

My Online Journey: Newstart Current State

About me as a person

I use my desktop for serious things and lots of writing such as when I apply for a job

I'm pretty tech savvy and I've worked for large organisations before

I take my phone to bed and wake up with it, so does my boyfriend

I use an accountant for my tax. I like the personal relationship

The issue with the internet is that it's incredibly useful and works quickly when it's used properly – well designed website

I'm paranoid about hacking. Ideally I use websites that don't ask for a lot of info so that people can't hack

Money just goes out the window

I'm finding day to day living increasingly difficult financially – it's so bad I'm thinking about going and getting a job

I do some part-time unpaid acting work

I don't use a computer in public because I'm concerned about people looking at the screen. I don't use a computer at work either

I don't use my mobile phone to access the internet

I do so many things for no other reason than because I enjoy doing them. I enjoy helping people

What do I do online

The whole idea of internet dating is to be constantly changing – I have to get used to it

Most sites like Facebook use constantly changing algorithms – I have to get used to it

Facebook is ok for catching up with friends and family

Online is a convenient way to do most things

When I was living in the States, I had 200 friends on Facebook

I read the news online – it seems more up to date than the TV or newspapers

I'm on Facebook but hate it – I find it difficult to do things I want to do, like searching through friends – it's not intuitive, crowded

I pay my 3G account online and sometimes use online shopping a lot

I use a video account but I don't use a video website

I use online banking to check my account but I pay for everything on plastic

I only use Yahoo to talk with my wife and daughter

I associate going online with social activities and not with managing my life

I check my bank balance online every 3 or 4 days following debit card use via EFTPOS

I like things online to be reliable and have safeguards

Current state Journey for citizens receiving Newstart

1 I don't have a full time job

When I apply for work, I'll find the company I sent my application to and ask to join their network and message them that I have just applied. It's my way of 'getting known'

When I was unemployed, I spent 6 to 7 hours a day on seek.com, mycareer.com, and jobsearch.gov looking for work

The hard part is knowing which of the million hits are the critical ones, I guess up after I screen out results

I use jobsearch.gov to look for work, the map makes it easy to use and search for jobs

2 I look for what can help me

When I moved from Australia to Newstart I had to go back to using paper forms for Anabuy. I was already using online forms for Anabuy moved to online

If I had assurance that online was safe and my information was safe and antivirus was up to date, then I might go online

Jobsearch would only let me log in between 8.00am and 7.00 pm. I found that odd

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3 I get the help I need OR I don't get the help I need

CentriLink are great – you couldn't get a better bunch of people to help you out

I use the CentriLink website for anything reporting my log on case, easy to find and navigate

SMS alerts work for interviews

I don't have a problem doing it all online

Reassurance is so important. It's important information

If your email address is coming up, you've lost everything

I get discounts using a concession card but I only just found out I can get my rpgs cheaper, what else have I missed out on?

I'd like to have things explained and my questions answered before I start as well as questions answered throughout the process, but I suppose help text would be fine

Medicare claiming is really easy except that some specialists want you to see Medicare first

Red alerts do not give the confidence to come back online because they have no idea what pushed them out to call a CentriLink person

4 I manage with the help I can access OR I don't manage

I had to submit my report booklet in person but couldn't get an appointment so I missed out on my payment for two weeks

I record my earnings to CentriLink. I had to do it and filling out forms online was as easy as doing bills

Last time I went online with my bank, I had to pay my bills and I had to use the password and I had to use the password and I had to use the password

I received Newstart for the first time. I had to use the password and I had to use the password

I couldn't access my CentriLink account info because the internet provider hadn't billed me for everything. It was deeply irritating

Child support is diabolical to deal with – I pay more to my son than just through CSA but they don't see that

I check my bank balance online every 3 or 4 days following debit card use via EFTPOS

I like things online to be reliable and have safeguards

5 I find a job OR I'm still looking

I'd like to tell people what I want to do and then be able to change it as required, like my rent. I can allocate the right amount each month and then change it if I need to. It's automatic but at the same time I can control it

I couldn't remember the password and the system locked me out. I had to call a CentriLink person

So many websites have vague buttons that I am doing the right thing so I can change things if I need to

I like to be in control and want to be reassured that you is in the hands of another person. I always want to have the final say

It's frustrating to see things are not working because I'm not working because of other things outside of my control

Online could be so much more for me. Let me validate that my information is right before I submit and if it's not right, I can change it instantly

If I do something especially to do – prompts, and confirmation. Like even a thanks at the end of doing something. An auto email or something

There's no particular CentriLink person at King Street, young but quickly. I always feel respected, trusted and like a person. I feel like I'm valued

ADOPTION OF E-GOV. SERVICES

<p>Continued use of DHS online</p> <p>What moves me online</p> <p>What moves me offline</p> <p>Preferences for online</p> <p>No intention to adopt</p>	<p>Decision to adopt E-Gov. services</p> <p>I don't use government sites unless I have to do job applications</p> <p>If I had assurance that online was safe and my information was safe and antivirus was up to date, then I might go online</p> <p>Jobsearch would only let me log in between 8.00am and 7.00 pm. I found that odd</p> <p>I don't like the websites changing – they should remain similar</p> <p>I don't like the websites changing – they should remain similar</p> <p>I don't like the websites changing – they should remain similar</p>	<p>Problems</p> <p>Doing things online feels impersonal to me</p> <p>The computer has taken away a lot of great communication and made it too impersonal for me</p> <p>It's annoying when you don't do anything that's too suspicious, unwieldy or dangerous.</p> <p>Security is very important. I don't know what I'm doing behind it</p> <p>I want to be able to check what I have done before I submit. Like when I order something online I can check that what I have selected is what I want. It lets me have control until I'm satisfied with all the information I've put in</p> <p>I should be able to check what I have done before I submit. Like when I order something online I can check that what I have selected is what I want. It lets me have control until I'm satisfied with all the information I've put in</p> <p>I should be able to check what I have done before I submit. Like when I order something online I can check that what I have selected is what I want. It lets me have control until I'm satisfied with all the information I've put in</p>	<p>Persuasion factors</p> <p>Security</p> <p>Having someone who can help when I'm doing something is so very good. Especially if they're decent at explaining.</p> <p>It's annoying when you don't do anything that's too suspicious, unwieldy or dangerous.</p> <p>Security is very important. I don't know what I'm doing behind it</p> <p>I want to be able to check what I have done before I submit. Like when I order something online I can check that what I have selected is what I want. It lets me have control until I'm satisfied with all the information I've put in</p> <p>I should be able to check what I have done before I submit. Like when I order something online I can check that what I have selected is what I want. It lets me have control until I'm satisfied with all the information I've put in</p> <p>I should be able to check what I have done before I submit. Like when I order something online I can check that what I have selected is what I want. It lets me have control until I'm satisfied with all the information I've put in</p>	<p>Knowledge & Technology Access</p> <p>I was annoyed by the CentriLink phone app, because it wasn't a real app just a link to the CentriLink website</p> <p>Sure it's convenient to have all your transactions in one place but if it's compromised in any way, you've lost everything</p> <p>It comes down to trust some organisations deal very well with your details but some are wily-only</p> <p>I've never been on the CentriLink website. I don't know what the address is</p> <p>I don't use government sites unless I have to. I only use the website for info but I prefer to go in</p> <p>I know that over the phone can be quicker. I get letters and letters already but having dealt with CentriLink, I know that over the phone can take a very long time</p> <p>I get letters and letters already but having dealt with CentriLink, I know that over the phone can take a very long time</p> <p>I get letters and letters already but having dealt with CentriLink, I know that over the phone can take a very long time</p>	<p>Gov't Interactions in person, by phone or through mail</p> <p>My online interaction is dictated by my circumstances</p> <p>I claim Medicare in a convenient location</p> <p>I don't trust websites. It's a privacy thing. I don't know what they're doing with my details</p> <p>I don't use government sites unless I have to. I only use the website for info but I prefer to go in</p> <p>I know that over the phone can be quicker. I get letters and letters already but having dealt with CentriLink, I know that over the phone can take a very long time</p> <p>I get letters and letters already but having dealt with CentriLink, I know that over the phone can take a very long time</p> <p>I get letters and letters already but having dealt with CentriLink, I know that over the phone can take a very long time</p>
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