

**INQUIRY INTO PREVALENCE, CAUSES AND IMPACTS OF  
LONELINESS IN NEW SOUTH WALES**

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Partially  
Confidential

Loneliness has increased commensurate with the increased use of technology in day to day life. Many service offices have closed and “doing business” is often online and anonymously. Bills are paid without any human interaction. Doing business at banks is minimised in terms of human interaction. Even doctor appointments are made via technology and there are even telephone consultations. Fast food outlets are done on computers. Supermarkets are encouraging self service check out. The list goes on.

There are decreasing opportunities for social interaction as we go about living our lives. All of these places provided people with some social interaction.

As baby boomers grow into old age and the anonymous world of technology and AI increases, so will loneliness.

How can governments ensure that social interaction will continue in our day to day living.