**[Risk due to Awareness of Device or Service Complexities](https://youtu.be/czyXqYn067w)**

**Narrator:**

This Vignette concerns Functional Risk.

Interviewees will be discussing the Risk due to Awareness of Device or Service Complexities.

The risk concerns when Devices don’t work the way consumers expect them to or have extra features consumers don’t need or use. It manifests in observable behaviour as a concern or reluctance to engage with ICT for fear of not being able to navigate these complexities.

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

We begin with Lee, aged 77, talking to an issue of device compatibility, having to get help when features fail.

**Lee:**

And there was an there's a problem with the technological aspect of things in that, two of the sub-teams I'm on are appearing on my phone. They're not appearing on the iPad or on the laptop. And I'm want to download a presentation pack from one of the teams to U3A technology subcommittee members, and I can't access it. So I've said because I've seen it on the phone, I can't see it anywhere else. So I've sent a plea for help to the technology officer at network to see if he can work out wireless I can be seen, I can see my teams on the phone. I can't see them on either the iPad or the laptop.

**Narrator:**

From here Marilyn, aged 78, questions the dominance of technologies and the value trying to continue to learn.

**Marilyn:**

But stuff that you've got to pay for programs and things on the computer, I just wonder whether that is worthwhile. I'm not a person who sits in front of the computer or the iPad all day and uses it.

**Narrator:**

Last, Carl, speaks to how those around him have no choice but to have a phone and can only really use the most basic features.

**Carl:**

If you're using the phone they have no choice, but they don't explore all the functions of the phone that you just saw. All they do I you just talk with it. Nothing else.

**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.