**[Risk of Escalating Costs](https://youtu.be/eujr0ho8TYg)**

**Narrator:**

This Vignette concerns Financial risk.

Interviewees will be discussing the Risk of Escalating costs.

This risk perception relates to products and services needing constant updates and upgrades as well as the growing cost of staying connected. It manifests in observable behaviour as a reluctance in upgrading devices or subscribing to less than optimal connection services.

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

First commenting on planned obsolesce and the never-ending cycle of new programs, Graeme, aged 77, speaks about the expectation to keep up.

**Graeme:**

You find that after you buy something, it's obsolete within five minutes. There are new programs and new other things you need to use.

**Narrator:**

Maggie, aged 70, goes onto be critical of the ongoing and increasing costs of digital communication.

**Maggie:**

If I know we spend $200 a month on communications, and I think that's, in this day and age, it's way too much, but that's what we have to have at the moment.

**Narrator:**

And here, Helen, aged 70, talks about the financial changes brought on by retirement and managing her money.

**Helen:**

But it's just really that running cost of it more than anything else. I've never, ever, really had to watch my pennies over time but now I do. It's not fair.

**Narrator:**

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

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

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

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