



MEDIA RELEASE

31 August 2023

Security, health and eco-savvy technologies top wish list for Aussie home of the future

- **1 in 2 Victorians with home Wi-Fi want technologies that can keep their households physically safe.**
- **NSW residents most likely to seek technologies that enable frequent and productive working from home.**
- **Almost 1 in 3 Western Australia residents with home Wi-Fi want personalised heating, cooling, sleep and do not disturb settings for each occupant.**
- **Queenslanders with home Wi-Fi opt for technologies to help elderly relatives enjoy independent living for longer.**
- **South Australians, Victorians and Queenslanders with home Wi-Fi share appetite for emergency and natural disaster assistance technologies.**

New research from **nbn** reveals connected Australians want technologies that can help keep households physically safe (47 per cent), reduce their environmental impact (36 per cent), and provide remote health and wellbeing support (33 per cent) in their homes 10 years from now.

With data use on the **nbn**[®] network tripling in the past six years, **nbn** commissioned the *Home of the future* study to learn more about how Australians are using technologies in their homes today, how technology will play a role in homes a decade from now and understand Australia's appetite for immersive technologies.

Using connected technologies such as security cameras, motion sensors, smart locks and kids GPS trackers to keep households physically safe was the clear winner across every state and territory except the NT, Tasmania and the ACT, where technologies that provide remote health and wellbeing support ranked number one.

The pandemic was a huge disruptor to the traditional methods of receiving healthcare with blood pressure, daily glucose levels, weight management and general wellbeing data now able to be sent to doctors in real time thanks to connected technologies.

Among those with home Wi-Fi, one in five nationally (22 per cent) and one in four Victorians (27 per cent) already use their broadband for telehealth consultations, and almost one in three Aussies (30 per cent) said they wouldn't be able to access healthcare services without their broadband connection.

Looking ahead, smart thermometers and smart scales are two examples of connected technologies helping to drive a generational shift in how Aussies manage their health, moving from trying to 'fix' health issues to getting ahead of them to live longer, better lives.

For those seeking to reduce their home's environmental impact, smart energy meters can provide near real time information on energy use, while water sensors and smart gardening devices can help ensure households only use the water they need, saving precious resources and money.

Almost one in three Aussies with home Wi-Fi (32 per cent) welcomed the opportunity for technology to play a bigger role in helping elderly relatives enjoy independent living for longer. Motion sensors that notify family

members when no activity is detected in a set period of time - potentially indicating a fall – and smart kettles with smartphone functionality are just two examples of supportive technologies available today.

Futurist and Technology Expert, Chris Riddell said:

“The desire to keep our homes and families physically safe and secure has come through loud and clear and aligns with what we’re already seeing here and overseas. Security devices are already common in Wi-Fi connected households with children under the age of 18 (31 per cent), and with new capabilities and smart home integrations released every day, adoption of these technologies will only grow.”

“4K thermal sensing cameras with visual recognition are available now, and have the ability to identify and authenticate faces, tattoos and licence plates for access to premises. Soon we’ll be seeing smarter and more intelligent security in our homes, with artificial intelligence powering the next wave of real-time object and human presence recognition, so you know precisely who and what is in your home, without even looking at a camera.”

“I’m also excited about Australia’s growing appetite for immersive technologies such as virtual reality headsets; four in five Aussies (81 per cent) with a broadband connection are interested in having these in their homes in the future. Baby boomers are on board too with 72 per cent expressing an interest. Enjoying entertainment, live music and live sport was by far the most popular experience among these Australians (63 per cent), followed by a desire to connect with loved ones who live far away (54 per cent).”

“Whatever your home of the future may look like, and whatever technologies you’re planning to add today, tomorrow or 10 years from now, the **nbn** network is a critical foundation for your connected experience.”

“One of the best ways you can ensure you’re getting the most out of your **nbn** connection is by checking with your internet provider to see if your plan has enough speed and data inclusions. Increasing internet speeds can help the whole family be online at the same time: monitoring health, video conferencing for work, keeping an eye on loved ones or enjoying crystal clear movies.”

“Nearly nine out of 10 **nbn** users (87 per cent) who upgraded their speed tier in the past 12 months noticed benefits including greater reliability for streaming (45 per cent), more devices running online at the same time with fewer interruptions (39 per cent) and the ability to upload and download work files quicker (37 per cent).”

nbn Chief Customer Officer, Anna Perrin, said:

“Australians have a huge appetite for technology in the home and the need for broadband will reach levels never seen before over the next decade as the internet transforms the world and how we live. We are continually investing in, and future readying, the network to stay ahead of growing demand for more connected technologies.”

“Last month, **nbn** announced more than two million additional Australian homes are now eligible for an upgrade to **nbn**’s fastest fibre connection for homes which delivers a significant boost in speed and reliability of your internet by removing copper lines and delivering fibre direct to the property.”

“By increasing your internet speed on **nbn**’s fastest fibre connection for homes, you’re increasing how much information can be transferred across the network over a short period of time to your internet connected device. The more speed you have, the faster the connection is and the easier it becomes to upload, download, browse and stream.”

To find out if your premise is eligible for an upgrade to **nbn**’s fastest fibre connection for homes, visit nbn.com.au/morefibre

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About the *home of the future* study

All figures, unless otherwise stated, are from YouGov Plc. Total sample size was 2,046 Australians aged 16+ with a Wi-Fi connection at home. Fieldwork was undertaken between 21st-26th July 2023. The survey was carried out online. The figures have been weighted and are representative of all Australians aged 16+ with a Wi-Fi connection at home.

Note to editors:

¹ We Are Social Digital Australia 2022

² Survey commissioned by **nbn** through The Behavioural Architects. Fieldwork 1st March – 11th March 2023. Data has been weighted to ABS statistics. Data has been calibrated to reduce overestimation.

³ Customer experience on nbn full fibre, including speed depends upon your internet provider, plan, equipment quality and if you use the internet at peak times.

⁴ Conditions, eligibility criteria and costs will apply. Eligibility criteria is expected to include, among other things, being designated by nbn as a simple premises (e.g. standalone premises or Single Dwelling Unit (SDU)) and once the program is available for an eligible premises, placing an order for an nbn powered plan based on an eligible wholesale speed tier. Additional costs may apply to providers, who may choose to pass this charge onto their customers. Not all providers offer plans based on the full range of wholesale speed tiers. Talk to your preferred provider for more information about availability and the right solution for your needs.