



**Royal Commission**  
into Aged Care Quality and Safety

# **WHAT AUSTRALIANS THINK OF AGEING AND AGED CARE**

**RESEARCH PAPER 4**

**JULY 2020**

The Royal Commission into Aged Care Quality and Safety was established by Letters Patent on 8 October 2018. Replacement Letters Patent were issued on 6 December 2018, and amended on 13 September 2019 and 25 June 2020.

The Honourable Tony Pagone QC and Ms Lynelle Briggs AO have been appointed as Royal Commissioners. They are required to provide a final report by 26 February 2021.

The Royal Commission releases consultation, research and background papers. This research paper has been prepared by Roy Morgan for the information of Commissioners and the public. The views expressed in this paper are not necessarily the views of the Commissioners.

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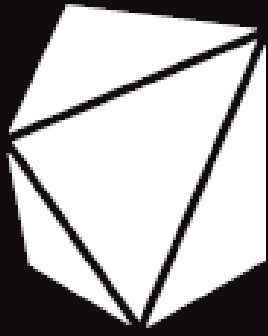
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## **What Australians Think of Ageing and Aged Care**

A survey for the  
Royal Commission into Aged  
Care Quality and Safety

April 2020

This paper has been prepared by Roy Morgan for the information of the Royal Commission into Aged Care Quality and Safety and the public. The views expressed in this paper are not necessarily the views of the Commissioners.

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# Glossary

**Older Australians or older people:** people aged 70 years or older.

**Younger Australians or younger people:** people aged between 18 and 69 years.

**Adult population:** the Australian population aged 18 years or older.

**Support:** help with daily activities such as shopping, cooking, cleaning and attending medical appointments (commonly known as Instrumental Activities of Daily Living).

**Care:** assistance provided daily or almost daily with things like dressing, eating and going to the bathroom (commonly known as Activities of Daily Living), or nursing care.

**Income:** total annual income from all sources before tax.

**Low income:** annual income of less than \$40,000.

**Low-Medium income:** annual income in the range \$40,000 to \$79,999.

**High-Medium income:** annual income in the range \$80,000 to \$149,999.

**High income:** annual income greater than \$150,000.

## Executive summary

The Royal Commission into Aged Care Quality and Safety was established in response to significant problems with aged care services in Australia. Roy Morgan was engaged to assist the Royal Commission's inquiries by conducting a national survey of Australian adults.

The survey asked adults for their views about Older Australians (defined as those aged 70 years or more), the current aged care system, and what they would want should they need aged care themselves. It is fundamentally important to understand these views when considering the current aged care system and how to reform it to meet the needs of Australians in the future. To the best of Roy Morgan's knowledge, this is the first time a survey like this has been conducted internationally.

The survey was conducted by telephone from October 2019 to January 2020 and achieved a total of 10,518 completed interviews. The sample design included quotas to ensure it was representative of the Australian population by gender, age and remoteness area. All interviews were carried out using Computer Assisted Telephone Interview (CATI) methodology which ensures interviewers ask questions and record respondents' answers consistently.

## Community attitudes towards Older Australians

Adults of all ages overwhelmingly have a positive perspective towards people aged 70 and older. Over 90% agreed that older Australians have value to society for a range of reasons such as their work, knowledge and experience, and time spent volunteering to families and communities. These attitudes were consistent across all age groups. Almost all people also rejected negative attitudes towards older people. Almost all agreed that society has an obligation to look after older people and care for them.

Nearly half of adults believe it is the Government that should be most responsible for paying for the lower-level "support" services needed by older people to continue living independently in their own homes (e.g. help with shopping, cooking, cleaning, and attending medical appointments). More than half think the Government should be most responsible for paying for the higher-level "care" services needed by older people such as help with dressing, eating, going to the bathroom and nursing care. People who see the older person, their family or friends as most responsible for payment still tend to consider the Government as second most responsible.

## Knowledge and perceptions of aged care

Though a large majority of adults know someone outside of their household aged 70 years or older, only 44% knew someone receiving support or care in their own home, and just 37% knew someone living in a residential aged care facility.

Among those who know someone receiving support or care at home, 57% make contact with the person they are closest to once a week or more, however only 37% visit that often. The frequency of contacts and visits to people living in residential aged facilities is much lower (for example, just 32% contact weekly and 24% visit weekly).



Overall, the community's perception of life in residential aged care is very negative. They think the residents are often lonely, do not have control over their lives and are not happy, but have access to medical care and are safe in comfortable, well maintained accommodation. The community is quite divided about whether residents receive the help they need with daily activities, whether they are respected, and whether there are enough activities for residents.

Around 84% of adults participating in the survey had visited a residential aged care facility at some time in their lives and these people tended to have slightly more positive perceptions than those who had never visited. Some of the most favourable views were held by people who knew someone living in an aged care facility and visited them at least weekly. These people were more likely to agree that the accommodation is comfortable and well maintained; that the residents are safe, happy, respected and given good quality food; and that there are enough activities to keep people entertained. However, these people still had a quite a low opinion of facilities overall and nearly all believed residents are often lonely.

People seem to have a low level of knowledge about other aspects of the aged care system. When asked how they would find out information about aged care services, nearly half of adults said they would begin with an internet search engine and only 9% identified My Aged Care (the Australian Government's aged care phone line and website) as the starting point on their aged care journey. Similarly, only 4% said if they knew of a problem with an aged care service they would contact the Aged Care Quality and Safety Commission (the industry regulator). When asked about aged care funding, most people thought the Government's contribution towards aged care was 60% or less whereas it is actually around 78%.

## Experience, expectations and preferences for older age

Older Australians living in their own home generally had a very positive view of their lives. More than 90% saw themselves as healthy and able to take care of themselves, while around 85% felt that they were still physically able to do the things in life they like to do and have the freedom to spend time doing those things. Over three-quarters thought they had enough money to live comfortably. Almost all said they make lifestyle choices to keep themselves healthy. This is somewhat contrary to what Younger Australians anticipate for themselves in older age.

Most Older Australians engage in a variety of activities including maintaining their health and exercising, spending time with family and friends, and pursuing recreation and leisure interests. Over half spend time in community activities or volunteering, while half spend time travelling and a small portion continue to work in paid employment.

Older people tended to be more positive about their lives if they knew another older person outside of their home. The small group (around 9%) who were more socially isolated were much less likely to think they had enough money to live comfortably, be physically able to do the things they want, and see themselves as healthy and able to look after themselves. They were less likely to be engaged in any of the activities their peers are doing, particularly community activities, travelling and recreation.

A small minority of Older Australians require support to live independently in their own homes (e.g. help shopping, cooking, cleaning, and attending medical appointments). Older Australians prefer this type of support to be provided by their family and friends, whereas in the current aged care system that support is mainly provided by paid help through for-profit businesses, non-profit organisations which are often

religiously affiliated, and to a lesser extent Government organisations. However, paid help from aged care service providers is preferred by Older Australians if they need higher-level assistance such as help dressing, eating, going to the bathroom and nursing care. Younger Australians have similar preferences to Older Australians except that they tend to be more open to receiving support and care from all sources (including care delivered by family and friends).

Older Australians have a strong preference to stay living in their own home should they ever need support or care (80% and 62% of older people respectively). Around 11-12% indicated they would wish to downsize from their current house to a smaller dwelling and 6-7% wanted to move nearer to family or friends. Only 25% stated they would prefer to live in a residential aged care facility if they were to need care. The level of commitment to remaining in place increases as people approach their seventies and is much lower among the youngest cohorts.

All types of support and care services were considered important by the bulk of both younger and older people. When asked to nominate the most important service, Older Australians tend to prioritise home cleaning first (a reflection of their strong preference to live in their own homes), then help with personal hygiene (showering, dressing and going to the toilet) and medical services (access to medical professionals such as GPs, dentists, physiotherapists and podiatrists, and help with medication and nursing care). Younger Australians put much greater emphasis on medical services than older people and much less on home cleaning and home maintenance. The services least likely to be seen as important by people of all ages were transport, day centres to socialise and exercise in, and help with meal preparation.

# 1. Introduction

## 1.1 Background to the survey

The Royal Commission into Aged Care Quality and Safety was established on 8 October 2018 in response to significant problems with aged care services that have been highly publicised in Australia.

The Royal Commission's letters patent set out its matters of inquiry which include:

- The quality of aged care services provided to Australians and the extent to which those services meet the needs of the people accessing them
- How best to deliver aged care services to the wide range of people using aged care, including young people with disabilities, and the barriers they face in accessing and receiving high quality services
- How to ensure aged care services are person-centred, including through allowing people to exercise greater choice, control and independence and improving engagement with families and carers

In order to complement the Royal Commission's evidence gathering through hearings and examination of submissions from the public, Roy Morgan was engaged to undertake a national survey of Australian adults. The survey aimed to provide broad-based information about what the community thinks of Older Australians (defined as those aged 70 years or more), the current aged care system, and what they would want, should they need aged care themselves. It is fundamentally important to understand these views when considering the current aged care system in Australia and how to reform it to meet the needs of Australians in the future. To the best of Roy Morgan's knowledge, this is the first time a survey like this has been conducted internationally.

## 1.2 Who was surveyed and how

The scope of the survey was Australian citizens and permanent residents aged 18 years and older. The focus of the survey was people outside the formal care system, however people receiving care or support in their own homes were included as it was feasible to do so. People living in residential aged care (an aged care facility or nursing home) were deemed out of scope because of the high rates of cognitive disability among those people and the difficulty reaching them by telephone. People living in residential aged care were the subject of a separate face-to-face survey by the Royal Commission.

The survey interviews were conducted from October 2019 to January 2020. All interviews were carried out using Computer Assisted Telephone Interview (CATI) methodology. This involves an interviewer using a software application to ask questions and record respondents' answers consistently.

People were invited to participate in the survey using a dual frame sample design. The sample design was to achieve approximately 70% of the interviews from a randomised sample of mobile phone numbers and 30% from random digit dialling of land line numbers. This design was adopted to ensure that people from households who have landline only or mobile only were included in the study.

The sample design included quotas to ensure the completed interviews were representative of the Australian population by gender, age and remoteness area. As this was a very long questionnaire, to

reduce respondent burden and drop-out, some blocks of questions were rotated within the quotas so not every respondent had to answer every question.

A total of 10,518 interviews were completed as shown below. Weighting was applied to the records using ABS population estimates so that the statistics calculated from the survey are nationally representative.

**Table 1 Respondent and weighted population demographics**

	Category	RESPONDENTS	
		Number	Unweighted Proportion
<b>Gender</b>	Female	5,238	49.8%
	Male	5,253	49.9%
	Other	27	0.3%
<b>Age category (years)</b>	18-24	890	8.5%
	25-34	1,597	15.2%
	35-44	1,116	10.6%
	45-54	1,600	15.2%
	55-64	2,847	27.1%
	65-69	980	9.3%
	70+	1,488	14.1%
<b>Area</b>	Metropolitan	7,178	68.2%
	Regional	3,040	28.9%
	Remote	300	2.9%
<b>Language spoken at home</b>	English only	9,146	87.0%
	Other	1,372	13.0%
<b>Household</b>	With Partner or spouse	3,832	36.4%
	With Family	4,218	40.1%
	With others, not family	537	5.1%
	Sole person	1,904	18.1%
	Refused	27	0.3%
<b>Income</b>	<\$40,000	2,877	27.4%
	\$40,000-\$79,999	2,690	25.6%
	\$80,000-\$149,999	2,163	20.6%
	\$150000+	695	6.6%
	Don't know	1,018	9.7%
	Refused	1,075	10.2%
<b>TOTAL</b>		<b>10,518</b>	

**Source:** SCR6 What is your age? SCR7 To which of the following age groups do you belong? SCR4 What is your gender?; SCR8 What is your approximate annual income from all sources before tax?SCR9 I will read a list of income ranges, please tell me which one is the best estimate ... Q38 Do you speak a language other than English at home? Q40B Do you live..?

## 1.3 What the survey asked

The questionnaire covered a wide range of topics across 3 broad themes: the community's attitudes towards Older Australians, their knowledge and perceptions of aged care, and their experience, expectations and preferences for older age. The report is structured around these themes.

The questions about attitudes to Older Australians covered:

- If the community sees Older Australians as valuable and important to care for. These questions try to understand whether negative attitudes towards Older Australians may be part of the problems with the current aged care system.
- Who Australians think should be responsible for paying for the support or care needed by Older Australians. This was asked to inform the design of aged care funding arrangements.

The questions about people's knowledge and perceptions of aged care covered:

- Whether the respondents knew an older person, someone receiving care, someone living in an aged care facility, and if they had visited an aged care facility. The people who knew someone receiving aged care were asked how often they contacted or visited. The answers give an indication of the community's level of awareness of aged care services, and what life is like for someone in care.
- How people perceive the quality of residential aged care and life of residents (e.g. hygiene, food, safety, happiness, accommodation). This provides a broad-based picture of the community's views beyond how those views are represented by the media or individual submissions.
- Where people would get information about aged care services and how they would report concerns. These are key aspects of the aged care system and some knowledge is important for people to engage effectively. Respondents were also asked the percentage of aged care costs covered by the government as an indication of whether the community has some awareness of user-contributions.

The questions about people's experience, expectations and preferences for older age covered:

- How people aged 70 years or more see their own lives, including whether they are able to do the things they enjoy, and how they spend their time. People aged under 70 years were asked what they expected for themselves in older age. This tells us about the quality of older people's lives, and how aware younger people are of what they can expect for their own futures.
- Who people want to provide them with support or care in their older age if they were to need it, and where they would want to live. Respondents already receiving support or care were asked about their current situation as well as what they would want if their needs were to increase.
- Which types of aged care services people consider the most important. This gives an indication of the types of services people see as appropriate for themselves and others to be able to access.

The full questionnaire is provided in Appendix 1.

## 1.4 Reading and interpreting the results

The survey results presented in this report are rounded to one decimal place or the nearest whole number. Consequently percentages may not add up exactly to 100%.

The survey results are estimates based on information from a sample survey. All samples are subject to sampling variability. That is, they may differ from results that would be obtained if all people in Australia aged 18 years or older were interviewed (i.e. a Census), or if the survey was repeated with a different sample of people. The degree of variation within a sample can be measured by the standard error (SE).

SEs can be used to estimate the range within which we can be confident that the true result lies. These ranges, known as “confidence intervals”, can be quickly seen in the table in Appendix 2. For example, if an estimate is 78% based on a sample of  $n=1,951$  respondents, this estimate has a 95% confidence interval of around  $\pm 1.8\%$ . This means that if the survey was repeated many times with different samples, 95% of the time the confidence interval would contain the true result.

Confidence intervals can be a useful tool to gauge whether there is a statistically significant difference between survey estimates for different populations. For example, the proportion of people who knew someone aged seventy or older is 78% for those aged 18 to 34 ( $n=1,951$ ) and 88% for those aged 35 to 54 ( $n=2,716$ ). The 95% confidence interval for the 78% estimate is  $\pm 1.8\%$ , therefore the maximum expected estimate for those aged 18 to 34 in a repeat survey would be 80%. Similarly the confidence interval for the 88% estimate for those aged 35 to 54 is around  $\pm 1.2\%$ , therefore the minimum expected estimate in a repeat survey would be 87%.

Another measure of variation within the sample is the relative standard error (RSE). The RSE is the standard error as a percentage of the estimate. In the example above of the estimate of the proportion of 18 to 34 year olds who knows someone aged seventy or older, the RSE is 2.3% (i.e.  $1.8/78$ ). Very small estimates tend to be subject to high RSEs which reduce the reliability of the result. Where the RSE is 25% or more the estimates should be viewed as indicative only. The tables in Appendix 2 include guidance about which survey estimates are indicative only.

## 2. Community attitudes towards Older Australians

- Adults of all ages overwhelmingly have a positive perspective towards people aged 70 and older and believe society has an obligation to look after and care for them.
- Around half of adults believe the Government should be most responsible for paying for the support and care services needed by older people. The other half see the older person themselves or their family and friends as most responsible, with most of these people viewing the Government as second most responsible.
- People are more likely to see the Government as most responsible for paying for aged support and care if they are in a younger age cohort, or on a lower income, or know an older person or someone needing support or care.

### 2.1 Does society value Older Australians and feel an obligation to care for them?

The community's attitudes towards Older Australians (those aged 70 years or more) were examined by asking respondents to agree or disagree with a series of value-laden statements.

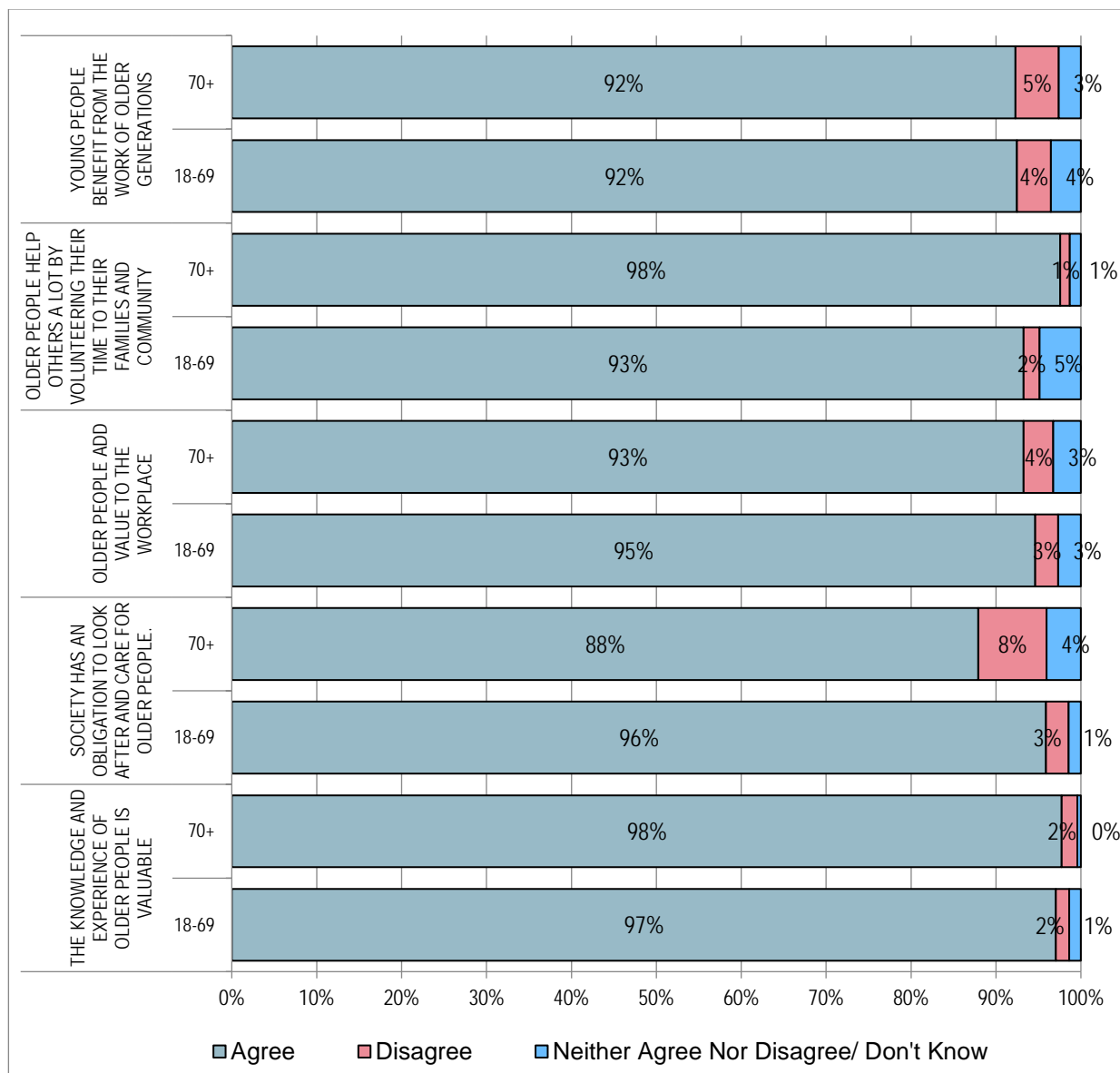
Most adults, of all ages, have a positive perspective of people aged 70 and older (Figure 1). Over 90% agreed that those aged 70 and older have valuable knowledge and experience, add value to the workplace, help by volunteering their time to their families and communities, and that the younger generations benefit from the work of older generations. Almost 95% agreed that society has an obligation to look after older people and care for them.

These attitudes were consistent across all age groups (Table 2). The main difference was that people aged 18-69 years were more inclined to agree society has an obligation to look after older people (96% compared to 88% for those aged 70 or more). The attitudes were generally also held irrespective of how much personal experience these people had with Older Australians. Those who knew an Older Australian were slightly more inclined to agree that younger people benefit from the work of older generations, compared to those who do not know an Older Australian (93% versus 88%).

Consistent with this, almost all people, of all ages, rejected the view that older people receive too much attention or that they are a burden on society (Figure 2). Personal experience had some influence on these attitudes. Those who knew someone aged 70 years or older were more likely to disagree that older people receive too much attention (94% compared to 86% for other people). Those who have visited a residential age care facility were also more likely to disagree with that opinion (94% compared to 87%).

The community was divided, however, on the statement "young people face a lot of costs and can't afford to financially support the older generation" (Table 3). The rate of agreement was highest in the 18-34 age group at 51%, dropping to 38% amongst those aged 55-69, but then rising among Older Australians to 47% which suggests attitudes are influenced by both age and generation. Agreement was also higher among those who do not know any older people than among those who do (52% compared to 43% for other people).

**Figure 1 Positive attitudes towards Older Australians**



**Source:** I am going to read out some statements people have made about older Australians. By “older Australians” we mean people aged 70 or older. Do you agree or disagree that ...

**Base:** Half of the respondents:

The knowledge and experience of older people is valuable/Older people help others a lot by volunteering their time to their families and community/Older people add value to the workplace Total n= **5259**, 18-34 n= **1240**, 35-54 n= **1352**, 55-69 n= **1929**, 70+ n= **738**, 18-69 n= **4521**

Society has an obligation to look after and care for older people/ Younger people benefit from the work of older generations, Total n= **5259**, 18-34 n= **1247**, 35-54 n= **1364**, 55-69 n= **1898**, 70+ n= **750**, 18-69 n= **4509**.



**Table 2 Positive attitudes towards Older Australians, by age**

	TOTAL	AGE				
		18-34	35-54	55-69	70+	18-69
<b>THE KNOWLEDGE AND EXPERIENCE OF OLDER PEOPLE IS VALUABLE</b>						
Agree	97.1%	95.3%	97.9%	98.2%	97.7%	97.0%
Disagree	1.6%	2.2%	1.4%	1.1%	1.8%	1.6%
Neither Agree Nor Disagree/ Don't Know	1.2%	2.5%	0.8%	0.7%	0.4%	1.4%
<b>OLDER PEOPLE ADD VALUE TO THE WORKPLACE</b>						
Agree	94.4%	93.0%	95.8%	95.2%	93.2%	94.6%
Disagree	2.8%	3.4%	2.2%	2.4%	3.5%	2.7%
Neither Agree Nor Disagree/ Don't Know	2.7%	3.6%	2.0%	2.4%	3.2%	2.7%
<b>OLDER PEOPLE HELP OTHERS A LOT BY VOLUNTEERING THEIR TIME TO THEIR FAMILIES AND COMMUNITY</b>						
Agree	93.8%	91.0%	93.3%	96.4%	97.6%	93.2%
Disagree	1.8%	2.9%	1.5%	1.1%	1.1%	1.9%
Neither Agree Nor Disagree/ Don't Know	4.4%	6.1%	5.2%	2.5%	1.3%	4.9%
<b>SOCIETY HAS AN OBLIGATION TO LOOK AFTER AND CARE FOR OLDER PEOPLE.</b>						
Agree	94.8%	95.5%	96.9%	94.8%	87.9%	95.9%
Disagree	3.4%	3.2%	1.8%	3.3%	8.0%	2.7%
Neither Agree Nor Disagree/ Don't Know	1.8%	1.2%	1.4%	1.9%	4.1%	1.4%
<b>YOUNGER PEOPLE BENEFIT FROM THE WORK OF OLDER GENERATIONS.</b>						
Agree	92.4%	88.1%	94.8%	95.3%	92.3%	92.5%
Disagree	4.1%	6.4%	2.5%	2.7%	5.1%	4.0%
Neither Agree Nor Disagree/ Don't Know	3.4%	5.5%	2.7%	2.0%	2.6%	3.5%

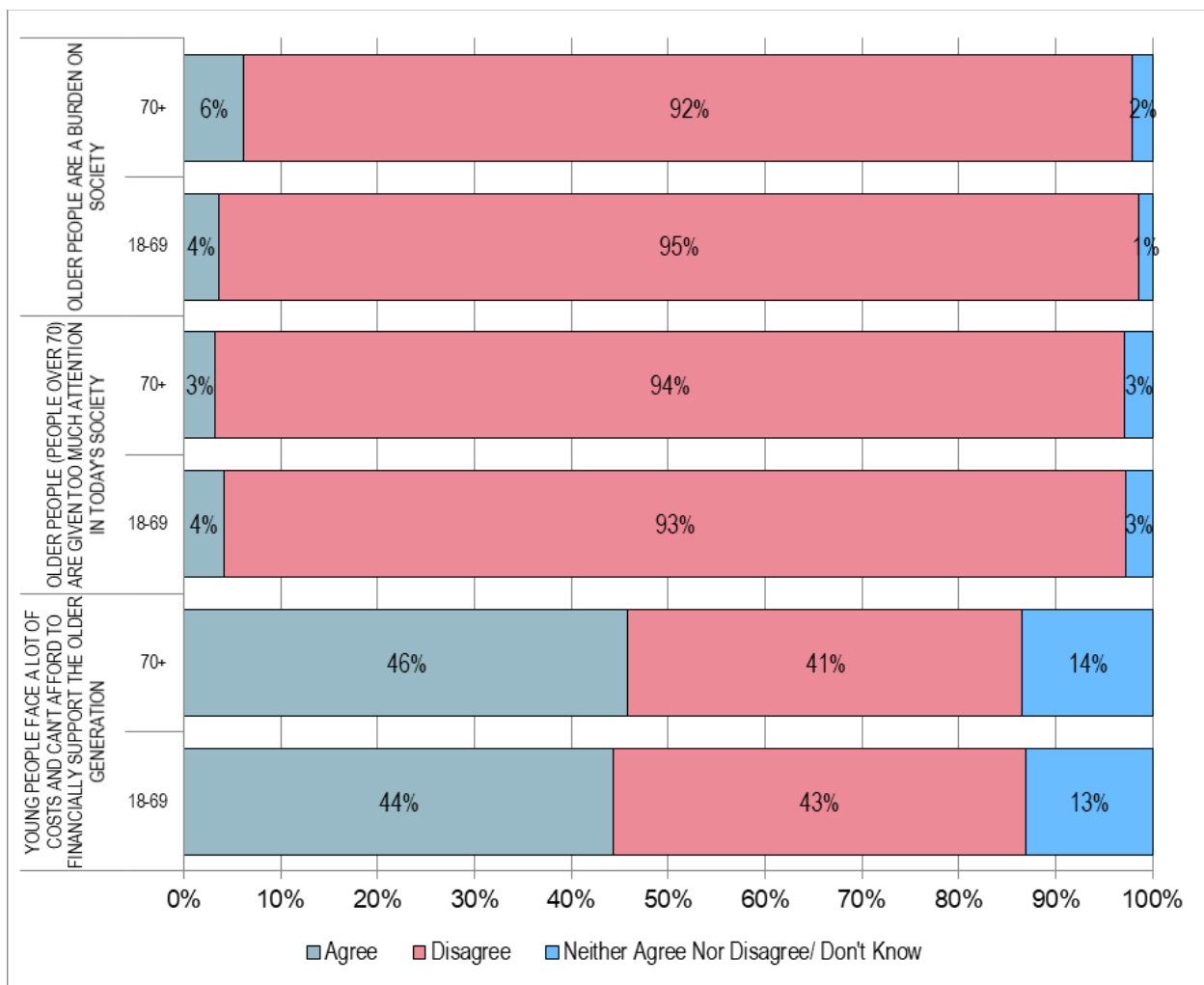
**Source:** I am going to read out some statements people have made about older Australians. By “older Australians” we mean people aged 70 or older. Do you agree or disagree that ...

**Base:** Half of the respondents:

The knowledge and experience of older people is valuable/Older people help others a lot by volunteering their time to their families and community/Older people add value to the workplace Total n= **5259**, 18-34 n= **1240**, 35-54 n= **1352**, 55-69 n= **1929**, 70+ n= **738**, 18-69 n= **4521**

Society has an obligation to look after and care for older people/ Younger People benefit from the work of older generations, Total n= **5259**, 18-34 n= **1247**, 35-54 n= **1364**, 55-69 n= **1898**, 70+ n= **750**, 18-69 n= **4509**.

**Figure 2 Negative attitudes towards Older Australians**



**Source:** Q2 I am going to read out some statements people have made about older Australians. By "older Australians", we mean people aged 70 or older. Do you agree or disagree that

**Base:** Older people (people over 70) are given too much attention in today's society; Aged 70 year or older n=738, Aged 18 –to 69 years n=4521; Young people face a lot of costs and can't afford to financially support the older generation; Older people are a burden on society; Aged 70 year or older n=750, Aged 18 –to 69 years n=4509

**Table 3 Negative attitudes towards Older Australians, by age**

	TOTAL	AGE				
		18-34	35-54	55-69	70+	18-69
<b>OLDER PEOPLE (PEOPLE OVER 70) ARE GIVEN TOO MUCH ATTENTION IN TODAY'S SOCIETY</b>						
Agree	4.1%	6.0%	4.0%	2.1%	3.2%	4.2%
Disagree	93.1%	89.6%	93.9%	96.4%	93.9%	93.0%
Neither Agree Nor Disagree/ Don't Know	2.8%	4.4%	2.1%	1.6%	2.9%	2.8%
<b>OLDER PEOPLE ARE A BURDEN ON SOCIETY</b>						
Agree	4.0%	4.5%	3.0%	3.3%	6.3%	3.7%
Disagree	94.5%	93.7%	96.0%	95.2%	91.7%	94.9%
Neither Agree Nor Disagree/ Don't Know	1.5%	1.8%	1.0%	1.5%	2.0%	1.4%
<b>YOUNG PEOPLE FACE A LOT OF COSTS AND CAN'T AFFORD TO FINANCIALLY SUPPORT THE OLDER GENERATION</b>						
Agree	44.5%	50.8%	42.0%	38.2%	45.9%	44.3%
Disagree	42.2%	33.9%	46.7%	48.9%	40.5%	42.5%
Neither Agree Nor Disagree/ Don't Know	13.2%	15.3%	11.3%	12.9%	13.5%	13.1%

**Source:** Q2. Do you agree or disagree with the following statement?

**Base:** Half of the respondents,

Older people (people over 70) are given too much attention in today's society, Total n= **5259**, 18-34 n= **1240**, 35-54 n= **1352**, 55-69 n= **1929**, 70+ n= **738**, 18-69 n= **4521**

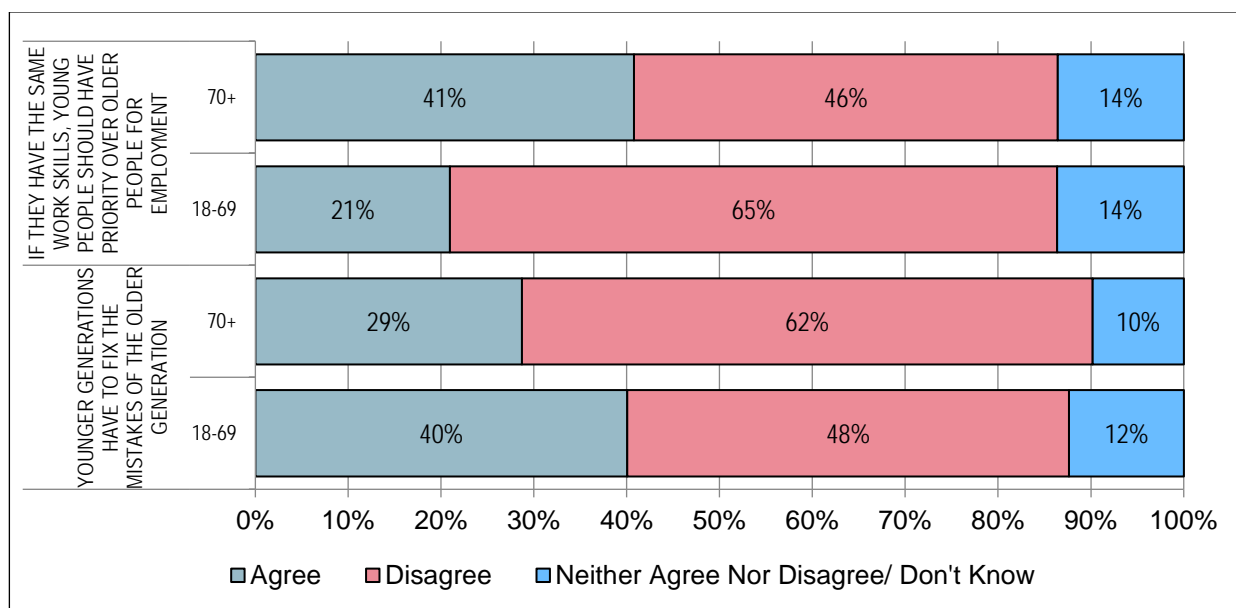
Older people are a burden on society/Young people face a lot of costs and can't afford to financially support the older generation, Total n= **5259**, 18-34 n= **1247**, 35-54 n= **1364**, 55-69 n= **1898**, 70+ n= **750**, 18-69 n= **4509**.

The questions which generated the largest attitudinal differences by age were those which called for a degree of prioritisation or blame between the generations (Figure 3).

Possibly reflecting parental instincts, Older Australians were twice as likely as Younger Australians to agree young people should have priority for employment if they have the same work skills as older people (41% compared to 20%). The majority of younger people rejected this idea while Older Australians were quite evenly distributed. People were also more likely to disagree if they knew an Older Australian than if they did not (64% compared to 56%).

Unsurprisingly, Younger Australians were much more likely to believe younger generations have to fix the mistakes of the older generations than were people aged 70 or older (40% compared to 29%). This attitude shows a strong association with age (Table 4). People who knew an older person disagreed at a much higher rate than those who did not know someone aged 70 years or more (52% compared to 36%).

**Figure 3 Main attitudinal differences towards Older Australians**



**Source:** Q2 I am going to read out some statements people have made about older Australians. By “older Australians” we mean people aged 70 or older. Do you agree or disagree that ...

**Base:** If they have the same work skills, young people should have priority over older people for employment Aged 70 year or older n=738, Aged 18 –to 69 years n=4521; Younger generations have to fix the mistakes of the older generation Aged 70 year or older n=750, Aged 18 –to 69 years n=4509

**Table 4 Main attitudinal differences towards Older Australians, by age**

	TOTAL	AGE				
		18-34	35-54	55-69	70+	18-69
<b>IF THEY HAVE THE SAME WORK SKILLS, YOUNG PEOPLE SHOULD HAVE PRIORITY OVER OLDER PEOPLE FOR EMPLOYMENT</b>						
Agree	23.7%	25.5%	14.3%	24.8%	40.9%	21.0%
Disagree	62.7%	59.9%	72.8%	61.7%	45.6%	65.4%
Neither Agree Nor Disagree/ Don't Know	13.6%	14.5%	12.9%	13.5%	13.5%	13.6%
<b>YOUNGER GENERATIONS HAVE TO FIX THE MISTAKES OF THE OLDER GENERATION</b>						
Agree	38.5%	53.3%	36.6%	25.7%	28.7%	40.1%
Disagree	49.5%	32.8%	51.6%	63.5%	61.5%	47.6%
Neither Agree Nor Disagree/ Don't Know	12.0%	13.9%	11.8%	10.9%	9.8%	12.4%

**Source:** Q2. I am going to read out some statements people have made about older Australians. By “older Australians” we mean people aged 70 or older. Do you agree or disagree that ...

**Base:** Half of the respondents:

If they have the same work skills, young people should have priority over older people for employment Total n= 5259, 18-34 n= 1240, 35-54 n= 1352, 55-69 n= 1929, 70+ n= 738, 18-69 n= 4521

Younger generations have to fix the mistakes of the older generation Aged 70 year or older Total n= **5259**, 18-34 n= **1247**, 35-54 n= **1364**, 55-69 n= **1898**, 70+ n= **750**, 18-69 n= **4509**.

## 2.2 Who should be responsible for aged care?

Aged care involves a wide range of services which are complex to describe. For ease of understanding, the survey asked people to think about aged care services in two intensity levels:

- Lower-level “support” to enable someone to live independently, such as help with shopping, cooking, cleaning, and attending medical appointments.
- Higher-level “care”, such as daily or almost daily help with dressing, eating, going to the bathroom and nursing care.

In Australia these services are funded by a mix of Government payments and user contributions. Respondents were asked who they believe should be most responsible for paying for these services and who they think should be next most responsible.

### 2.2.1 Support services

Nearly half (47%) of the adult population saw the Government as most responsible for paying for additional support needed by Older Australians (Figure 4). This was the most frequent response, followed by the older person themselves (28%) and family and friends (20%).

Those who thought the Government or the older person should be most responsible were quite evenly divided as to who should be next most responsible. Those who believed family and friends should be most responsible were over three times more likely to see the Government as next most responsible.

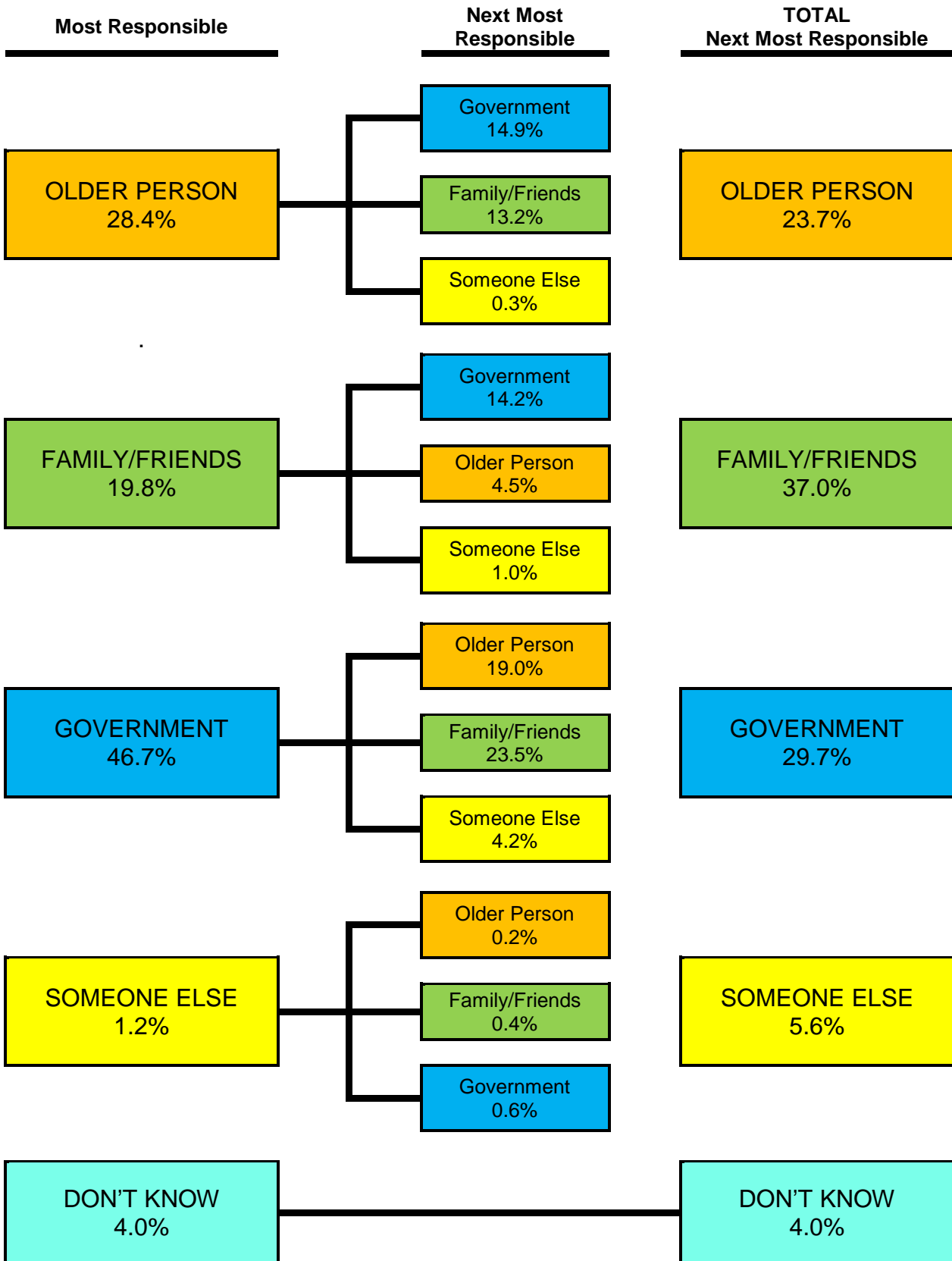
In total, the Government was seen as most or second most responsible for shouldering the financial burden for support services by 76% of people. This compares to 57% for family and friends and 52% for the older person themselves.

The share of people seeing Government as responsible was similar across age cohorts (Table 5). However, people in older age cohorts tended to be more likely than younger age cohorts to think the older person themselves should be most responsible for the support they need (for example, 36% of those aged 70 or more years versus 23% of 18 to 34 year olds). Younger age cohorts thought family and friends should be most responsible more often than did other age cohorts.

There was a greater range of results across the different income brackets (Table 6). The Government was viewed as most responsible by 52% of people in the low income bracket but only 36% of people in the highest bracket. People in the highest income bracket were the most likely cohort to see the older person as being most responsible for paying for their support (38% believed this). Those with a high yearly income would be relatively capable of paying for their own additional support, should they need it.

There were also some small differences in the results depending on whether the person knew an Older Australian, someone needing support or care, or had visited an aged care facility (Table 7). These people tended to be slightly more likely to think the Government should be most responsible for payment of support services. These people were also slightly more likely to see the older person themselves as having some responsibility for paying for support.

**Figure 4 Who Australians think should be responsible for paying for support**



**Source:** Q3 As people get older they may need some additional support to take care of themselves. Who do you think should be MOST RESPONSIBLE for PAYING for help like this? Q4 Who should be the NEXT MOST responsible?

**Base:** All respondents n= 10,518

**Table 5 Who Australians think should be responsible for paying for support, by age**

		TOTAL	AGE				
			18-34	35-54	55-69	70+	18-69
THE GOVERNMENT	Most responsible	46.7%	48.7%	45.5%	47.8%	43.3%	47.2%
	Next most responsible	29.7%	30.5%	30.0%	28.8%	28.7%	29.9%
THE OLDER PERSON'S FAMILY OR FRIENDS	Most responsible	19.8%	24.7%	19.6%	16.8%	13.3%	20.8%
	Next most responsible	37.0%	39.4%	35.9%	37.0%	34.4%	37.4%
THE OLDER PERSON THEMSELVES	Most responsible	28.4%	23.1%	29.3%	29.6%	36.4%	27.1%
	Next most responsible	23.7%	23.2%	24.6%	22.9%	24.1%	23.7%
SOMEONE ELSE	Most responsible	1.2%	1.2%	1.2%	1.2%	1.1%	1.2%
	Next most responsible	5.6%	4.7%	5.1%	6.7%	7.0%	5.3%

**Source:** Q3 As people get older they may need some additional support to take care of themselves. They might need help with things like shopping, or cooking or cleaning or attending medical appointments. Who do you think should be MOST RESPONSIBLE for PAYING for help like this? Q4 Who should be the NEXT MOST responsible?

**Base:** For “most responsible” All respondents n= 10,518, 18-34 n= 2,487, 35-54 n= 2,716, 55-69 n= 3,827, 70+ n= 1,488, 18-69 n= 9,030.

**Table 6 Who Australians think should be responsible for paying for support, by income**

		TOTAL	INCOME PER ANNUM				
			Low < \$40,000	Low Medium \$40,000 - \$79,999	High Medium \$80,000- \$149,999	High \$150,000+	Income not provided
THE GOVERNMENT	Most responsible	46.7%	51.5%	48.8%	41.6%	35.9%	46.5%
	Next most responsible	29.7%	28.4%	29.2%	30.8%	34.9%	29.2%
THE OLDER PERSON'S FAMILY OR FRIENDS	Most responsible	19.8%	20.4%	19.9%	18.9%	22.1%	18.8%
	Next most responsible	37.0%	37.5%	38.1%	37.7%	33.5%	35.2%
THE OLDER PERSON THEMSELVES	Most responsible	28.4%	22.9%	27.2%	34.4%	38.3%	27.5%
	Next most responsible	23.7%	23.6%	24.1%	23.9%	24.7%	22.8%
SOMEONE ELSE	Most responsible	1.2%	1.3%	0.8%	1.5%	1.0%	1.0%
	Next most responsible	5.6%	6.5%	5.4%	4.0%	4.2%	6.6%

**Source:** Q3 As people get older they may need some additional support to take care of themselves. They might need help with things like shopping, or cooking or cleaning or attending medical appointments. Who do you think should be MOST RESPONSIBLE for PAYING for help like this? Q4 Who should be the NEXT MOST responsible?

**Base:** For “most responsible” All respondents n=10,518; low income n=2,877; low-medium income n= 2,690; high-medium income n= 2,163; high income n=698, income not stated n= 2,093

**Table 7 Who Australians think should be responsible for paying for support, by who they know**

		TOTAL	Knows someone								Has visited an age care facility	
			aged 70+		receiving care/ support in their home		living in aged care facility		who has some kind of dementia		Yes	No
			Yes	No*	Yes	No	Yes	No	Yes	No		
THE GOVERNMENT	Most responsible	46.7%	46.9%	45.2%	49.3%	44.6%	46.5%	46.8%	47.8%	45.9%	47.3%	43.6%
	Next most responsible	29.7%	29.2%	32.9%	29.0%	30.3%	30.4%	29.3%	29.4%	30.0%	29.2%	32.1%
THE OLDER PERSON'S FAMILY OR FRIENDS	Most responsible	19.8%	18.3%	28.2%	17.2%	21.8%	17.9%	20.8%	17.8%	21.2%	18.6%	25.7%
	Next most responsible	37.0%	37.2%	36.0%	36.2%	37.6%	35.6%	37.8%	36.1%	37.7%	36.8%	37.9%
THE OLDER PERSON THEMSELVES	Most responsible	28.4%	29.4%	22.5%	28.5%	28.3%	30.7%	27.0%	29.2%	27.8%	28.9%	25.7%
	Next most responsible	23.7%	24.1%	21.7%	24.9%	22.8%	25.1%	22.9%	24.8%	23.0%	24.4%	20.1%
SOMEONE ELSE	Most responsible	1.2%	1.1%	1.5%	1.2%	1.1%	1.2%	1.1%	1.2%	1.2%	1.1%	1.4%
	Next most responsible	5.6%	5.4%	6.7%	6.0%	5.2%	5.2%	5.8%	5.7%	5.4%	5.4%	6.2%

\*Note: the “no” column refers to people who responded with “no” and “not sure”

**Source:** Q3 As people get older they may need some additional support to take care of themselves. They might need help with things like shopping, or cooking or cleaning or attending medical appointments. Who do you think should be MOST RESPONSIBLE for PAYING for help like this? Q4 Who should be the NEXT MOST responsible?

**Base:** For “most responsible” All respondents n= 10,518, Knows someone 70+ Yes n= 9,134 No n= 1,384, Knows someone receiving care support in their home Yes n= 4,827 No n= 5,691, Knows someone living in Aged Care facility Yes n= 4,045 No n= 6,473 Knows anyone who has some kind of Dementia. Yes n= 4,522 No n= 5,996 Visited an Aged Care facility Yes n= 8,940 No n= 1,5786



## 2.2.2 Care services

People's opinions about who should pay for care services were similar to their opinions about lower level support (Figure 5). The main difference was that a larger share thought Government should be most responsible for care (54% compared to 47% for support services). This is reflected in smaller shares of those seeing the older person as most responsible (25% compared to 28% for support services), or seeing the older person's family and friends as most responsible (16% compared to 20% for support services).

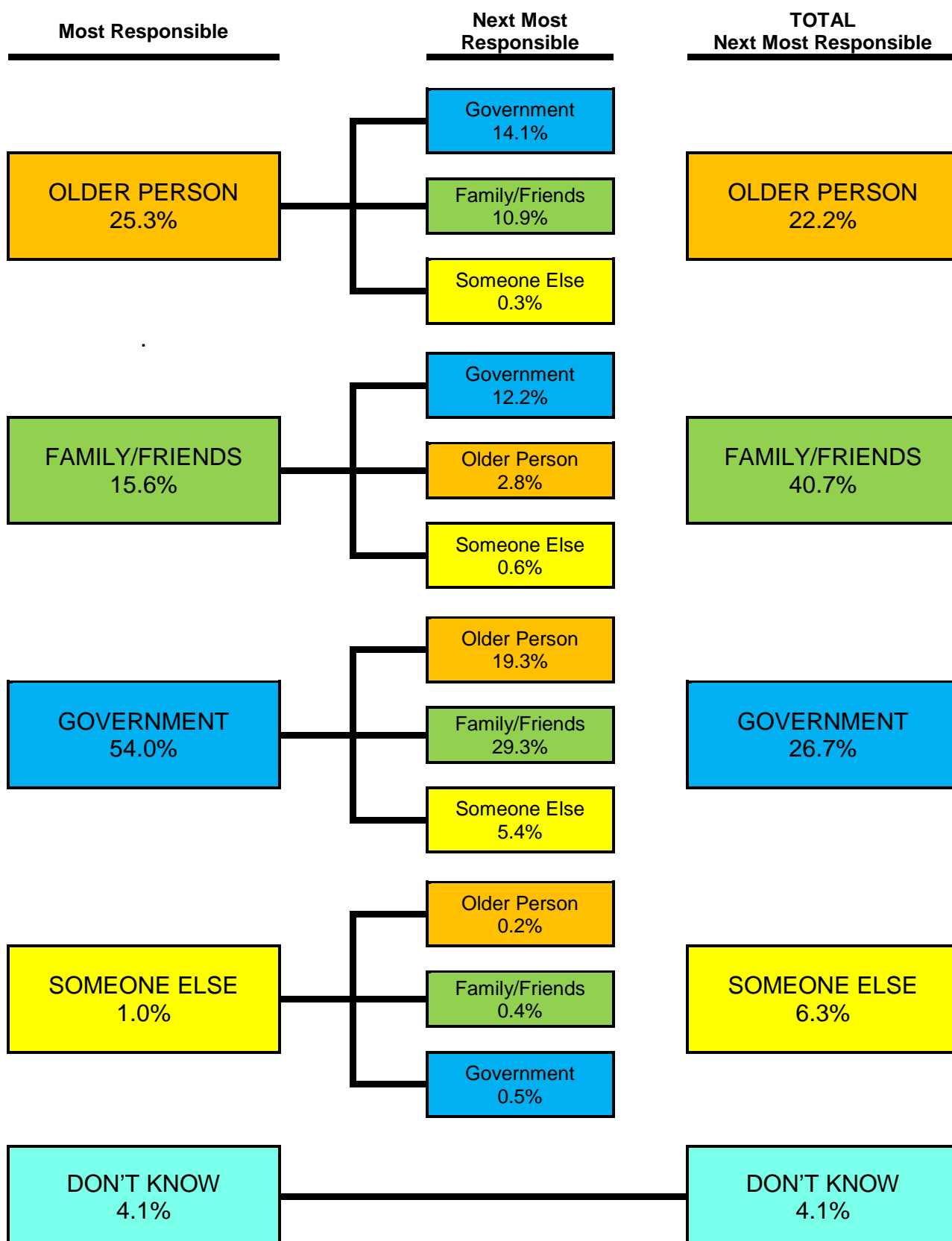
In total, 81% of people thought the Government should be most responsible or second most responsible for paying for care services. Family and friends were seen as being most or second most responsible by 56% of the adult population. The older person was most or second most responsible for 48% of people.

The opinion that Government should be most responsible for care services was held by at least half of the people in every age cohort (Table 8). This opinion was strongest among 18 to 34 year olds and 55 to 69 year olds (both 56%). Older Australians were more likely than others to believe the older person should pay for their own care, and less likely than others to see family and friends as most responsible. Younger people, as with support services, were more likely than others to think that payment for care should be the responsibility of friends or family.

The results in Table 9 show a larger share of people in every income bracket thought the Government should be most responsible for care than was the case for support services (up by around 7 percentage points). People in the low income bracket were especially likely to see the Government as most responsible for care (58%), and least likely to think the older person themselves should have the financial burden. This sentiment was less pronounced among medium income earners and much less so among high income earners. High income earners were still 1.2 times more likely to see Government as most responsible for care than they were to see the older person as most responsible.

As with support services, people were slightly more likely to think Government should be most responsible for care payments if they knew an Older Australian, someone needing support or care, or had visited an aged care facility (Table 10). These people were also slightly more likely to think that the older person themselves should have some responsibility for paying for the care and less likely to think the person's family or friends should have responsibility.

Figure 5 Who Australians think should be responsible for paying for care



**Source:** Q5 We also know that sometimes older people need MORE CARE. Who do you think should be MOST RESPONSIBLE for PAYING for this type of care? Q6 Who should be the NEXT MOST responsible?  
**Base:** All respondents n= 10,518

**Table 8 Who Australians think should be responsible for paying for care, by age**

		TOTAL	AGE				
			18-34	35-54	55-69	70+	18-69
THE GOVERNMENT	Most responsible	54.0%	56.1%	52.3%	56.1%	50.3%	54.6%
	Next most responsible	26.7%	26.0%	27.9%	25.4%	27.6%	26.6%
THE OLDER PERSON'S FAMILY OR FRIENDS	Most responsible	15.6%	21.0%	15.9%	10.8%	9.8%	16.5%
	Next most responsible	40.7%	45.2%	38.8%	39.8%	36.3%	41.4%
THE OLDER PERSON THEMSELVES	Most responsible	25.3%	20.0%	26.9%	27.0%	31.2%	24.4%
	Next most responsible	22.2%	21.5%	22.8%	21.9%	23.0%	22.1%
SOMEONE ELSE	Most responsible	1.0%	1.0%	0.6%	1.0%	2.4%	0.8%
	Next most responsible	6.3%	5.3%	6.1%	7.8%	6.7%	6.2%

**Source:** Q5 We also know that sometimes older people need MORE CARE, with things like dressing, or eating, or going to the bathroom, or nursing care. Who do you think should be MOST RESPONSIBLE for PAYING for this type of care? Q6 Who should be the NEXT MOST responsible?

**Base:** For “most responsible” All respondents n= 10,518, 18-34 n= 2,487, 35-54 n= 2,716, 55-69 n= 3,827, 70+ n= 1,488, 18-69 n= 9,030

**Table 9 Who Australians think should be responsible for paying for care, by income**

		TOTAL	INCOME PER ANNUM				
			Low < \$40,000	Low Medium \$40,000 - \$79,999	High Medium \$80,000-149,999	High \$150,000+	Income not provided
THE GOVERNMENT	Most responsible	54.0%	58.4%	57.1%	48.5%	43.4%	53.4%
	Next most responsible	26.7%	25.2%	25.1%	30.0%	33.1%	25.2%
THE OLDER PERSON'S FAMILY OR FRIENDS	Most responsible	15.6%	16.6%	15.2%	15.7%	16.3%	14.0%
	Next most responsible	40.7%	42.3%	42.5%	38.5%	37.3%	39.6%
THE OLDER PERSON THEMSELVES	Most responsible	25.3%	19.9%	23.5%	31.6%	36.1%	24.6%
	Next most responsible	22.2%	21.9%	23.3%	23.5%	20.1%	20.5%
SOMEONE ELSE	Most responsible	1.0%	1.4%	0.7%	0.7%	0.6%	1.5%
	Next most responsible	6.3%	6.9%	5.6%	4.7%	6.0%	8.2%

**Source:** Q5 We also know that sometimes older people need MORE CARE, with things like dressing, or eating, or going to the bathroom, or nursing care. Who do you think should be MOST RESPONSIBLE for PAYING for this type of care? Q6 Who should be the NEXT MOST responsible?

**Base:** For “most responsible” All respondents n=10,518; low income n=2,877; low medium income n= 2,690 ; high medium income n= 2,163; high income n=698, income not stated n= 2,093

**Table 10 Who Australians think should be responsible for paying for care, by who they know**

		TOTAL	Knows someone ...								Has visited an age care facility	
			aged 70+		receiving care/ support in their home		living in aged care facility		who has some kind of dementia		Yes	No
			Yes	No	Yes	No	Yes	No	Yes	No		
THE GOVERNMENT	Most responsible	54.0%	54.4%	51.5%	56.1%	52.4%	54.3%	53.8%	55.8%	52.7%	54.7%	50.5%
	Next most responsible	26.7%	26.5%	28.1%	26.9%	26.6%	27.0%	26.6%	26.6%	26.8%	26.3%	28.7%
THE OLDER PERSON'S FAMILY OR FRIENDS	Most responsible	15.6%	14.1%	24.2%	13.0%	17.6%	13.6%	16.7%	13.5%	17.0%	14.4%	21.6%
	Next most responsible	40.7%	40.6%	41.3%	38.8%	42.2%	39.3%	41.5%	39.6%	41.4%	40.3%	42.6%
THE OLDER PERSON THEMSELVES	Most responsible	25.3%	26.2%	20.4%	25.7%	25.0%	27.1%	24.3%	25.8%	25.0%	25.8%	22.9%
	Next most responsible	22.2%	22.4%	20.9%	23.6%	21.1%	23.4%	21.5%	23.0%	21.6%	22.8%	19.1%
SOMEONE ELSE	Most responsible	1.0%	1.0%	1.2%	1.0%	1.1%	0.8%	1.2%	0.9%	1.2%	0.9%	2.0%
	Next most responsible	6.3%	6.2%	7.1%	6.6%	6.0%	6.1%	6.4%	6.7%	6.0%	6.2%	6.5%

**Source:** Q3 As people get older they may need some additional support to take care of themselves. They might need help with things like shopping, or cooking or cleaning or attending medical appointments. Who do you think should be MOST RESPONSIBLE for PAYING for help like this? Q4 Who should be the NEXT MOST responsible?

**Base:** For “most responsible” All respondents n= 10,518, Knows someone 70+ Yes n= 9,134 No n= 1,384, Knows someone receiving care support in their home Yes n= 4,827 No n= 5,691, Knows someone living in Aged Care facility Yes n= 4,045 No n= 6,473 Knows anyone who has some kind of Dementia. Yes n= 4,522 No n= 5,996 Visited an Aged Care facility Yes n= 8,940 No n= 1,5786 Aged 70+ and knows other aged 70+ living outside their home Yes n= 1,340 No n= 148

### 3. Knowledge and perceptions of aged care

- Just 44% of adults knew someone receiving support or care in their own home, and only 37% knew someone living in a residential aged care facility.
- 57% of the people who knew someone receiving support or care in their home were in contact with them once a week or more, however only 37% visit that often. The frequency of contacts and visits to people living in residential aged facilities is much lower.
- 84% of adults have visited a residential aged care facility during their life. Most think the residents are often lonely, do not have control over their lives and are not happy, but have access to medical care and are safe in comfortable, well maintained accommodation. These people were divided about whether residents receive the help they need with daily activities, whether they are respected, and whether there are enough activities for residents.
- Very few adults know of the Government's aged care information portal (My Aged Care), the industry regulator (Aged Care Quality and Safety Commission), or aged care funding arrangements.

#### 3.1 How many of us know people receiving aged care?

To investigate the community's knowledge of aged care we asked people if they knew someone receiving aged care in their home or someone living in a residential aged care facility. Those who knew someone receiving care were then asked how often they contacted and visited the person (or persons) they had the closest relationship with. Contact included communication by phone, leaving a message, emailing, or chatting on the computer.

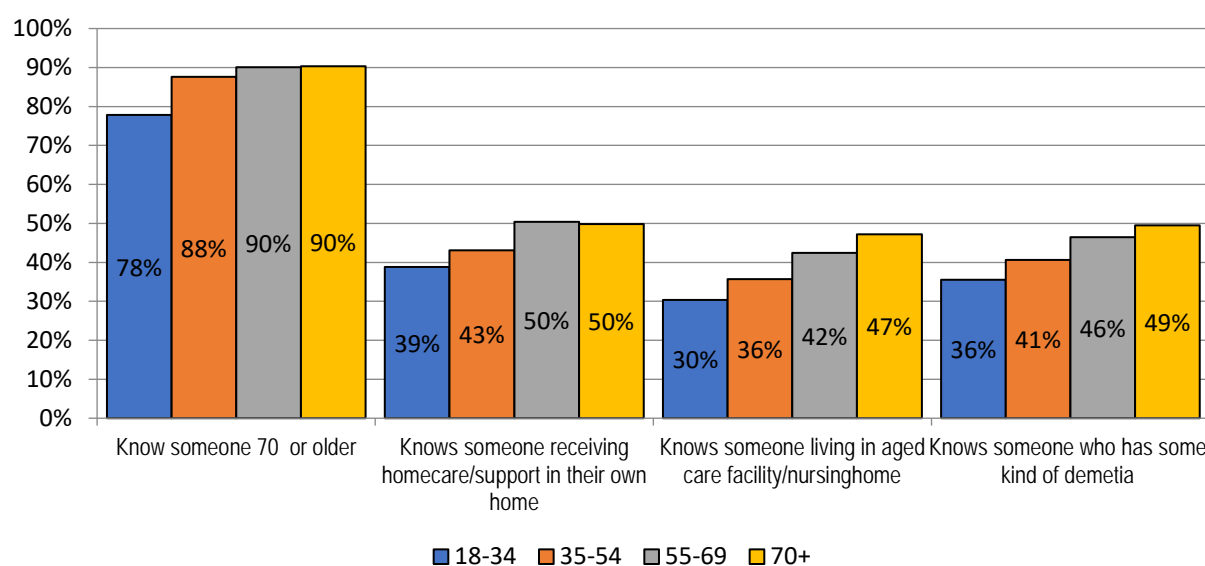
A large majority of the adults surveyed (85%) knew someone outside of their household aged 70 years or older, however, only 44% knew someone receiving support to live at home, just 37% knew someone living in a residential aged care facility, and 41% knew someone with dementia. People receiving aged care make up a little under one third of all people aged 65 years or more.<sup>1</sup>

The likelihood of knowing someone receiving aged care services tended to increase with the persons age (Figure 6). Less than 40% of people aged 18 to 34 were acquainted with someone receiving home support or care, or someone living in an aged care facility, whereas closer to half the people aged 55 years or more did know someone.

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<sup>1</sup> Department of Health (2019), Aged Care Data Snapshot 2019, <https://gen-agedcaredata.gov.au/Resources/Access-data/2019/September/Aged-care-data-snapshot%E2%80%942019>

**Figure 6 Knowledge of Older Australians, by age**



Source: Q26. Apart from anyone you are living with in your home, do you know anyone such as a family member or close friend who lives in Australia and is...?

Base: All Respondents n=10,518 18-34 n=2,487, 35-54 n=2716, 55-69 n=3827, and 70 and older n=1488.

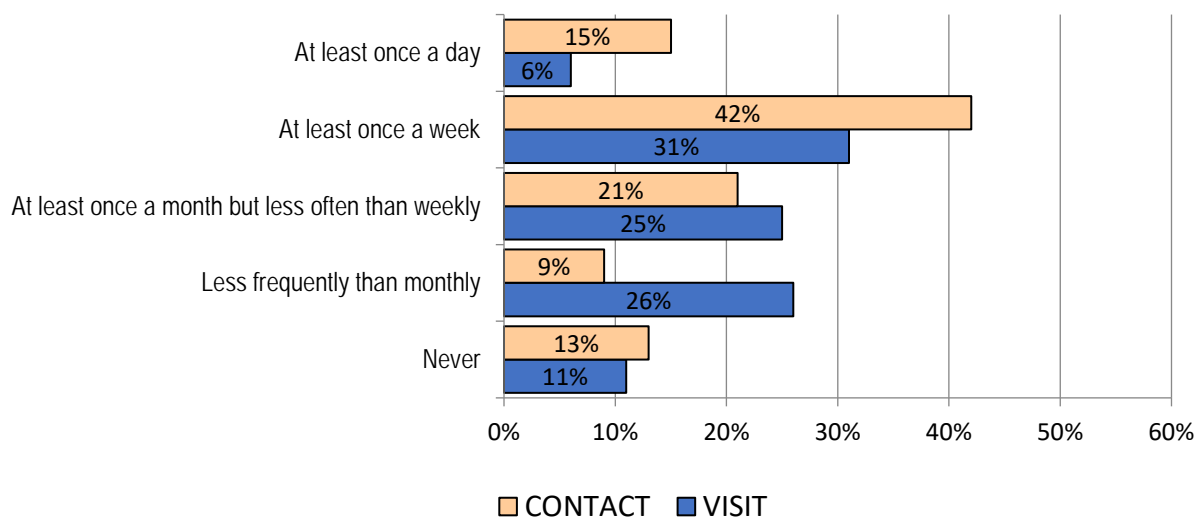
### 3.2 How often do Australians contact and visit people receiving aged care?

Of the people who knew someone receiving home support or care, 15% make contact daily and 42% make contact weekly (Figure 7). However, the proportion who visit daily and weekly are much lower (6% and 31% respectively). Around 25% of people visit at least monthly and 26% visit less than monthly. Around one in ten people never contact or visit.

Contacts and visits were significantly less frequent to people in residential aged care facilities (Figure 8). Of the people who knew someone living in an aged care facility, only 6% contact daily and 25% contact weekly. The share to visit daily is just 3% while 21% visit weekly. Most people contact and visit monthly or less frequently. A third never contact the people they know, while one in five never visit.

Contact and visiting patterns are different across age groups as shown in Table 11 and Table 12. The frequency of contacts and visits tends to increase with age, peaking among people aged 55 to 69, and then declining somewhat among those aged 70 years or more. Those aged 70 years or older are also more likely than others to never make contact or visit. Possibly this reflects greater difficulty with mobility, transport and technology among Older Australians.

**Figure 7 How often people who know someone receiving home support or care contact or visit that person**



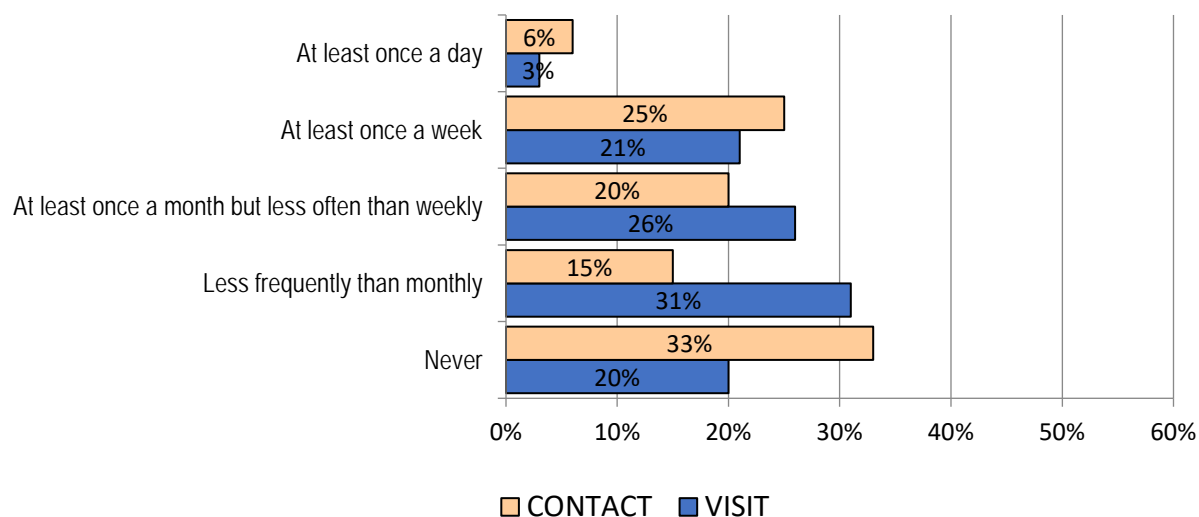
\*Less frequently than monthly includes “as often as I can”

\*\* Never includes “I am not in a position to visit them” and “unsure/prefer not to say”

**Source:** Q27 and Q28. Thinking about the person you are closest to, who received home care or support in their home, how often do you visit them/ contact them? This means by phone, leaving a message, an email, chat or any other way.

**Base:** People who reported knowing someone who receives home care support (Q26) n=4,827

**Figure 8 How often people who know someone living in a residential aged care facility contact or visit that person**



\*Less frequently than monthly includes “as often as I can”

\*\*Never includes “I am not in a position to visit them” and “unsure/prefer not to say”

**Source:** Q29 and Q30. Thinking about the person you are closest to, living in a residential aged care facility or nursing home, how often do you visit them/ contact them? This means by phone, leaving a message, an email, chat or any other way.

**Base:** People who reported knowing someone who living in an aged care facility or nursing home (Q26) n=4,045

**Table 11 How often people who know someone receiving home support or care contact or visit that person, by age**

	TOTAL	AGE			
		18-34	35-54	55-69	70+
<b>CONTACTED</b>					
At least once a day	15.5%	8.5%	18.5%	20.0%	14.4%
At least once a week	41.7%	37.0%	38.9%	47.3%	47.3%
At least once a month but less often than weekly	20.5%	26.5%	20.0%	16.2%	17.5%
Less frequently than monthly*	9.4%	15.9%	9.5%	5.2%	4.5%
Never**	12.9%	12.1%	13.1%	11.2%	16.2%
<b>VISITED</b>					
At least once a day	5.9%	3.4%	5.5%	8.6%	7.1%
Once a week	31.3%	25.2%	31.4%	36.5%	33.7%
At least once a month but less often than weekly	25.5%	30.0%	24.5%	22.5%	24.0%
Less frequently than monthly*	26.2%	33.4%	28.4%	22.4%	14.6%
Never**	11.2%	8.0%	10.2%	10.0%	20.6%

\* includes "as often as I can"

\*\* includes "I am not in a position to visit them" and "unsure/prefer not to say"

**Source:** Q27 and Q28. Thinking about the person you are closest to, who received home care or support in their home, how often do you visit them/ contact them? This means by phone, leaving a message, an email, chat or any other way.

**Base:** know someone receiving home care support (Q26): Total n=4,827, 18-34 n=975, 35-54 n=1,194, 55-69 n=1,919, 70 and older n=739,.

**Table 12 How often people who know someone living in a residential aged care facility contact or visit that person, by age**

	TOTAL	AGE			
		18-34	35-54	55-69	70+
<b>CONTACTED</b>					
At least once a day	6.4%	3.2%	7.0%	8.9%	6.6%
At least once a week	25.2%	19.7%	24.8%	30.5%	26.7%
At least once a month but less often than weekly	20.3%	26.0%	19.8%	15.6%	19.3%
Less frequently than monthly*	15.2%	23.1%	16.0%	10.2%	9.4%
Never**	32.9%	28.1%	32.4%	34.8%	38.0%
<b>VISITED</b>					
At least once a day	3.2%	1.7%	2.8%	5.0%	3.9%
Once a week	20.5%	12.2%	19.4%	28.4%	23.9%
At least once a month but less often than weekly	25.5%	29.9%	23.2%	24.3%	25.3%
Less frequently than monthly*	30.9%	41.0%	34.8%	24.0%	18.4%
Never**	19.8%	15.3%	19.8%	18.3%	28.5%

\* includes "as often as I can"

\*\* includes "I am not in a position to visit them" and "unsure/prefer not to say"

**Source:** Q29 and Q30. Thinking about the person you are closest to, living in a residential aged care facility or nursing home, how often do you visit them/ contact them? This means by phone, leaving a message, an email, chat or any other way.

**Base:** People who reported knowing someone who living in an aged care facility or nursing home (Q26): Total n=4,045, 18-34 n=759, 35-54 n=976, 55-69 n=1610, 70 and older n=700, and 18-69 n=3345.

Note: Responses of Less often than that, As often as I can, and Not Sure/Prefer not to Say have been excluded due to small number of responses.

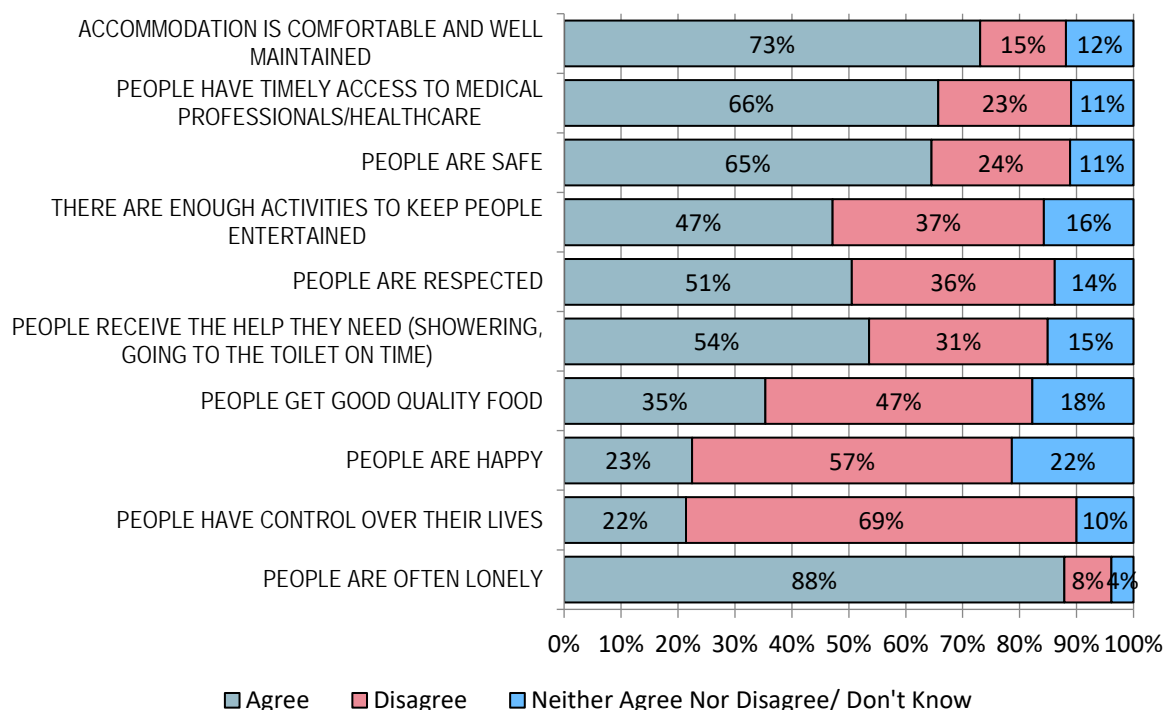


### 3.3 What do Australians think of residential aged care facilities?

Respondents were asked for their perceptions about residential aged care facilities by agreeing or disagreeing with a series of statements.

Overall, the community's perceptions about residents' welfare were very negative (Figure 9). There was a strong majority view that residents are often lonely, do not have control over their lives and are not happy. There was a perception by nearly half that residents do not get good quality food. Perceptions were more divided about whether residents receive the help they need with daily activities (such as showering and going to the toilet), whether residents are respected, and whether there are enough activities to keep residents entertained. However, the majority of people thought residents are safe, their accommodation is comfortable and well maintained, and they have timely access to medical professionals and health care.

**Figure 9 Perceptions of residential aged care facilities**



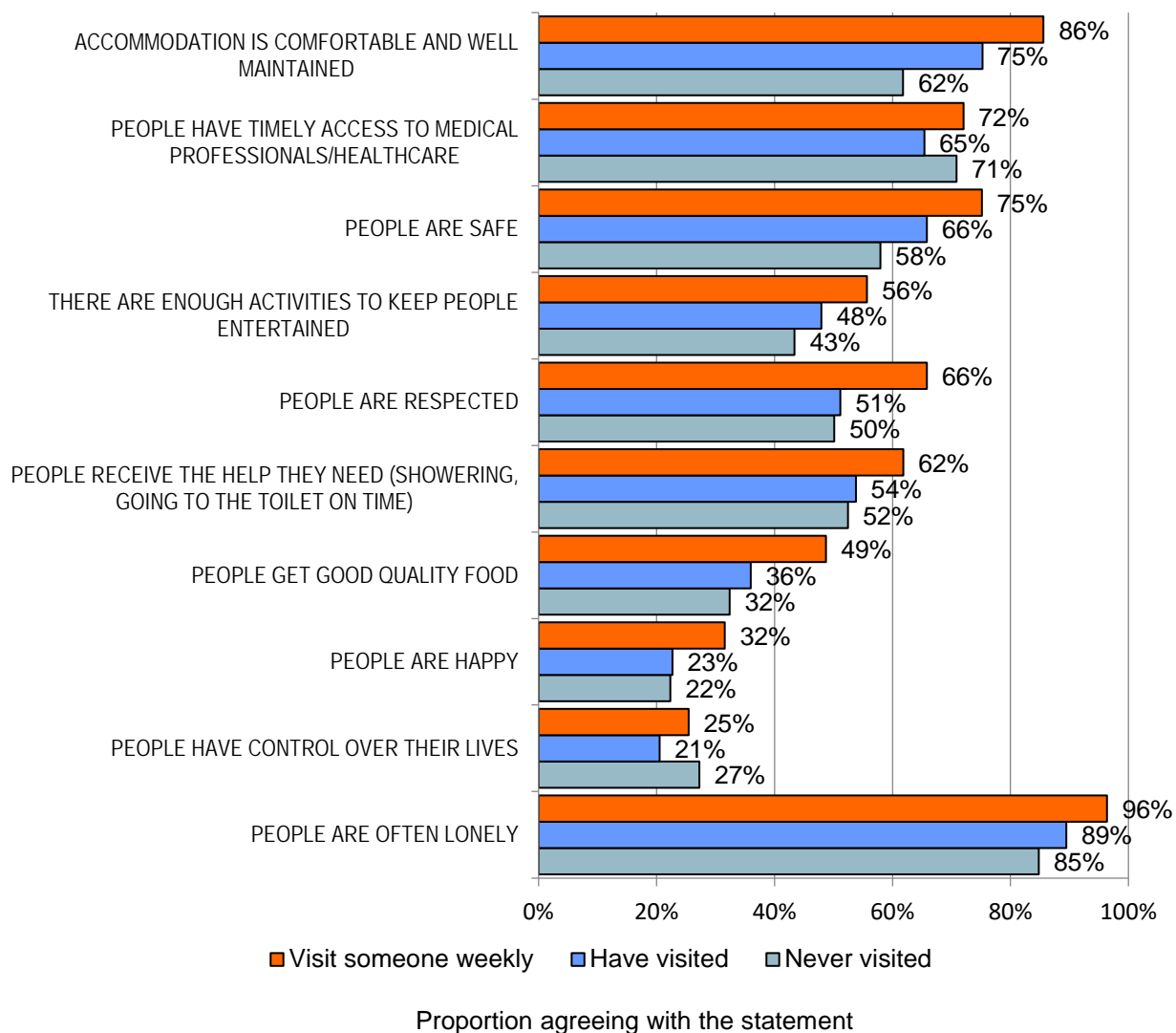
**Source:** Q32A Please tell me your opinion – do you agree or disagree on the following general statements about people in residential aged care or nursing homes? Q32b Even though you may not have visited an age care facility I am interested in your views . Do you agree or disagree – on the following general statements about people in residential aged care or nursing homes?

**Base:** All Respondents n=10,518

Perceptions about residential aged care facilities were generally very similar between people of different ages. Around 84% of adults participating in the survey had visited a residential aged care facility at some time in their lives and these people tended to have slightly more positive perceptions than those who had never visited. Some of the most favourable views were held by people who knew someone living in an aged care facility and visited them at least weekly (Figure 10).

The people who visited a facility weekly were more likely to agree that the accommodation is comfortable and well maintained; that the residents are safe, happy, respected and given good quality food; and that there are enough activities to keep people entertained. However, these people still had a quite a negative view of facilities overall and nearly all believed residents are often lonely.

**Figure 10 Perceptions of residential aged care facilities, by visitation**



**Source:** Q32A Please tell me your opinion – do you agree or disagree on the following general statements about people in residential aged care or nursing homes? Q32b Even though you may not have visited an age care facility I am interested in your views . Do you agree or disagree – on the following general statements about people in residential aged care or nursing homes?

**Base:** Those who have visited an aged care facility n=8940, those who have not visited an aged care facility n=1578, those who visit someone in an aged care facility weekly n= 1060

### 3.4 Finding information about aged care services

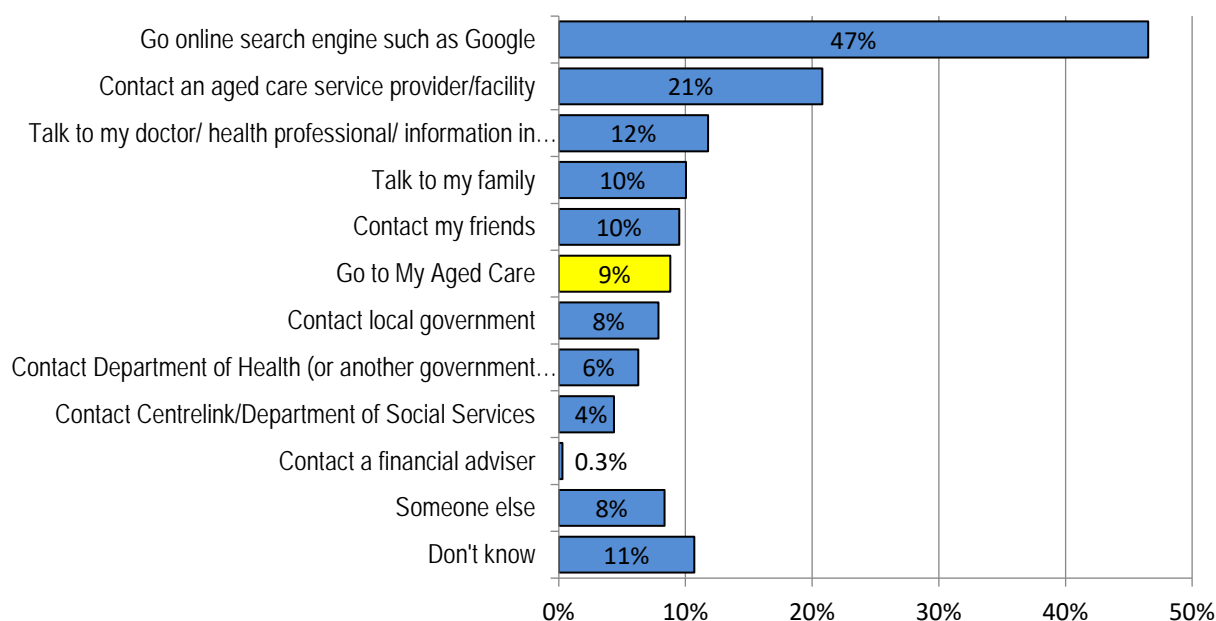
It can be a complex process for someone to arrange access to aged care services for themselves or someone they are close to. All respondents were asked how they would find the information they needed for this. As shown in Figure 11, there were many different answers given.

Nearly half of adults would begin their journey using a search engine such as Google which indicates they have very little existing knowledge. Depending on the search terms they used, this would usually lead them to an aged care provider or Government website. A reasonable share (21%) said they would contact an age care service provider or facility. Smaller shares said they would contact various Government organisations.

Only 9% of adults identified My Aged Care<sup>2</sup> as the starting point on the aged care journey. My Aged Care is the Australian Government's dedicated phone line and website that provides assessment of a person's needs, and information about aged care services and payments. Similarly small shares of people said they would start by talking with a doctor or their family or friends.

As might be expected, the use of an internet search facility is skewed towards the younger age cohorts, while older age cohorts are more inclined to talk with their doctor or aged care providers (Table 13).

**Figure 11 How people would find out about aged care services**



**Source:** Q33. If you needed to find out something about aged care services in Australia, what would you do, who would you contact? (multiple responses allowed)

**Base:** All Respondents n=10,518,

<sup>2</sup> <https://www.myagedcare.gov.au/>

**Table 13 How people would find out about aged care services, by age**

	TOTAL	AGE			
		18-34	35-54	55-69	70+
Go online search engine such as Google	46.5%	62.4%	52.3%	33.1%	17.3%
Contact an aged care service provider/facility	20.8%	18.1%	18.5%	26.5%	24.1%
Talk to my doctor/ health professional/ information in brochures in clinic or hospital	11.8%	6.4%	10.8%	14.1%	22.7%
Talk to my family	10.0%	11.8%	9.3%	7.5%	11.5%
Contact my friends	9.5%	9.4%	9.6%	8.6%	10.7%
Go to My Aged Care	8.8%	5.3%	8.8%	12.7%	10.8%
Contact local government	7.9%	4.1%	8.4%	10.0%	11.7%
Contact Department of Health (or another government department)	6.3%	4.7%	7.0%	8.3%	5.2%
Contact Centrelink/Department of Social Services	4.3%	2.1%	5.1%	6.3%	4.6%
Contact a financial adviser	0.3%	0.1%	0.4%	0.4%	0.3%
Someone else	8.3%	5.9%	7.9%	10.7%	11.3%
Don't know	10.7%	10.8%	9.8%	11.1%	12.0%

**Source:** Q33. If you needed to find out something about aged care services in Australia, what would you do, who would you contact?

**Base:** All Total n=10,518, 18-34 n=2487, 35-54 n=2716, 55-69 n=3827, 70 and older n=1488,

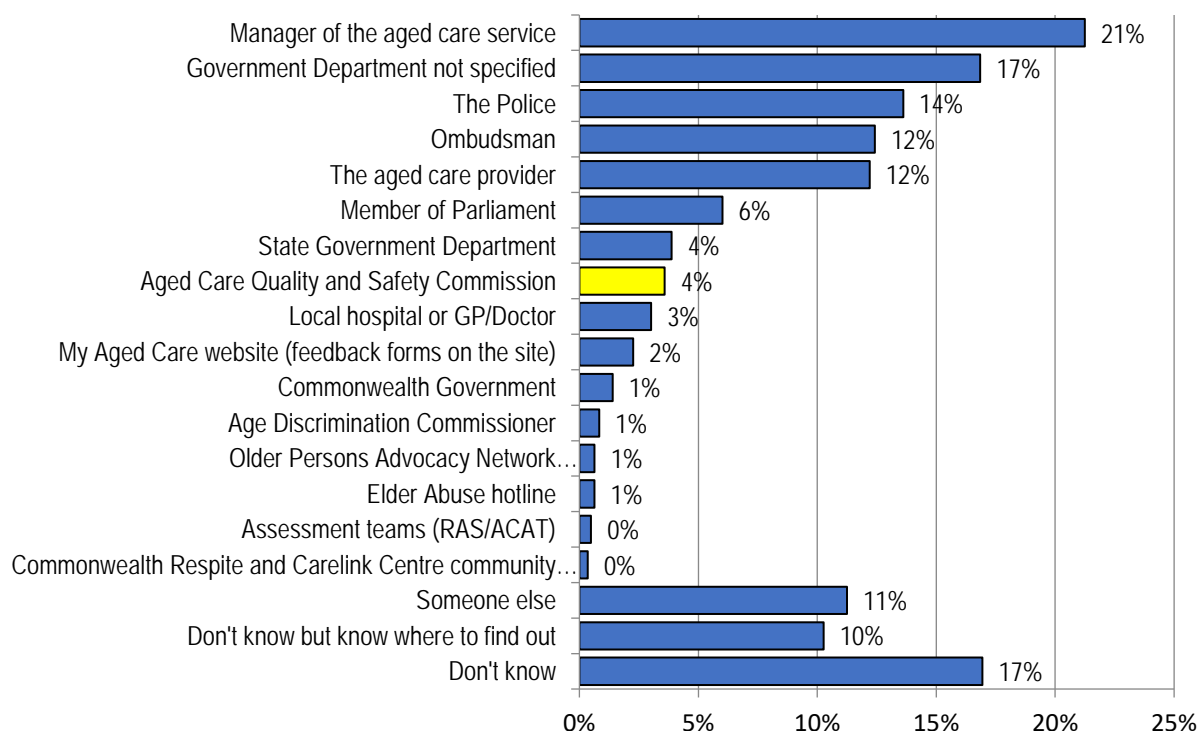
### 3.5 Reporting problems with aged care services

Problems with aged care services were prominent in the media in the year or so prior to the survey. Respondents were therefore asked who they would report a problem with an aged care service to.

The most common response was to report the problem to the manager of the particular aged care service or the aged care provider that the service is part of (Figure 12). Next most common was to report the problem to a Government department, the Police or an Ombudsman. Surprisingly, only 4% of people said they would report the problem to the Age Care Quality and Safety Commission (ACQSC). ACQSC is the national regulator of aged care services and the primary point of contact for consumers and providers in relation to quality and safety.

There was relatively little differentiation in the responses by age cohort (Table 14). The older cohorts were more likely to report problems to the aged care Manager or provider directly, or to a Member of Parliament. The younger cohorts were less likely to know who to report a problem to.

**Figure 12 How people would find out abWho Australians would report problems with age care services to**



**Source:** Q34. If you knew about a problem with an aged care service, who would you report it to?  
**Base:** All Respondents n=10,518,

**Table 14 Who Australians would report problems with aged care services to, by age**

	TOTAL	AGE			
		18-34	35-54	55-69	70+
Manager of the aged care service	21.2%	18.3%	20.4%	25.0%	24.3%
Government Department not specified	16.9%	16.0%	17.7%	18.6%	14.1%
The Police	13.6%	15.3%	14.4%	11.9%	10.6%
Ombudsman	12.4%	9.6%	15.6%	15.3%	6.7%
The aged care provider	12.2%	11.2%	11.8%	14.0%	12.8%
Member of Parliament	6.0%	2.4%	5.6%	9.3%	10.1%
State Government Department	3.9%	2.2%	4.2%	4.7%	5.7%
Aged Care Quality and Safety Commission	3.6%	3.7%	4.1%	3.4%	2.4%
Local hospital or GP/Doctor	3.0%	0.9%	2.2%	4.4%	7.5%
My Aged Care website (feedback forms site)	2.3%	1.4%	2.2%	3.5%	2.4%
Commonwealth Government	1.4%	0.9%	1.5%	1.7%	1.8%
Age Discrimination Commissioner	0.8%	0.8%	1.0%	0.8%	0.7%
Older Persons Advocacy Network (assorted state advocacy providers)	0.6%	0.1%	1.1%	0.7%	0.5%
Elder Abuse hotline	0.6%	0.6%	0.8%	0.6%	0.3%
Assessment teams (RAS/ACAT)	0.5%	0.4%	0.3%	0.8%	0.6%
Commonwealth Respite and Carelink Centre community based respite	0.3%	0.0%	0.5%	0.4%	0.5%
Someone else	11.2%	12.3%	9.7%	11.5%	12.2%
Don't know but know where to find out	10.3%	13.2%	11.0%	7.4%	6.1%
Don't know	16.9%	21.4%	15.7%	12.3%	16.8%

**Source:** Q34. If you knew about a problem with an aged care service, who would you report it to?  
**Base:** Total n=10,518, 18-34 n=2487, 35-54 n=2716, 55-69 n=3827, 70 and older n=1488.

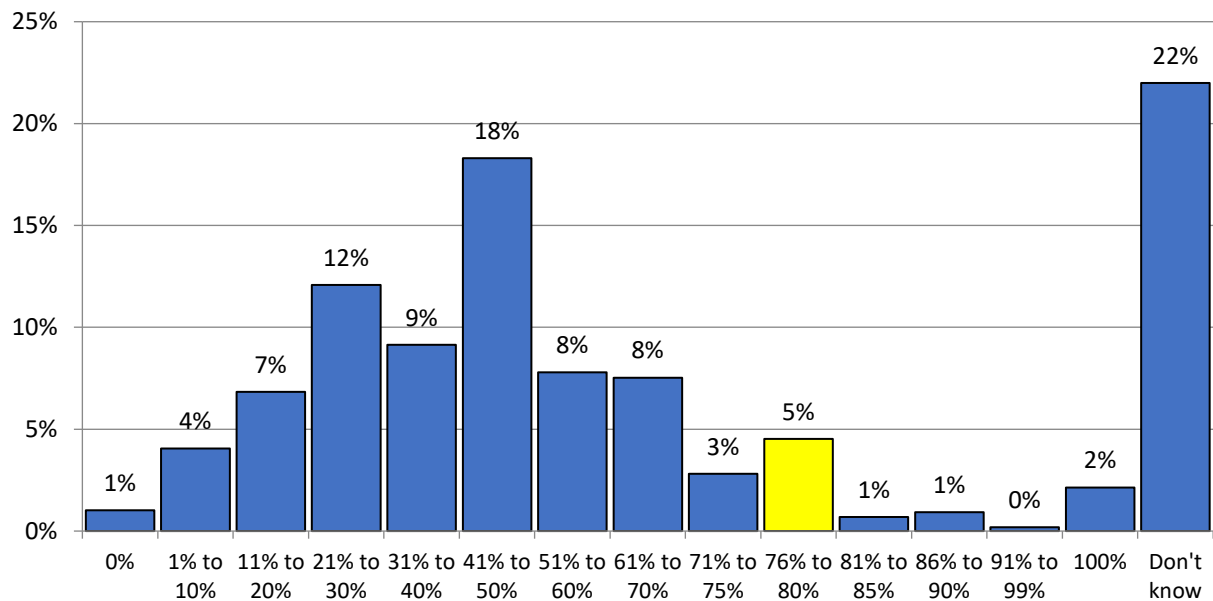
### 3.6 Awareness of aged care funding arrangements

Aged care services are paid for through a complex combination of Government payments and user-contributions. Some of these vary depending on how much care is needed by a person, while others vary based on the person's means-tested income and assets.

To give a broad indication of the public's awareness of aged care funding arrangements, respondents were asked what percentage of aged care services they think are funded by the Government. The results are shown in Figure 13.

Currently the government funds approximately 78% of all aged care services. Very few people gave an answer close to this and only 5% were within +/- 2 percentage points. Around one-fifth of adults stated they did not know what the Government share is. A large majority of those who provided an estimate thought the Government share was 60% or under. There was little difference in the estimates between different age cohorts except that older people were more inclined to say they did not know rather than provide an estimate.

**Figure 13 The share of aged care services that Australians think government funds**



**Source:** Q36 What percentage of aged care services do you think is funded by government?

**Base:** All: Respondents n=10,518.

## 4. Experience, expectations and preferences for older age

- The large majority of Older Australians consider themselves to be healthy, physically able to do what they like, and making choices to stay that way. Younger people tend to have unnecessarily gloomy expectations about later life.
- Most Older Australians spend time maintaining their health and exercising, or with family and friends, or pursuing recreation and leisure activities. Over half spend time in community activities or volunteering. Half spend time travelling. A small group continue to work in paid employment.
- Older Australians tend to prefer support from family and friends when they need help to live independently in their own home (e.g. help with shopping, cooking, cleaning, and attending medical appointments). Yet paid help is the most common form of support actually received by older people.
- Paid help from aged care service providers is preferred by Older Australians if they need higher-level assistance such as help dressing, eating, going to the bathroom and nursing care.
- Most people, particularly those who are older, want to continue living in their own home if they ever had a need for support or care. Only 25% of older people would want to live in a residential aged care facility if they needed care.
- All types of support and care services are seen as important by the bulk of Younger and Older Australians. Services related to health, hygiene and cleanliness are seen as the most important. Older people prioritise home cleaning much more highly than younger people, which is a reflection of their strong preference to live in their own homes.

### 4.1 Life as an Older Australian

Older Australians were asked how they see their lives using 5 questions about their physical and financial ability to live as they wish. They were then asked about how they spend their time. Younger Australians were asked these same things in terms of how they expect their life to be and how they expect to spend their time when they are over 70 years of age. In many ways expectations differed from reality.

The Older Australians generally had a very positive view of their lives (Figure 14). Over 90% saw themselves as healthy and able to take care of themselves and almost all said they make lifestyle choices to keep themselves that way. Around 85% felt that they were still physically able to do the things in life they like to do and have the freedom to spend time doing those things. Over three-quarters thought they had enough money to live comfortably.

Younger Australians had a less positive outlook on older age (Figure 15). While over 90% expected to have the freedom to spend their time as they like, under 70% expected to be healthy and able to look after themselves or be physically able to do what they want. Younger people were also less likely than older people to be making healthy lifestyle choices. Only 61% expected to have enough money to live comfortably and 68% thought they will be living on a Government pension.

Some of these experiences and expectations vary considerably by age (Figure 16 and Figure 17). Notably, as people approach age 70 they tend to become more confident about having the health and physical ability they need to look after themselves and enjoy life in older age. Then, as people move past age 70 their health and physical ability tend to decrease such that roughly<sup>3</sup> 82% of those aged 90 said they are healthy and able to take care of themselves. Only 57% of the people aged 90 years or more said they are physically able to do the things they would like to do.

Consistent with this, the percentage of survey participants receiving support and care increased rapidly with their age (Figure 18). Only 4% of those aged 18 to 69 years were receiving support such as help with shopping, cooking, cleaning or attending medical appointments. However, by ages 70 to 79 the share was 14% and by ages 90 or more it was roughly 54%. Receiving higher level “care” (such as daily or almost daily help with dressing, eating, going to the bathroom and nursing care) was low across all ages living in their own home.

People who were currently receiving support or care were much less positive in their responses than others (Figure 19). Around three quarters of Older Australians currently receiving support saw themselves as healthy and able to look after themselves, and as having enough money to live comfortably. Unsurprisingly, the share that thought they were healthy and able to look after themselves fell to 30% for Older Australians receiving care. Younger Australians who currently receive support have even lower expectations about their lives in their seventies and eighties.

Older Australians with higher incomes were more likely to feel healthy and able to take care of themselves, and physically able to do the things they want. Just 80% of those on low incomes saw themselves that way, compared to 92% for medium income earners and 100% of older people on high incomes. A similar pattern is found in the responses of Younger Australians: only 61% of the younger people on low incomes expected to be healthy and physically able to do the things they want compared to 70-72% of those on medium incomes and 79% on high incomes.

As noted above, younger people’s expectations about older age generally do not align to the experience reported by the Older Australians living in their own home. This could reflect a lack of awareness of what life is like for older people. Figure 20 shows younger people’s outlook on their own older age tended to be more positive and in line with older people’s experience if they knew someone aged 70 or older. In particular, they were more likely to make lifestyle choices to keep themselves healthy into their seventies and eighties (87% compared to 79%), and to expect to be healthy and able to take care of themselves (71% compared to 60%).

Around 25% of Older Australians live alone<sup>4</sup> so social isolation is an important issue. Older people were more positive about their lives if they knew another older person outside of their home (Figure 21). Nearly 10% of Older Australians who participated in the survey did not know anyone aged 70 years or older apart from people living in their home. These people were much less likely to think they had enough money to live comfortably (62% compared to 77%), be physically able to do the things they want (70%

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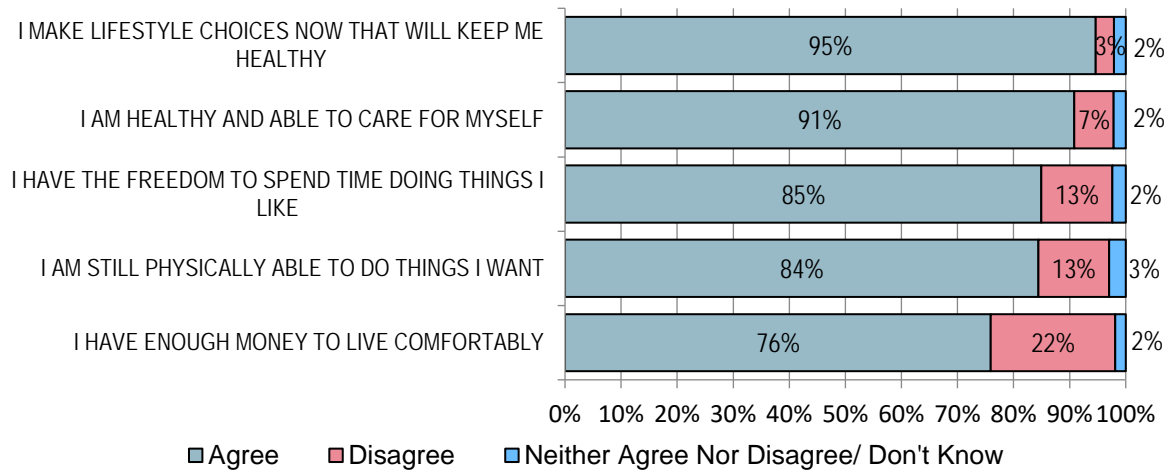
<sup>3</sup> Estimates related to people aged 90 or older are derived from a small base (n=28) and should only be regarded as indicative.

<sup>4</sup> People aged 70 years or more who were lone person households according to Australian Bureau of Statistics 2016, Census TableBuilder, Place of Usual Residence (MB), AGE10P - Age in Ten Year Groups by RLHP Relationship in Household.



compared to 86%), and see themselves as healthy and able to look after themselves (84% compared to 92%).

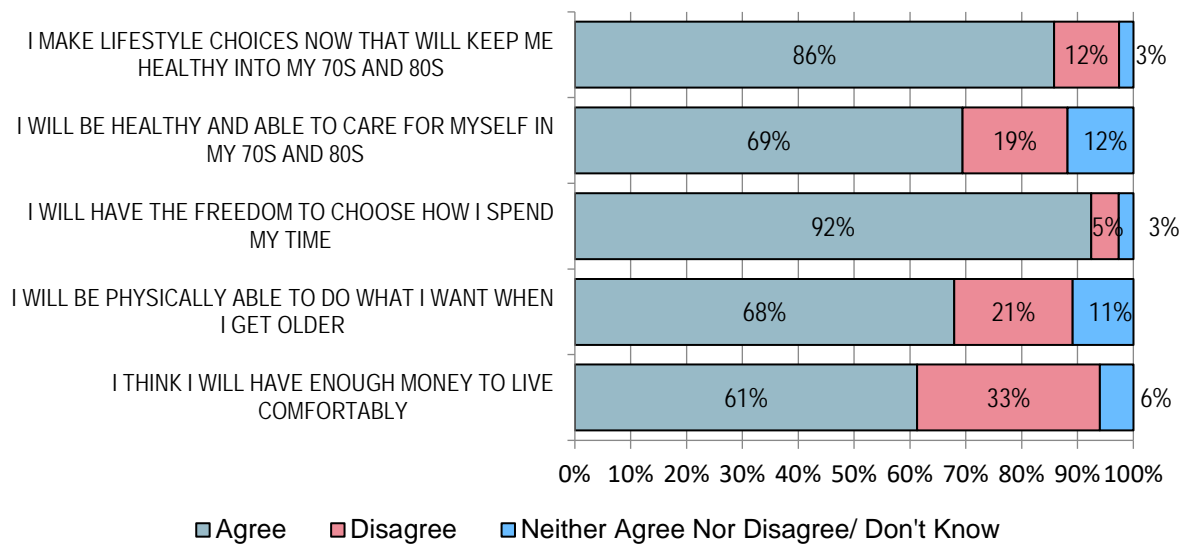
**Figure 14 How Older Australians see their lives**



**Source:** Q23. Do you agree or disagree with the statement ...?

**Base:** Respondents aged 70 years and older, n=1,488

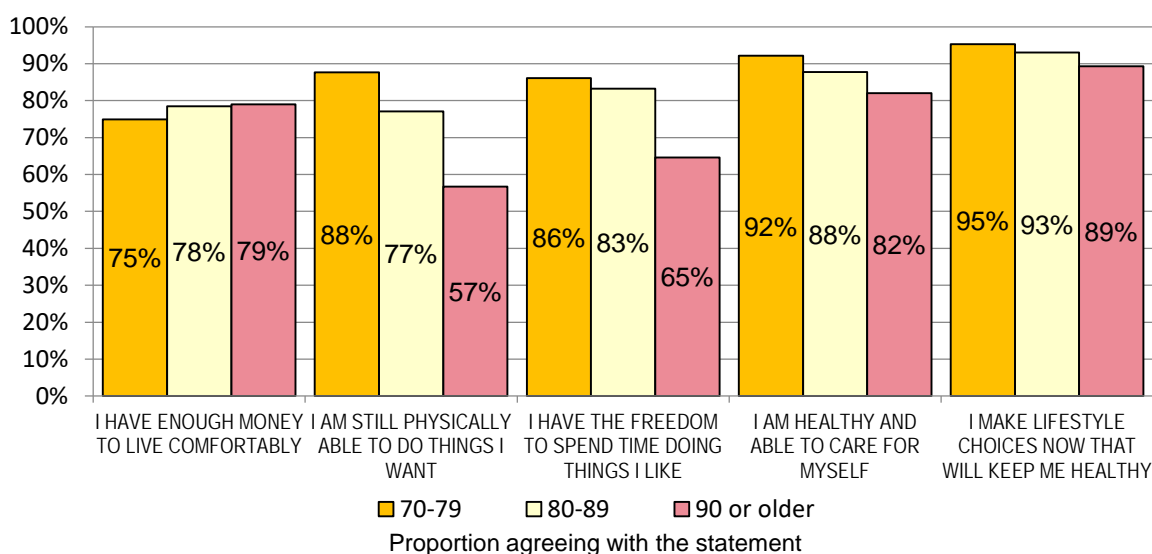
**Figure 15 Younger Australians' expectations of life after 70 years**



**Source:** Q20. The following statements are about your expectations of what life will be like when you are over 70. Do you agree or disagree that...?

**Base:** Half of the respondents aged 18-69, n=4,515

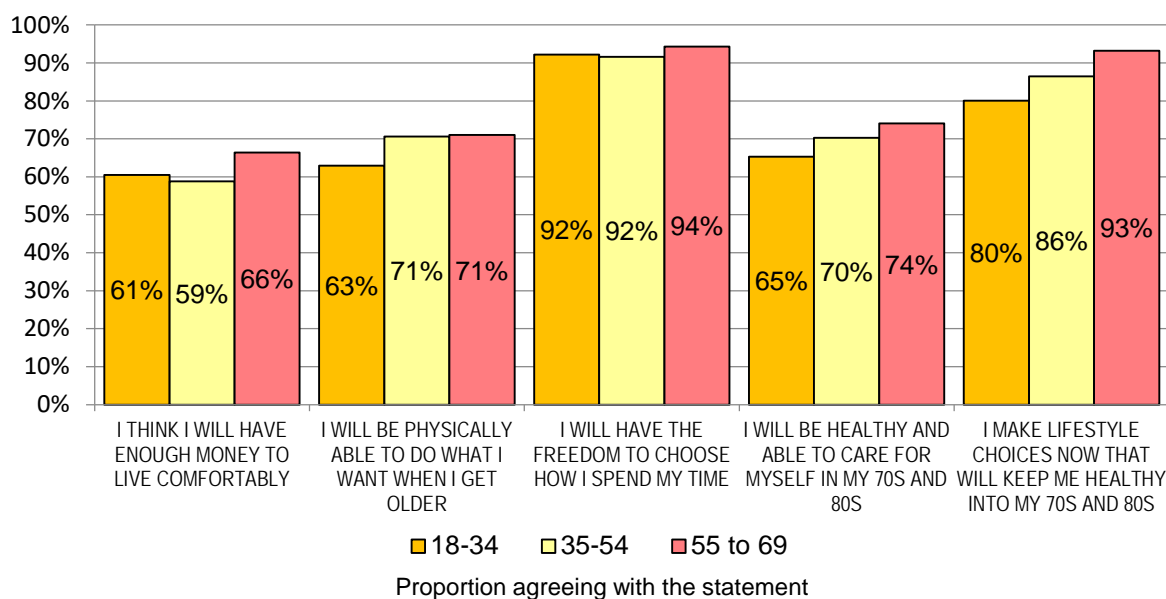
**Figure 16 How Older Australians see their lives, by age**



**Source:** Q23. Do you agree or disagree with the statement ...?

**Base:** Respondents aged 70 years and older, n=1,488 aged 70 -79 n=1,088; aged 80-89 n=372; aged 90+ n=28 (Note small base)

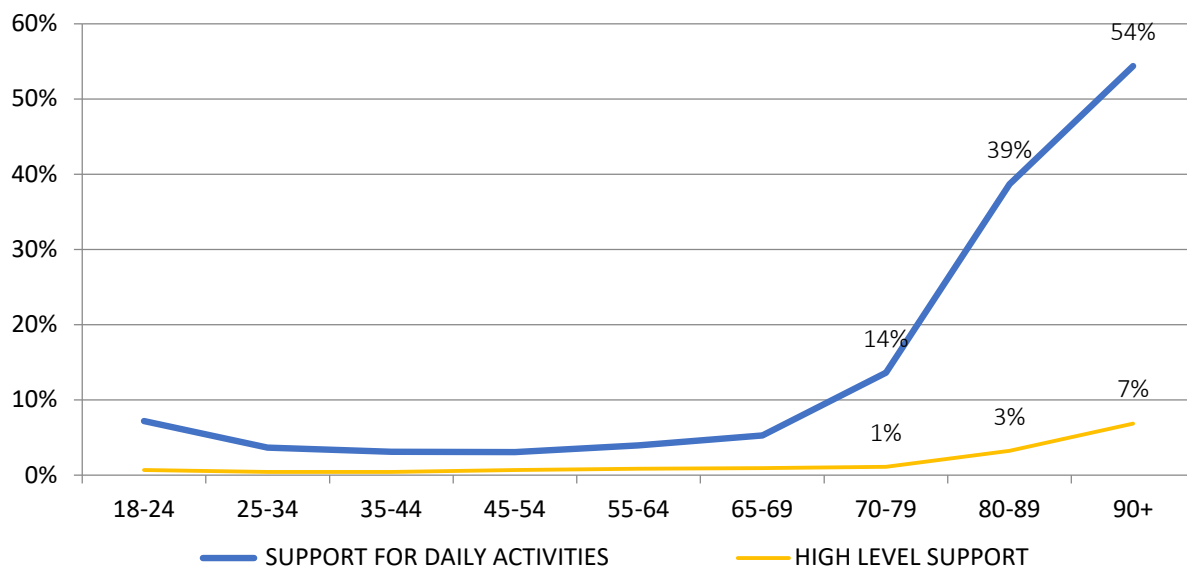
**Figure 17 Younger Australians expectations of life after 70 years, by age**



**Source:** Q20. The following statements are about your expectations of what life will be like when you are over 70. Do you agree or disagree that...?

**Base:** Half of the respondents aged 18-69, n=4,515 18-34 n=1,230 35-54 n=1,357 55-69 n=1,928

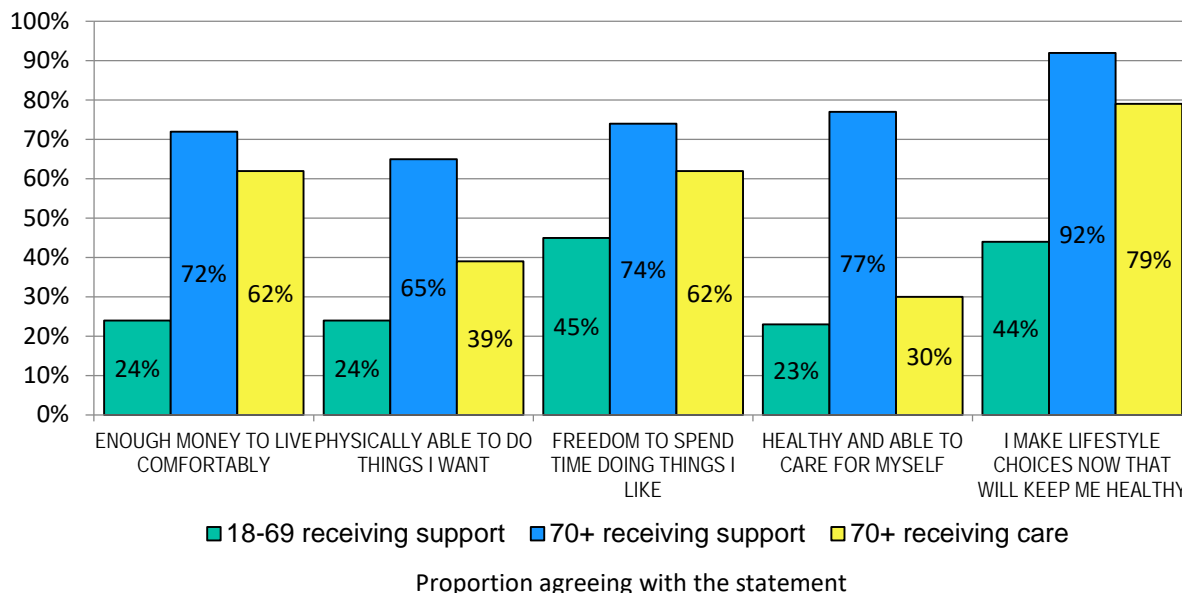
**Figure 18 Share of people receiving support and care in their own home, by age**



**Source:** Q7. Do you receive any support for your daily activities such as help with shopping, cooking, cleaning, or attending medical appointments? Q8 Do you receive support, to assist you with dressing, or eating, or going to the bathroom, or nursing care (nursing care includes things like pain, management and wound dressing)

**Base:** All respondents, n=10,518; 18-24 n=890; 25-34 n=1,597; 35-44 n=1,116; 45-54 n=1,600; 55-64 n=2,847 65-69 n=980; 70-79 n=1,088; 80-89 n=372; 90+ n=28 (Note small base)

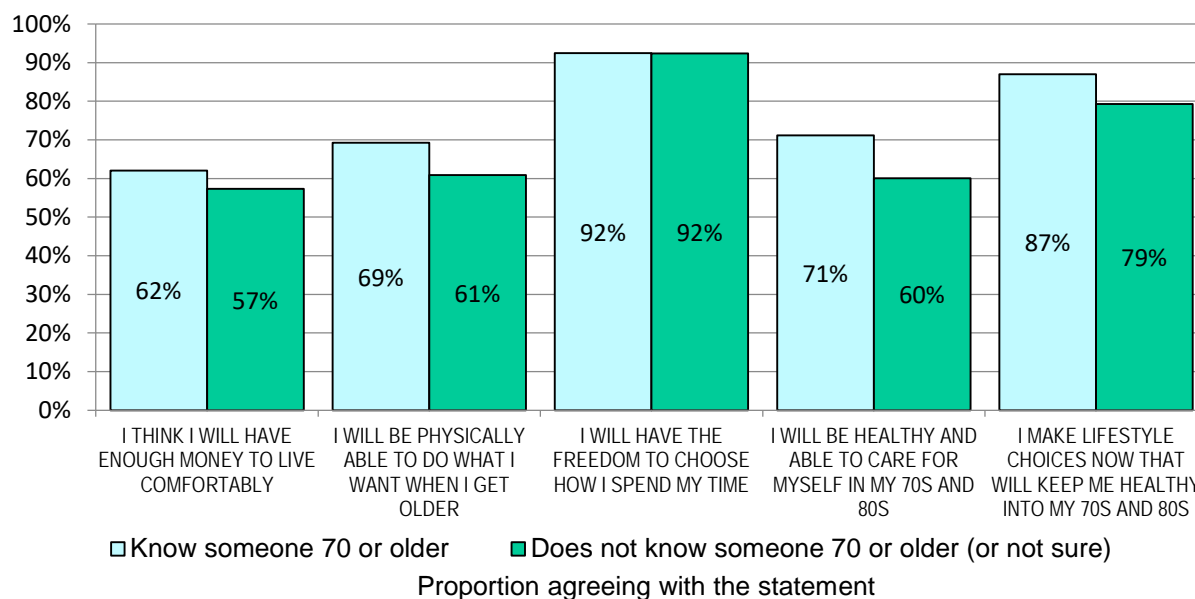
**Figure 19 How people receiving support or care see their lives in older age**



**Source:** Q23. Do you agree or disagree with the statement ... ?

**Base:** Respondents aged 18-69 receiving support, n= 372, respondents aged 70 years and older receiving support n= 302, respondents aged 70 years and older receiving care n=26 (Note small base).

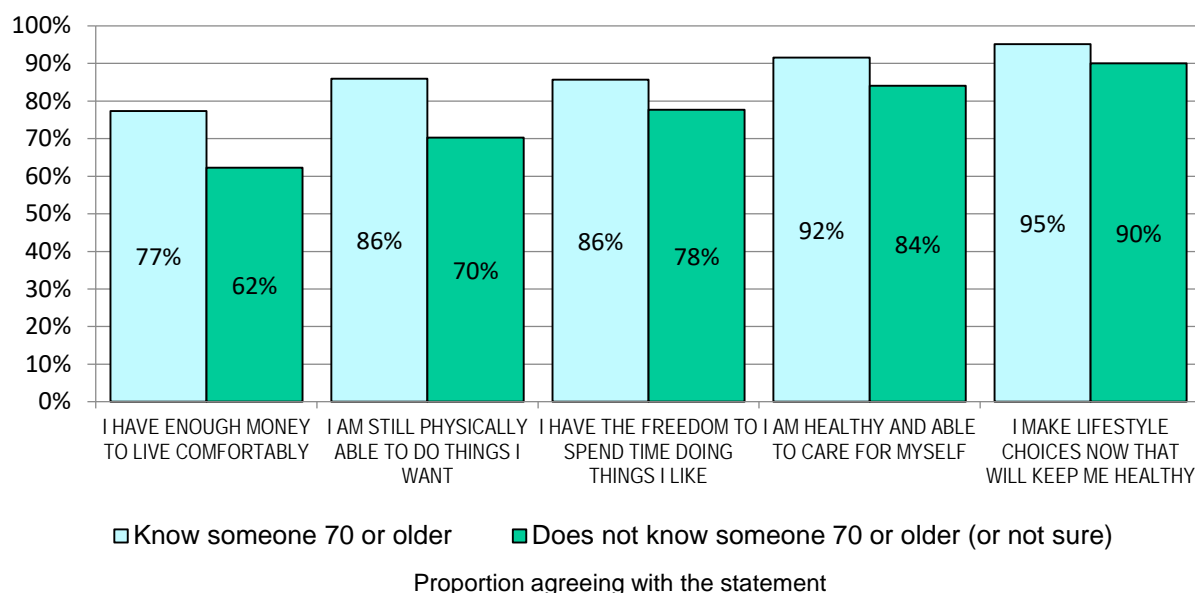
**Figure 20 Younger Australians' expectations of life after 70 years, by whether they knew an Older Australian**



**Source:** Q20. The following statements are about your expectations of what life will be like when you are over 70. Do you agree or disagree that...?

**Base:** Half of the respondents aged 18-69, n=4,515 Knows someone aged 70 or older n=3,892 Knows someone aged 70 or older n=623

**Figure 21 How Older Australians see their lives, by whether they knew another Older Australian**



**Source:** Q23. Do you agree or disagree with the statement ...?

**Base:** Respondents aged 70 years and older, n=1,488 Knows others outside their home aged 70 or older n=1,340; Does not know (or not sure) others outside their home aged 70 or older n=148

## 4.2 How Older Australians spend their time

Older Australians generally lead physically and socially active lives but not to the same extent that Younger Australians anticipate for themselves once they reach over 70 years of age (Figure 22). Nearly four in five Older Australians spend time maintaining their health and exercising. The same share spend time with family and friends (noting 28% were also in a caring role). Most (73%) spend time in recreation and leisure activities including hobbies or sport. Over half were involved in community activities or volunteering. Half spend time travelling. A small group (15%) were still participating in the workforce.

In contrast, nearly all Younger Australians see themselves spending time with family and friends when they are over 70 years, with half expecting that they will be caring for others. Almost all believe they will be spending time exercising and maintaining their health. Over 90% see themselves pursuing recreation and leisure interests. The share of younger people who expect to spend time in community activities and engagement (84%) and travel (80%) is particularly different to the share of older people who actually do these things. Around a third of younger people also believe they will still be in paid employment when they are over 70 years, more than double the rate Older Australians reported being in paid work.

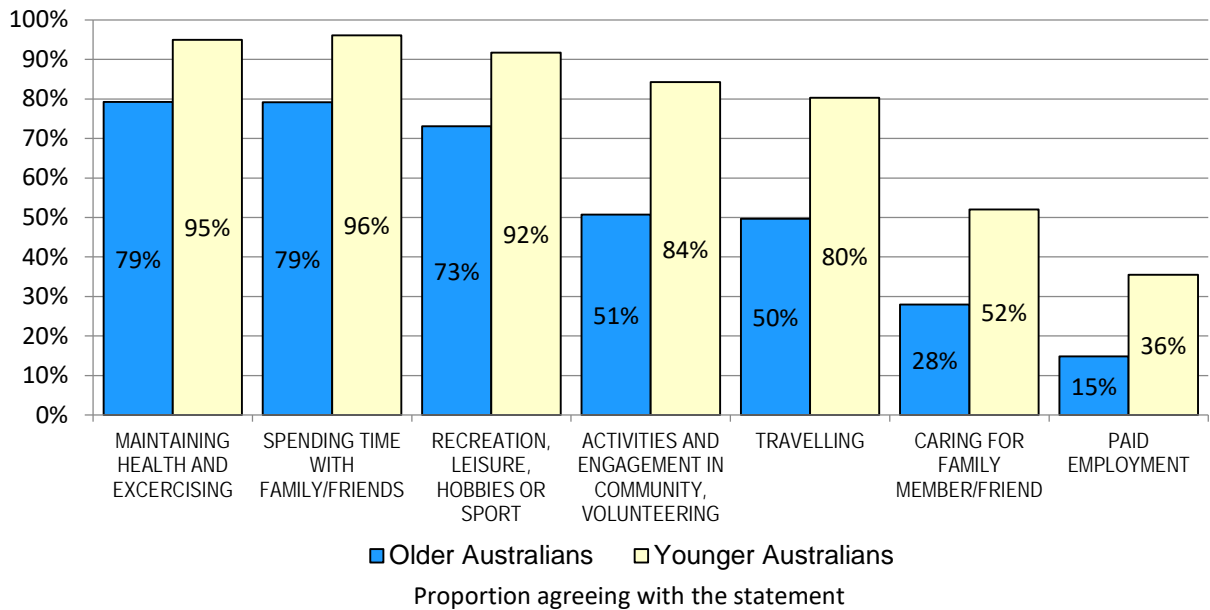
Younger Australians' expectations are very similar across all age cohorts except for people aged 55 to 69 being less likely to think they will be employed or caring for others (these shares are 10 percentage points lower). Among Older Australians, participation in these types of activities progressively falls the older they become (Figure 23). The decline is relatively gradual with some exceptions. Workforce participation drops from 18% amongst those aged 70 to 79 to 6% amongst those aged 80 to 89 and then to 0% among people aged 90 years or more. There is a marked shift in the likelihood they will spend time travelling from 80 years onwards: over half the people in their seventies travel but this decreases to just over a third of people in their eighties and continues to drop as they get older. Also, the share of people caring for a family member or friend drops considerably from 30% among those aged 70 to 79, to 23% for people 80 to 89 years, and then to 4% for those 90 years or more.

Income has relatively little impact on the extent to which Older Australian participate in these types of activities, except for travel. Nevertheless, travel is a reasonably common activity across all income brackets: 69% of those on high incomes travel compared with 62% on medium incomes and 42% on low incomes. Over half of the Older Australians on high incomes were in paid employment. Similarly, among Younger Australians, those on high incomes have a higher expectation they will travel when they are over 70 years (89% compared to 84% and 70% for those on medium and low incomes), as well as be in paid employment (41% compared to 40% and 29% for those on medium and low incomes).

Just as Older Australians tend to have a better perception of their lifestyle if they know others aged 70 or more outside their household, these people also have higher participation rates in the different types of activities (Figure 24). They are particularly more likely to be pursuing recreational activities, be engaged in community activities and spend time travelling (all 20 percentage points or more higher than other Older Australians). Younger Australians' expectations about how they will spend their time were consistent between those who they knew an Older Australian and those who did not.

Also, just as people currently receiving support and care are less positive about their quality of life in their older age, these people have (or expect to have) lower rates of participation in different types of activities (Figure 25). Younger Australians in receipt of support are far less likely, for example, to expect to pursue recreation, leisure or sporting activities or hobbies (78% compared to 92% for all younger people).

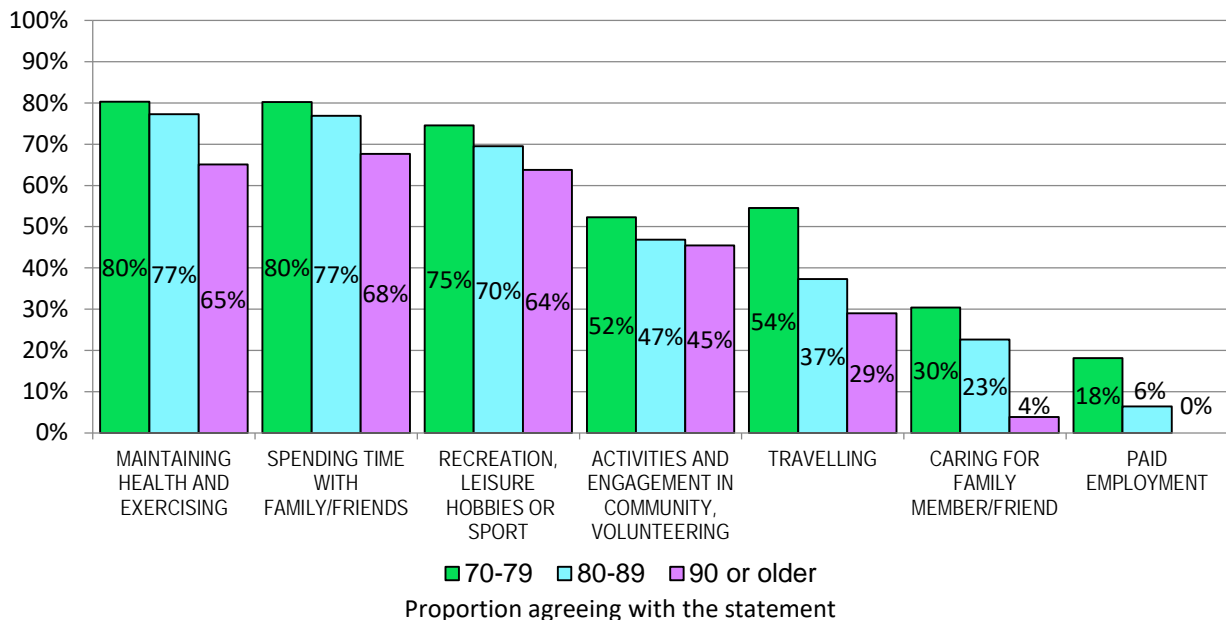
**Figure 22 How Older Australians spend their time versus how Younger Australians expect to spend their time when they are over 70 years**



**Source:** Q14. I want you to think about when you are 70 or older. How do you think you will be using your time once you are over 70? In other words, what activities, tasks do you think you will be engaged in? Will you be Q21. How do you spend your time these days? In other words, what activities, tasks are you engaged in?

**Base:** Half of the respondents aged 18-69, n=4,515 Respondents aged 70 years and older, n=1488

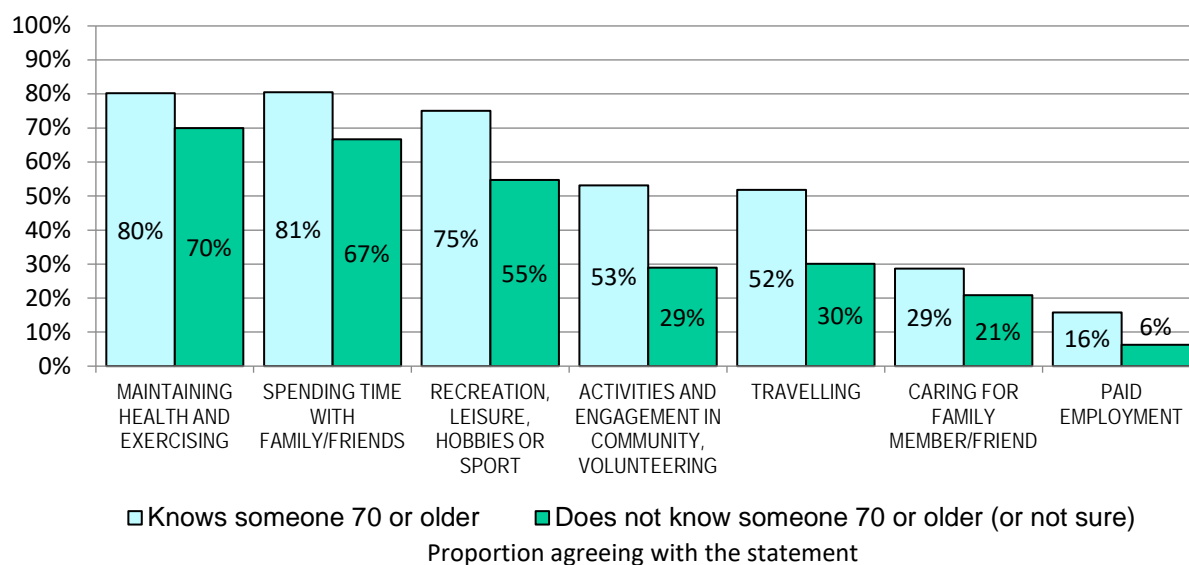
**Figure 23 How Older Australians spend their time, by age**



**Source:** Q21. How do you spend your time these days? In other words, what activities, tasks are you engaged in?

**Base:** Respondents aged 70 years and older, n=1488 aged 70 -79 n=1,088; aged 80-89 n=372; aged 90+ n=28 (Note small base)

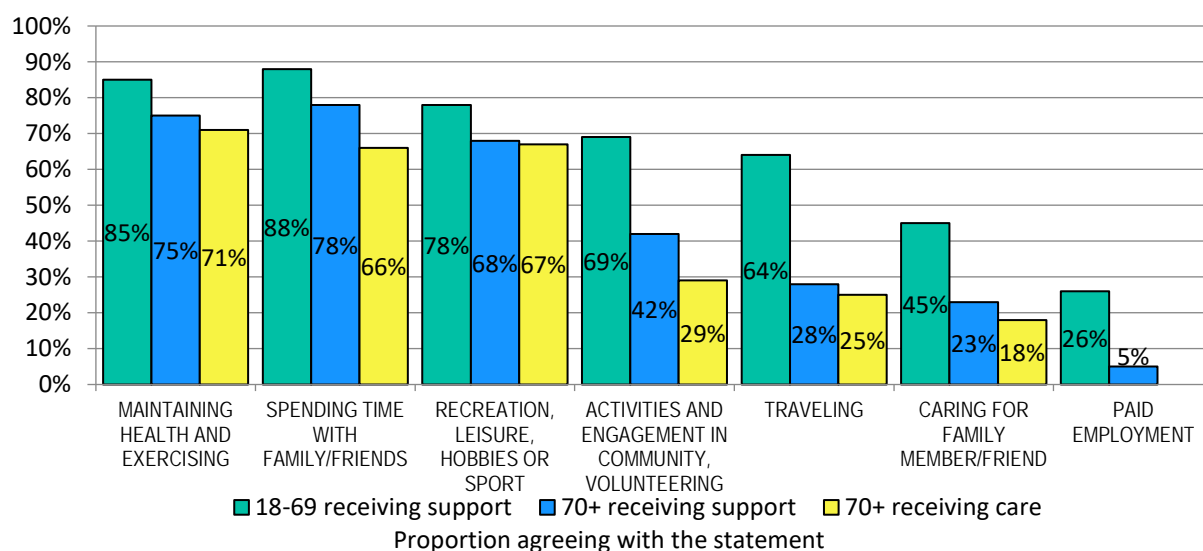
**Figure 24 How Older Australians spend their time, by whether they knew another Older Australian**



**Source:** Q23. Do you agree or disagree with the statement ...?

**Base:** Respondents aged 70 years and older, n=1,488 Knows others outside their home aged 70 or older n=1,340; Does not know (or not sure) others outside their home aged 70 or older n=148

**Figure 25 How people receiving support or care spend time (or expect to) in older age**



**Source:** Q14. I want you to think about when you are 70 or older. How do you think you will be using your time once you are over 70? In other words, what activities, tasks do you think you will be engaged in? Will you be

**Base:** Half of the respondents aged 18-69, who receive support for daily activities n=182, respondents aged 70 years and older who receive support, n= 302, respondents aged 70 years and older who receive care n= 26 (note: small base)

## 4.3 Who do Australians want to receive support and care from?

In Australia many older people receive assistance with everyday activities from informal sources (family, friends and neighbours) as well as formal services provided by for-profit businesses, non-profits which are often religiously affiliated organisations, and Government organisations.

Survey participants were asked whether they currently receive support or care. Those receiving support or care were asked who provides that help. Those not receiving support or care were asked where they would prefer to be living should they need support or care, and who they would like to be providing that help if they saw themselves living independently. Multiple selections were allowed for these questions, therefore the responses to individual categories can sum above 100%.

Note the estimates in this section differ somewhat from the estimates of the Australian Bureau of Statistics' 2018 Survey of Disability, Ageing and Carers (SDAC).<sup>5</sup> This is for a range of reasons, particularly differences in scope. SDAC asks about a wider range of types of assistance a person might receive due to disability, long term health conditions or old age.

### 4.3.1 Support services

The most common source of support received by Older Australians was paid help delivered by for-profit, non-profit and Government organisations (Figure 26). Paid help was used by 78% of those receiving support. The next most common source was family at just 23%, followed by friends (4%) and neighbours (1%). Paid help is consistently the most common type of assistance across different age cohorts.

This profile of who provides support to Older Australians does not align well with the preferences of people not yet receiving support.

- The Older Australians who did not receive support with their daily activities had a much stronger preference to receive support, should they need it in the future, from informal sources. Help from family was preferred by 54%, which is more than double the share who actually receive this informal support. These older people would also want help from friends and neighbours at more than 3 times the rate that these sources actually deliver support. Only 47% would like to receive paid help (31 percentage points lower than the share of people receiving support from this source).
- Younger Australians had similar preferences to Older Australians except that they were more accepting of support from all the main sources, particularly paid help (59%) and friends (20%). Those who knew someone aged 70 or older were more likely to prefer support from a paid provider (61% compared to 50%) and less likely to prefer help from family (56% compared to 61%). Those on high incomes were more likely to want paid help than low income earners (65% compared to 58%) and less likely to want support from family (50% compared to 56%).

People aged 18 to 34 were the most in favour of receiving support from family and friends, and least in favour of paid help (Figure 27). These preferences swing towards formal support as people get closer to

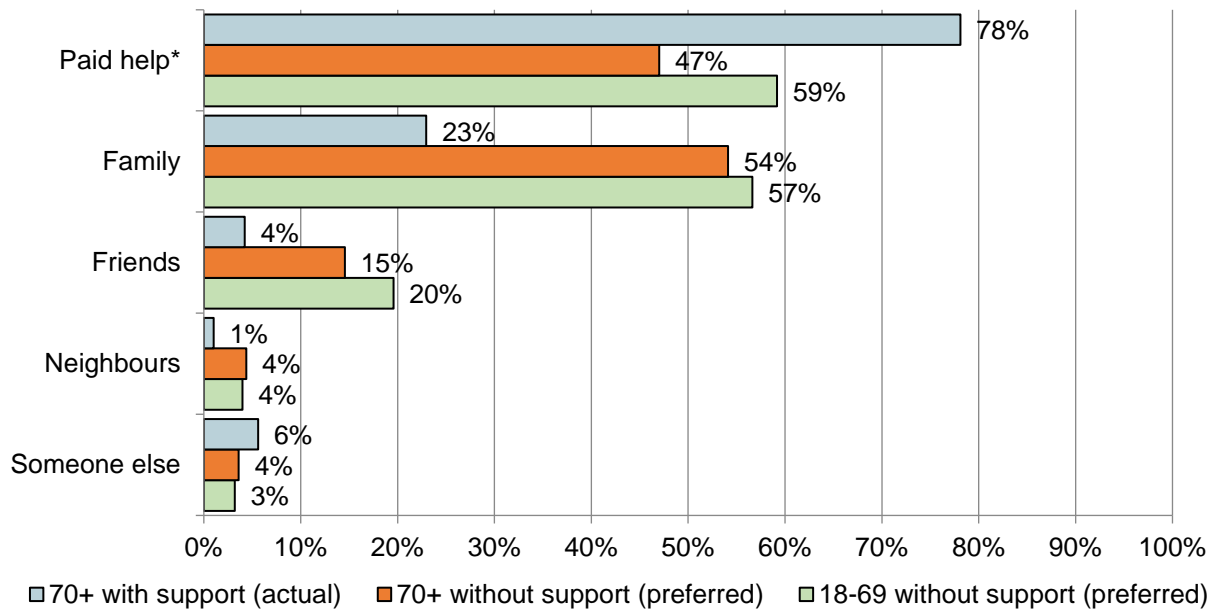
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<sup>5</sup> Australian Bureau of Statistics, Disability, Ageing and Carers, Australia: Summary of Findings, 2018 (cat. no. 4430.0), Older people tables, <https://www.abs.gov.au/AUSSTATS/abs@.nsf/DetailsPage/4430.02018?OpenDocument>



the reality of being seventy, but then from seventy onwards people's preferences return more towards receiving help from family and friends (Figure 28). Help actually received from informal sources, particularly family, tends to rise with age, suggesting this is one of the factors enabling people to remain living in their own homes in their older age.

**Figure 26 Preferred and actual sources of support**

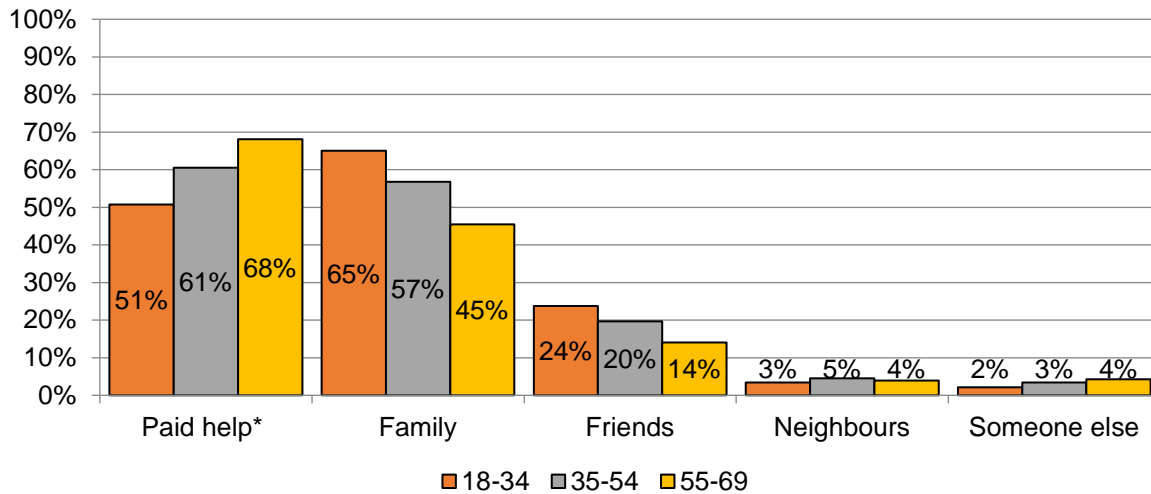


\* Paid help includes organisations such as Government, Charities and Paid Providers

**Source:** Q7b. Who do you receive this support (for daily activities) from ... Q10. If you need SOME support for your daily activities such as help with shopping, cooking, cleaning, going out or attending medical appointments, who would you LIKE to do this for you? Would it be... Q15b. You mentioned that you see yourself living either "in your current house" or "near to family or friends" or "somewhere smaller than your current house" if you needed SOME support when you are 70 or older. Who would you like to provide this support? Would it be...?

**Base:** Older Australians who currently receive support for daily activities, n=302 Older Australians who DO NOT currently receive support for daily activities n=1,462 Respondents aged 18-69, who previously answered that if they needed SOME support when aged 70 or older, they would like to live either in their current house, somewhere smaller than their current house, or near family/friends: Total (18-69) n= 3975

**Figure 27 Who Younger Australians want support from in older age**

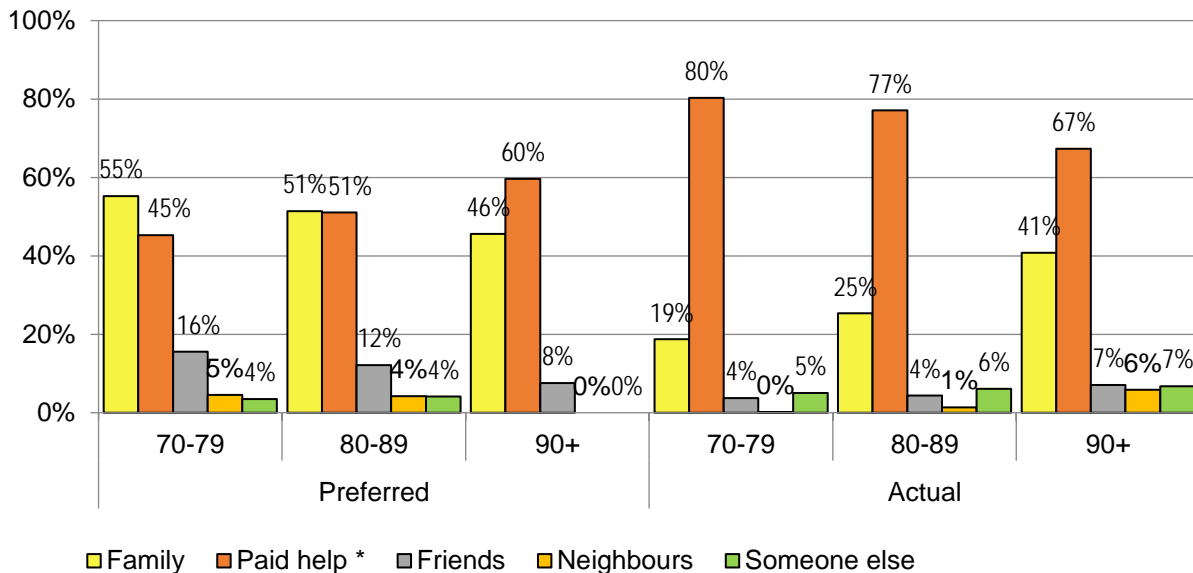


\* Paid help includes organisations such as Government, Charities and For-Profit Providers

**Source:** Q15b. You mentioned that you see yourself living either “in your current house” or “near to family or friends” or “somewhere smaller than your current house” if you needed SOME support when you are 70 or older. Who would you like to provide this support? Would it be...?

**Base:** Respondents aged 18-69, who previously answered that if they needed SOME support when aged 70 or older, they would like to live either in their current house, somewhere smaller than their current house, or near family/friends: Total (18-69) n= 3975, 18-34 n= 1010, 35-54 n= 1198, 55-59 n= 1767.

**Figure 28 Who Older Australians want support from and who actually supports them**



**Source:** Q7b. Who do you receive this support (for daily activities) from Q10. If you need SOME support for your daily activities such as help with shopping, cooking, cleaning, going out or attending medical appointments, who would you LIKE to do this for you? Would it be...?

**Base:** Older Australians who DO NOT currently receive support for daily activities n=1,462 70-79 n=1,075 80-89 n=361 90+ n=26 (Note small base) Older Australians who currently receive support for daily activities, n=302 70-79 n=148 80-89 n=139 90+ n=15 (Note small base)

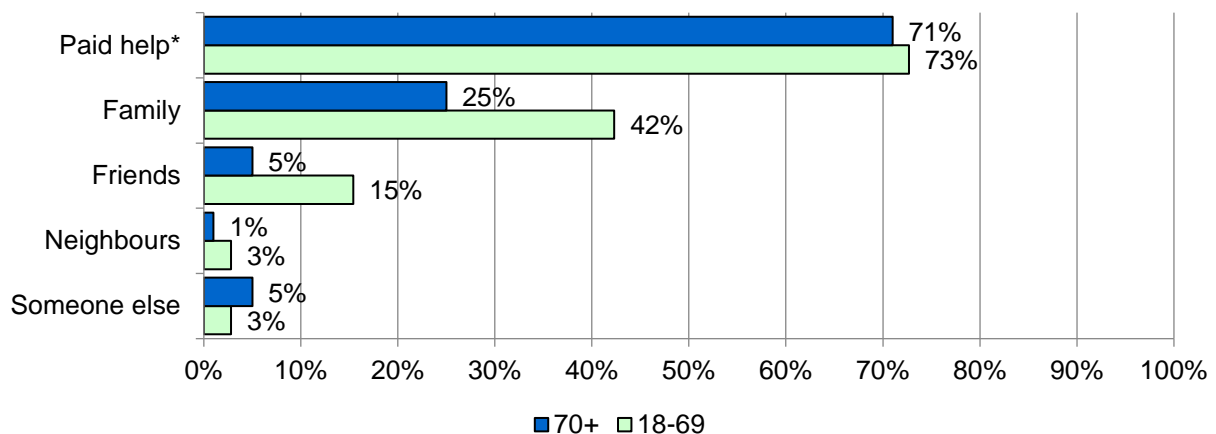
### 4.3.2 Care services

While preferences for support are fairly evenly split between paid help and family, when it comes to receiving care services, such as help with dressing, eating, going to the bathroom, or nursing care, there is a strong preference for paid help over other options (Figure 29). Over 70% of both Older and Younger Australians would want paid help. Only 25% of Older Australians would like care from their family (this is less than half the share wanting family to give support). Very few would like care from friends or neighbours. Younger Australians tend to be more open to care services being provided by informal carers: 42% would like care from family and 15% would like it from friends (both are around three quarters of the shares for support services),

Paid help is the most common form of care that would be wanted across all age cohorts (Figure 30 and Figure 31). As was the case for support, people aged 18 to 34 are the most likely to want care from family and friends and least likely to want care from paid help. These preferences move towards paid help and away from informal sources as people approach and move beyond their seventies. Data about who actually provided care is not reported like it was for support because the number of Older Australians participating in the survey and receiving care was too small for statistically reliable results (n= 26).

Younger Australians who knew an Older Australian were much more likely to want care from paid help than those who did not know someone (75% compared to 59%) and less likely to want care from family (40% compared to 55%). Those with a high level of income were more likely to prefer to have paid help (83% compared with 71% for low income earners) and these people also had the lowest level of preference for help by family (32% compared to 45% for low income earners).

**Figure 29 Who do Australians want to care for them in older age?**

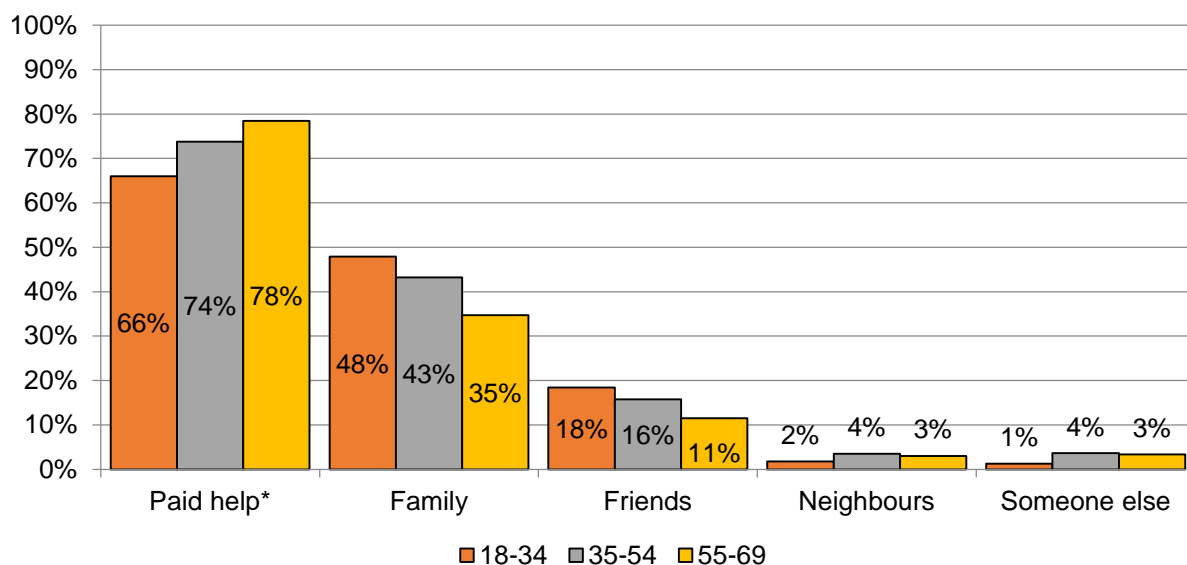


\* Paid help includes organisations such as Government, Charities and Paid Providers

**Source:** Q12. If you needed CARE on an almost daily basis to assist you with things like- dressing, or eating, or going to the bathroom, or nursing care, who would you like to do this for you? Q17. You mentioned that you see yourself living either “in your current house” or “near to family or friends” or “somewhere smaller than your current house” if you needed MORE CARE when you are 70 or older. Who would you like to provide this support? Would it be...?

**Base:** Respondents Older Australians Older Australians who DO NOT currently receive support for daily activities or who higher level care, n=1,462 Respondents aged 18-69, who previously answered that if they needed MORE CARE when aged 70 or older, they would like to live either in their current house, somewhere smaller than their current house, or near family/friends: Total n= 2424

**Figure 30 Who do Younger Australians want to care for them in older age?**

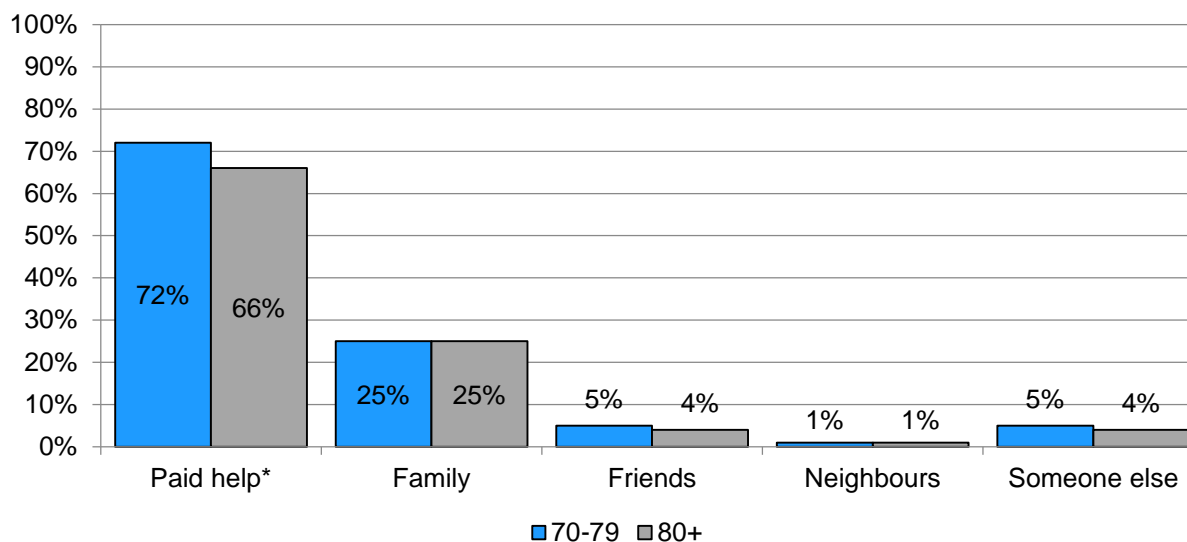


\* Paid help includes organisations such as Government, Charities and Paid Providers

**Source:** Q17. You mentioned that you see yourself living either “in your current house” or “near to family or friends” or “somewhere smaller than your current house” if you needed MORE CARE when you are 70 or older. Who would you like to provide this support? Would it be...?

**Base:** Respondents aged 18-69, who previously answered that if they needed MORE CARE when aged 70 or older, they would like to live either in their current house, somewhere smaller than their current house, or near family/friends: Total n= 2424 18-34 n= , 35-54 n= , 55-69 n=

**Figure 31 Who do Older Australians want to care for them?**



\* Paid help includes organisations such as Government, Charities and Paid Providers

**Source:** Q17. You mentioned that you see yourself living either “in your current house” or “near to family or friends” or “somewhere smaller than your current house” if you needed MORE CARE when you are 70 or older. Who would you like to provide this support? Would it be...?

**Base:** Respondents aged 70+, who previously answered that if they needed MORE CARE, they would like to live either in their current house, somewhere smaller than their current house, or near family/friends: Total n= 1462 70-79 n= 1075, 80+ n= 387

## 4.4 Where do Australians want to live if they need support or care?

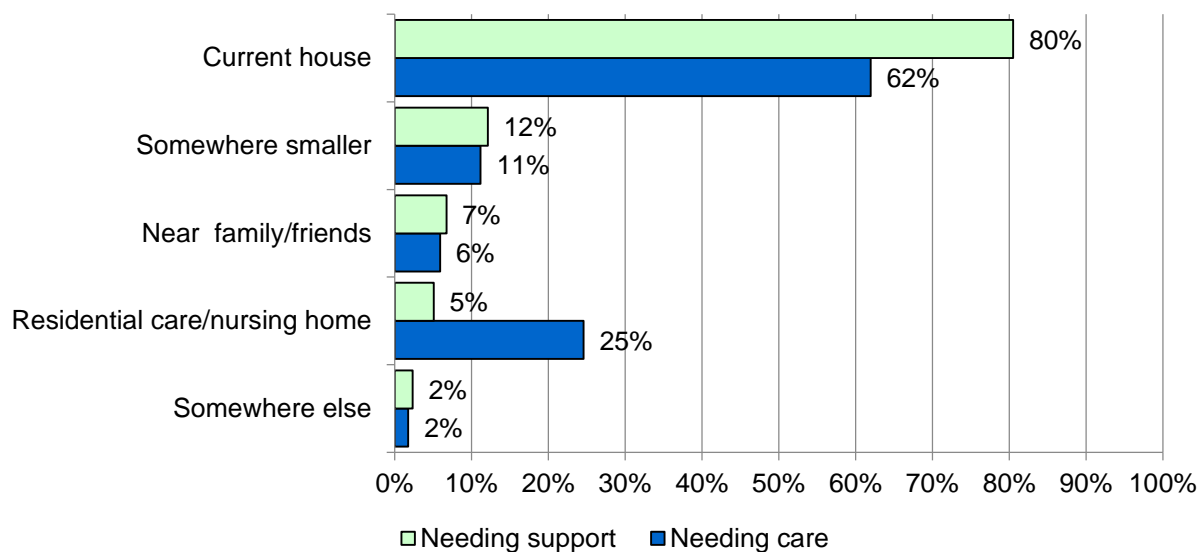
Older Australians have a strong preference to stay in their own home should they ever have a need for support or care (Figure 32). If they need support, 80% would like to continue living in their current house, and 62% would also wish this if they need care services. Around 11-12% indicated they would wish to downsize from their current house to a smaller dwelling and 6-7% wanted to move nearer to family or friends (likely a way for them to improve their access to informal support and care). Only 25% stated they would prefer to live in a residential aged care facility if they were to need care.

When thinking about if they needed support, Younger Australians were much less inclined to want to stay in their current house (50%) and more inclined to move to a smaller home (24%) or near family and friends (22%). The share wanting to stay in their current house fell to just 25% when they were asked where they want to live if they need care. Surprisingly, 46% said if they were to need care they would like to live in a residential aged care facility (Figure 33).

Where people prefer to live if they need support or care is influenced by their life stage (Figure 34 to Figure 37). People aged 55 or more are much more committed to remaining in their current house than younger age cohorts, which is not surprising given people approaching their seventies tend to be settled into where they expect to be spending their retirement. These people are also much less willing to move to a residential aged care facility regardless of whether they need support or care. People aged 18 to 34 are less likely to have purchased their own home and much more likely than other age cohorts to want to move near family or friends, or move to an aged care facility.

Neither current income nor knowing someone aged seventy or older has a major influence on these preferences. That said, there is a tendency for the people on high incomes to want to move to a smaller dwelling should they need support or care (likely a way to ease the burden of home cleaning and maintenance on a large home). Similarly, there is some evidence that those who know someone aged seventy or older are more likely to expect to stay in their current home.

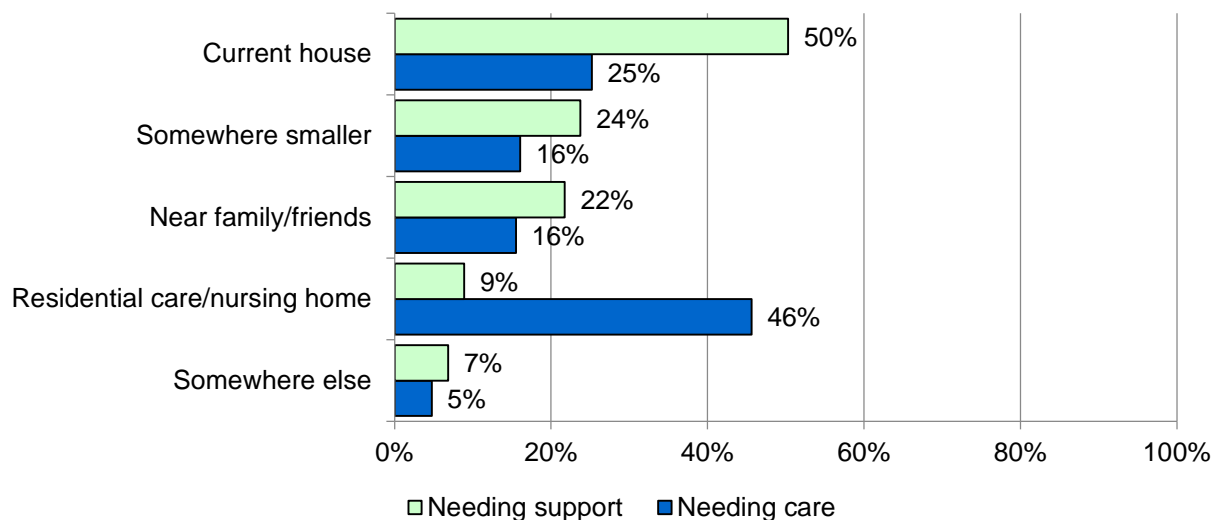
**Figure 32 Where Older Australians want to live if they need support or care**



**Source:** Q12. If you needed SOME support for your daily activities where would you like to be living? Would it be ... Q13. If you needed this type of CARE on an almost daily basis where would you like to be living? Would it be... (Multiple responses allowed)

**Base:** Older Australians who DO NOT currently receive support for daily activities or who higher level care, n=1,462

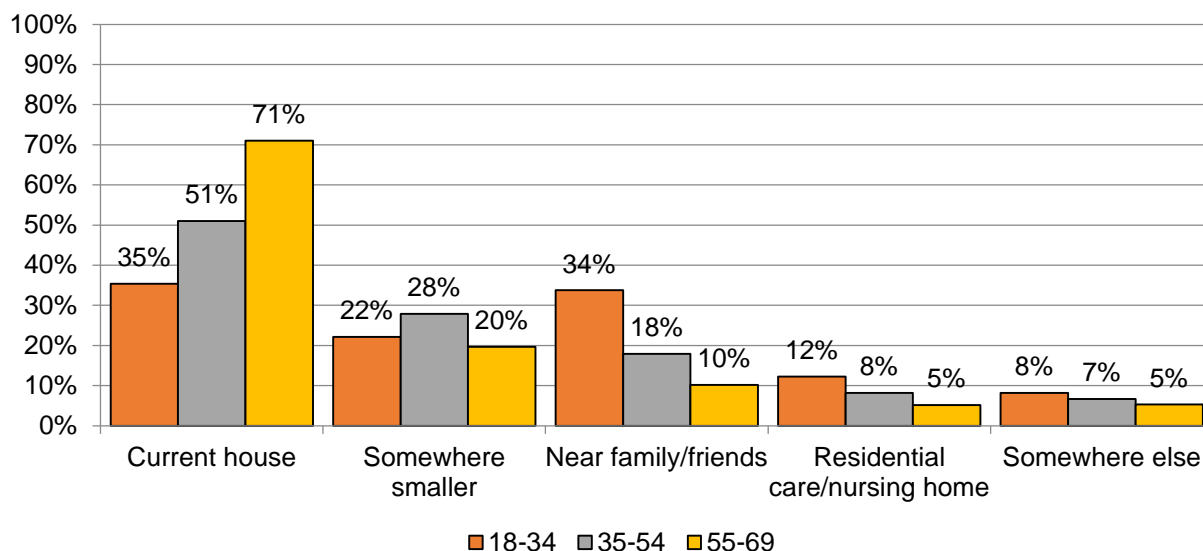
**Figure 33 Where Younger Australians want to live if they need support or care**



**Source:** Q15. When you are 70 or older, where would you LIKE to be living if you needed SOME support for things like shopping, cooking, cleaning, going out or attending medical appointments? Q16. Where would you like to be living if you needed MORE CARE on an almost daily basis for things like dressing, or eating, or going to the bathroom, or nursing care? Would you like to be living ...? (Multiple responses allowed)

**Base:** Half the respondents aged 18-69: Total (18-69) n= 4515

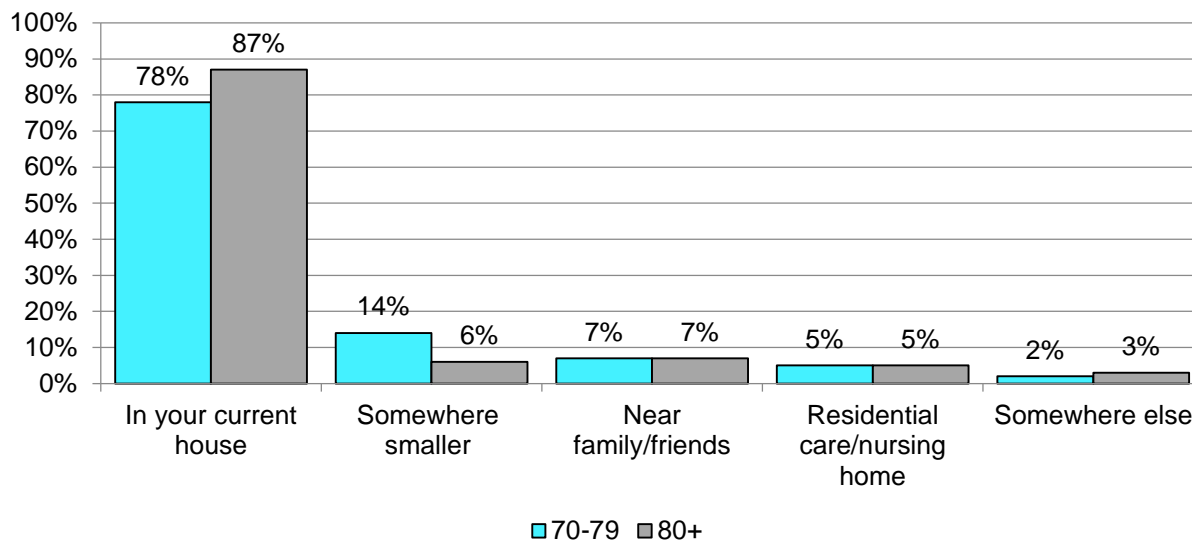
**Figure 34 Where Younger Australians want to live if they need support, by age**



**Source:** Q15. When you are 70 or older, where would you LIKE to be living if you needed SOME support for things like shopping, cooking, cleaning, going out or attending medical appointments?

**Base:** Half the respondents aged 18-69: Total (18-69) n= 4,515, 18-34 n= 1230, 35-54 n= 1357, and 55-69 n= 1928.

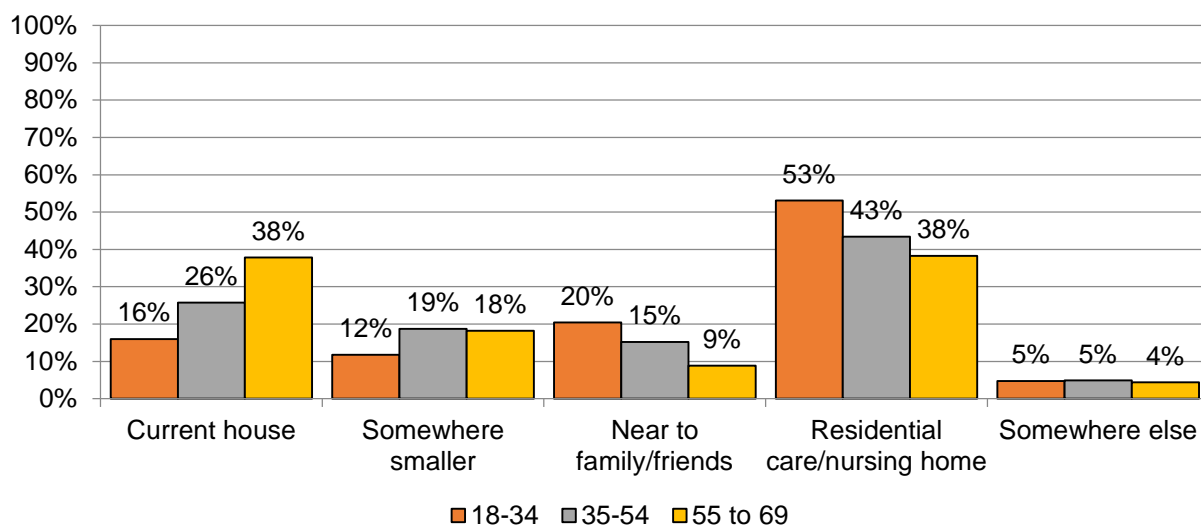
**Figure 35 Where Older Australians want to live if they need support, by age**



**Source:** Q11. If you need SOME support for your daily activities where would you LIKE to be living? Would it be ...

**Base:** Older Australians who DO NOT currently receive a higher level care, total n=1,462, 70-79 n= 1075, 80+ n= 387.

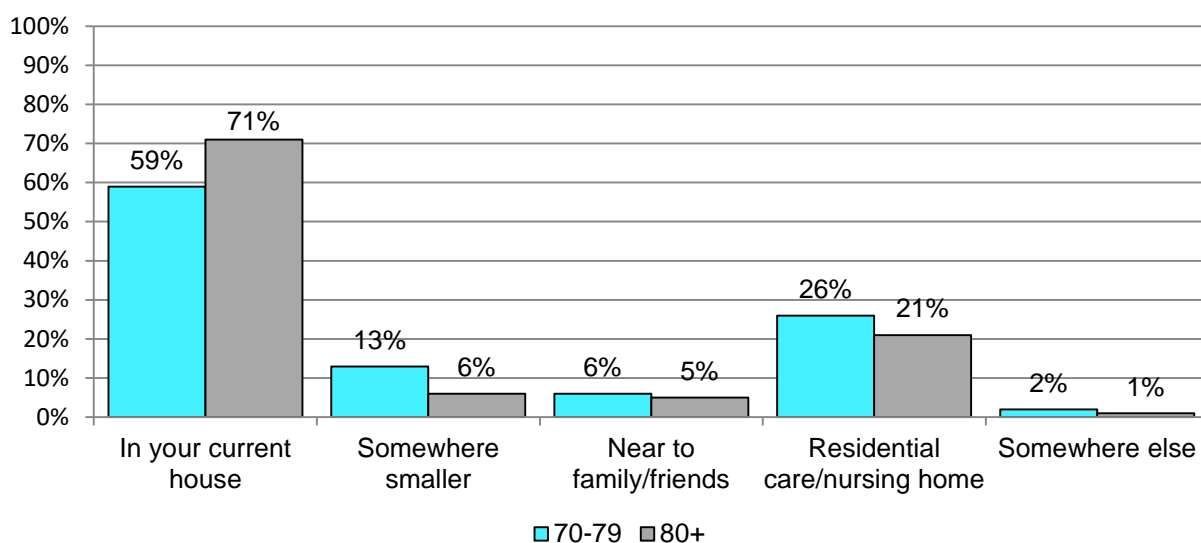
**Figure 36 Where Younger Australians want to live if they need care, by age**



**Source:** Q16. Where would you like to be living if you needed MORE CARE on an almost daily basis for things like dressing, or eating, or going to the bathroom, or nursing care? Would you like to be living ...?

**Base:** Half the respondents aged 18-69: Total (18-69) n= 4515, 18-34 n= 1230, 35-54 n= 1357, and 55-69 n= 1928.

**Figure 37 Where Older Australians want to live if they need care, by age**



**Source:** Q13. If you needed this type of CARE on an almost daily basis where would you like to be living Would it be...

**Base:** Older Australians who DO NOT currently receive a higher level care, total n=1,462, 70-79 n= 1075, 80+ n= 387.



## 4.5 Which types of aged care services are important?

Respondents were asked if they saw it as important or unimportant to have certain types of support and care services available to them if they needed those services in the future. They were also asked which of these services they consider most important.

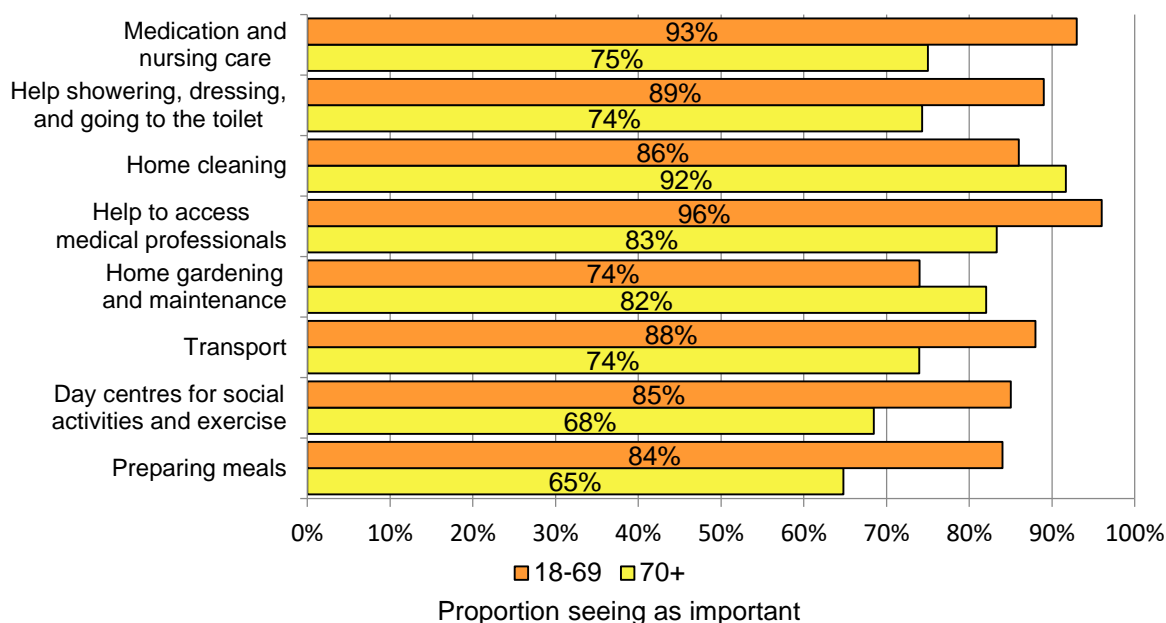
As shown in Figure 38, all services were considered important by a large majority of Older Australians and Younger Australians.

Older Australians tended to place more importance on services related to health, hygiene and cleanliness. Among these, home cleaning was important to the largest proportion (92%), reflecting the strong preference of Older Australians to remain in their own home when they are in need of support or care. Help to access medical professionals such as GPs, dentists, physiotherapists and podiatrists was seen as important by 83%, medication and nursing care was rated important by 75%, and help with showering, dressing and going to the toilet was important to 74%.

Younger Australians placed less importance on home cleaning than Older Australians, as they did for home gardening and maintenance. Otherwise, they viewed all services as important to a greater extent than Older Australians. Younger Australians were particularly focused on access to medical professionals, and medication and nursing care, which were judged important by 93-96% of people. The services least likely to be seen as important by Younger Australians, as well as Older Australians, were transport, day centres to socialise and exercise in, and help with meal preparation.

When asked to nominate the most important service the greater emphasis placed on medical services by Younger Australians is very evident (Figure 39). Three in four Younger Australians nominate as the most important service either help with access to medical professionals (27%), or help with showering, dressing or going to the toilet (25%), or help with medication and nursing care (24%). In contrast less than half of the Older Australians regard these type of services as the most important. Older Australians instead prioritise home cleaning, which few Young Australians agree with (7% compared to 25%). Younger Australians also place much less emphasis on home maintenance (3% compared to 10%).

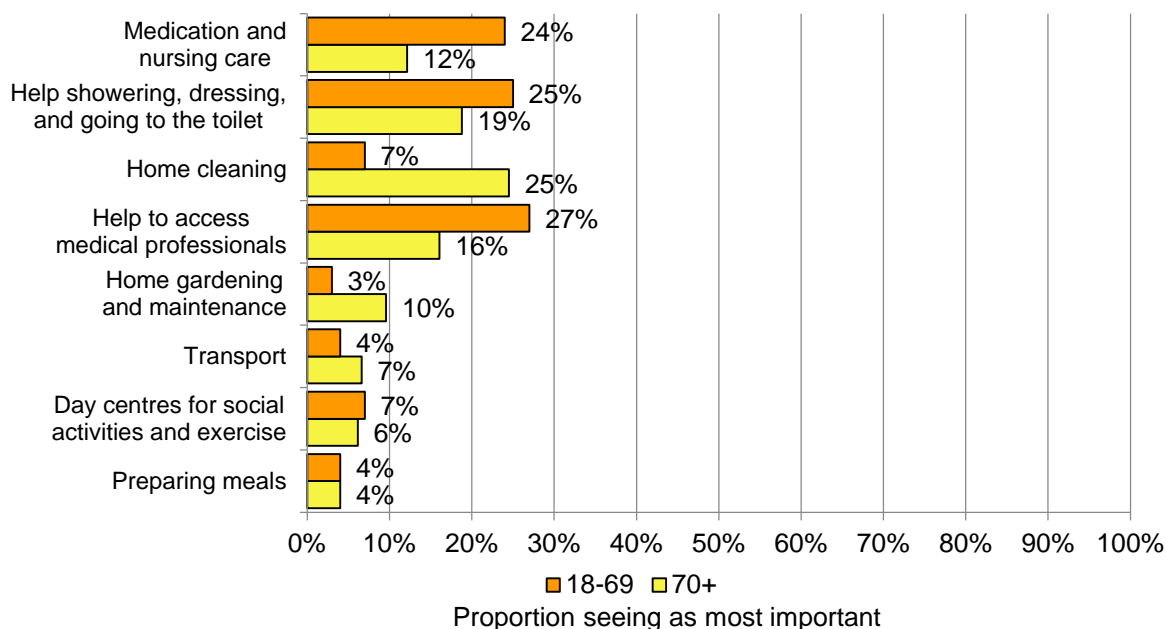
**Figure 38 Which aged care services are important?**



**Source:** Q18. Still thinking about when you are 70 or older, how important are the following types of aged care services? Q23. Would you say it is important or unimportant that the following services are available if you need them?

**Base:** Half the respondents aged 18-69: Total (18-69) n= 4516, Older Australians, n=1,488

**Figure 39 What is the most important aged care service?**



**Source:** Q18. Still thinking about when you are 70 or older, how important are the following types of aged care services? Q19. You've rated more than one type of care service as important, of these which one do you think is most important to have available to you? Would it be...? Q23. Would you say it is important or unimportant that the following services are available if you need them? Q25. You've rated more than one type of care service as important, of these which one do you think is most important

**Base:** 18-69 n= 4458, 70+ n=1,488

## Appendix 1: Questionnaire

## INTRODUCTION

### RDD INTRODUCTION

Good [Morning/Afternoon/Evening]. My name is (SAY NAME) from Roy Morgan. We are conducting an important survey for the Royal Commission into Aged Care Quality and Safety. Could I please speak to the youngest male at home who is aged 18 or over?

In appreciation of your time, we are offering you the chance to enter a draw to win one of four \$250 gift cards.

#### IF NO MALES AVAILABLE ASK:

Can I please speak to the youngest female at home who is aged 18 or over?

#### IF NECESSARY, RE-INTRODUCE

We are conducting an important study on behalf of the Royal Commission into Aged Care Quality and Safety. In appreciation of your time, we are offering you the chance to enter a draw to win one of four \$250 gift cards.

### SS SAMPLE INTRODUCTION

Good [Morning/ Afternoon/ Evening]. My name is (SAY NAME) from the Roy Morgan Research. May I please speak to [SAY NAME]?

In appreciation of your time, we are offering you the chance to enter a draw to win one of four \$250 gift cards.

#### IF NECESSARY, RE-INTRODUCE

We really appreciate your assistance by taking part in our National Consumer Poll survey and would greatly appreciate your help again. We are conducting an important study on behalf of the Royal Commission into Aged Care Quality and Safety.

In appreciation of your time, we are offering you the chance to enter a draw to win one of four \$250 gift cards.

### COMMON INTRODUCTION

#### IF ASKED ABOUT SURVEY LENGTH ADD:

The time needed for the survey depends on each person's experience – for a lot of people it will only take around 10 minutes but in some cases it might take an additional 5 to 10 minutes. The information will be used for research purposes only. Your answers will remain strictly confidential. You will not be identified in any way in the results. Your answers will be combined with the information from hundreds of other participants across Australia.

#### IF CLAIMS TO BE NOT KNOWLEDGEABLE OR INTERESTED

We really would like to include your opinion and experience in this survey to ensure a representative and diverse sample of Australians.

#### IF QUERIED ABOUT HOW NAME OR NUMBER WAS SOURCED (E.G. UNLISTED NUMBER) SAY:

We are contacting people from all over Australia. A computer has randomly generated numbers for us to phone.

#### IF NECESSARY, MAKE AN APPOINTMENT

### THANK AND TERMINATE EVERYBODY WHO HAS LANGUAGE PROBLEM

## **SCREENING QUESTIONS –ASK ALL**

SCR1 Do you agree to participate in the survey?

### **SINGLE RESPONSE**

1. Yes
2. No

### **IF CODE 2 (DOES NOT AGREE TO PARTICIPATE) IN SCR 1, TERMINATE AND THANK**

SCR2 Are you a citizen or permanent resident of Australia?

### **SINGLE RESPONSE**

1. Yes
2. No

### **IF CODE 2 (not a citizen or permanent resident of Australia) IN SCR 2, TERMINATE AND THANK**

“Thank you for your time but we are only interviewing people who are citizens or permanent residents of Australia.”

SCR3 Do you currently live in

### **SINGLE RESPONSE**

#### **READ OUT**

1. Residential aged care or a nursing home
2. A place you own
3. A place you rent
4. Somewhere else

### **IF CODE 1 (RESIDENTIAL AGED CARE OR NURSING HOME) IN SCR 3, TERMINATE AND SAY**

“Thank you for your time but we are not interviewing people from aged care facilities or nursing homes today”

### **PROGRAMMER GO TO PRIZE DRAW QUESTION**

SCR4 What is your gender?

### **SINGLE RESPONSE**

1. Male
2. Female
3. Non Binary
4. Other
5. Prefer not to say

**PROGRAMMER NOTE – FOR QUOTA PURPOSES, ALLOCATE ANY “OTHER” OR “NON-BINARY” OR “REFUSED” (Code 3, 4 or 5) RESPONSES ALTERNATIVELY AS FEMALE OR MALE. IF SEX QUOTA FULL, TERMINATE, SAY**

Thank you for your time and assistance but we have interviewed enough people of your gender.

### **PROGRAMMER GO TO PRIZE DRAW QUESTION**

SCR5 What is your postcode?

**SINGLE RESPONSE**

**DO NOT READ OUT**

**CODE NUMERIC 1000-9999**

**99.**Don't Know/Refuse

**IF CODE 99, TERMINATE, SAY:**

Thank you for your time and assistance but for this survey we need to know your postcode.

SCR6 What is your age?

**RECORD AGE**

**99** Prefer not to say/Refused

**IF AGED IS UNDER 18 YEARS SAY**

"Thank you for your time and assistance but for this survey we need to interview people aged 18 years or older."

**PROGRAMMER GO TO PRIZE DRAW QUESTION  
IF CODE 99 (REFUSED TO GIVE AGE GROUP) AT SCR 6, ASK SCR 7  
IF AGE QUOTA FULL, TERMINATE, SAY:**

Thank you for your time and assistance but we have interviewed enough people in your age group.

**PROGRAMMER GO TO PRIZE DRAW QUESTION  
IF AGED 18 OR OLDER, ASK SCR 8**

SCR7 To which of the following age groups do you belong?

**SINGLE RESPONSE**

**READ OUT LIST**

1. Under 18
2. 18-24
3. 25-34
4. 35-44
5. 45-54
6. 55-64
7. 65-69
8. 70-79
9. 80-89
10. 90 or older
- 99.** Prefer not to say

**IF AGE IS UNDER 18 YEARS SAY**

Thank you for your time and assistance but for this survey we need to interview people aged 18 years or older

**PROGRAMMER GO TO PRIZE DRAW QUESTION**

**IF AGE QUOTA FULL, TERMINATE, SAY:**

Thank you for your time and assistance but we have interviewed enough people in your age group.

**PROGRAMMER GO TO PRIZE DRAW QUESTION**

**IF CODE 99 (REFUSED TO GIVE AGE GROUP) AT SCR 7 – TERMINATE, SAY**

Thank you for your time and assistance but for this survey we need to know your approximate age.

SCR8 What is your approximate annual income from all sources **before** tax?

\_\_\_\_ **RECORD INCOME**

**98.** Don't know

**99.** Prefer not to say/Refused

**IF CODE 98 OR 99 IN SCR 8, ASK SCR 9.**

SCR9 I will read a list of income ranges, please tell me which one is the best estimate of your TOTAL approximate annual income from all sources, **before tax**.

**SINGLE RESPONSE**

**DO NOT READ PER WEEK UNLESS NEEDED**

\$1 to \$9,999 per year (\$1 - \$189 per week)	1
\$10,000 - \$19,999 per year (\$190 - \$379 per week)	2
\$20,000 - \$29,999 per year (\$380 - \$579 per week)	3
\$30,000 - \$39,999 per year (\$580 - \$769 per week)	4
\$40,000 - \$49,999 per year (\$770 - \$959 per week)	5
\$50,000 - \$59,999 per year (\$960 - \$1149 per week)	6
\$60,000 - \$79,999 per year (\$1150 - \$1529 per week)	7
\$80,000 - \$99,999 per year (\$1530 - \$1919 per week)	8
\$100,000 - \$124,999 per year (\$1920 - \$2399 per week)	9
\$125,000 - \$149,999 per year (\$2400 - \$2879 per week)	10
\$150,000 - \$199,999 per year (\$2880 - \$3839 per week)	11
\$200,000 or more per year (\$3840 or more per week)	12
DON'T KNOW	98
REFUSED	99

**PROGRAMMER MONITOR HOUSEHOLD INCOME SOFT QUOTA**

**INTROMONITOR**

This call may be monitored for quality purposes.

## SECTION 1 COMMUNITY ATTITUDES TO OLDER PEOPLE – ASK ALL

Q2 I am going to read out some statements people have made about older Australians. By “older Australians” we mean people aged 70 or older. Do you agree or disagree that

**PROGRAMMING NOTE: ASK HALF THE SAMPLE A TO E AND HALF THE SAMPLE F TO K ask**

	AGREE	DISAGREE	NEITHER AGREE NOR DISAGREE/ DON'T KNOW
A Older people (people over 70)are given too much attention in today's society	1	2	3
B The knowledge and experience of older people is valuable	1	2	3
C If they have the same work skills, young people should have priority over older people for employment	1	2	3
D Older people add value to the workplace	1	2	3
E Older people help others a lot by volunteering their time to their families and community	1	2	3
F Older people are a burden on society	1	2	3
G Young people benefit from the work of older generations	1	2	3
H Younger generations have to fix the mistakes of the older generation.	1	2	3
I Society has an obligation to look after and care for older people.	1	2	3
J Young people face a lot of costs and can't afford to financially support the older generation	1	2	3

Q3 As people get older they may need some additional support to take care of themselves. They might need help with things like shopping, or cooking or cleaning or attending medical appointments. Who do you think should be **MOST RESPONSIBLE** for **PAYING** for help like this?

### SINGLE RESPONSE

#### READ OUT

1. The older person themselves
2. The older person's family or friends
3. The Government
4. Someone else
5. Don't know **DO NOT READ OUT**

**IF CODE 5 (Don't know) IN Q3, ASK Q5**

Q4 Who should be the **NEXT MOST** responsible? Would it be ..

**PROGRAMMER: KEEP ROTATED ORDER READ TO PERSON IN Q3 BUT EXCLUDE RESPONSE GIVEN IN Q3 FROM Q4 RESPONSE LIST**

### SINGLE RESPONSE

#### READ OUT

1. The older person themselves
2. The older person's family or friends
3. The Government
4. Someone else



Q5 We also know that sometimes older people need MORE CARE, with things like dressing, or eating, or going to the bathroom, or nursing care.

**INTERVIEWER: IF NECESSARY PROMPT** nursing care includes things like pain, management and wound dressing

Who do you think should be MOST RESPONSIBLE for PAYING for this type of care?

**PROGRAMMER: ROTATE ORDER OF CODES 1-3**

**SINGLE RESPONSE**

**READ OUT**

1. The older person themselves
2. The older person's family or friends
3. The Government
4. Someone else
5. Don't know **DO NOT READ OUT**

**IF CODE 5 (Don't know) IN Q5, ASK Q7**

Q6 Who should be the NEXT MOST responsible? Would it be ..

**PROGRAMMER: KEEP ROTATED ORDER READ TO PERSON IN Q5 BUT EXCLUDE RESPONSE GIVEN IN Q5 FROM Q6 RESPONSE LIST**

**SINGLE RESPONSE**

**READ OUT**

1. The older person themselves
2. The older person's family or friends
3. The Government
4. Someone else

## SECTION 2 TYPE OF CARE AND SUPPORT BEING RECEIVED BY THE RESPONDENT – ASK ALL

Q7 Do you receive any support for your daily activities such as help with shopping, cooking, cleaning, or attending medical appointments?

### SINGLE RESPONSE

1. Yes
2. No
3. Not sure

IF CODE 1 (RECEIVES SUPPORT) IN Q7, ASK Q7b

IF CODE 2 OR 3 (DOES NOT RECEIVE SUPPORT OR NOT SURE) IN Q7 AND CODE 18 TO 69 (AGE 18-69) IN SCR6 OR CODE 2 TO 7 (AGE 18-69) IN SCR7 )GO TO Q14

IF CODE 2 OR 3 S(DOES NOT RECEIVE SUPPORT OR NOT SURE) IN Q7 AND CODE 70 TO 98 (AGE 70 OR OLDER) IN SCR6 OR CODE 8 TO 10 (AGE 70 OR OLDER) IN SCR7 GO TO Q10]

Q7b Who do you receive this support from?

### MULTIPLE

#### DO NOT READ OUT

1. Family
2. Friends
3. Neighbours
4. Paid help including Government or charities or private providers
5. Someone else
6. Don't know/Not sure

Q8 Do you receive support, to assist you with dressing, or eating, or going to the bathroom, or nursing care

**INTERVIEWER: IF NECESSARY PROMPT** nursing care includes things like pain, management and wound dressing

### SINGLE RESPONSE

1. Yes
2. No
3. Not sure

IF CODE 1 (RECEIVES DAILY SUPPORT) IN Q8, ASK Q9

IF CODE 2 OR 3 (DOES NOT RECEIVE DAILY SUPPORT OR NOT SURE) IN Q8 AND CODE 18 TO 69 (AGE 18-69) IN SCR6 OR CODE 2 TO 7 (AGE 18-69) IN SCR7 GO TO Q14

IF CODE 2 OR 3 (DOES NOT RECEIVE DAILY SUPPORT OR NOT SURE) IN Q7 AND CODE 70 TO 98 (AGE 70 OR OLDER) IN SCR6 OR CODE 8 TO 10 (AGE 70 OR OLDER) IN SCR7 GO TO Q10]

Q9 Who do you receive this support from?

### MULTIPLE

#### DO NOT READ OUT

1. Family
2. Friends
3. Neighbours
4. Paid help including Government or charities or private providers
5. Someone else
6. Don't know/Not sure []

IF CODE 18 TO 69 (AGE 18-69) IN SCR6 OR CODE 2 TO 7 (AGE 18-69) IN SCR7 GO TO Q14

IF CODE 70 TO 98 (AGE 70 OR OLDER) IN SCR6 OR CODE 8 TO 10 (AGE 70 OR OLDER) IN SCR7 GO TO Q21]

## **SECTION 3: CARE AND SUPPORT PREFERENCES OF OLDER AUSTRALIANS - SHOULD THEY NEED IT IN THE FUTURE. – AGED 70+**

Q10 If you need SOME support for your daily activities such as help with shopping, cooking, cleaning, going out or attending medical appointments, who would you LIKE to do this for you? Would it be...

### **MULTIPLE**

#### **READ OUT**

1. Family
2. Friends
3. Neighbours
4. Paid help including Government or charities or private providers
5. Someone else
6. Don't know/Not sure [**DO NOT READ OUT**]

Q11 If you need SOME support for your daily activities where would you LIKE to be living? Would it be ...

### **MULTIPLE**

#### **READ OUT**

1. In your current house
2. Near to family or friends
3. Somewhere smaller than your current house
4. In residential care or nursing home
5. Somewhere else
6. Don't know/ never thought about it **DO NOT READ OUT**
7. Don't expect to be alive by then **DO NOT READ OUT**

Q12 If you needed CARE on an almost daily basis to assist you with things like - dressing, or eating, or going to the bathroom, or nursing care, who would you like to do this for you?

**INTERVIEWER: IF NECESSARY PROMPT** nursing care includes things like pain, management and wound dressing

### **MULTIPLE**

#### **DO NOT READ OUT**

1. Family
2. Friends
3. Neighbours
4. Paid help including Government or charities or private providers
5. Someone else
6. Don't know/Not sure [**DO NOT READ OUT**]

Q13 If you needed this type of CARE on an almost daily basis where would you like to be living Would it be ...

### **MULTIPLE**

#### **READ OUT**

1. In your current house
2. Near to family or friends
3. Somewhere smaller than your current house
4. In residential care or nursing home
5. Somewhere else
6. Don't know/ never thought about it [**DO NOT READ OUT**]
7. Don't expect to be alive by then **DO NOT READ OUT**

**IF CODE 70 TO 98 (AGE 70 OR OLDER) IN SCR6 OR CODE 8 TO 10 (AGE 70 OR OLDER) IN SCR7 GO TO Q21]**

### **PROGRAMMER**

- **HALF RESPONDENTS AGED 18 TO 69 ARE ASKED Q14A TO 14 G**
- **HALF ARE ASKED Q15**

## SECTION 4: EXPECTATIONS OF AGEING – AGED 18-69

Q14 For the next few questions I want you to think about when you are 70 or older. How do you think you will be using your time once you are over 70? (IF NECESSARY: In other words, what activities, tasks do you think you will be engaged in?) Will you be ...

### MULTIPLE

#### READ OUT

		Yes	No	Not Sure
A	In paid employment (including full or part-time work)	1	2	3
B	Caring for a family member or friend	1	2	3
C	Spending time with family and friends	1	2	3
D	Activities and engagement in the community, volunteering	1	2	3
E	Recreation, leisure, hobbies or sport	1	2	3
F	Travelling	1	2	3
G	Maintaining your health and exercising	1	2	3

### IF ANSWERED Q14,A TO q14G, ASK q18

Q15 When you are 70 or older, where would you LIKE to be living if you needed SOME support for things like shopping, cooking, cleaning, going out or attending medical appointments. Would you like to be living ...

### MULTIPLE

#### READ OUT

1. In your current house
2. Near to family or friends
3. Somewhere smaller than your current house
4. In residential care or a nursing home
5. Somewhere else
6. Don't know/ never thought about it/not sure **[DO NOT READ OUT]**
7. Don't expect to be alive by then **[DO NOT READ OUT]**

**IF NO CODE 1 OR 2 OR 3 (NOT IN YOUR HOUSE, OR NEAR TO FAMILY, OR SOMEWHERE SMALLER) IN Q15, ASK Q 16**

**IF ONE OR MORE OF CODES 1 OR 2 OR 3 OR 4 (IN YOUR HOUSE, OR NEAR TO FAMILY, OR SOMEWHERE SMALLER) IN Q15, ASK Q15B**

Q15B You mentioned that you see yourself living **(LIST ANY CODE 1 OR 2 OR 3 (IN YOUR HOUSE, OR NEAR TO FAMILY, OR SOMEWHERE SMALLER) IN Q15)** SOME support . Who would you like to provide this support to you. Would it be ...

### MULTIPLE

#### READ OUT

1. Family
2. Friends
3. Neighbours
4. Paid help including Government or charities or private providers
5. Someone else
6. Don't know/Not sure **[DO NOT READ OUT]**

Q16 Where would you to be living if you needed MORE CARE on an almost daily basis for things like dressing, or eating, or going to the bathroom, or nursing care .. Would you like to be living ...

**INTERVIEWER: IF NECESSARY PROMPT** nursing care includes things like pain, management and wound dressing

**MULTIPLE**

**READ OUT**

1. In your current house
2. Near to family or friends
3. Somewhere smaller than your current house
4. In residential care or nursing home
5. Somewhere else
6. Don't know/ never thought about it **[DO NOT READ OUT]**
7. Don't expect to be alive by then **[DO NOT READ OUT]**

**IF NO CODE 1 OR 2 OR 3 (NOT IN YOUR HOUSE, OR NEAR TO FAMILY, OR SOMEWHERE SMALLER) IN Q16, ASK Q 20**

**IF ONE OR MORE OF CODES 1 OR 2 OR 3 OR 4 (IN YOUR HOUSE, OR NEAR TO FAMILY, OR SOMEWHERE SMALLER) IN Q16, ASK Q17**

Q17 You mentioned that you see yourself living **(LIST ANY CODE 1 OR 2 OR 3 (IN YOUR HOUSE, OR NEAR TO FAMILY, OR SOMEWHERE SMALLER) IN Q16)** If you needed more care. Who would you like to provide you with this care? Would it be ...

**(MULTIPLE)**

**READ OUT**

1. Family
2. Friends
3. Neighbours
4. Paid help including Government or charities or private providers
5. Someone else
6. Don't know/Not sure **[DO NOT READ OUT]**

**IF ANSWERED Q17, ASK Q20**

Q18 Still thinking about when you are 70 or older, how important are the following types of aged care services? Would you say **(insert first item)** is important, or un-important?

**MULTIPLE**

**READ OUT**

		IMPORTANT	UNIMPORTANT	NEITHER IMPORTANT NOR UNIMPORTANT DON'T KNOW
A	Home cleaning	1	2	3
B	Home gardening and maintenance	1	2	3
C	Help with showering, dressing and going to the toilet	1	2	3
D	Help with medication and nursing care	1	2	3
E	Help to access to medical professionals (such as physios, podiatrists, GPs and dentists)	1	2	3
F	Help preparing meals	1	2	3
G	Transport	1	2	3
H	Day centres for social activities and exercise	1	2	3

**IF ONLY ONE CODE 1 (IMPORTANT) IN Q18 ASK Q26**  
**IF MORE THAN ONE CODE 1 (IMPORTANT) IN Q18, ASK Q19;**  
**IF NO CODE 1 (IMPORTANT) ASK Q26**

Q19 You've rated more than one type of care service as important of these which one do you think is most important to have available to you? Would it be ...

**READ OUT**

1. Home cleaning
2. Home gardening and maintenance
3. Help with showering, dressing and going to the toilet
4. Help with medication and nursing care
5. Help to access to medical professionals (such as physios, podiatrists, GPs and dentists)
6. Help preparing meals
7. Transport
8. Day centres for social activities and exercise

**IF ANSWERED Q19 ASK Q26**

Q20 The following statements are about your expectations of what life will be like when you are over 70. Do you agree or disagree that

**MULTIPLE**

**READ OUT**

		AGREE	DISAGREE	NEITHER AGREE NOR DISAGREE DON'T KNOW (DO NOT READ OUT)
A	I think I will have enough money to live comfortably	1	2	3
B	I will be healthy and able to care for myself in my 70s and 80s	1	2	3
C	I expect to have some level of government pension when I am over 70.	1	2	3
D	I will be physically able to do what I want when I get older	1	2	3
E	I make lifestyle choices now that will keep me healthy into my 70s and 80s.	1	2	3
F	I will have the freedom to choose how I spend my time	1	2	3

**GO TO Q 26**

## SECTION 5: THE EXPERIENCE OF BEING OLDER – AGED 70+

Q21 How do you spend your time these days? (IF NECESSARY: In other words, what activities, tasks are you engaged in?) Are you ...

### MULTIPLE

#### ROTATE CODES 1 TO 8

1. In paid employment (including full or part-time work)
2. Caring for a family member or friend
3. Spending time with family and friends
4. Activities and engagement in the community, volunteering
5. Recreation, leisure, doing some hobby, sport or interest
6. Travelling
7. Maintaining your health and exercising
8. Doing something else
9. No idea/Don't Know **DO NOT READ**

Q23 Do you agree or disagree that

### MULTIPLE

#### READ OUT

		AGREE	DISAGREE	NEITHER AGREE NOR DISAGREE DON'T KNOW (DO NOT READ)
A	I have enough money to live comfortably	1	2	3
B	I am healthy and able to care for myself	1	2	3
C	I am still physically able to do the things I want to do	1	2	3
D	I make lifestyle choices now that will keep me healthy	1	2	3
E	Now I am older, I have the freedom to spend time doing the things I like doing.	1	2	3

Q24 Would you say it is important or unimportant that the following services are available if you needed them?

### MULTIPLE

If asked Q23 ask everyone Q23A to Q23FH

#### READ OUT

		IMPORTANT	UNIMPORTANT	DON'T KNOW
A	Home cleaning	1	2	3
B	Home gardening and maintenance	1	2	3
C	Help with showering, dressing and going to the toilet	1	2	3
D	Help with medication and nursing care	1	2	3
E	Help to access to medical professionals (such as physios, podiatrists, GPs and dentists)	1	2	3
F	Help preparing meals	1	2	3
G	Transport	1	2	3
H	Day centres for social activities and exercise	1	2	3

**IF ONLY ONE CODE 1 (IMPORTANT) IN Q24 ASK Q26**  
**IF MORE THAN ONE CODE 1 (VERY IMPORTANT) IN Q24, ASK Q25**  
**IF NO CODE 1 (IMPORTANT) ASK Q26**

Q25 You've rated more than one type of care service as important/ of these which one do you think is most important? Would it be ...

**PROGRAMMER DISPLAY ONLY VERY IMPORTANT OR SOMEWHAT IMPORTANT ITEMS**  
**SINGLE RESPONSE**

**READ OUT**

1. Home cleaning
2. Home gardening and maintenance
3. Help with showering, dressing and going to the toilet
4. Help with medication and nursing care
5. Help to access to medical professionals (such as physios, podiatrists, GPs and dentists)
6. Help preparing meals
7. Transport
8. Day centres for social activities and exercise



## SECTION 6: KNOWLEDGE AND PERCEPTIONS OF OLD AGE – ASK ALL

Q26 Apart from anyone you are living with in your home, do you know anyone such as a family member or close friend who lives in Australia and ...

### MULTIPLE RESPONSE

#### READ OUT

		Yes	No	Not sure
A	Is 70 years or older	1	2	3
B	Receives home care support or some kind of support or care in their own home	1	2	3
C	Lives in an aged care facility or nursing home	1	2	3
D	Has some kind of dementia	1	2	3

**IF CODE 1 (KNOWS SOMEONE RECEIVING HOME CARE SUPPORT) IN Q26B, ASK Q27**  
**IF CODE 1 (KNOWS SOMEONE LIVING IN AGED CARE/NURSING HOME) IN Q26C, ASK Q29**  
**IF CODE 2 OR 3 (DOES NOT KNOW/UNSURE SOMEONE LIVING IN AGED CARE NURSING OR HOME RECEIVING HOME CARE SUPPORT) IN Q26C AND Q26B, ASK Q31**

Q27 Thinking about the person you are closest too, who receives home care or support in their home how often do you visit them?

### SINGLE RESPONSE

#### DO NOT READ OUT UNLESS NEEDED

1. More than once a day
2. Daily
3. Once a week
4. Once a fortnight
5. Several times a week
6. Once a month
7. Several times a month
8. Several times a year
9. Once a year
10. Less often than that,
11. Not at all
12. I am not in a position to visit them
13. Unsure/Prefer not to say (**DO NOT READ OUT**)

Q28 How often do you contact them? This means by phone, leaving a message, an email, chat on the computer or any other way?

**SINGLE RESPONSE**

**DO NOT READ OUT UNLESS NEEDED**

1. More than once a day
2. Daily
3. Once a week
4. Once a fortnight
5. Several times a week
6. Once a month
7. Several times a month
8. Several times a year
9. Once a year
10. Less often than that,
11. As often as I can
12. Not at all
13. I am not in a position to visit them
14. Unsure/Prefer not to say (**DO NOT READ OUT**)

**IF CODE 2 OR 3 (DOES NOT/NOT SURE IF KNOWS SOMEONE LIVING IN AGED CARE/NURSING HOME) IN Q26C, ASK Q31**

Q29 Thinking about the person you are closest too, living in residential aged care facility or nursing home. How often do you visit them?

**SINGLE RESPONSE**

**DO NOT READ OUT UNLESS NEEDED**

1. More than once a day
2. Daily
3. Once a week
4. Several times a week
5. Once a fortnight
6. Once a month
7. Several times a month
8. Several times a year
9. Once a year
10. Less often than that,
11. Not at all
12. I am not in a position to contact them
13. Unsure/Prefer not to say (**DO NOT READ OUT**)

Q30 How often do you contact them? This could be by phone, leaving a message, an email, chat on the computer or any other way?

**SINGLE RESPONSE**

**DO NOT READ OUT UNLESS NEEDED**

1. More than once a day
2. Daily
3. Once a week
4. Once a fortnight
5. Several times a week
6. Once a month
7. Several times a month
8. Several times a year
9. Once a year
10. Less often than that,
11. As often as I can
12. Not at all
13. I am not in a position to visit them
14. Unsure/Prefer not to say (**DO NOT READ OUT**)

**IF ANY CODE 1 TO 11 (HAS VISITED THEM IN AGED CARE OR NURSING HOME) IN Q30, ASK Q32A**

Q31 Have you ever visited an aged care facility in Australia?

**SINGLE RESPONSE**

**DO NOT READ OUT**

1. Yes
2. No
3. Not sure

**IF CODES 1 (Yes) IN Q31 ASK Q32A**  
**IF CODES 2 OR 3 (NO, NOT SURE) IN Q31 ASK Q32B**

Q32A Please tell me your opinion – do you agree or disagree on the following general statements about people in residential aged care or nursing homes?

Q32B Even though you may not have visited an age care facility I am interested in your views . Do you agree or disagree – on the following general statements about people in residential aged care or nursing homes?

### MULTIPLE

**PROGRAMMING NOTE: ASK HALF THE SAMPLE A TO F AND HALF THE G TO K**

### READ OUT

		AGREE	DISAGREE	NEITHER AGREE NOR DISAGREE/ DON'T KNOW (DO NOT READ)
A	People get good quality food	1	2	3
B	People are safe	1	2	3
C	There are enough activities to keep people entertained	1	2	3
D	People receive the help they need with showering, and going to the toilet on time	1	2	3
E	Accommodation is comfortable and well maintained	1	2	3
F	People are often lonely.	1	2	3
G	People have control over their own lives.	1	2	3
H	People have timely access to medical professionals and other healthcare	1	2	3
I	People are respected	1	2	3
J	People are happy in aged care facilities	1	2	3

Q33 If you needed to find out something about aged care services in Australia, what would you do, who would you contact? (INTERVIEWER UNLESS THEY ONLY SAY “DON'T KNOW” PROMPT WITH “anything else?”)

### MULTIPLE RESPONSE

#### DO NOT READ OUT

1. Go to myagedcare
2. Go online – search engine such as Google
3. Talk to my doctor/health professional/information in brochures in clinic or hospital
4. Contact Centrelink/Department of Social Services
5. Contact my friends
6. Talk to my family
7. Contact an aged care service provider/facility
8. Contact a financial adviser
9. Contact Department of Health (or another government department)
10. Contact local government
11. Someone else
12. Don't know

Q34 If you knew about a problem with an aged care service, who would you report it to?

**MULTIPLE RESPONSE**

**DO NOT READ OUT**

1. Manager of the aged care service
2. My Aged Care website – (feedback forms on the site)
3. Assessment teams – (RAS/ACAT)
4. Aged Care Quality and Safety Commission
5. Age Discrimination Commissioner
6. The aged care provider
7. Older Persons Advocacy Network – assorted state advocacy providers
8. Elder Abuse hotline
9. Local hospital or GP/Doctor
10. Commonwealth Respite and Carelink Centre – community based respite
11. State Government Department
12. Commonwealth Government
13. Government Department – not specified
14. Member of Parliament
15. Ombudsman
16. The Police
17. Someone else
18. Don't know – but know where to find out
19. Don't know

Q36 What percentage of aged care services do you think is funded by government? Your answer can be from 0% (none of it) up to 100% (all of it). It's ok to say you don't know and your best guess is fine.

**SINGLE RESPONSE**

**DO NOT READ OUT**

-----% **RECORD AMOUNT**

99. Don't know

## SECTION 7: DEMOGRAPHICS – ASK ALL

Q37 Are you of Aboriginal and/or Torres Strait Islander descent?

**SINGLE RESPONSE - INTERVIEWER NOTE: DO NOT READ – PROMPT IF NECESSARY (I.E. IF SAYS 'YES' ASK "ARE YOU ABORIGINAL, TORRES STRAIT ISLANDER OR BOTH?")**

**SINGLE**

**DO NOT READ OUT**

1. Aboriginal
2. Torres Strait Islander
3. Both Aboriginal and Torres Strait Islander
4. No
5. Prefer not to answer

Q38 Do you speak a language other than English at home?

**SINGLE**

**DO NOT READ OUT**

1. Yes
2. No-English only
3. Prefer not to answer

**IF CODE 1 (SPEAKS A LANGUAGE OTHER THAN ENGLISH AT HOME) ASK Q 39**

Q39 What other, non-English language do you speak at home?

**INTERVIEWER NOTE: IF SPEAKS MORE THAN ONE NON-ENGLISH LANGUAGE AT HOME RECORD THE ONE THAT IS MOST OFTEN SPOKEN**

**MULTIPLE**

**DO NOT READ OUT**

1. Aboriginal or Torres Strait Islander language
2. Italian
3. Greek
4. Cantonese
5. Mandarin
6. Hindi
7. Vietnamese
8. Arabic
9. Punjabi
10. Spanish
11. Urdu
12. Other
99. Prefer not to say

Q40A How many people live in your household?

**SINGLE**

**DO NOT READ OUT**

----- **RECORD NUMBER**

**99** Don't Know/Refused

**IF CODE 1 (ONE PERSON IN HOUSEHOLD) IN Q40A ASK Q41**

Q40B Do you live..?

**SINGLE**

**READ OUT**

1. With a partner or spouse
2. With family
3. With others - not family
4. Alone
99. Refused **DO NOT READ OUT**

## **SECTION 8: CLOSE AND PRIZE DRAW**

Q42 Thank you, that's the last question. This survey has been conducted on behalf of The Royal Commission into Aged Care Quality and Safety. This research is carried out in compliance with the Privacy Act and Telecommunications and Research Calls Industry Standard, and the information you provided will be used only for research purposes.

As a thank you for completing the survey you are eligible to go into a draw to win one of 4 gift vouchers for \$250. In case you win can I please have your contact details – we will not divulge them to anyone.

### **RECORD DETAILS**

Name

Phone Number

Email

**99** does not wish to be in the draw

*Thank you very much for your time and assistance. If you would like any more information about this project or Roy Morgan Research, you can phone us on 1800 337 332.*



## Appendix 2: Confidence Intervals

**Percentage point intervals at 95% level of confidence**

n=	Survey estimate								
	10%	20%	30%	40%	50%	60%	70%	80%	90%
10,000	0.59%	0.78%	0.90%	0.96%	0.98%	0.96%	0.90%	0.78%	0.59%
9,500	0.60%	0.80%	0.92%	0.99%	1.01%	0.99%	0.92%	0.80%	0.60%
9,000	0.62%	0.83%	0.95%	1.01%	1.03%	1.01%	0.95%	0.83%	0.62%
8,500	0.64%	0.85%	0.97%	1.04%	1.06%	1.04%	0.97%	0.85%	0.64%
8,000	0.66%	0.88%	1.00%	1.07%	1.10%	1.07%	1.00%	0.88%	0.66%
7,500	0.68%	0.91%	1.04%	1.11%	1.13%	1.11%	1.04%	0.91%	0.68%
7,000	0.70%	0.94%	1.07%	1.15%	1.17%	1.15%	1.07%	0.94%	0.70%
6,500	0.73%	0.97%	1.11%	1.19%	1.22%	1.19%	1.11%	0.97%	0.73%
6,000	0.76%	1.01%	1.16%	1.24%	1.27%	1.24%	1.16%	1.01%	0.76%
5,500	0.79%	1.06%	1.21%	1.29%	1.32%	1.29%	1.21%	1.06%	0.79%
5,000	0.83%	1.11%	1.27%	1.36%	1.39%	1.36%	1.27%	1.11%	0.83%
4,500	0.88%	1.17%	1.34%	1.43%	1.46%	1.43%	1.34%	1.17%	0.88%
4,000	0.93%	1.24%	1.42%	1.52%	1.55%	1.52%	1.42%	1.24%	0.93%
3,500	0.99%	1.33%	1.52%	1.62%	1.66%	1.62%	1.52%	1.33%	0.99%
3,000	1.07%	1.43%	1.64%	1.75%	1.79%	1.75%	1.64%	1.43%	1.07%
2,500	1.18%	1.57%	1.80%	1.92%	1.96%	1.92%	1.80%	1.57%	1.18%
2,250	1.24%	1.65%	1.89%	2.02%	2.07%	2.02%	1.89%	1.65%	1.24%
2,000	1.31%	1.75%	2.01%	2.15%	2.19%	2.15%	2.01%	1.75%	1.31%
1,750	1.41%	1.87%	2.15%	2.30%	2.34%	2.30%	2.15%	1.87%	1.41%
1,500	1.52%	2.02%	2.32%	2.48%	2.53%	2.48%	2.32%	2.02%	1.52%
1,250	1.66%	2.22%	2.54%	2.72%	2.77%	2.72%	2.54%	2.22%	1.66%
1,000	1.86%	2.48%	2.84%	3.04%	3.10%	3.04%	2.84%	2.48%	1.86%
900	1.96%	2.61%	2.99%	3.20%	3.27%	3.20%	2.99%	2.61%	1.96%
800	2.08%	2.77%	3.18%	3.39%	3.46%	3.39%	3.18%	2.77%	2.08%
700	2.22%	2.96%	3.39%	3.63%	3.70%	3.63%	3.39%	2.96%	2.22%
600	2.40%	3.20%	3.67%	3.92%	4.00%	3.92%	3.67%	3.20%	2.40%
500	2.63%	3.51%	4.02%	4.29%	4.38%	4.29%	4.02%	3.51%	2.63%
450	2.77%	3.70%	4.23%	4.53%	4.62%	4.53%	4.23%	3.70%	2.77%
400	2.94%	3.92%	4.49%	4.80%	4.90%	4.80%	4.49%	3.92%	2.94%
350	3.14%	4.19%	4.80%	5.13%	5.24%	5.13%	4.80%	4.19%	3.14%
300	3.39%	4.53%	5.19%	5.54%	5.66%	5.54%	5.19%	4.53%	3.39%
250	3.72%	4.96%	5.68%	6.07%	6.20%	6.07%	5.68%	4.96%	3.72%
225	3.92%	5.23%	5.99%	6.40%	6.53%	6.40%	5.99%	5.23%	3.92%
200	4.16%	5.54%	6.35%	6.79%	6.93%	6.79%	6.35%	5.54%	4.16%
175	4.44%	5.93%	6.79%	7.26%	7.41%	7.26%	6.79%	5.93%	4.44%
150	4.80%	6.40%	7.33%	7.84%	8.00%	7.84%	7.33%	6.40%	4.80%
125	5.26%	7.01%	8.03%	8.59%	8.77%	8.59%	8.03%	7.01%	5.26%
100	5.88%	7.84%	8.98%	9.60%	9.80%	9.60%	8.98%	7.84%	5.88%
75	6.79%	9.05%	10.37%	11.09%	11.32%	11.09%	10.37%	9.05%	6.79%
25	11.76%	15.68%	17.96%	19.20%	19.60%	19.20%	17.96%	15.68%	11.76%

Reliability of survey estimates:

	Reliable estimates – relative standard error less than 25%.
	Indicative estimate - relative standard error 25% or higher

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