

# Engaging seniors and others in further education, and the role of IT – and why

**Marcus Wigan** ([www.mwigan.com](http://www.mwigan.com))

*Vice Chair, Electronic Frontiers Australia* ([efa.org.au](http://efa.org.au))

*Also*

*Principal, Oxford Systematics*

*Emeritus Professor, Transport Research Institute, Edinburgh Napier University*

*Adjunct Professor, ICT, Swinburne University of Technology*

*Visiting Professor, Civil Engineering, Imperial College London*

*37<sup>th</sup> Annual ACE Vic Conference   Victoria University 300 Flinders St : May 18th, 2012*



# Electronic Frontiers Australia Inc.

## "Quis custodiet ipsos custodes? (Juvenal)"

---

(EFA) is a non-profit national organisation representing Internet users concerned with on-line freedoms and rights.

EFA was established in January 1994\*

EFA is independent of government and commerce and is funded by membership subscriptions and donations from individuals and organisations with an altruistic interest in promoting online civil liberties.

Our major objectives are to protect and promote the civil liberties of users and operators of computer based communications systems such as the Internet, to advocate the amendment of laws and regulations in Australia and elsewhere (both current and proposed) which restrict free speech and to educate the community at large about the social, political, and civil liberties issues involved in the use of computer based communications systems. ([www.efa.org.au](http://www.efa.org.au))

\* incorporated under the Associations Incorporation Act (S.A.) in May 1994

# Electronic Frontiers Australia is..

- A Non-aligned technical NGO
- Is not the US Electronic Frontiers Foundation
- Champions internet and ICT freedoms
- Focuses on issues early rather than just reacts
- Growing concerns over the interactions between Intellectual Property and these freedoms
- Privacy and surveillance concerns also rising



## Education and Seniors

---

- Australia lags in access to high speed internet
- Limited political understanding of the implications
- Major issues for education at all levels
- Seniors are now rapidly joining the internet
- Communications are initially critical for this segment
- Current efforts to assist seniors on to the internet require rethinking
- A significant fraction of those becoming seniors have substantial contributions to make
- Access to the net is no longer an option for many transactions : **marginalisation is already all too apparent**





Box 6021  
P/House  
Conberg

SUBMISSION NO. 28

9 MAR 2012

OD.

Ken Smith

[http://www.aph.gov.au/Parliamentary\\_Business/Committees/House\\_of\\_Representatives\\_Committees?url=jsc/senior\\_australians/subs/sub28.pdf](http://www.aph.gov.au/Parliamentary_Business/Committees/House_of_Representatives_Committees?url=jsc/senior_australians/subs/sub28.pdf)

5/3/12

## Cybersafety For Seniors

My submission to the above inquiry is about being marginalized by the internet.

Hand written correspondence is treated as a joke all correspondence now must be by E/Mail.

Most advertising fails to show an address or phone number including the one add for this inquiry at least it has a phone number.

I am 80 years of age not initiated in computers and slightly illiterate

When seeking information by phone on a range of everyday issues most of the answers offered by computer operatives are poor or inconclusive

The answer we do not have a program covering that question, common sense has been destroyed if it is not on a screen



## Some issues for seniors

---

- **Hearing loss is a significant issue**
- **Visual acuity and response times can help materially**
- **Expectations of Access to information are rising**
- **“Seniors” & “disabled” are not synonymous**
- **Rising user demands for continuing education (U3A)**
- **Fiscal pressures on new retirees will grow**
- **Isolation is a growing issue**
- **Net censorship approaches targeted at seniors are inappropriate**



## A practical point – how do help seniors?

---

- Kiosk sample checks
- Context quite different to the ‘helpers’
- Needs different initial aid
- Misreading of slow taken as being slow
- ACE can help by recruiting different helpers
- These points become the more marked when malware and mal-content is in question
- Are seniors not adults? So why special censorship?
- Securing wi-fi in ACE important as transactions move on line and ACE is an important venue



# Copyright, Privacy, Surveillance & Vulnerability

---

- Recent public campaigns are homing in on public space
- Over-reach of copyright holders (NB **not** the creators)
  - leading to extensive criminalisation of minor and clearly civil issues
- Zealous attacks on free speech and information access
  - leading to extensive and regressive controls on information access
- Excessive 'Anti Terrorism' and 'paedophile' rhetorics
  - Leading to the present unaccountable ITC monitoring
- Political exemptions from privacy laws and data
  - Leading to easily abused and unaccountable data retention
- Lack of relevant education and expertise in politicians
  - Resulting in the current confused and regressive approaches to information, accountability, and population data surveillance





## Some Electronic Frontiers Issues then follow

---

- Data retention initiatives
- Net neutrality
- Rights to (pseudo) anonymity
- Rights to multiple identities, and contextual sufficiency
- On line censorship and the misleading 'media neutrality'
- Sensitivities to patterns of ITC communication
- These are far from exhaustive, but relevant to today

See [efa.org.au](http://efa.org.au) Lists such as [privacy@efa.org.au](mailto:privacy@efa.org.au) which have wide participation and thoughtful exchanges



## ACE premises are public places so...?

---

- Does this mean a **'duty'** to record, tracking and identification of all ITC activities?
- As ACE premises are places of education, does this mean a need for copyright licensing of already free to air and public information (as the Universities must do)?
- It certainly **does** mean a duty to use WPA2 on WiFi!
- But **does it also mean** banned access to certain sites, subjects, or Tor? Not exactly supportive of educational or information access goals!



## Education and ACE

---

- The steady moves by all governments to make education a private good and not a public good (and the resulting large price rises and reductions in access and choice) is pivotal
- Community moves, exemplified by U3A, will take on a much greater importance for reasons including:
  - interaction (a key part of most learning styles)
  - personal physical interaction and mutual learning
  - low physical and fiscal access barriers
  - Expanding support from a rapidly growing and steadily more educated older ('seniors') resource to teach, tutor, and mentor as a community contribution



## What is so special about 'seniors'?

---

- Some are amongst most ITC-expert in the community
- Many did not get much education in their youth
- This important, growing, group is seizing the **C** in ITC
- Many in this group are interested in continued learning
- But Illich methods are under used
- The cyber protection advice and measures required are the same as any other group with varied skills
- Access to knowledge and communications is especially valuable to this group
- Control over their access to information is an unconscious paternalistic stereotype





## What is so special about ACE facilities?

---

- Accessible public space
- Support for teaching and learning at all levels
- A natural host for open teaching and learning
- Ideal targets for early NBN deployment
- Excellent bases for better quality Senior Kiosk delivery
- Need to consider carefully the mode(s) of internet provision and use
- Special sensitivities to security, monitoring, data retention and censorship require careful policy review
- Ideally placed to catalyse greater senior skills transfer
- To realise it will require active positions on Copyright



## Follow up websites

---

- [www.mwigan.com](http://www.mwigan.com) (this presentation will be posted)
- [www.efa.org.au](http://www.efa.org.au) (includes access to the Lists cited)
- \* [http://www.aph.gov.au/Parliamentary\\_Business/Committees/House\\_of\\_Representatives\\_Committees?url=/jscc/senior\\_australians/subs/sub28.pdf](http://www.aph.gov.au/Parliamentary_Business/Committees/House_of_Representatives_Committees?url=/jscc/senior_australians/subs/sub28.pdf) (80 year-old Ken Smith's plaint)

We also encourage you to participate in organisations such as ACANN as stronger consumer voices in emergent communications-related (ICT) policies become ever more critical

- <http://accan.org.au/>

For any follow ups that you might wish to pursue:

Marcus Wigan      0421 001 699

Vice Chair EFA [mwigan@efa.org.au](mailto:mwigan@efa.org.au)