25% to 54%, while the proportion for persons not in the labour force rose from 12% to 40%.

USE OF COMPUTERS

Access to computers in Queensland households increased in every year between 1998 and 2003. The greatest growth, from 57% to 65%, was experienced between 2002 and 2003. The smallest increase was between 1998 and 1999 (43% to 44%).

2.1 COMPUTER ACCESS, Proportion of total households by region—1998–2003



HOUSEHOLD CHARACTERISTICS
Statistical region

Home computer access for households in Brisbane increased strongly from 1998 to 2003 (49% to 69%) with increases experienced every year except for the period 1998 to 1999, which recorded a small decrease.

The proportion of households in Balance of Queensland with access to home computers increased from 38% in 1998 to 62% in 2003, with increases experienced every year. A substantial increase during that period occurred from 1999 to 2000 (41% to 49%) and the smallest increase was between 2000 and 2001 (49% to 51%). These rates of increase were generally greater than for households in the Brisbane area.

Household income

The lower the annual income for households in Queensland, the less likely they had access to a computer at home. In 1998, one in five Queensland households with an annual income under \$25,000 had access to a computer at home. By 2003, this proportion had increased to one in three. Households with income between \$25,000–\$49,999 had the largest proportional increase from 40% to 65% in computer access at home between 1998 and 2003. All other income categories displayed growth over the period of between 13% and 25%, except \$100,000 and over which declined by 3%.

2.2 HOUSEHOLDS WITH COMPUTER ACCESS AT HOME—1998–2003

	NUMBER OF HOUSEHOLDS WITH ACCESS						PROPORTION OF ALL HOUSEHOLDS(a)					
	1998	1999	2000	2001	2002	2003	1998	1999	2000	2001	2002	2003
	'000	'000	'000	'000	'000	'000	%	%	%	%	%	%
Household income(b)												
\$0–\$24,999	88.9	83.1	91.7	na	137.6	122.1	20.4	19.9	24.4	na	30.6	33.4
\$25,000–\$49,999	128.5	142.4	173.2	na	225.4	222.9	39.8	41.7	49.5	na	59.7	64.6
\$50,000–\$74,999	136.0	149.7	166.6	na	194.2	188.4	60.1	62.7	68.9	na	73.8	80.9
\$75,000–\$99,999	61.8	78.2	69.4	na	105.9	134.0	72.7	70.2	70.1	na	82.5	87.9
\$100,000 and over	59.9	57.2	65.3	na	154.1	286.6	80.8	81.0	77.2	na	75.4	78.3
Statistical region												
Brisbane MSR	292.8	290.2	321.6	387.0	395.1	463.2	48.6	47.4	51.7	60.3	61.0	69.1
Balance of Qld MSR	268.9	295.3	358.6	389.2	427.4	493.9	37.8	40.9	48.7	51.0	54.5	62.1
Total households	561.7	585.5	680.2	776.2	822.5	957.1	42.8	43.9	50.1	55.2	57.4	65.3

na not available

(b) Excludes Don't know.

(a) Percentages are the proportions of all households that had computer access at home in each category.

PERSON CHARACTERISTICS

Between 1998 and 2003, computer access at home became available to a greater proportion of Queenslanders aged 18 years or more, regardless of education level, occupation or labour force status.

Age

Over the 1998 to 2003 period, persons aged 35–44 years recorded the highest levels of computer access at home, while those aged 65 years and over consistently recorded the lowest levels of access. Consistent growth was exhibited across all age categories during this period. Access for the 65 years and over category more than doubled as a proportion of users, rising from 14% in 1998 to 33% in 2003.

Occupation

Between 1998 and 2003, managers, administrators and professionals displayed higher levels of home computer access followed by the clerical, sales and service workers, while access for tradespersons, transport workers, labourers and related workers remained lower (39% in 1998 to 73% in 2003).

Labour force status

Employed persons remain more likely to have home computer access in 2003 (82%) than unemployed persons (73%), and those not in the labour force (54%). While the employed category exhibited strong growth over the period (23%), the category with the strongest growth was not in the labour force, which more than doubled (26% in 1998 rising to 54% in 2003).

Annual income

Between 1998 and 2003, access to a computer at home increased for persons in all income groups with the exception of persons in the highest income group. This group remained constant with 82% access in both 1998 and 2003. For persons in the lowest income group, the proportions with Internet access grew by 40 percentage points in the period, while for persons in the \$25,000–\$49,999 and the \$75,000–\$99,999 income groups, strong growth was exhibited (43% to 78% and 68% to 91%, respectively).

2.3 PERSONS WITH COMPUTER ACCESS AT HOME—1998–2003

	NUMBER OF PERSONS WITH ACCESS						PROPORTION OF ALL PERSONS (a)					
	1998	1999	2000	2001	2002	2003	1998	1999	2000	2001	2002	2003
	'000	'000	'000	'000	'000	'000	%	%	%	%	%	%
Sex												
Male	606.8	612.8	718.1	797.8	860.8	1 400.7	49.0	48.6	55.8	60.9	64.2	74.7
Female	602.9	631.2	678.0	790.2	848.7	1 385.4	48.0	49.3	51.9	59.3	62.3	74.0
Age group (years)												
18–24	182.5	182.7	180.6	240.5	241.7	290.7	53.1	53.1	51.9	66.8	66.5	77.7
25–34	309.4	272.3	299.2	337.6	345.4	412.1	59.1	51.8	56.4	63.3	64.3	74.7
35–44	323.6	337.8	382.9	416.4	455.1	485.4	61.6	63.3	70.8	76.3	82.6	86.3
45–54	257.3	277.6	324.0	362.6	373.7	419.2	56.5	59.1	67.3	73.3	74.5	81.2
55–64	85.7	113.2	149.5	172.8	193.0	247.7	29.8	37.4	46.8	51.4	53.7	64.1
65 years and over(b)	51.2	60.4	59.8	58.1	100.5	137.3	14.3	16.6	16.1	15.6	25.8	32.5
Level of highest educational attainment(c) (d)												
Year 12 or lower	462.3	550.5	653.2	na	313.3	342.4	36.6	40.5	47.2	na	87.6	87.9
Trade/other certificate	345.3	282.8	400.9	na	118.7	183.6	52.4	44.2	54.8	na	79.8	82.0
Diploma/advanced diploma	117.8	125.0	108.3	na	332.9	464.1	65.5	67.4	69.4	na	65.4	69.9
Bachelor degree or higher	274.0	269.6	215.8	na	941.9	1 128.9	75.1	81.2	73.8	na	56.3	67.9
Person income(e)												
\$0–\$24,999	127.0	131.9	135.6	na	780.5	814.8	22.0	22.1	24.9	na	54.8	61.5
\$25,000–\$49,999	228.6	270.1	331.7	na	581.2	587.1	42.7	42.7	50.4	na	71.1	77.6
\$50,000–\$74,999	325.5	328.9	345.5	na	195.3	227.5	64.3	62.9	69.1	na	78.9	87.3
\$75,000–\$99,999	129.9	182.3	162.1	na	42.2	43.1	68.2	69.6	70.8	na	86.7	90.7
\$100,000 and over	150.3	146.0	158.7	na	102.3	1 106.6	81.7	80.2	76.3	na	68.2	82.0
Occupation(f) (g)												
Managers, administrators and professionals	451.5	412.5	421.3	515.3	551.4	608.5	71.0	71.9	72.5	82.4	85.3	87.8
Clerical, sales and service workers	270.2	310.0	340.1	351.7	366.8	468.6	63.4	59.3	65.7	69.8	72.7	83.1
Tradespersons, transport workers, labourers and related workers	219.1	207.1	289.9	322.1	364.0	438.8	39.3	41.9	55.5	58.8	63.9	72.8
Labour force status												
Employed	940.8	929.6	1 051.3	1 189.1	1 282.1	1 516.4	58.1	58.5	64.9	70.9	74.5	81.5
Unemployed	73.7	66.8	46.3	na	61.1	82.0	54.4	52.7	44.3	na	48.1	73.3
Not in the labour force	195.3	247.6	298.5	na	366.3	546.6	26.4	30.1	34.4	na	42.8	54.3
Total persons(h)	1 209.7	1 244.0	1 396.1	1 588.0	1 709.5	2 145.0	48.5	49.0	53.9	60.1	63.2	72.0

na not available

(a) Percentages are the proportion of the population who had computer access in each category.

(b) Persons aged 65 years or over were imputed as they were not in scope in 2001. For more information see *Explanatory Notes*.

(c) Excludes those who never attended school or where level was not determined.

(d) Education levels have been collapsed to increase reliability. For details see Technical Notes 24–26.

(e) Excludes Don't know.

(f) Excludes Occupations not defined.

(g) Occupation levels have been collapsed to increase reliability. For details see Technical Notes 27–28.

(h) Persons aged 18 years and over.

PURPOSE OF COMPUTER USE AT HOME

Of the 822,500 Queensland households with access to a computer at home in 2002, the most frequently reported purpose for computer use was for personal/private/records (79%) followed by work related (40%) and study related (33%) reasons. In 1998, the most frequently reported purposes were work related (41%), personal/private/records (40%) and study related (31%). While 'games' was not a possible response in the 2002 collection, during the period 1998 to 2000, games continued to exhibit proportions of nearly 30% during that time. Households could report one or more purposes for using a computer.

PURPOSE OF COMPUTER
USE AT HOME*continued***2.4** PURPOSE OF COMPUTER USE, by household—1998, 2000 and
2002

	Households with computer access	REASONS FOR USING THE COMPUTER(a)(b)				
		Work related	Study related	Personal/ private/ records	Games	Hobbies
	'000	%	%	%	%	%
1998						
Household income(c)						
\$0–\$24,999	88.9	25.0	34.8	42.2	37.5	na
\$25,000–\$49,999	128.5	30.1	34.0	42.6	42.5	na
\$50,000–\$74,999	136.0	50.6	25.0	40.1	22.9	na
\$75,000–\$99,999	61.8	64.8	30.3	46.4	24.7	na
\$100,000 and over	59.9	52.2	27.0	39.3	19.7	na
Statistical region						
Brisbane MSR	292.8	41.4	36.5	39.1	29.4	na
Balance of Qld MSR	268.9	40.7	24.3	41.2	29.9	na
Total households	561.7	41.1	30.7	40.1	29.7	na
2000						
Household income(c)						
\$0–\$24,999	91.7	22.8	36.1	51.9	30.8	24.2
\$25,000–\$49,999	173.2	38.0	34.2	50.8	36.5	16.5
\$50,000–\$74,999	166.6	44.1	26.3	44.2	26.5	15.2
\$75,000–\$99,999	69.4	54.3	23.0	48.9	22.7	21.6
\$100,000 and over	65.3	54.7	23.4	53.9	24.7	13.7
Statistical region						
Brisbane MSR	321.6	40.7	31.3	51.0	28.4	19.6
Balance of Qld MSR	358.6	40.4	28.9	46.0	29.4	16.3
Total households	680.2	40.5	30.0	48.4	28.9	17.8
2002						
Household income(c)						
\$0–\$24,999	137.6	21.6	32.5	79.3	na	na
\$25,000–\$49,999	225.4	27.2	32.4	75.1	na	na
\$50,000–\$74,999	194.2	48.6	32.9	76.3	na	na
\$75,000–\$99,999	105.9	44.9	28.2	81.4	na	na
\$100,000 and over	154.1	61.9	38.4	85.0	na	na
Statistical region						
Brisbane MSR	395.1	42.0	33.6	81.0	na	na
Balance of Qld MSR	427.4	38.7	35.3	83.0	na	na
Total households	822.5	40.3	33.1	78.8	na	na

na not available

(a) Percentages are the proportions of all households that had computer access in that category.

(b) More than one reason may be nominated.

(c) Excludes Don't know.

USE OF PERIPHERAL IT
EQUIPMENT AT HOME

The use of printers, CD-ROM drives and scanners were the most likely to be used than any other peripheral IT equipment in 1998 and 2000. In 2000, the majority of Queensland households with computer access at home used a printer (90%), CD-ROM drive (80%) or a scanner (29%).

2.5 USE OF PERIPHERAL IT EQUIPMENT, by household—1998 and 2000

	Households with computer access	USE OF PERIPHERALS(a) (b)					
		Printer	CD-ROM drive	Scanner	CD bumer/ writer	DVD drive	Webcam/ PC camera
	'000	%	%	%	%	%	%
1998							
Household income(c)							
\$0–\$24,999	88.9	72.0	60.8	12.4	na	9.3	na
\$25,000–\$49,999	128.5	71.3	59.0	13.3	na	5.0	na
\$50,000–\$74,999	136.0	74.5	60.3	13.6	na	4.2	na
\$75,000–\$99,999	61.8	84.6	75.3	15.0	na	**1.4	na
\$100,000 and over	59.9	81.8	78.7	15.1	na	6.3	na
Statistical region							
Brisbane MSR	292.8	73.5	63.1	15.9	na	4.5	na
Balance of Qld MSR	268.9	77.2	63.8	13.0	na	5.9	na
Total households	561.7	75.3	63.5	14.5	na	5.1	na
2000							
Household income(c)							
\$0–\$24,999	91.7	87.7	72.4	30.4	7.0	4.3	5.1
\$25,000–\$49,999	173.2	87.8	80.1	26.1	6.9	1.8	3.2
\$50,000–\$74,999	166.6	90.4	80.8	28.0	9.3	5.5	3.5
\$75,000–\$99,999	69.4	90.2	81.1	34.0	9.3	8.0	5.8
\$100,000 and over	65.3	97.6	91.5	35.1	14.5	11.5	4.9
Statistical Region							
Brisbane MSR	321.6	91.9	81.2	28.1	9.2	5.2	3.9
Balance of Qld MSR	358.6	88.8	78.9	30.5	9.6	6.0	5.0
Total households	680.2	90.3	80.0	29.4	9.4	5.6	4.5

** estimate has a relative standard error greater than 50% and is considered too unreliable for general use

na not available

(a) Percentages are the proportions of households with computer access in that category.

(b) More than one item of peripheral IT equipment can be nominated.

(c) Excludes Don't know.

REASONS FOR NO COMPUTER ACCESS AT HOME

Although over one-half of Queensland households had access to a computer at home in 2002, there were still 606,300 households without access. The majority of households without home computer access (464,500) had incomes under \$50,000, including 312,100 households with annual incomes of under \$25,000.

Almost one-half of the 606,300 households without home computer access in 2002 reported either no need for computer access or lack of interest in having access at home. Nearly one-third of households reported costs too high as the main reason for being without access to a computer at home.

2.6 MAIN REASON FOR NO HOME COMPUTER ACCESS, by household— 1998, 2000, 2001 and 2002

MAIN REASON FOR NO HOME COMPUTER ACCESS(a)

	<i>Households with no access</i>	<i>No need</i>	<i>Costs too high</i>	<i>Lack of interest</i>	<i>No one knows how to use</i>	<i>Access elsewhere</i>	<i>Other</i>
	'000	%	%	%	%	%	%
1998							
Household income(b)							
\$0–\$24,999	334.5	34.3	26.5	29.9	9.1	*0.7	2.2
\$25,000–\$49,999	198.8	27.4	31.8	18.1	6.6	10.1	3.8
\$50,000–\$74,999	89.2	32.6	34.5	11.5	4.6	10.9	7.3
\$75,000–\$99,999	33.3	34.0	np	np	np	7.2	np
\$100,000 and over	13.4	65.4	np	np	np	np	np
Statistical region							
Brisbane MSR	321.5	28.7	31.9	22.1	6.3	3.4	3.1
Balance of Qld MSR	427.5	36.6	26.6	20.7	8.2	6.8	4.0
Total households	749.0	33.2	28.9	21.3	7.4	5.3	3.6
2000							
Household income(b)							
\$0–\$24,999	284.2	36.7	24.4	27.0	8.5	1.3	2.2
\$25,000–\$49,999	176.9	38.4	28.3	16.7	5.4	7.0	3.3
\$50,000–\$74,999	75.3	38.0	22.2	10.5	np	16.0	11.3
\$75,000–\$99,999	29.6	34.8	18.5	np	11.0	19.8	np
\$100,000 and over	19.3	37.1	12.4	np	np	28.0	np
Statistical region							
Brisbane MSR	300.1	35.3	27.4	23.3	4.6	6.5	3.0
Balance of Qld MSR	377.4	37.9	22.5	18.1	8.8	7.3	5.0
Total households	677.5	36.8	24.7	20.4	7.0	6.9	4.1
2001							
Household income							
\$0–\$24,999	na	na	na	na	na	na	na
\$25,000–\$49,999	na	na	na	na	na	na	na
\$50,000–\$74,999	na	na	na	na	na	na	na
\$75,000–\$99,999	na	na	na	na	na	na	na
\$100,000 and over	na	na	na	na	na	na	na
Statistical region							
Brisbane MSR	254.9	25.0	33.0	25.4	5.2	5.9	5.3
Balance of Qld MSR	374.0	32.7	33.3	17.9	9.2	3.0	3.6
Total households	628.9	29.6	33.2	21.0	7.6	4.2	4.3
2002							
Household income							
\$0–\$24,999	312.1	25.0	29.1	26.8	13.9	1.2	3.9
\$25,000–\$49,999	152.4	19.1	35.6	22.2	5.6	8.1	8.9
\$50,000–\$74,999	69.1	23.3	38.1	16.9	np	12.0	8.5
\$75,000–\$99,999	22.5	*10.7	29.8	21.3	np	27.6	np
\$100,000 and over	50.2	38.5	12.0	24.1	*4.4	13.6	6.0
Statistical region							
Brisbane MSR	253.1	26.8	28.3	20.5	7.4	8.3	8.5
Balance of Qld MSR	357.2	21.8	31.9	26.6	10.3	4.7	4.3
Total households	606.3	24.0	30.6	24.2	9.2	6.2	6.1

* estimate has a relative standard error of 25% to 50% and should be used with caution

na not available

np not available for publication but included in totals where applicable, unless otherwise indicated

(a) Percentages are proportions of all households with no access to a computer in each category.

(b) Excludes Don't know.

INCREASES IN HOME INTERNET ACCESS

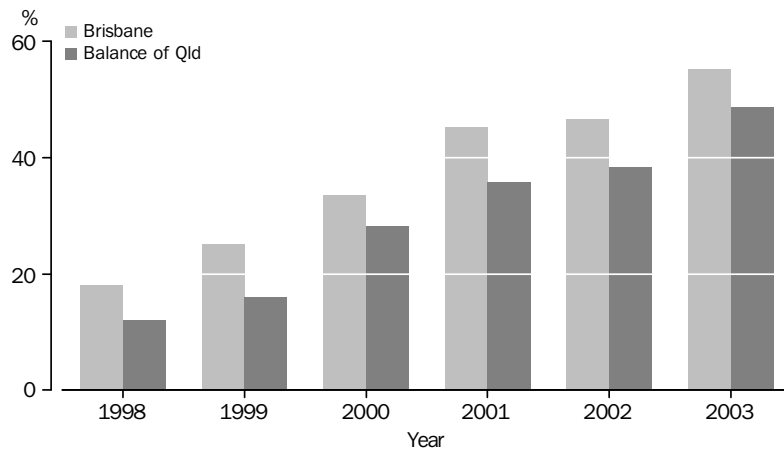
Between 1998 to 2003, the proportion of Queensland households with access to the Internet at home more than tripled, with a strong positive growth trend across the period.

HOUSEHOLD CHARACTERISTICS

Statistical region

Of the 561,700 households with computer access in 1998, approximately one-third (194,000) also had access to the Internet. By 2003, the proportion with Internet access had grown to over three-quarters, in a series of annual increases, the largest being between 1999 and 2000 (20% to 31%).

3.1 INTERNET ACCESS, Proportion of households by region—1998–2003



Internet access at home for Brisbane increased strongly between 1998 and 2003, from 18% of households to 55%. The proportion of households that had access to the Internet in the Balance of Queensland increased from 12% in 1998 to 49% in 2003, with the largest increase in access over this period occurring from 1999 to 2000 (16% to 28%) and the smallest between 2001 and 2002 (36% to 38%).

Annual Household Income

Households with lower incomes consistently recorded lower levels of home Internet access when compared with those with higher incomes between 1998 to 2003:

- In 1998, 23,000 Queensland households with an annual income \$0–\$24,999 had home Internet access, by 2003 this had increased to 78,000.
- Households with higher incomes (\$50,000–\$74,999 and \$75,000–\$99,999) recorded strong increases in Internet access over this period.
- Households with an income of \$100,000 and over, had a high proportion of Internet access but experienced more moderate growth over this time span.

3.2 HOUSEHOLDS WITH INTERNET ACCESS AT HOME—1998–2003

	NUMBER OF HOUSEHOLDS WITH ACCESS						PROPORTION OF ALL HOUSEHOLDS(a)					
	1998	1999	2000	2001	2002	2003	1998	1999	2000	2001	2002	2003
	'000	'000	'000	'000	'000	'000	%	%	%	%	%	%
Household income(b)												
\$0–\$24,999	23.1	21.8	49.9	na	83.7	78.2	5.3	5.2	13.3	na	18.6	21.4
\$25,000–\$49,999	38.4	57.0	94.3	na	157.7	169.4	11.9	16.7	26.9	na	41.7	49.1
\$50,000–\$74,999	46.2	75.5	99.8	na	144.1	147.6	20.4	31.6	41.3	na	54.7	63.4
\$75,000–\$99,999	23.9	44.1	45.3	na	82.8	113.6	28.1	39.6	45.7	na	64.5	74.5
\$100,000 and over	29.4	34.8	53.0	na	130.9	245.5	39.7	49.4	62.6	na	64.1	67.4
Statistical region												
Brisbane MSR	108.8	153.9	209.0	289.6	302.0	370.1	18.1	25.2	33.6	45.2	46.6	55.3
Balance of Qld MSR	85.2	114.8	207.5	273.7	300.4	386.7	12.0	15.9	28.2	35.9	38.3	48.7
Total households	194.0	268.6	416.5	563.3	602.3	756.8	14.8	20.1	30.7	40.1	42.1	51.7

na not available

(b) Excludes Don't know.

(a) Percentages are the proportion of all households with Internet access in each category.

PERSON
CHARACTERISTICS

Internet access at home demonstrated strong growth for Queenslanders across various characteristics such as income, age, occupation and labour force status.

Annual Person Income

Between 1998 and 2003, Internet access at home for persons in all income groups grew strongly. Persons with an income of \$0–\$24,999 recorded a substantial growth from 7.8% in 1998 to 47% in 2003. The greatest proportional increase in Internet access at home was for persons with an income of \$25,000–\$49,999, an increase of 49 percentage points to 63%.

Age

From 1998 to 2003, persons aged 35–44 years had the highest proportion of Internet access at home (24% in 1998 to 75% in 2003), followed by those aged 45–54 years (24% in 1998 to 67% in 2003). In general terms, moderate growth was exhibited in each calendar year and total access proportions at least doubled in each age category over the six year period.

Occupation

Managers, administrators and professionals tended to have higher proportions of Internet access at home when compared with other occupations. In 2003, 77% of managers, administrators and professionals had Internet access compared with 70% for clerical, sales and service workers, and 56% for tradespersons, transport workers, labourers and related workers.

Labour Force Status

Employed persons were more likely to have home Internet access in 2003 (68%) than unemployed persons (54%) and those not in the labour force (40%). All three categories exhibited strong growth over the period 1998 to 2003.

3.3 PERSONS WITH INTERNET ACCESS AT HOME—1998–2003

	NUMBER OF PERSONS WITH ACCESS						PROPORTION OF ALL PERSONS (a)					
	1998	1999	2000	2001	2002	2003	1998	1999	2000	2001	2002	2003
	'000	'000	'000	'000	'000	'000	%	%	%	%	%	%
Sex												
Male	241.8	298.3	426.7	586.5	654.8	1 146.0	19.5	23.7	33.2	48.0	48.8	61.2
Female	272.1	283.6	445.2	586.1	615.9	1 105.2	21.7	22.2	34.1	44.0	45.2	59.1
Age group (years)												
18–24	103.4	81.0	115.4	178.2	195.5	235.1	30.1	23.5	33.2	49.5	53.8	62.9
25–34	127.9	129.4	194.0	245.7	266.2	334.2	24.4	24.6	36.6	46.1	49.5	60.5
35–44	125.8	150.5	229.4	303.0	331.0	419.0	23.9	28.2	42.4	55.5	60.1	74.6
45–54	109.7	143.8	206.5	279.5	275.2	346.2	24.1	30.6	42.9	56.5	54.8	67.1
55–64	21.7	52.2	91.4	121.4	143.5	173.8	7.5	17.2	28.6	36.1	39.9	45.2
65 years or older(b)	25.4	25.0	35.2	44.8	59.4	99.8	7.1	6.9	9.5	12.1	15.2	23.7
Level of highest educational attainment(c) (d)												
Year 12 or lower	181.8	221.4	389.8	na	659.7	881.8	14.4	16.3	28.2	na	39.4	53.1
Trade/other certificate	130.5	123.7	236.8	na	241.1	358.8	19.8	19.3	32.4	na	47.4	54.0
Diploma/advanced diploma	54.7	75.2	72.3	na	100.8	158.2	30.4	40.6	46.4	na	67.8	70.6
Bachelor degree or higher	136.6	153.6	158.6	na	269.1	312.6	37.4	46.3	54.3	na	75.3	80.7
Person income(e)												
\$0–\$24,999	45.0	37.7	73.3	na	558.5	623.0	7.8	6.3	13.5	na	39.2	47.1
\$25,000–\$49,999	73.5	103.3	181.9	na	421.7	476.9	13.7	16.3	27.7	na	51.6	63.1
\$50,000–\$74,999	142.4	162.6	213.2	na	161.2	197.6	28.1	31.1	42.6	na	65.2	76.2
\$75,000–\$99,999	56.3	102.6	104.0	na	39.4	36.7	29.5	39.1	45.4	na	80.9	78.3
\$100,000 and over	81.7	90.8	127.6	na	86.5	910.5	44.4	49.9	61.4	na	57.7	67.5
Occupation(f) (g)												
Managers, administrators and professionals	114.3	231.0	296.7	407.4	469.2	532.5	33.8	40.3	51.1	65.2	72.6	77.1
Clerical, sales and service workers	48.1	145.3	234.8	272.5	276.9	393.8	22.5	27.8	45.4	54.1	54.9	69.9
Tradespersons, transport workers, labourers and related workers	38.4	72.7	154.6	209.1	238.4	339.7	13.6	14.7	29.6	38.1	41.8	56.4
Labour force status												
Employed	393.5	448.9	686.1	889.0	984.5	1 266.5	24.3	28.2	42.3	53.1	57.2	68.2
Unemployed	34.0	31.4	20.9	na	51.0	60.5	25.2	24.8	20.0	na	40.2	54.1
Not in the labour force	86.3	101.6	164.9	na	235.3	405.9	11.7	12.3	19.0	na	27.5	40.4
Total persons(h)	513.9	581.9	871.9	1 172.6	1 270.8	2 251.2	20.6	22.9	33.6	44.4	47.0	60.1

na not available

(a) Percentages are the proportion of all persons with Internet access in each category.

(b) Persons aged 65 years or over were imputed and were not in scope in 2001. See Explanatory Notes.

(c) Excludes those who never attended school or where level was not determined.

(d) Education levels have been collapsed to increase reliability. For details see Technical Notes 24–26.

(e) Excludes Don't know.

(f) Excludes Occupations not defined.

(g) Occupation levels have been collapsed to increase reliability. For details see Technical Notes 27–28.

(h) Persons aged 18 years and over.

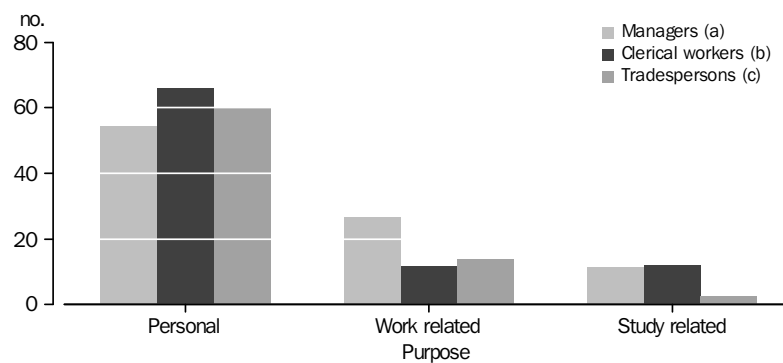
PURPOSE OF INTERNET USE AT HOME

Of the 1,270,800 persons who accessed the Internet at home in 2002, the most common purpose for Internet use was personal (61%). Work related (16%) was the next most frequent reason for using the Internet, followed by study related purposes (10%).

PURPOSE OF INTERNET

USE AT HOME *continued*

3.4 PURPOSE OF INTERNET USE, by occupation—2002



(a) Includes Managers, administrators and professionals.

(b) Includes Clerical, sales and service workers.

(c) Includes Tradespersons, transport workers, labourers and related workers.

In 2002, across all categories, more than one-half of those with Internet access identified the purpose of Internet use as personal. Over one-half (55%) of managers, administrators and professionals used the Internet for personal reasons compared with 27% that accessed the Internet for work related purposes and 11% for study related reasons. Clerical, sales and service workers were more likely to use the Internet for personal reasons (66%) than for study related or work related purposes (both at 12%).

PURPOSE OF INTERNET
USE AT HOME *continued***3.5** PURPOSE OF INTERNET USE, Persons by selected
characteristics—2002

	Persons with Internet access '000	PURPOSE OF INTERNET USE(a)		
		Personal %	Work related %	Study related %
Sex				
Male	654.8	59.8	17.8	7.5
Female	615.9	61.2	13.0	12.1
Age group (years)				
18–24	195.5	64.0	—	—
25–34	266.2	66.7	18.0	*8.1
35–44	331.0	56.3	21.1	11.9
45–54	275.2	59.3	17.2	*4.5
55–64	143.5	53.8	15.8	*5.6
65 years or older	59.4	65.3	—	—
Level of highest educational attainment(b)(c)				
Year 12 or lower	659.7	62.1	11.4	9.2
Trade/other certificate	241.1	66.4	13.8	*5.8
Diploma/advanced diploma	100.8	55.1	26.8	*7.3
Bachelor degree or higher	269.1	53.2	22.8	15.4
Person income(d)				
\$0–\$24,999	558.5	57.5	8.9	13.4
\$25,000–\$49,999	421.7	68.0	12.6	7.8
\$50,000–\$74,999	161.2	52.8	34.4	—
\$75,000–\$99,999	39.4	*54.1	*33.5	—
\$100,000 and over	86.5	60.1	29.0	*7.5
Occupation(e)(f)				
Managers, administrators and professionals	469.2	54.5	26.6	11.4
Clerical, sales and service workers	276.9	66.1	11.5	12.1
Tradespersons, transport workers, labourers and related workers	238.4	60.0	13.7	*2.5
Labour force status				
Employed	984.5	59.1	19.2	9.4
Unemployed	51.0	57.6	—	**7.5
Not in the labour force	235.3	66.7	—	11.4
Total persons(g)	1 270.8	60.5	15.5	9.7

* estimate has a relative standard error of 25% to 50% and should be used with caution

** estimate has a relative standard error greater than 50% and is considered too unreliable for general use

— nil or rounded to zero (including null cells)

(a) Percentages are of persons with access to the Internet in each category.

(b) Excludes those who never attended school or where level was not determined.

(c) Education levels have been collapsed to increase reliability. For details see Technical Notes 24–26.

(d) Excludes Don't know.

(e) Excludes Occupations not defined.

(f) Occupation levels have been collapsed to increase reliability. For details see Technical Notes 27–28.

(g) Persons aged 18 years and over.

INTENTIONS TO ACQUIRE INTERNET ACCESS

It can be expected that as more households acquire access to computers and the Internet at home, the less likely these households will report the intention to connect to the Internet. In 1998, 29% of Queensland households reported an intention to connect to the Internet in the next 12 months, this declined in 2002 with 21% of Queensland households with the same intention.

Annual Household Income

In 1998, households with an income of \$100,000 and over were far more likely to have the intention to connect to the Internet in the next 12 months than households with an income of \$0–\$24,999 (60% and 13% respectively). By 2002, the intentions to connect to the Internet decreased to 26% and 10% respectively for these income groups.

In 2002, more households in the income ranges \$50,000–\$74,999 and \$75,000–\$99,999 indicated intentions to access the Internet in the next 12 months (36% and 44% respectively) than households in other income groups.

3.6 INTENTIONS OF ACCESSING THE INTERNET IN NEXT 12 MONTHS, by household—1998 and 2002

	1998(a)		2002(a)	
	'000	%	'000	%
Household income(b)				
\$0–\$24,999	8.5	13.2	34.8	9.5
\$25,000–\$49,999	24.8	27.5	52.6	23.9
\$50,000–\$74,999	26.4	29.4	42.6	35.8
\$75,000–\$99,999	16.4	43.3	20.0	43.9
\$100,000 and over	18.3	59.9	19.2	26.2
Statistical region				
Brisbane MSR	52.7	29.0	87.7	25.4
Balance of Qld MSR	54.4	29.6	82.3	17.0
Total households	107.1	29.3	169.9	20.5

- (a) Percentages are the proportion of all households without Internet access in each category.
- (b) Excludes Don't know.

MAIN REASONS FOR NOT HAVING INTERNET ACCESS

Approximately one-quarter of all households reported no interest as being the main reason for not having Internet access over the period 2000 to 2002, displaying a small but consistent decline. With the exception of 2000, the issue of cost of Internet access remained constant in determining access, often exceeding no interest as the reason. Queensland households that have no use for the Internet declined between 2000 and 2002, with 24% of households citing this reason in 2000 and 16% in 2002.

MAIN REASONS FOR NOT
HAVING INTERNET
ACCESS *continued*

3.7 HOUSEHOLDS WITHOUT INTERNET ACCESS, by main
reason—2000, 2001 and 2002

	Households without Internet access	MAIN REASON HOUSEHOLD WITHOUT INTERNET ACCESS(a)			
		No interest	Cost	No use	Can access elsewhere
	'000	%	%	%	%
2000					
Household income(b)					
\$0–\$24,999	326.0	35.8	18.9	26.9	2.7
\$25,000–\$49,999	255.8	23.3	21.5	25.7	6.2
\$50,000–\$74,999	142.0	17.3	22.1	18.6	10.9
\$75,000–\$99,999	53.7	26.7	np	21.3	17.6
\$100,000 and over	31.7	31.7	np	21.6	12.3
Statistical region					
Brisbane MSR	412.7	28.5	20.4	24.4	6.1
Balance of Qld MSR	527.7	26.9	18.0	23.9	7.5
Total households	940.4	27.6	19.0	24.2	6.9
2001					
Household income(b)					
\$0–\$24,999	na	na	na	na	na
\$25,000–\$49,999	na	na	na	na	na
\$50,000–\$74,999	na	na	na	na	na
\$75,000–\$99,999	na	na	na	na	na
\$100,000 and over	na	na	na	na	na
Statistical region					
Brisbane MSR	351.2	26.3	31.1	16.7	6.1
Balance of Qld MSR	489.5	23.7	25.1	23.4	4.9
Total households	840.7	24.8	27.6	20.6	5.4
2002					
Household income(b)					
\$0–\$24,999	365.2	27.9	27.5	18.6	*1.9
\$25,000–\$49,999	220.0	22.1	33.9	12.8	*6.8
\$50,000–\$74,999	119.1	19.1	29.2	15.3	*12.2
\$75,000–\$99,999	45.6	*16.0	*16.7	10.3	*21.9
\$100,000 and over	73.4	23.6	16.8	22.6	*12.5
Statistical region					
Brisbane MSR	345.4	18.8	24.7	21.3	8.9
Balance of Qld MSR	484.2	28.1	29.8	12.8	5.1
Total households	829.7	24.2	27.7	16.3	6.7

* estimate has a relative standard error of 25% to 50% and should be used with caution

na not available

np not available for publication but included in totals where applicable, unless otherwise indicated

(a) Percentages are the proportion of households without internet access in each category.

(b) Excludes Don't know.

ACCESSING GOVERNMENT
SERVICES VIA THE
INTERNET, 2000 TO 2002

In 2002, 608,300 persons in Queensland accessed government services via the Internet from home compared with 243,200 in 2000 and 615,900 in 2001. Most likely to access government services in 2002 were persons with a Year 12 or lower education, those with an income of less than \$50,000 or persons who were employed. Those least likely to access government services via the Internet were persons aged 65 years and over or persons who were unemployed.

ACCESSING GOVERNMENT
SERVICES VIA THE
INTERNET, 2000 TO 2002
continued

For those adults who accessed government services via the Internet in 2002 for private purposes, 48% did so for bill payments (compared with 26% in 2000 and 28% in 2001). The next three most utilised services in 2002 were employment/unemployment services(27%), tax returns (21%), and taxation information (19%).

3.8 ACCESSING GOVERNMENT SERVICES VIA THE INTERNET FOR PRIVATE PURPOSES, Persons by selected characteristics—2000–2002

	Persons who accessed government services via the Internet	ELECTRONIC LODGEMENT OF (a)(b)			INFORMATION OR SERVICES FOR (a)(b)			
		Bill payments	Tax returns	Applications and other	Taxation	Employment/unemployment	Pension or other benefits	Other
		'000	%	%	%	%	%	%
2000								
Sex								
Male	144.2	25.8	22.3	11.6	31.0	21.0	5.4	14.4
Female	99.0	26.3	17.3	*4.4	17.1	36.2	10.7	21.6
Age group (years)								
18–24	41.9	26.5	*8.3	**4.8	22.9	49.0	—	15.1
25–34	75.8	31.1	23.0	9.3	22.4	28.1	*3.5	16.8
35–44	56.9	22.8	21.7	13.7	38.0	25.2	12.3	8.2
45–54	50.3	19.1	23.6	**3.6	20.2	16.7	12.4	31.8
55–64	13.9	23.9	23.8	17.8	23.4	11.2	17.8	11.2
65 years or older(c)	4.4	62.3	19.4	—	—	—	—	18.3
Level of highest educational attainment(d)(e)								
Year 12 or lower	101.2	22.0	20.9	5.5	28.7	33.9	5.6	14.1
Trade/other certificate	62.3	29.2	11.8	11.5	20.0	25.8	10.8	16.6
Diploma/advanced diploma	26.6	27.0	37.9	np	21.4	37.6	np	15.2
Bachelor degree or higher	47.3	27.8	15.6	np	30.5	12.2	np	28.4
Person income(f)								
\$0–\$24,999	27.3	19.2	9.6	6.3	27.8	26.7	16.9	15.3
\$25,000–\$49,999	45.1	30.7	12.5	18.5	30.2	20.4	11.1	12.7
\$50,000–\$74,999	68.7	27.8	33.2	**2.6	31.3	27.2	—	10.0
\$75,000–\$99,999	29.9	32.3	16.8	—	19.8	31.9	11.7	18.0
\$100,000 and over	30.1	19.0	**5.9	20.2	25.1	—	11.5	54.9
Occupation(g)(h)								
Managers, administrators and professionals	96.4	22.6	14.4	13.7	34.5	19.6	*5.5	24.2
Clerical, sales and service workers	65.0	33.0	28.3	np	19.2	35.6	np	21.1
Tradespersons, transport workers, labourers and related workers	41.8	32.2	26.6	np	24.9	23.9	np	—
Labour force status								
Employed	203.2	27.9	21.4	9.3	27.6	25.6	6.6	18.2
Unemployed	10.1	—	22.4	22.4	17.9	82.1	—	—
Not in the labour force	29.9	21.9	12.0	—	12.4	19.5	16.9	16.9
Total persons(i)	243.2	26.0	20.3	8.7	25.4	27.2	7.6	17.3

* estimate has a relative standard error of 25% to 50% and should be used with caution

** estimate has a relative standard error greater than 50% and is considered too unreliable for general use

— nil or rounded to zero (including null cells)

np not available for publication but included in totals where applicable, unless otherwise indicated

(a) Percentages are the proportion of persons who have accessed government services for that purpose.

(b) More than one government service accessed can be nominated.

(c) Persons aged 65 years or over were imputed as they were not in scope in 2001. See Explanatory Notes.

(d) Excludes those who never attended school or where level was not determined.

(e) Education levels have been collapsed to increase reliability. For details see Technical Notes 24–26.

(f) Excludes Don't know.

(g) Excludes Occupations not defined.

(h) Occupation levels have been collapsed to increase reliability. For details see Technical Notes 27–28.

(i) Persons aged 18 years and over.

3.8 ACCESSING GOVERNMENT SERVICES VIA THE INTERNET FOR PRIVATE PURPOSES, Persons by selected characteristics—2000–2002 *continued*

	Persons who accessed government services via the Internet	ELECTRONIC LODGEMENT OF (a)(b)			INFORMATION OR SERVICES FOR (a)(b)			
		Bill payments	Tax returns	Applications and other	Taxation	Employment/unemployment	Pension or other benefits	Other
	'000	%	%	%	%	%	%	%
2001								
Sex								
Male	338.9	29.8	7.7	5.3	15.9	18.1	*2.3	19.7
Female	277.0	25.4	8.9	6.3	10.1	27.9	*2.5	16.0
Age group (years)								
18–24	100.7	17.7	*5.0	np	8.8	43.3	*4.5	15.5
25–34	187.1	28.5	7.5	6.9	16.1	22.3	*2.2	16.2
35–44	164.6	30.3	7.6	5.2	13.5	19.6	*1.5	17.4
45–54	123.5	30.0	7.1	*5.0	12.8	16.8	*2.9	22.4
55–64	35.1	np	27.5	np	13.1	—	—	np
65 years or older(c)	4.9	np	16.5	—	—	—	—	np
Level of highest educational attainment(d)(e)								
Year 12 or lower	na	na	na	na	na	na	na	na
Trade/other certificate	na	na	na	na	na	na	na	na
Diploma/advanced diploma	na	na	na	na	na	na	na	na
Bachelor degree or higher	na	na	na	na	na	na	na	na
Person income(f)								
\$0–\$24,999	na	na	na	na	na	na	na	na
\$25,000–\$49,999	na	na	na	na	na	na	na	na
\$50,000–\$74,999	na	na	na	na	na	na	na	na
\$75,000–\$99,999	na	na	na	na	na	na	na	na
\$100,000 and over	na	na	na	na	na	na	na	na
Occupation(g)(h)								
Managers, administrators and professionals	240.8	28.5	7.0	6.1	17.9	12.5	*2.5	23.2
Clerical, sales and service workers	145.0	23.4	10.2	7.7	6.8	31.1	*2.2	15.5
Tradespersons, transport workers, labourers and related workers	114.4	32.6	11.1	*5.2	18.3	22.9	—	9.4
Labour force status								
Employed	500.2	28.0	8.9	6.4	14.8	20.3	1.9	17.8
Unemployed	na	na	na	na	na	na	na	na
Not in the labour force	na	na	na	na	na	na	na	na
Total persons(i)	615.9	27.8	8.2	5.7	13.3	22.5	2.4	18.1

* estimate has a relative standard error of 25% to 50% and should be used with caution

— nil or rounded to zero (including null cells)

na not available

np not available for publication but included in totals where applicable, unless otherwise indicated

(a) Percentages are the proportion of persons who have accessed government services for that purpose.

(b) More than one government service accessed can be nominated.

(c) Persons aged 65 years or over were imputed as they were not in scope in 2001. See Explanatory Notes.

(d) Excludes those who never attended school or where level was not determined.

(e) Education levels have been collapsed to increase reliability. For details see Technical Notes 24–26.

(f) Excludes Don't know.

(g) Excludes Occupations not defined.

(h) Occupation levels have been collapsed to increase reliability. For details see Technical Notes 27–28.

(i) Persons aged 18 years and over.

3.8 ACCESSING GOVERNMENT SERVICES VIA THE INTERNET FOR PRIVATE PURPOSES, Persons by selected characteristics—2000–2002 *continued*

	Persons who accessed government services via the Internet	ELECTRONIC LODGEMENT OF (a)(b)			INFORMATION OR SERVICES FOR (a)(b)			
		Bill payments	Tax returns	Applications and other	Taxation	Employment/unemployment	Pension or other benefits	Other
		%	%	%	%	%	%	%
2002								
Sex								
Male	325.9	42.7	22.8	14.3	23.6	26.3	*7.1	19.0
Female	282.4	54.6	19.6	9.0	14.2	27.1	8.4	11.8
Age group (years)								
18–24	117.5	31.2	24.8	np	np	55.3	—	*12.8
25–34	182.0	52.6	19.1	*9.2	21.7	23.1	*12.1	*10.6
35–44	156.6	54.5	20.4	16.0	18.5	24.5	*4.8	16.0
45–54	107.7	49.9	22.2	*17.9	27.5	*14.1	*9.5	*18.7
55–64	38.2	*48.4	24.3	np	*18.3	np	16.2	37.2
65 years or older(c)	6.3	55.6	np	—	np	np	np	np
Highest level of educational attainment(d)(e)								
Year 12 or lower	297.4	44.6	20.1	11.0	15.9	31.9	8.9	11.9
Trade/other certificate	105.7	53.5	*21.9	np	*17.7	23.2	np	23.7
Diploma/advanced diploma	47.0	53.8	*13.2	np	*26.6	*33.4	np	*17.7
Bachelor degree or higher	158.1	50.0	25.7	15.2	24.4	17.3	*10.2	16.8
Person income(f)								
\$0–\$24,999	230.3	38.6	23.3	*9.7	19.0	41.6	*8.0	17.6
\$25,000–\$49,999	229.8	52.3	19.4	*9.4	17.5	19.3	*6.1	12.4
\$50,000–\$74,999	82.5	64.4	*22.1	*17.7	*20.8	*19.5	np	np
\$75,000–\$99,999	18.5	*55.1	np	*26.5	np	—	np	np
\$100,000 and over	45.2	*42.3	np	*18.8	np	*13.7	—	35.4
Occupation(g)(h)								
Managers, administrators and professionals	255.1	54.8	25.2	14.9	19.7	19.3	*7.0	16.1
Clerical, sales and service workers	134.7	55.3	18.3	*8.1	*16.6	30.3	np	*11.7
Tradespersons, transport workers, labourers and related workers	102.8	38.3	*15.4	*7.5	*19.4	29.0	np	25.0
Labour force status								
Employed	492.7	51.5	21.3	11.5	18.8	24.3	5.0	16.7
Unemployed	40.8	**12.7	*21.1	np	*14.2	72.3	np	np
Not in the labour force	74.8	46.3	*21.9	np	*25.4	*17.4	np	np
Total persons(i)	608.3	48.2	21.3	11.8	19.3	26.7	7.7	15.6

* estimate has a relative standard error of 25% to 50% and should be used with caution

** estimate has a relative standard error greater than 50% and is considered too unreliable for general use

— nil or rounded to zero (including null cells)

np not available for publication but included in totals where applicable, unless otherwise indicated

(a) Percentages are the proportion of persons who have accessed government services for that purpose.

(b) More than one government service accessed can be nominated.

(c) Persons aged 65 years or over were imputed as they were not in scope in 2001. See Explanatory Notes.

(d) Excludes those who never attended school or where level was not determined.

(e) Education levels have been collapsed to increase reliability. For details see Technical Notes 24–26.

(f) Excludes Don't know.

(g) Excludes Occupations not defined.

(h) Occupation levels have been collapsed to increase reliability. For details see Technical Notes 27–28.

(i) Persons aged 18 years and over.

HOME-BASED BUSINESS

The most recent available ABS information on technologies used by home-based businesses in Queensland relates to 1998. Selected technologies include computers, the Internet, mobile phones, pagers, voicemail and pay TV.

In 1998, the following observations of various personal characteristics were made of the use of technologies in a home-based business:

- The mobile phone was the technology most used by persons with home-based businesses in Queensland (80%). This was followed by the computer (50%), and the Internet (29%).
- Females with a home-based business were proportionally higher users across all technologies than their male counterparts.
- Mobile phones were used by in excess of 75% of all persons with a home-based business aged between 18–64 years.
- Persons with a bachelor degree or higher or with a diploma/advanced diploma were frequent users of computers, the Internet and voicemail.
- Persons with a reported annual income of \$50,000–\$74,999 were more likely to use the majority of selected technologies for their home-based business compared with other income categories.
- Managers, administrators and professionals were more likely to have a home-based business than any other occupation group and were the most frequent users of computers (60%), the Internet (33%), and are the second most frequent users of mobile phones (80%). The most frequent mobile phone users were in the clerical, sales and service workers group.

4.1 SELECTED TECHNOLOGIES USED BY HOME-BASED BUSINESSES, Persons by selected characteristics—1998

	Persons with a home-based business	SELECTED TECHNOLOGIES (a) (b)					
		Mobile phone	Computer use	Internet access	Pay TV	Pager	Voicemail
	'000	%	%	%	%	%	%
Sex							
Male	194.1	78.4	45.5	25.0	14.1	np	18.2
Female	201.5	80.9	54.4	31.7	30.7	np	22.9
Age group (years)							
18–24	64.1	86.9	44.6	44.6	33.8	np	10.9
25–34	93.2	86.1	52.9	48.0	31.2	8.6	24.7
35–44	84.9	81.7	51.5	24.1	16.9	*3.4	31.6
45–54	94.0	77.3	55.6	12.7	11.6	np	14.9
55–64 years	36.4	88.9	52.6	np	25.8	np	29.6
65 years or older	23.0	*20.7	*20.7	np	16.4	np	np
Level of highest educational attainment(c) (d)							
Year 12 or lower	167.7	76.7	34.9	16.3	30.1	—	11.7
Trade/other certificate	111.3	89.4	48.9	18.3	20.7	—	13.9
Diploma/advanced diploma	49.1	58.5	78.5	52.1	4.9	4.8	24.8
Bachelor degree or higher	58.2	86.9	74.5	62.5	22.7	9.8	45.5
Person income(e)							
\$0–\$24,999	32.8	52.2	*12.5	12.5	np	np	28.8
\$25,000–\$49,999	51.4	83.9	55.1	32.7	25.8	np	39.6
\$50,000–\$74,999	101.3	84.0	119.9	32.6	42.2	11.0	45.9
\$75,000–\$99,999	58.2	81.6	31.4	31.4	26.0	*4.0	10.8
\$100,000 and over	24.6	59.5	25.6	*10.2	np	np	*10.2
Occupation(f) (g)							
Manager, administrators and professionals	159.4	80.3	60.2	33.1	12.5	4.7	26.9
Clerical, sales and service workers	73.2	93.4	53.3	32.2	46.1	np	29.0
Tradespersons, transport workers, labourers and related workers	107.5	78.0	26.3	10.9	17.5	np	13.1
Labour force status							
Employed	340.0	82.4	48.0	25.9	21.3	2.2	23.0
Unemployed	17.8	52.6	100.0	100.0	—	—	—
Not in the labour force	37.8	67.8	44.2	17.7	44.4	8.9	8.9
Total persons(h)	395.6	79.7	50.0	28.4	22.6	2.8	20.6

* estimate has a relative standard error of 25% to 50% and should be used with caution

— nil or rounded to zero (including null cells)

np not available for publication but included in totals where applicable, unless otherwise indicated

(a) Percentages are the proportion of persons with a home-based business using that selected technology.

(b) More than one selected technology for home-based business can be nominated.

(c) Excludes those who never attended school or where level was not determined.

(d) Education levels have been collapsed to increase reliability. For details see Technical Notes 24–26.

(e) Excludes Don't know.

(f) Excludes Occupations not defined.

(g) Occupation levels have been collapsed to increase reliability. For details see Technical Notes 27–28.

(h) Persons aged 18 years and over.

HOUSEHOLD
EXPENDITURE ON IT

The most recent available ABS information on expenditure by Queensland households on computer hardware and software, computer services such as training and repairs, and the Internet relates to 1998. In 1998, 561,700 households in Queensland had access to a computer at home, of these households, 149,600 had access to Internet services.

Household expenditure on hardware and software

Households with a computer spent greater amounts on hardware and software than computer services, and the Internet.

In 1998, of the 561,700 households with computer access, 39% spent up to \$1,000 on software or hardware over the previous 12 months, 32% did not purchase these products and 26% spent more than \$1,000.

Of the households spending over \$1,000 on hardware and software, nearly 78,000 were in Brisbane compared with just over 68,000 in the Balance of Queensland (27% and 26% respectively of total households with computer access).

Expenditure on computer software and hardware varied with household income. About one-third of households within each of the three income ranges less than \$75,000 spent nothing on hardware and software, while about one-quarter of households in these categories spent more than \$1,000. These proportions were reversed in each of the two highest income ranges where about one-quarter of households spent nothing on software and hardware and about one-third spent more than \$1,000.

5.1 EXPENDITURE ON HARDWARE AND SOFTWARE, by household—1998

	Households with computer access	EXPENDITURE (a)					
		Nil	\$1-\$100	\$101-\$250	\$251-\$500	\$501-\$1,000	More than \$1,000
	'000	%	%	%	%	%	%
Household income (b)							
\$0-\$24,999	88.9	35.2	12.6	4.6	8.7	7.9	27.5
\$25,000-\$49,999	128.5	32.9	7.7	14.2	9.9	12.1	23.2
\$50,000-\$74,999	136.0	35.5	12.0	11.9	6.6	9.3	24.7
\$75,000-\$99,999	61.8	24.8	13.1	12.5	10.4	4.8	34.4
\$100,000 and over	59.9	24.8	8.7	9.0	17.9	5.5	30.2
Statistical region							
Brisbane MSR	292.8	33.1	10.9	8.2	9.6	7.8	26.6
Balance of Qld MSR	268.9	31.5	10.1	12.2	10.4	7.9	25.4
Total households	561.7	32.3	10.5	10.1	10.0	7.9	26.1

(a) Percentages are the proportion of households in the income range with that expenditure on hardware or software.

(b) Excludes Don't know or Not stated.

Household expenditure on services (training, repairs, etc.)

Most Queensland households with computer access (79%) spent nothing on computer services such as training and repairs in 1998. Expenditure on computer services varied between areas. While 24% of the households with computer access in the Balance of Queensland had computer service expenses in 1998, 19% of such households in Brisbane had computer service expenses during the same period.

5.2 EXPENDITURE ON SERVICES, by household—1998

	Households with computer access	EXPENDITURE(a)				
		Nil	\$1-\$100	\$101-\$250	\$251-\$500	More than \$500
	'000	%	%	%	%	%
Household income(b)						
\$0-\$24,999	68.9	77.5	11.9	4.9	4.0	**0.9
\$25,000-\$49,999	107.0	83.3	4.2	5.6	4.9	**1.4
\$50,000-\$74,999	113.8	83.7	5.3	5.2	2.5	3.4
\$75,000-\$99,999	51.2	82.8	*3.9	8.2	**1.4	*3.7
\$100,000 and over	38.5	64.3	11.6	7.9	5.0	7.7
Statistical region						
Brisbane MSR	236.8	80.9	6.4	3.7	3.6	3.1
Balance of Qld MSR	204.9	76.2	8.2	8.0	3.6	2.4
Total households	441.7	78.6	7.2	5.7	3.6	2.7

* estimate has a relative standard error of 25% to 50% and should be used with caution

** estimate has a relative standard error greater than 50% and is considered too unreliable for general use

(a) Percentages are the proportions of households in the income range with that expenditure on services (training, repairs, etc.).

(b) Excludes Don't know or Not stated.

Household expenditure on Internet services

The majority (80%) of the 149,600 Queensland households with Internet access spent between \$1-\$500 on Internet services. No expenditure on Internet services was recorded by 6.7% of households. In 1998, a higher proportion of households with Internet access in the Balance of Queensland recorded no Internet expenses (7.9%) when compared with households in Brisbane (5.6%). Households in the Balance of Queensland tended to spend more on Internet services than households in Brisbane.

Household expenditure on
Internet services
continued

5.3 EXPENDITURE ON HOUSEHOLD INTERNET SERVICES, by
household—1998

	Households with Internet access	EXPENDITURE(a)				
		Nil	\$1-\$100	\$101-\$250	\$251-\$500	More than \$500
	'000	%	%	%	%	%
Household income(b)						
\$0-\$24,999	20.5	7.5	27.0	49.3	**4.2	8.1
\$25,000-\$49,999	29.5	9.9	16.6	36.9	29.2	**2.9
\$50,000-\$74,999	37.4	*6.6	26.3	24.3	25.5	11.0
\$75,000-\$99,999	17.7	—	23.5	49.3	22.1	**5.2
\$100,000 and over	21.1	3.6	18.0	25.6	36.4	7.1
Statistical region						
Brisbane MSR	78.4	5.6	22.5	29.5	22.7	6.9
Balance of Qld MSR	71.2	7.9	24.3	33.8	28.0	6.0
Total households	149.6	6.7	23.3	31.5	25.2	6.5

* estimate has a relative standard error of 25% to 50% and should be used with caution

** estimate has a relative standard error greater than 50% and is considered too unreliable for general use

— nil or rounded to zero (including null cells)

(a) Percentages are the proportion of households in the income range with that expenditure on Internet services.

(b) Excludes Don't know or Not stated.

TRANSACTION METHODS

Queenslanders with access to the Internet at home increasingly used electronic methods to pay bills or transfer funds. In 1998, 946,000 (38%) Queenslanders used the telephone to pay bills and transfer funds. By 2002, approximately 1.34 million adults (50%) were using this method of banking. During this same period, there was a substantial increase in the number of people using the Internet to pay bills or transfer funds, from about 17,000 (0.7%) in 1998 to 651,000 (24%) by 2002.

PERSONAL
CHARACTERISTICS*Age*

The group most likely to use electronic banking to pay bills or transfer funds were aged between 25–34 years during 1998 to 2002. There was a substantial increase in the use of the Internet to pay bills or transfer funds pertaining to this age group (0.9% in 1998 rising to 34% in 2002). Even though the use of telephone banking to pay bills or transfer funds was favoured among persons aged 55–64 years in 1998 to 2000, they started to use the Internet more for their banking activities in 2002 (14%).

Education

Over the period 1998 to 2002, persons educated to a bachelor degree or higher were the most likely to use telephone banking as their preferred method of electronic banking to pay bills and transfer funds (60% in 1998, and peaking at 74% in 2000). Persons with a bachelor degree or higher preferred telephone banking in 2002, a large proportion used the Internet for their banking activities (rising from 0.6% in 1998 to 47% in 2002).

Persons with a year 12 or lower education were generally the least likely to bank electronically whether by telephone or the Internet across 1998 to 2002 (except by telephone in 2002). However, paying bills or transferring funds via the Internet for this particular group was on the increase from 0.4% in 1998 to 18% in 2002.

Annual Personal Income

The higher the income persons acquired, the more likely they used electronic banking, especially for persons with an annual income of \$100,000 or more. In 1999, persons across all income ranges began to use the Internet including 7.3% of persons with an income of \$100,000 or more. This doubled to 14% in 2000, then increased substantially to 32% in 2002.

Persons with an annual income of \$75,000–\$99,999 dominated the use of the Internet to pay bills or transfer funds in 2002. In this year, persons in this income group were more likely to pay bills or transfer funds via the Internet and the telephone (55% and 76%, respectively).

6.1 USE OF SELECTED ELECTRONIC COMMERCE, Persons by selected characteristics—1998–2002

	Total persons(a)	ELECTRONIC BANKING(b)	
		Use telephone to pay bills or transfer funds(c)	Use Internet to pay bills or transfer funds
	'000	%	%
1998			
Sex			
Male	1 238.6	34.4	0.4
Female	1 256.3	41.4	0.9
Age group (years)			
18–24	343.4	33.6	1.2
25–34	523.8	54.8	0.9
35–44	525.4	43.4	0.6
45–54	455.6	37.4	1.2
55–64	288.2	29.4	—
65 years or older	358.5	16.7	—
Level of highest educational attainment(d)(e)			
Year 12 or lower	1 262.7	27.8	0.4
Trade/other certificate	658.8	41.8	np
Diploma/advanced diploma	179.9	53.0	—
Bachelor degree or higher	365.1	59.9	0.6
Person income(f)			
\$0–\$24,999	577.2	14.8	—
\$25,000–\$49,999	535.1	33.2	0.3
\$50,000–\$74,999	506.5	55.1	1.8
\$75,000–\$99,999	190.5	58.8	—
\$100,000 or more	184.0	61.3	—
Occupation(g)(h)			
Managers, administrators and professionals	338.4	57.8	—
Clerical, sales and service workers	213.9	48.6	—
Tradespersons, transport workers, labourers and related workers	281.8	28.3	—
Labour force status			
Employed	1 619.5	45.5	0.6
Unemployed	135.3	28.8	—
Not in the labour force	740.0	22.9	1.0
Total persons(a)	2 494.8	37.9	0.7

— nil or rounded to zero (including null cells)

np not available for publication but included in totals where applicable, unless otherwise indicated

(a) Persons aged 18 years and over.

(b) Percentages are the proportion of all persons who use that method of electronic banking.

(c) Use of telephone to pay bills or transfer funds were not asked in 2001.

(d) Excludes those who never attended school or where level was not determined.

(e) Education levels have been collapsed to increase reliability. For details see Technical Notes 24–26.

(f) Excludes Don't know.

(g) Excludes Occupation not defined.

(h) Occupation levels have been collapsed to increase reliability. For details see Technical Notes 27–28.

6.1 USE OF SELECTED ELECTRONIC COMMERCE, Persons by selected characteristics—
1998–2002 *continued*

	Total persons(a)	ELECTRONIC BANKING(b)	
		Use telephone to pay bills or transfer funds(c)	Use Internet to pay bills or transfer funds
	'000	%	%
1999			
Sex			
Male	1 261.3	36.8	3.1
Female	1 279.1	40.0	2.0
Age group (years)			
18–24	344.1	33.7	3.5
25–34	525.6	49.0	2.6
35–44	533.5	47.5	2.1
45–54	469.7	40.2	4.7
55–64	302.6	33.3	*1.3
65 years or older	364.9	16.4	**0.4
Level of highest educational attainment(d)(e)			
Year 12 or lower	1 360.9	31.0	1.3
Trade/other certificate	640.1	35.9	2.0
Diploma/advanced diploma	185.4	55.6	10.0
Bachelor degree or higher	331.9	64.6	4.8
Person income(f)			
\$0–\$24,999	598.1	17.2	1.1
\$25,000–\$49,999	632.2	39.4	1.0
\$50,000–\$74,999	523.1	46.8	3.6
\$75,000–\$99,999	262.0	54.3	5.7
\$100,000 or more	181.9	68.4	7.3
Occupation(g)(h)			
Managers, administrators and professionals	573.3	54.6	6.1
Clerical, sales and service workers	523.0	49.4	2.2
Tradespersons, transport workers, labourers and related workers	493.9	30.9	*0.5
Labour force status			
Employed	1 590.2	45.5	3.1
Unemployed	126.8	35.3	9.7
Not in the labour force	823.4	25.2	0.4
Total persons(a)	2 540.4	38.4	2.5

* estimate has a relative standard error of 25% to 50% and should be used with caution

** estimate has a relative standard error greater than 50% and is considered too unreliable for general use

(a) Persons aged 18 years and over.

(b) Percentages are the proportion of all persons who use that method of electronic banking.

(c) Use of telephone to pay bills or transfer funds were not asked in 2001.

(d) Excludes those who never attended school or where level was not determined.

(e) Education levels have been collapsed to increase reliability. For details see Technical Notes 24–26.

(f) Excludes Don't know.

(g) Excludes Occupation not defined.

(h) Occupation levels have been collapsed to increase reliability. For details see Technical Notes 27–28.

6.1 USE OF SELECTED ELECTRONIC COMMERCE, Persons by selected characteristics—
1998–2002 *continued*

	Total persons(a)	ELECTRONIC BANKING(b)	
		Use telephone to pay bills or transfer funds(c)	Use Internet to pay bills or transfer funds
	'000	%	%
2000			
Sex			
Male	1 287.1	49.3	9.6
Female	1 305.1	58.3	7.5
Age group (years)			
18–24	348.2	50.9	7.9
25–34	530.2	69.7	14.0
35–44	540.6	63.4	10.9
45–54	481.5	56.9	9.1
55–64	319.7	47.3	3.8
65 years or older	372.0	21.7	1.2
Level of highest educational attainment(d)(e)			
Year 12 or lower	1 383.8	45.9	5.8
Trade/other certificate	731.1	57.5	7.8
Diploma/advanced diploma	155.9	70.8	16.0
Bachelor degree or higher	292.4	74.3	19.7
Person income(f)			
\$0–\$24,999	543.8	32.0	2.2
\$25,000–\$49,999	657.5	52.3	7.3
\$50,000–\$74,999	500.1	66.2	12.8
\$75,000–\$99,999	229.0	73.1	16.8
\$100,000 or more	208.0	74.7	14.7
Occupation(g)(h)			
Managers, administrators and professionals	580.8	71.3	17.6
Clerical, sales and service workers	517.4	65.5	11.8
Tradespersons, transport workers, labourers and related workers	522.4	51.8	6.6
Labour force status			
Employed	1 620.6	63.2	12.2
Unemployed	104.4	48.1	1.8
Not in the labour force	867.2	37.1	2.5
Total persons(a)	2 592.2	53.8	8.5

(a) Persons aged 18 years and over.

(b) Percentages are the proportion of all persons who use that method of electronic banking.

(c) Use of telephone to pay bills or transfer funds were not asked in 2001.

(d) Excludes those who never attended school or where level was not determined.

(e) Education levels have been collapsed to increase reliability. For details see Technical Notes 24–26.

(f) Excludes Don't know.

(g) Excludes Occupation not defined.

(h) Occupation levels have been collapsed to increase reliability. For details see Technical Notes 27–28.

6.1 USE OF SELECTED ELECTRONIC COMMERCE, Persons by selected characteristics—
1998–2002 *continued*

	Total persons(a)	ELECTRONIC BANKING(b)	
		Use telephone to pay bills or transfer funds(c)	Use Internet to pay bills or transfer funds
	'000	%	%
2001			
Sex			
Male	1 309.6	na	17.4
Female	1 332.0	na	14.0
Age group (years)			
18–24	359.9	na	16.8
25–34	533.1	na	22.9
35–44	545.8	na	21.2
45–54	494.9	na	15.9
55–64	335.9	na	9.4
65 years or older(d)	372.0	na	1.3
Level of highest educational attainment(e)(f)			
Year 12 or lower	na	na	na
Trade/other certificate	na	na	na
Diploma/advanced diploma	na	na	na
Bachelor degree or higher	na	na	na
Occupation(g)(h)			
Managers, administrators and professionals	625.1	na	26.9
Clerical, sales and service workers	503.9	na	19.6
Tradespersons, transport workers, labourers and related workers	548.2	na	13.0
Labour force status			
Employed	1 677.2	na	20.2
Unemployed	na	na	na
Not in the labour force	na	na	na
Total persons(a)	2 641.6	na	15.6

na not available

(a) Persons aged 18 years and over.

(b) Percentages are the proportion of all persons who use that method of electronic banking.

(c) Use of telephone to pay bills or transfer funds were not asked in 2001.

(d) Persons aged 65 years and over were imputed as they were not in scope for 2001. For more information see Explanatory Notes.

(e) Excludes those who never attended school or where level was not determined.

(f) Education levels have been collapsed to increase reliability. For details see Technical Notes 24–26.

(g) Excludes Occupation not defined.

(h) Occupation levels have been collapsed to increase reliability. For details see Technical Notes 27–28.

6.1 USE OF SELECTED ELECTRONIC COMMERCE, Persons by selected characteristics—
1998–2002 *continued*

	Total persons(a)	ELECTRONIC BANKING(b)	
		Use telephone to pay bills or transfer funds(c)	Use Internet to pay bills or transfer funds
	'000	%	%
2002			
Sex			
Male	1 340.7	45.3	24.1
Female	1 362.2	54.1	24.1
Age group (years)			
18–24	363.5	53.1	31.7
25–34	537.4	66.5	34.2
35–44	550.8	60.4	30.4
45–54	501.8	43.3	24.5
55–64	359.2	42.4	14.1
65 years or older	390.1	23.5	2.9
Level of highest educational attainment(d)(e)			
Year 12 or lower	1 672.8	47.2	18.3
Trade/other certificate	509.0	45.6	22.9
Diploma/advanced diploma	148.7	58.7	39.6
Bachelor degree or higher	357.6	65.3	47.3
Person income(f)			
\$0–\$24,999	1 423.4	42.6	16.4
\$25,000–\$49,999	817.9	57.0	28.4
\$50,000–\$74,999	247.4	65.6	43.8
\$75,000–\$99,999	48.7	76.4	55.4
\$100,000 or more	150.0	44.0	32.4
Occupation(f)(g)			
Managers, administrators and professionals	646.7	60.5	45.0
Clerical, sales and service workers	504.3	69.2	30.4
Tradespersons, transport workers, labourers and related workers	570.0	43.7	16.4
Labour force status			
Employed	1 721.1	57.5	31.2
Unemployed	126.9	50.7	22.4
Not in the labour force	854.9	34.0	10.0
Total persons(a)	2 702.8	49.7	24.1

(a) Persons aged 18 years and over.

(b) Percentages are the proportion of all persons who use that method of electronic banking.

(c) Use of telephone to pay bills or transfer funds were not asked in 2001.

(d) Excludes those who never attended school or where level was not determined.

(e) Education levels have been collapsed to increase reliability. For details see Technical Notes 24–26.

(f) Excludes Don't know.

(g) Excludes Occupation not defined.

PURCHASING AND
ORDERING VIA THE
INTERNET

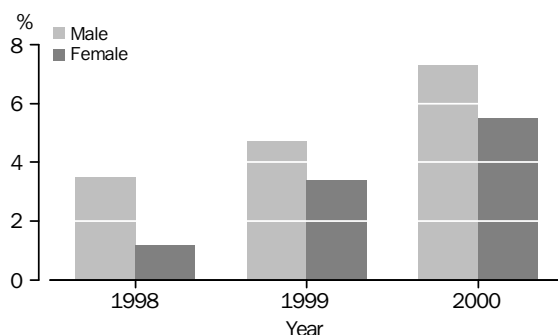
Purchasing or ordering goods and services for private use via the Internet (i.e., Internet shopping) has not been a common activity among Queensland's Internet users, however, usage did increase between 1998 and 2000. In 1998, 2.4% of Queensland Internet users were also Internet shoppers. In 1999, the proportion had increased to 4% and by 2000, 6.4 % of Internet users were also Internet shoppers. The increase between 1998 and 2000 represents an additional 106,000 adult Internet shoppers.

PURCHASING AND ORDERING VIA THE INTERNET *continued*

The likelihood that a person with access to the Internet at home was also an Internet shopper varied markedly with age, sex and income. However, only a small proportion of the Queensland population with home Internet access shopped over the Internet, so the number of Internet shoppers was relatively low overall.

In 2000, males (7.3%) were more likely than females (5.5%) to make purchases over the Internet and younger age groups were more likely than older groups to be Internet shoppers. A higher proportion of persons aged 25–34 years (9.9%) shopped on the Internet than any other age group while persons 65 years or older (1.4%) shopped the least.

6.2 PURCHASE OF GOODS AND SERVICES VIA THE INTERNET, by sex—1998–2000



In 2000, 20% of persons with a bachelor degree or higher were Internet shoppers, the highest proportion of any of the demographic groups who had Internet access.

Between 1998 and 2000, as personal income increased, so did the likelihood of Internet shopping. For example, in 2000, 18% of those with an income of \$100,000 and over were Internet shoppers while 1.2% of persons with a personal income of \$0–\$24,999 purchased goods and services this way.

6.3 WHETHER PURCHASED GOODS VIA THE INTERNET, Persons by selected characteristics—1998–2000

	1998		1999		2000	
	Total population(a)	Internet shopper	Total population(a)	Internet shopper	Total population(a)	Internet shopper
	'000	%	'000	%	'000	%
Sex						
Male	1 238.6	3.5	1 261.3	4.7	1 287.1	7.3
Female	1 256.3	1.2	1 279.1	3.4	1 305.1	5.5
Age group (years)						
18–24	343.4	4.9	344.1	4.0	348.1	7.7
25–34	523.8	2.1	525.6	5.2	530.2	9.9
35–44	525.4	2.3	533.5	5.5	540.6	7.4
45–54	455.6	4.1	469.7	5.5	481.5	7.2
55–64	288.2	—	302.6	*1.6	319.7	2.0
65 years or older	358.5	—	364.9	—	372.0	*1.4
Level of highest educational attainment(b)						
Year 12 or lower	1 262.7	2.1	1 360.9	1.5	1 383.8	3.8
Trade/other certificate	658.8	1.5	640.1	2.9	731.1	4.9
Diploma/advanced diploma	179.9	—	185.4	8.6	155.9	8.7
Bachelor degree or higher	365.1	6.2	331.9	14.4	292.4	20.0
Person income(c)						
\$0–\$24,999	577.2	1.1	598.1	1.1	543.8	1.2
\$25,000–\$49,999	535.1	*0.6	632.2	1.2	657.5	5.8
\$50,000–\$74,999	506.5	3.2	523.1	4.9	500.1	8.2
\$75,000–\$99,999	190.5	3.8	262.0	13.0	229.0	12.6
\$100,000 and over	184.0	7.7	181.9	12.3	208.0	18.2
Occupation(d)(e)						
Managers, administrators and professionals	636.3	3.5	573.3	11.2	580.8	15.5
Clerical, sales and service workers	426.5	2.4	523.0	3.7	517.4	6.6
Tradespersons, transport workers, labourers and related workers	556.7	1.6	493.9	1.3	522.4	2.9
Labour force status						
Employed	1 619.5	2.6	1 590.2	5.6	1 620.6	8.6
Unemployed	135.3	8.8	126.8	—	104.4	—
Not in the labour force	740.0	0.7	823.4	0.9	867.2	2.4
Total persons(a)	2 494.8	2.4	2 540.4	4.0	2 592.2	6.4

* estimate is subject to sampling variability too high for most practical purposes

— nil or rounded to zero (including null cells)

(a) Persons aged 18 years and over.

(b) Excludes those who never attended school or where level was not determined.

(c) Excludes Don't know.

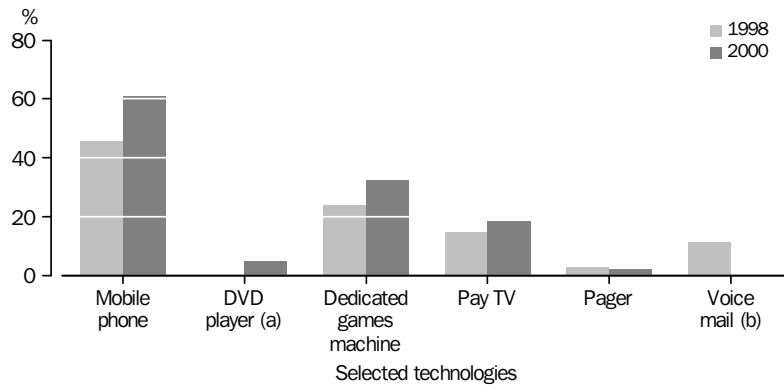
(d) Excludes Occupations not defined.

(e) Occupation levels have been collapsed to increase reliability. For details see Technical Notes 27-29.

SELECTED
TECHNOLOGIES—
HOUSEHOLDS

The following graph shows the proportion of Queensland households who owned or paid for selected technologies in 1998 and 2000.

7.1 OWNERSHIP OF SELECTED TECHNOLOGIES, Proportion of households—1998 and 2000



(a) Category not available in 1998.
(b) Category not available in 2000.

In 2000, more than half of Queensland households owned a mobile phone (61%), while ownership of dedicated game machines and pay TV were 32% and 19%, respectively.

SELECTED
TECHNOLOGIES—
HOUSEHOLDS *continued***7.2** USE OF SELECTED TECHNOLOGIES, by
household—1998 and 2000

	SELECTED TECHNOLOGIES (a)						
	Total households	Mobile phone	DVD player	Dedicated games machine	Pay TV	Pager	Voice Mail
	'000	%	%	%	%	%	%
1998							
Household income(b)							
\$0–\$24,999	435.9	19.1	na	13.0	8.8	np	3.5
\$25,000–\$49,999	323.1	44.0	na	28.0	14.7	np	8.3
\$50,000–\$74,999	226.3	65.6	na	28.9	20.3	5.4	21.3
\$75,000–\$99,999	85.0	74.0	na	35.7	18.7	8.3	20.7
\$100,000 and over	74.1	79.9	na	37.9	22.7	12.7	24.4
Statistical region							
Brisbane MSR	602.0	51.2	na	24.7	15.0	3.6	14.8
Balance of Qld MSR	710.8	41.2	na	23.6	15.0	2.5	8.6
Total households	1 312.8	45.8	na	24.1	15.0	3.0	11.4
2000							
Household income(b)							
\$0–\$24,999	375.9	31.2	1.5	18.4	8.6	np	na
\$25,000–\$49,999	350.2	64.5	4.6	32.6	17.7	1.4	na
\$50,000–\$74,999	241.9	78.7	6.2	43.9	22.8	3.7	na
\$75,000–\$99,999	99.0	80.9	10.9	43.1	29.6	np	na
\$100,000 and over	84.7	89.2	13.9	43.8	34.5	10.8	na
Statistical region							
Brisbane MSR	621.7	64.2	4.5	35.4	20.0	2.3	na
Balance of Qld MSR	736.1	58.7	6.1	29.7	17.6	2.4	na
Total households	1 357.8	61.2	5.4	32.3	18.7	2.3	na

na not available

np not available for publication but included in totals where applicable, unless otherwise indicated

(a) Percentages are the proportion of total households using that technology.

(b) Excludes Don't know.

*Households with mobile
phones*

The popularity of mobile phones was evident in 1998 when 601,000 (46%) Queensland households had access to some type of mobile phone. That popularity has continued to grow with 831,000 (61%) of households having access to a mobile phone in 2000. The likelihood that a household had access to a mobile phone varied with income and region of the household. In 1998, the household types least likely to have a mobile phone were those with an annual income of less than \$25,000 (19%) or households within the Balance of Queensland (41%).

There was steady growth in popular household technologies between 1998 and 2000. The proportion of households with dedicated games machines rose from 24% in 1998 to 32% in 2000, while access to pay TV rose from 15% to 19%.

EXPLANATORY NOTES

OVERVIEW OF SURVEYS

- 1** This report presents selected data and analysis on information technology from the following surveys conducted by the Australian Bureau of Statistics (ABS):
 - Population Survey Monitor (PSM) 1998, 1999 and 2000
 - Survey of Education, Training and Information Technology (SETIT) 2001
 - General Social Survey (GSS) 2002
 - Survey of Disability, Ageing and Carers (SDAC) 2003.
- 2** During 1998, 1999 and 2000, the PSM included questions on computer and Internet use for households in each of the February, May, August and November surveys. The statistics presented in this report are estimates based upon the aggregated results from the four quarterly surveys for each of the three years.
- 3** The SETIT was conducted between April and August 2001. Private households were questioned about access to computers and the Internet and about the use of computers and the Internet by people aged 18 years or over in these households during the previous twelve months.
- 4** The GSS, conducted between March and July 2002, included questions on information technology similar to those in the SETIT.
- 5** In 2003, the SDAC was conducted from June to November. Information was collected from private and non-private dwellings and selected cared accommodation establishments across Australia. This survey included questions about access to and use of computers and the Internet by persons with a disability and persons aged 60 years and over without a disability.
- 6** The following table shows the target populations, coverage, scope, collection methodologies, and number of respondents, for each of the four national surveys. Also included are the differences between the surveys and how they have been standardised to enable comparisons across the different surveys and different years covered in this report.

SUMMARY OF THE ABS SURVEYS—PSM and SETIT

	POPULATION SURVEY MONITOR, 1998–2000	SURVEY OF EDUCATION, TRAINING AND INFORMATION TECHNOLOGY, 2001
Target populations	Persons aged 18 years and over who were usual residents of private households.	Persons aged 15 to 64 years who were usual residents of private dwellings. Data was imputed for the 65 years and over population as the scope for this report is 18 years and over.
Scope	All usual residents of private households.	All persons in private dwellings except diplomatic personnel, overseas residents, non-Australian defence force personnel stationed in Australia.
Coverage	Rural and urban areas across all states and territories of Australia, except sparsely settled and Indigenous areas.	Rural and urban areas across all states and territories of Australia, except sparsely settled areas.
Coverage exclusions(a)	Households in remote and sparsely settled areas in Australia are excluded.	People living in sparsely settled parts of Australia were excluded.
Collection Methodology	Any responsible adult aged 18 years or over, randomly selected and reporting for themselves and the household.	One person was randomly selected to provide information in a personal interview about their household's access to, and their own use of, information technology.
Collection style	Pen and Paper Interview	Pen and Paper Interview
Number of respondents	Approximately 3,300 persons for each of four quarters, which have been aggregated to increase the sample.	Approximately 12,200 persons.
Differences	To improve the comparability of the PSM, SETIT, GSS, SDAC, the PSM data have been rederived using the household and person level weighting methodology applied to SETIT, GSS and SDAC.	As the scope for SETIT was restricted to people aged 15 to 64 years, data was imputed for the 65 years and over for this report. The 2001 data included an imputed estimate at both household and person level data. In 2001, the ABS classification of qualifications was replaced by the Australian Standard Classification of Education (ASCED). Therefore, comparisons in level of education categories cannot be made to previous years.

(a) Sparsely settled areas are statistical local areas (SLA) of fewer than 200 people.

SUMMARY OF THE ABS SURVEYS—GSS and SDAC

	GENERAL SOCIAL SURVEY, 2002	SURVEY OF DISABILITY, AGEING AND CARERS, 2003
Target populations	Persons aged 18 years and over.	Persons with a disability aged 15 years or over; people aged 60 years or over; children aged 5 to 14 years.
Scope	People who were usual residents of private dwellings in Australia, except diplomatic personnel of overseas governments, overseas residents, non-Australian defence force personnel and their dependants stationed in Australia.	All persons in private dwellings except visitors, diplomatic personnel, overseas residents, non-Australian defence force personnel and their dependants stationed in Australia.
Coverage	Rural and urban areas across all states and territories of Australia, except sparsely settled areas.	Rural and urban areas across all states and territories of Australia, except sparsely settled areas.
Coverage exclusions(a)	People living in sparsely settled parts of Australia were excluded.	People living in sparsely settled parts of Australia were excluded.
Collection Methodology	One person was randomly selected to provide information in a personal interview about their household's access to, and their own use of, information technology.	The household component of the survey was collected by interviewers conducting personal interviews.
Collection style	Computer Assisted Interviewing	Computer Assisted Interviewing
Number of respondents	Approximately 15,500 persons.	Approximately 14,000 persons.
Differences		

(a) Sparsely settled areas are statistical local areas (SLA) of fewer than 200 people.

OVERVIEW OF SURVEYS

continued

7 In each of the four surveys, persons living in remote or sparsely settled regions of Australia were excluded from the coverage. The exclusions of these persons will have only a minor impact on any aggregate estimates produced for individual states and territories, with the exception of the Northern Territory where such persons account for approximately 20% of the population.

8 For more detail on the methodologies used for each of the four surveys included in this report, the reader is referred to the individual surveys:

- *Population Survey Monitor* (cat. no. 4103.0)
- *Disability, Ageing and Carers, Australia* (cat. no. 4430.0)
- *General Social Survey, Queensland – Electronic delivery* (cat. no. 4159.3.55.001)
- *Education and Training Indicators, Australia, 2002* (cat. no. 4230.0).

WEIGHTING, BENCHMARKING AND ESTIMATION

Weighting

9 Similar weighting strategies were used for all surveys. Weighting is the process of adjusting sample survey data to infer results for the total population (whether that be persons or households). To do this, a 'weight' is allocated to each sample unit e.g. a person or a household. The weight is a value which indicates how many population units are represented by the sample unit.

10 The first step in calculating weights for each person or household is to assign the initial weight. For example, if the probability of a person being selected in the survey was 1 in 600, then the person would have an initial weight of 600 (that is, they represent 600 people).

Benchmarking

11 Similar benchmarking processes were used for all surveys. The initial weights were calibrated to align with independent estimates of the population of interest, referred to as 'benchmarks' (for example, age and sex population estimates). Weights calibrated against population benchmarks compensate for over or under-enumeration of particular categories of persons or households in a survey, and ensure that the survey estimates conform to the independent estimates of the population rather than to the distribution of persons or households within the sample.

Benchmarking continued

12 It should be noted that the benchmarks used in SETIT and the GSS relate only to persons and households living in private dwellings. Therefore, the estimates do not (and are not intended to) match estimates of the total Australian resident population (which include persons and households living in non-private dwellings, such as hotels and boarding houses) obtained from other sources.

13 The SDAC was benchmarked to the total Australian estimated resident population living in non-sparsely settled areas at 30 June 2003 based on results from the 2001 Census of Population and Housing.

14 Separate benchmarks were not available for special dwellings in the SDAC. Consequently, estimates for non-private dwelling may be less reliable than those for private dwellings.

ACKNOWLEDGMENT

15 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

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

- *Business Use of Information Technology, Australia, 2001–02* (cat. no. 8129.0)
- *Government Use of Information Technology, Australia, 1999–2000* (cat. no. 8119.0)
- *Information Technology, Australia, 2000–01* (cat. no. 8126.0)
- *Internet Activity, Australia, September 2002* (cat. no. 8153.0)
- *Use of Information Technology on Farms, Australia, June 2000* (cat. no. 8150.0)

AVAILABILITY OF
UNPUBLISHED STATISTICS

17 As well as statistics included in this report, the ABS has a range of data on the use of selected information technologies in households. Inquiries about these statistics can be made by telephoning the National Information and Referral Service on 1300 135 070.

ESTIMATES

1 Estimates provided in this report are based on information obtained from samples of households and persons. Estimates are subject to sampling and non-sampling error.

Non-sampling error

2 Non-sampling error may arise as a result of error in the reporting, recording or processing of data and can occur even if there is complete enumeration of the population. Non-sampling error can be introduced through inadequacies in the questionnaire, non-response, inaccurate reporting by respondents, error in the application of survey procedures, incorrect recording of answers and errors in data entry and processing.

3 It is not possible to measure the size of the non-sampling error. The extent of this error could vary considerably from survey to survey and from question to question. Every effort is made in the design of the survey and development of survey procedures to minimise the effect of this type of error.

Sampling error

4 Sampling error is the difference between the published estimates, derived from a sample of persons, and the value that would have been produced if all persons in scope of the survey had been included.

ESTIMATES OF SAMPLING ERROR

5 One measure of the variability of estimates which occurs as a result of surveying only a sample of the population is the standard error (SE).

6 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.

7 Tables of standard errors of household and person estimates are provided for 1998 to 2003 below. Standard estimates are provided to enable readers to determine the SE for an estimate from the size of that estimate. The SE is derived from a mathematical model, referred to as the 'SE model', which is created using data from the four different survey vehicles. It should be noted that the SE model only gives an approximate value for the SE for any particular estimate, since there is some minor variation between SEs for different estimates of the same size.

ESTIMATES OF SAMPLING
ERROR *continued*

STANDARD ERRORS OF HOUSEHOLD ESTIMATES—1998–2002

Size of estimate	1998	1999	2000	2001	2002
	no.	no.	no.	no.	no.
2,000	960	1 130
5,000	2 100	2 100	2 100	1 680	1 930
10,000	2 900	2 900	2 900	2 500	2 800
20,000	3 900	3 900	3 900	3 550	4 000
50,000	5 600	5 600	5 600	5 450	6 050
100,000	7 200	7 200	7 200	7 250	8 100
200,000	9 200	9 200	9 200	9 350	10 600
500,000	12 400	12 400	12 400	12 500	14 500
800,000	13 600	13 600	13 600	14 250	16 750
1,000,000	15 200	15 200	15 200	15 050	17 850
1,500,000	15 900	15 900	15 900	16 550	19 950
2,000,000	18 300	18 300	18 300	17 550	21 450
5,000,000	20 550	26 300

STANDARD ERRORS OF PERSON ESTIMATES—1998–2003

Size of estimate	1998	1999	2000	2001	2002	2003
	no.	no.	no.	no.	no.	no.
2,000	..	1 400	1 500	900	1 570	1 020
5,000	2 400	2 500	2 600	1 550	2 600	1 740
10,000	3 400	3 800	3 800	2 250	3 770	2 550
20,000	4 800	5 500	5 500	3 300	5 400	3 670
50,000	7 000	8 400	8 500	5 200	8 600	5 760
100,000	9 200	11 300	11 400	7 250	12 000	7 910
200,000	12 200	14 700	14 800	9 900	16 600	10 640
500,000	17 200	19 900	19 900	14 550	25 500	15 280
800,000	20 400	22 700	22 800
1,000,000	21 900	24 100	24 100	19 150	34 000	19 630
1,500,000	25 500	26 500	26 600
2,000,000	27 800	28 200	28 300	24 700	46 000	24 700
5,000,000	37 700	..	33 300	33 700	65 000	..

8 The standard error can also be expressed as a percentage of the estimate. This is known as the relative standard error (RSE). The RSE is determined by dividing the standard error of the estimate SE(x) by the estimate x and expressing it as a percentage. That is: $RSE(x) = 100 * SE(x) / x$ (where x is the estimate). The RSE is a measure of the percentage error likely to have occurred due to sampling.

9 The tables below illustrate the RSE ranges for the size of estimates for tables in this report. Only estimates with RSEs less than 25% are considered sufficiently reliable for most purposes. Household and person estimates with an RSE between 25% and 50% are preceded by an asterisk (e.g. *3.4) to indicate they are subject to high SEs and should be used with caution. Household and person estimates with an RSE greater than 50% are preceded by a double asterisk (e.g. **0.3), are considered too unreliable for general use.

ESTIMATES WITH RELATIVE STANDARD ERRORS OF 25% AND 50%,
Households—1998–2002

	1998	1999	2000	2001	2002
	no.	no.	no.	no.	no.
Estimates with RSE of 25%	2 784	2 912	2 912	2 500	2 808
Estimates with RSE of 50%	2 117	2 117	2 117	962	1 203

ESTIMATES OF SAMPLING
ERROR *continued*

ESTIMATES OF RELATIVE STANDARD ERRORS OF 25% AND 50%,
persons—1998–2003

	1998	1999	2000	2001	2002	2003
Estimates with RSE of 25%	4 845	5 379	5 363	8 087	23 500	10 468
Estimates with RSE of 50%	2 448	2 500	2 595	1 544	5 441	2 172

PROPORTIONS AND
PERCENTAGES

10 Proportions of a total and percentages formed from the ratio of two estimates are subject to sampling error. The size of the error depends on the accuracy of both the numerator and denominator. The formula for the relative standard error of a proportion or percentage for all four surveys is:

$$RSE\left(\frac{x}{y}\right) = \sqrt{[RSE(x)]^2 + [RSE(y)]^2}$$

MOVEMENTS

11 Particular care should be taken when comparing estimates over time. It is not correct to assume that an apparent difference between estimates 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:

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

12 While this formula will only be relevant for differences between separate and uncorrelated characteristics or subpopulations, it is expected to provide a good approximation for all differences likely to be of interest in this report.

DATA ISSUES

Imputation of Data for persons aged 65 years or over for Survey of Education, Training and Information Technology, 2001 (SETIT)

13 The scope for the General Social Survey (GSS) and the Population Survey Monitor (PSM) were persons aged 18 years and over. It should be noted that the scope for Survey of Education, Training and Information Technology (SETIT) was restricted to persons aged 15–64 years. As a result, data were not collected from households where all usual residents were aged 65 years or over living in households with persons who were in scope for this particular survey.

14 To enable comparisons at the household and person levels between the other surveys in this report and SETIT, the 2001 SETIT data includes an imputed estimate for households and persons that were considered out of scope of the SETIT due to the exclusion of persons aged 65 years or over.

15 The imputation used data for persons aged 65 years or over that was collected in 2000 from the PSM. Two adjustments were made to the 2000 data. The first adjustment accounted for known changes in the numbers of persons aged 65 years or over. The second adjustment accounted for expected changes in the proportions of persons aged 65 years or over who had access to a computer or to the Internet at home at a household level, and who had used a computer or the Internet at a person level. These expected changes were calculated by assuming that the changes that occurred between 2000 and 2001 would be the same size as the changes between 1999 and 2000. All the adjustments were calculated at the state and capital city/balance of state levels.

16 The estimates in the 2001 results should be treated with some caution, as the adjustments may not accurately reflect the true changes that occurred between 2000 and 2001. However, the contribution from the imputed data to the total estimates is relatively small. For example, persons aged 65 years or over contributed about 3% to the total estimate of computer use by all persons.

Revision of estimates for 1998–2000

17 The methodology originally used to create the estimation weights for the PSM differed to that used for the SETIT and the GSS. Both the PSM and the SETIT methodologies benchmarked person level weights from the surveys to population estimates produced by the ABS. However, the SETIT methodology also benchmarked

Revision of estimates for
1998–2000 continued

household level weights to household population estimates produced by the ABS. Benchmarking the weights to population estimates reduces the likelihood that differences observed over time in the survey estimates for particular groups are due to sampling error rather than actual changes.

18 In order to improve the comparability of the PSM and the SETIT estimates, the PSM data have been recalculated using the household and person-level weighting methodology applied to SETIT data. However, readers should note that some differences remain between the PSM and SETIT methodologies even after the revision (see *Explanatory Notes*). Consequently, readers should exercise caution when interpreting differences in estimates between 2000 and 2001 as these differences may be partly explained by the change in the survey vehicle from the PSM to the SETIT.

Estimate of expenditure on
Internet transactions
2001–2002

19 In 2001, persons were asked to specify the value of their Internet purchases of goods and services within the following ranges:

\$0–50, \$51–\$100, \$101–\$250, \$251–\$500, \$501–\$1,000, More than \$1,000.

20 In 2002, persons were asked to specify the value of their Internet purchases of goods and services within the following ranges:

\$0–50, \$51–\$100, \$101–\$250, \$251–\$500, \$501–\$1,000, \$1,001–\$2,000, \$2,001–\$5,000, \$5,001–\$10,000, More than \$10,000.

21 The 2002 data has been collapsed into the following ranges for comparison purposes:

\$0–250, \$251–\$500, \$501–\$1,000, More than \$1,000.

22 As a result of the different value ranges between 2001 and 2002, the data is not directly comparable.

EDUCATIONAL
CLASSIFICATIONS

23 In 2001, the *Australian Standard Classification of Education (ASCED)* (cat. no. 1272.0) replaced the *ABS Classification of Qualifications (ABSCQ)* (cat. no. 1261.0). The ASCED is a new national standard classification which can be applied to all sectors of the Australian education system including schools, vocational education and training, and higher education. Readers should note that the categories presented in the tables for the classification 'Level of highest educational attainment' are not comparable to the categories presented for the classification 'Qualifications' used in 1998 to 2000.

24 The major groups of the ASCED classification have been aggregated to increase the reliability of estimates within each category.

25 The nine broad Levels of Education in ASCED are:

- 1 Postgraduate Degree Level
- 2 Graduate Diploma and Graduate Certificate Level
- 3 Bachelor Degree Level
- 4 Advanced Diploma and Diploma Level
- 5 Certificate Level
- 6 Secondary Education
- 7 Primary Education
- 8 Pre-primary Education
- 9 Other Education

26 These nine broad levels of ASCED have been collapsed into the following categories:

- Year 12 or lower (ASCED groups 6, 7, 8 and 9)
- Trade/other certificate (ASCED group 5)
- Diploma/advanced diploma (ASCED group 4)
- Bachelor degree or higher (ASCED groups 1, 2 and 3)

OCCUPATION CLASSIFICATION

27 The Australian Standard Classification of Occupations (ASCO) is used in all Australian Bureau of Statistics (ABS) censuses and surveys where occupation data are collected. The categories at the Major Group level of ASCO are:

- 1 Managers and Administrators
- 2 Professionals
- 3 Associate Professionals
- 4 Tradespersons and Related Workers
- 5 Advanced Clerical and Service Workers
- 6 Intermediate Clerical, Sales and Service Workers
- 7 Intermediate Production and Transport Workers
- 8 Elementary Clerical, Sales and Service Workers
- 9 Labourers and Related Workers

28 In this publication, the major group levels of the ASCO classification have been aggregated to increase the reliability of estimates within each category. These, in turn, are collapsed into the following categories:

- Managers, administrators and professionals (ASCO groups 1, 2 and 3)
- Clerical, sales and service workers (ASCO groups 5, 6 and 8)
- Tradespersons, transport workers, labourers and related workers (ASCO groups 4, 7 and 9)

GLOSSARY

Age	This is the reported age of a person on their last birthday.
Australian Standard Classification of Education (ASCED)	The ASCED is a new national standard classification which includes all sectors of the Australian education system, that is, schools, vocational education and training, and higher education. From 2001, ASCED replaced a number of classifications used in administrative and statistical systems, including the ABS Classification of Qualifications (ABSCQ). The ASCED comprises two classifications: Level of Education and Field of Education. See <i>Australian Standard Classification of Education (ASCED), 2001</i> (cat. no. 1272.0).
Balance of Queensland Major Statistical Region (MSR)	See <i>Statistical region</i> .
Brisbane Major Statistical Region (MSR)	See <i>Statistical region</i> .
Cared accommodation	Cared accommodation includes hospitals, homes for the aged such as nursing homes and aged-care hostels, cared components of retirement villages, and other 'homes', such as children's homes.
Compact disk (CD) burner	A CD drive that is capable of writing data to a CD via a small laser. The process is often referred to as "burning".
Compact disk read only memory (CD ROM) equipment	Refers to CD drives that read digital data for use by a computer.
Computer	Portable, desktop and dedicated computers, and items such as pocket computers or 'personal organisers' which can be plugged into larger computers, are considered to be computers if they are usually in working order.
Computer access	This refers to use of a computer in the 12 months prior to interview.
Digital versatile disk (DVD) drive	A device that can read information from a DVD. One of the best features of DVD drives is that they can play DVDs, CD-ROMs, CD-I, and video CD disks.
Digital versatile disk read only memory (DVD ROM)	DVD-ROM format is intended to distribute computer games and other software as well as a medium for distributing films. A DVD-ROM disk has 12 times the capacity of a CD-ROM disk providing superior graphics and sound to computers.
Electronic banking	Refers to online banking or Internet banking. A term used for performing transactions, payments, etc., over the Internet through a secure website.
Employed	See <i>Labour force status</i> .
Hardware	The physical components of a computer system. Reference is often made to "hardware" and "software"; in that context, "hardware" consists of the computer, input and output devices and other peripheral equipment. Software is the programs that run on a computer.
Highest educational attainment	Identifies the highest achievement a person has attained in any area of study. It is not a measurement of the relative importance of different fields of study, but a ranking of qualifications and other educational attainments regardless of the particular area of study or the type of institution at which the study was undertaken.
Hobbies	Refers to a spare-time recreational pursuit.

Household	A group of one or more persons in a private dwelling who consider themselves to be separate from other persons (if any) in the dwelling, and who make regular provision to take meals separately from other persons, i.e. at other times or in different rooms. Lodgers who receive accommodation but not meals are treated as separate households. Boarders who receive both accommodation and meals are not treated as separate households. A household may consist of any number of family and non-family members.
Household computer use	Households where any member of the household uses a computer at home at least once a week during the survey period.
Household income	Household income is the sum of personal income from all members of the household aged 18 years and over.
Internet	A facility that enables the user to access a wide range of information facilities, home pages or websites and allows users to send and receive electronic mail (email) messages.
Internet access	The method by which users connect to the Internet.
Labour force status	<p>A classification of the civilian population aged 18 years and over into employed, unemployed or not in the labour force.</p> <p>An employed household is defined as having at least one <i>employed person</i> living there.</p> <p><i>Employed persons</i> are aged 18 years and over who, during the reference week:</p> <ul style="list-style-type: none"> ■ worked for one hour or more for pay, profit, commission or payment in kind, in a job or business or on a farm (comprising employees, employers and own account workers); or ■ worked for one hour or more without pay in a family business or on a farm (i.e. contributing family workers). <p><i>Employed</i> are also defined as employees who had a job but were not at work and were:</p> <ul style="list-style-type: none"> ■ away from work for less than four weeks up to the end of the reference week; or ■ away from work for more than four weeks up to the end of the reference week and received pay for some or all of the four week period to the end of the reference week; or ■ away from work as a standard work or shift arrangement; or ■ on strike or locked out; or ■ on workers' compensation and expected to be returning to their job; or ■ were employers or own account workers, who had a job, business or farm, but were not at work. <p>An unemployed household is defined as having at least one <i>unemployed person</i> living there.</p> <p><i>Unemployed persons</i> are defined as those who had actively looked for full-time or part-time work at any time in the four weeks up to the end of the reference week and:</p> <ul style="list-style-type: none"> ■ were available for work in the reference week; or ■ were waiting to start a new job within four weeks from the end of the reference week, and could have started in the reference week if the job had been available then. <p>A household not in the labour force is defined as having at least one <i>person not in the labour force</i> living there.</p> <p><i>Persons not in the labour force</i> are aged 18 years and over who were not employed or unemployed, as defined. They include persons who were keeping house (unpaid) and persons who are retired, voluntarily inactive, or permanently unable to work.</p>
Mobile phone	Refers to a device which behaves as a normal telephone whilst being able to move over a wide area (compare with a cordless phone which acts as a telephone only within a limited range). Mobile phones allow connections to be made to the telephone network, normally by directly dialling the other party's number on an inbuilt keypad.
Modem	A device which connects the computer to a telephone system enabling communication between two computers.

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Not in the labour force	See <i>Labour force status</i> .
Occupation	For people who worked as a wage or salary earner, it was the occupation in his/her job with their employer. For those who worked in their own business, it was their occupation in that business. An occupation is a set of jobs with similar sets of tasks. In practice, an occupation is a collection of jobs sufficiently similar in their main tasks (in terms of skill level and specialisation) to be grouped together for classification purposes. Occupation was classified to Australian <i>Standard Classification of Occupations (ASCO), Second Edition, 1997 (Cat. no. 1220.0)</i> .
Online banking	See <i>Electronic Banking</i> .
Pager	One-way communications device in which the intended receiver is alerted to receive a message or return a phone call.
Pay television (TV)	A TV system providing programs which are available only to the households who subscribe, usually transmitted via coaxial cable or telephone lines.
Person income	Refers to Gross Personal income from all sources and includes government pensions/benefits, workers compensation, royalties, rent, etc. It excludes money from the sale of assets, gambling, lottery wins, gifts, bequests or lump sum settlements.
Peripheral equipment	This term includes equipment which must be plugged into the computer, e.g., printers, character/image readers or scanners, modems and other equipment such as additional external disk or tape drives.
Printer	Refers to a device used for printing computer output.
Scanner	A device which scans printed text or graphics and presents it as an image which can be read by a computer or communications network.
Software	See <i>Hardware</i> .
Statistical region	Equates to Brisbane Major Statistical Region (MSR) and Balance of Queensland MSR. Brisbane MSR includes the statistical regions of: <ul style="list-style-type: none"> ■ Brisbane City Inner Ring ■ Brisbane City Outer Ring ■ South and East Brisbane Statistical Division (BSD) Balance ■ North and West BSD Balance Balance of Queensland MSR includes any area outside the Brisbane MSR. For more detail refer to the <i>Australian Standard Geographical Classification (ASGC)</i> (cat. no. 1216.0).
Unemployed	See <i>Labour force status</i> .
Voicemail	The term used for mobile and cellular voice message services. Calls are diverted to Voicemail when the user is unavailable or has the phone powered off. The phone indicates the receipt of a message.
Webcam	A cam, homecam, or webcam is a video camera, usually attached directly to a computer, whose current or latest image is requestable from a website. A live cam is one that is continually providing new images that are transmitted in rapid succession or, in some cases, in streaming video.

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