National Seniors Australia Members Aged Care Survey Report

Prepared by: M. Pilar Rioseco L.

March 2011

Background

Objective	Explore the opinions of National Seniors' members about the Productivity Commission's draft report 'Caring for Older Australians'.
Sample	The sample was obtain from an online survey, which was sent to a semi-stratified random sample of 12,000 NSA members on 9th March 2011.. The total sample is n=1,708 respondents.

Significance tests

When statistically significant differences were found between groups, letters were assigned to the columns. Different letters show a statistically significant difference at 0.05 level.
Example:

Variable 1	Group 1	Group 2	Group3
Response	10% a	15% a,b	20% b

In the example, responses from Group 1 and Group 3 are statistically different in Variable 1, while Group 2 is not significantly different from Group1 nor Group 3.

Only significant differences between groups in the top scores and bottom scores are shown in the graph. Significant differences in top two scores or bottom two scores – 'strongly agree + agree' and 'strongly disagree + disagree'- are shown in 'Total Agree'/ 'Total disagree'.

Estimates are not reliable when there is a small sample size.

Note: Some 'Don´t know' percentages have been removed to facilitate reading.

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Report Outline

1. Sample profile
2. Who should pay for aged care?
3. Paying your 'fair' share?
4. Additional options for funding aged care
5. Accessing services
6. Expectations about Seniors Gateway Agency
7. Aged Care Ombudsman creation

Sample profile → Who should pay for aged care? → Paying your 'fa r' share → Additio al options for fundi g aged care → Accessing services → Expe tation about Seniors Gateway Agency → Aged Care Ombudsman creation

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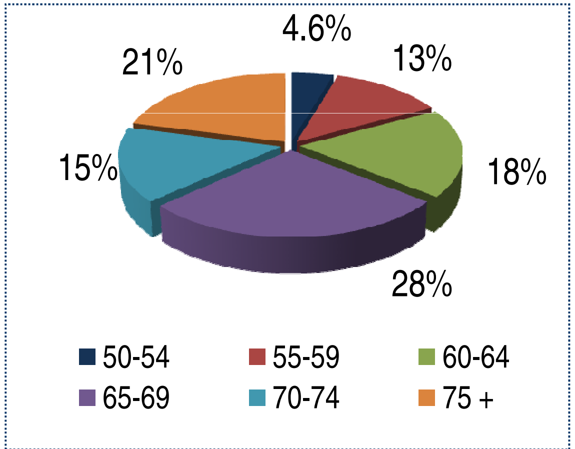
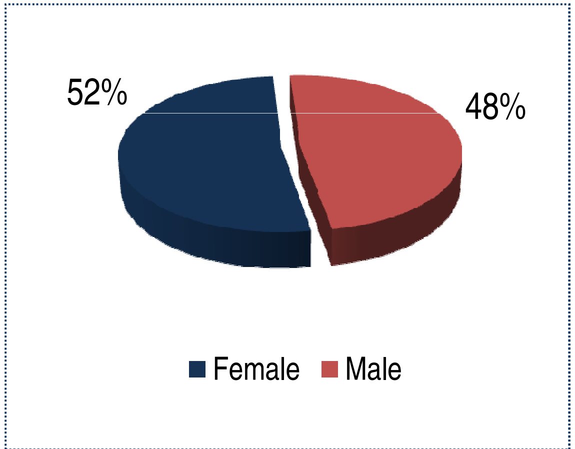
Age groups*

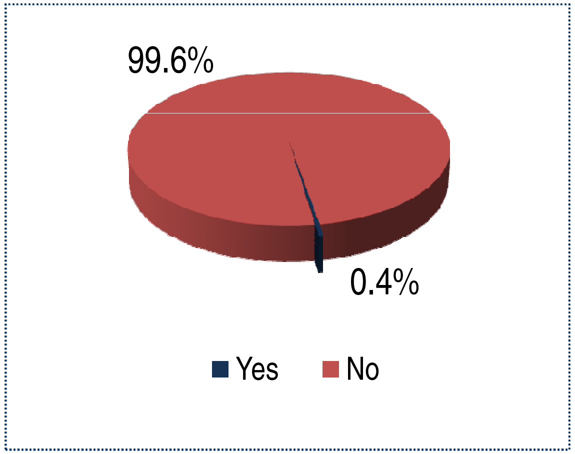
Gender



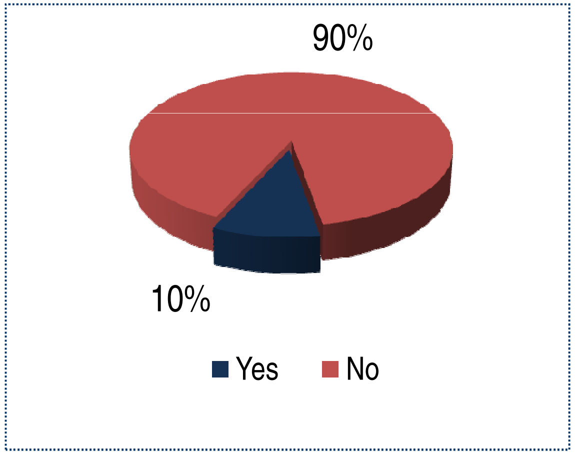


* Grouped 50-64; 65-74; 75+ for the analyses

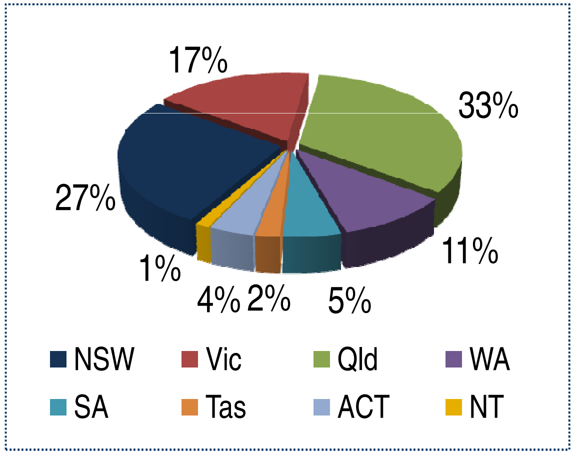
Aboriginal or Torres Strait descent



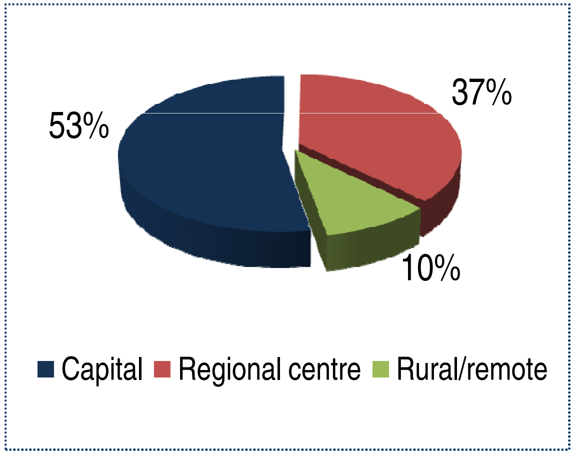
Speak language other than English at home



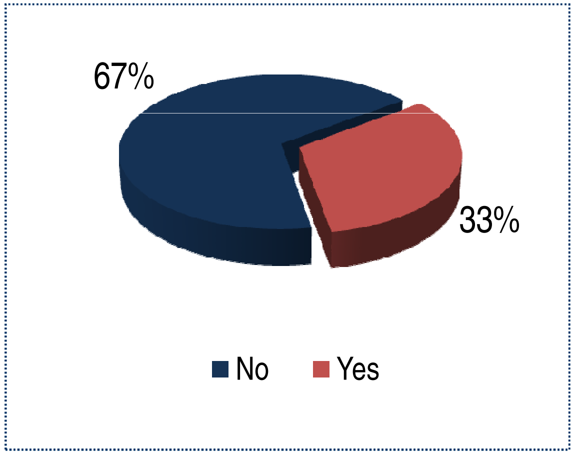
State



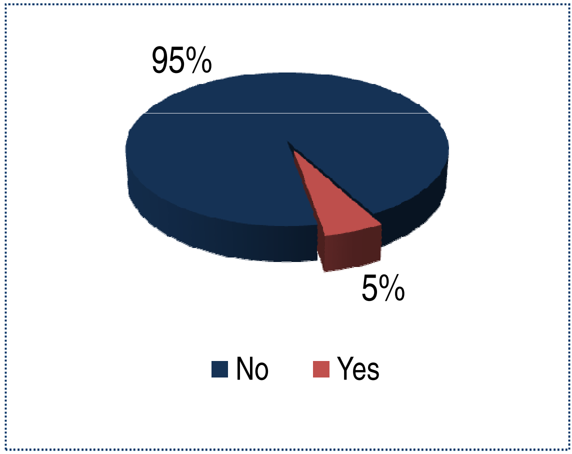
Location



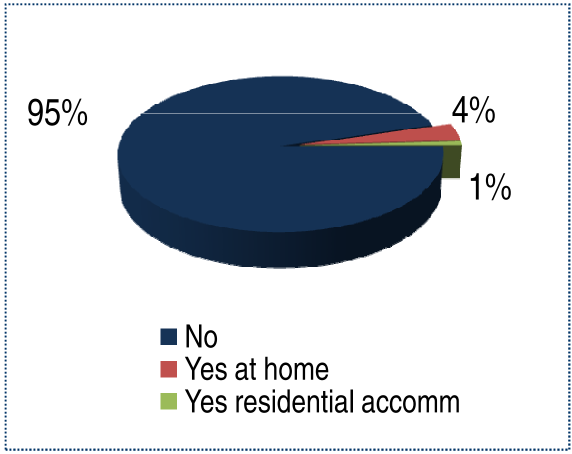
Looking after recipient of aged care services



Looking after person with dementia



Personally receiving aged care services



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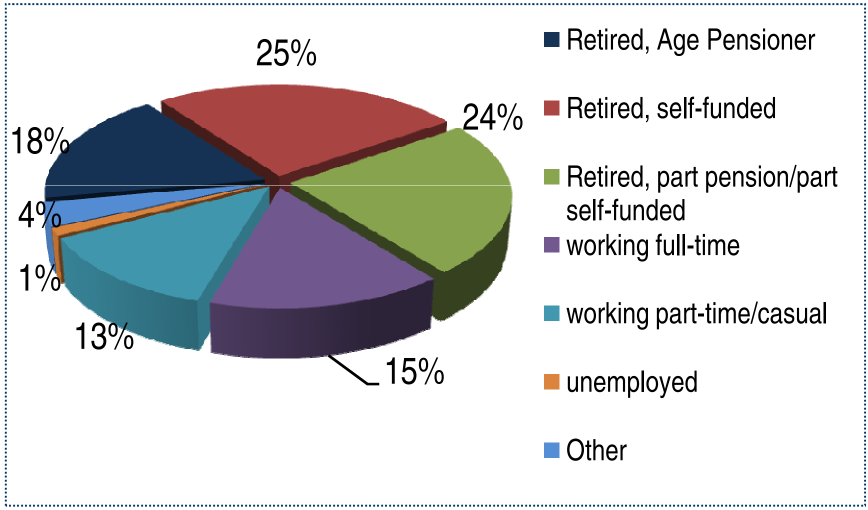
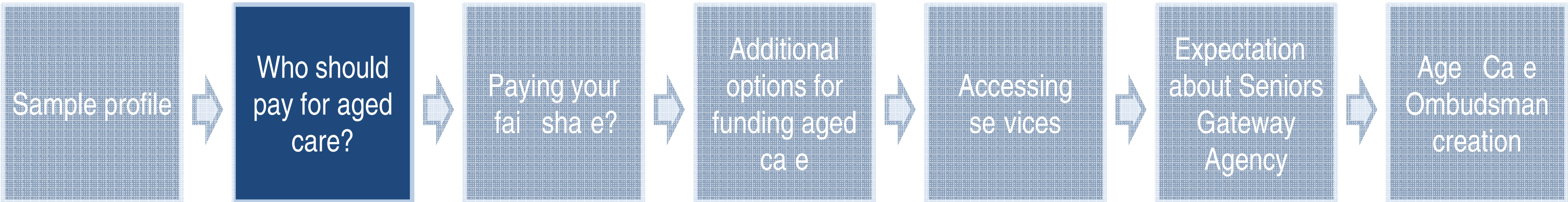
Current situation**



** 'Unemployed' and 'Other' were combined for the analyses, due to low numbers



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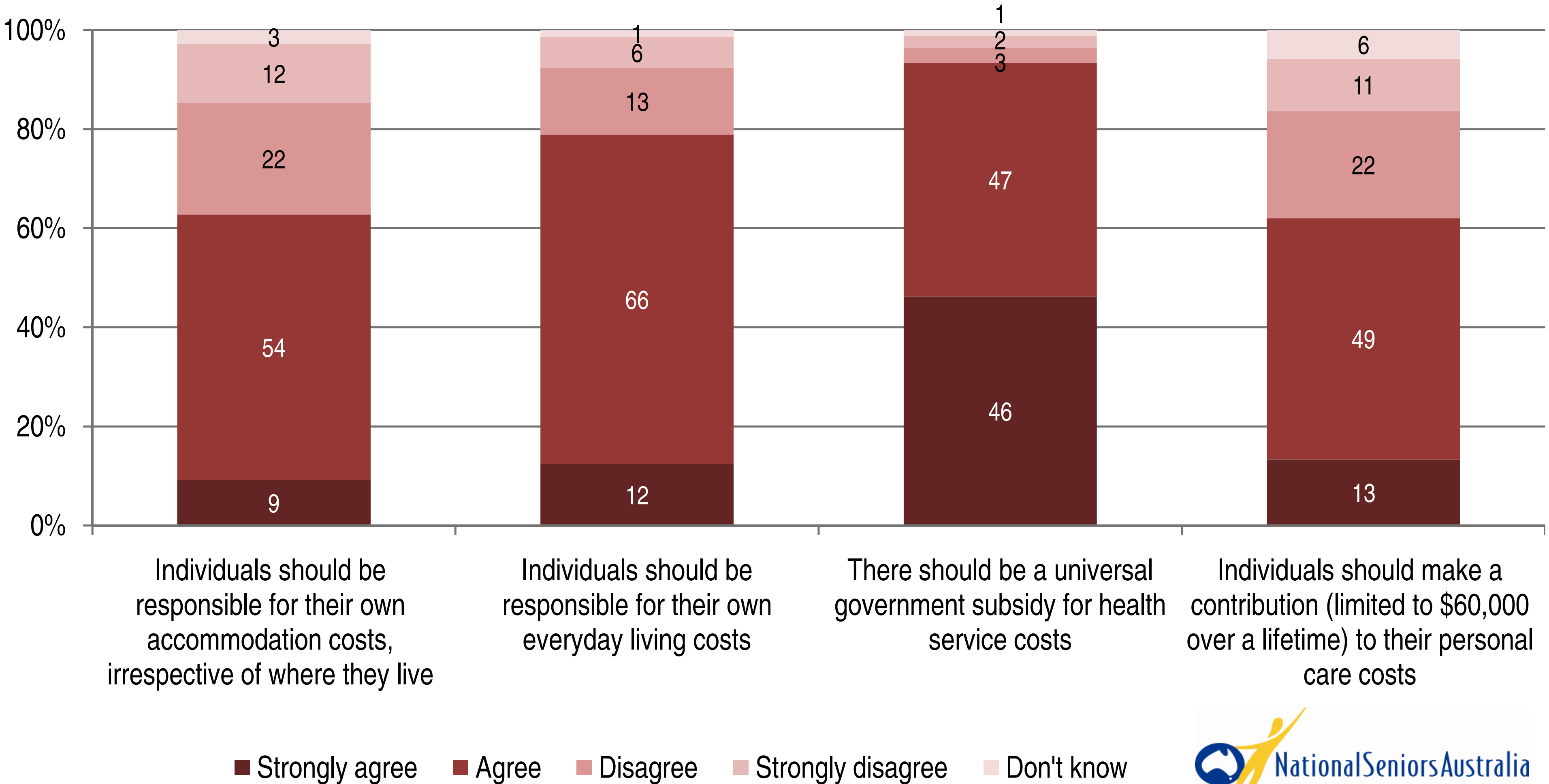
Who should pay for aged care?



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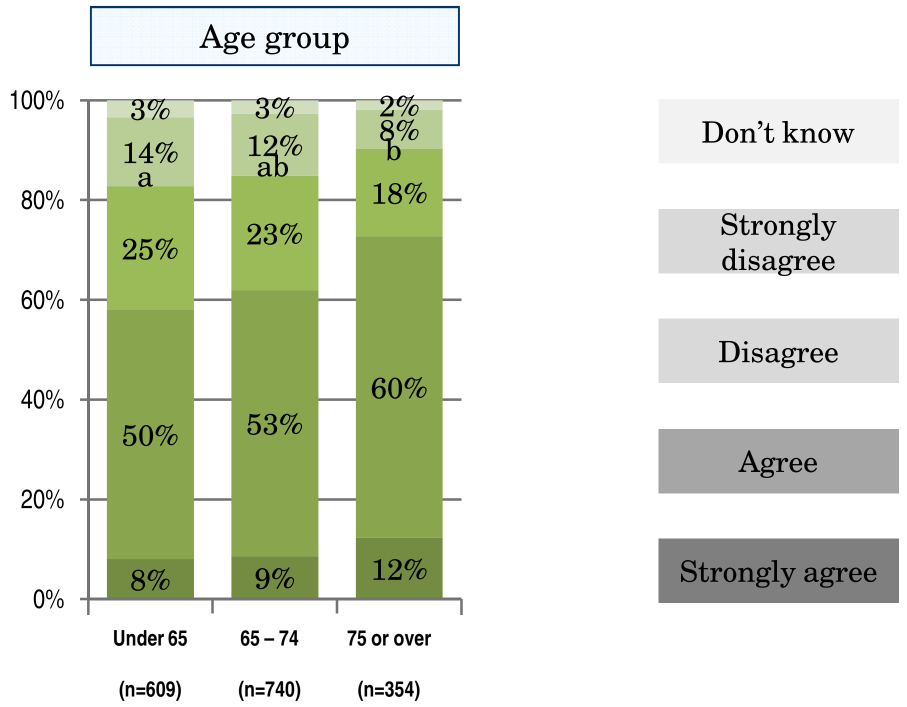
Who should pay for aged care?

Individuals should be responsible for their own accommodation costs, irrespective of where they live – at home, in a retirement village, in a hostel or a nursing home. (There would be a 'safety net' for those who are unable to pay).



Total Agree	58.0%a	61.9%a	72.7%b

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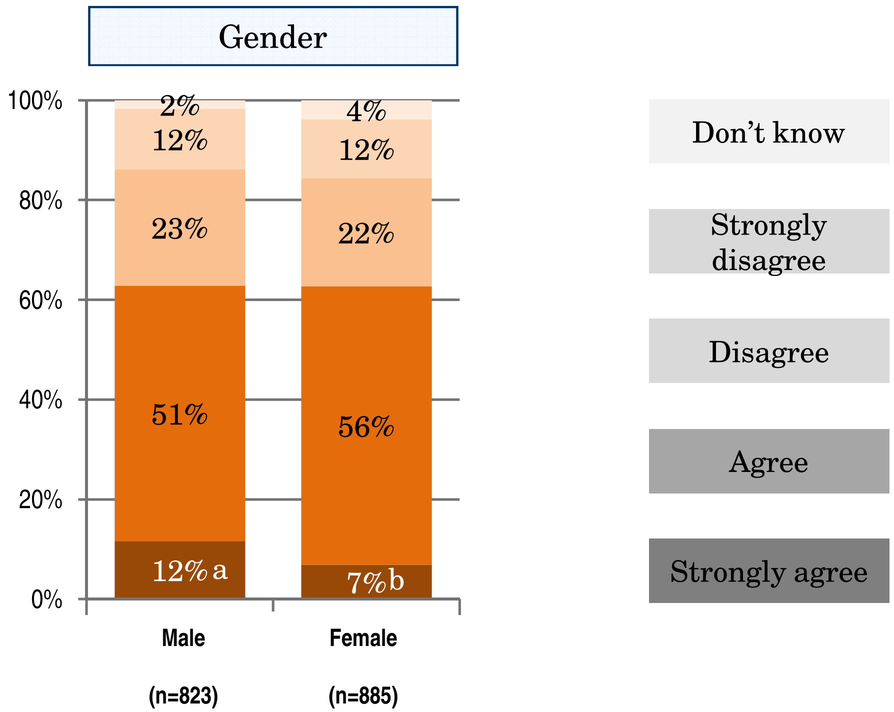

Total Agree	62.8%	62.7%

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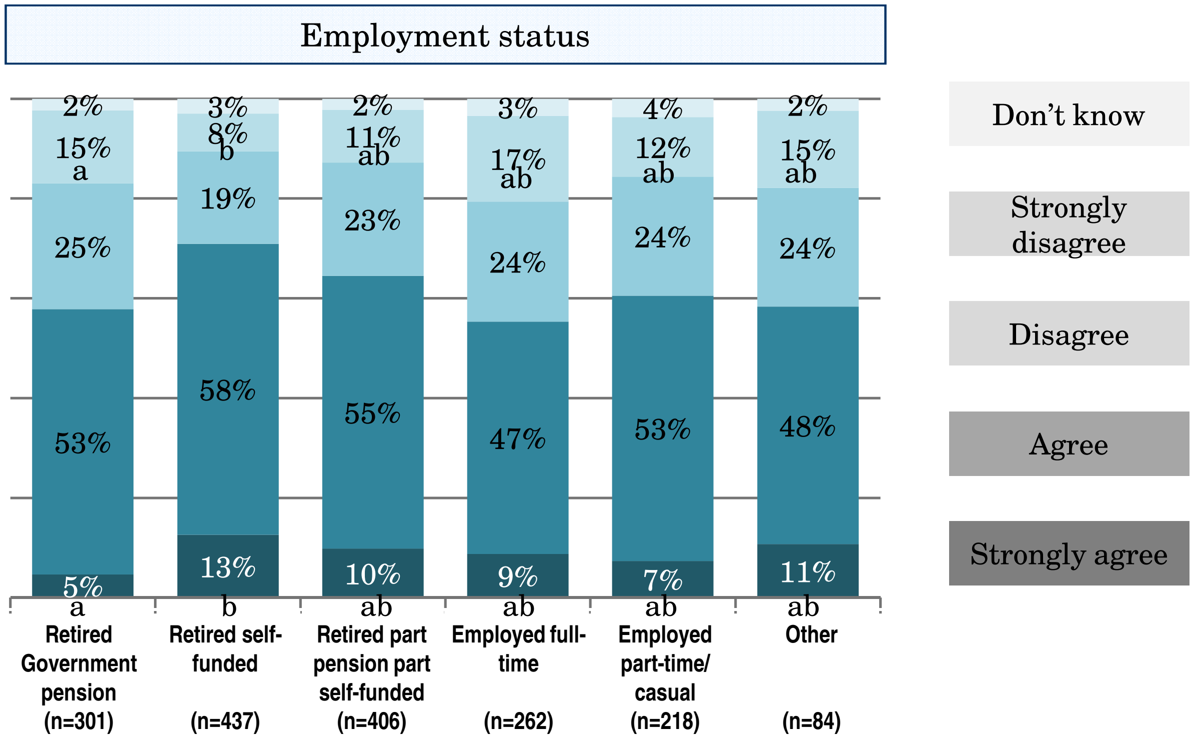

Total Agree	57.8%a	70.9%b	64.5%a, b	55.3%a	60.6%a, b	58.3%a, b

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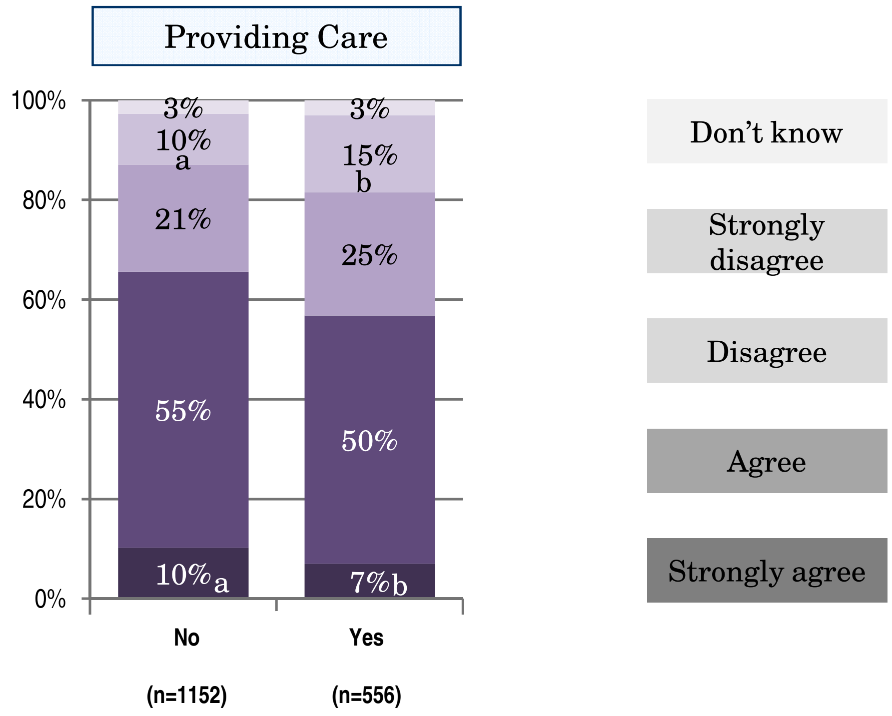
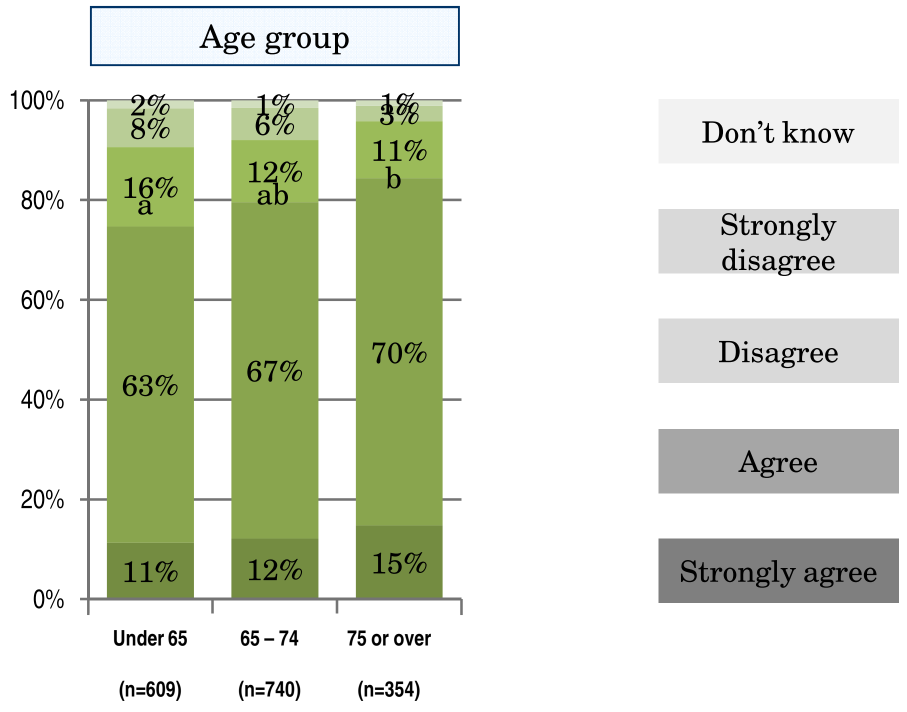


Total Agree	65.6%a	56.8%b

Who should pay for aged care?

Individuals should be responsible for their own everyday living costs – for example, food, clothing, laundry, heating and cooling, and social activities. (There would be a 'safety net' for those who are unable to pay).



Total Agree	74.7%[a]	79.6%[a, b]	84.4%[b]

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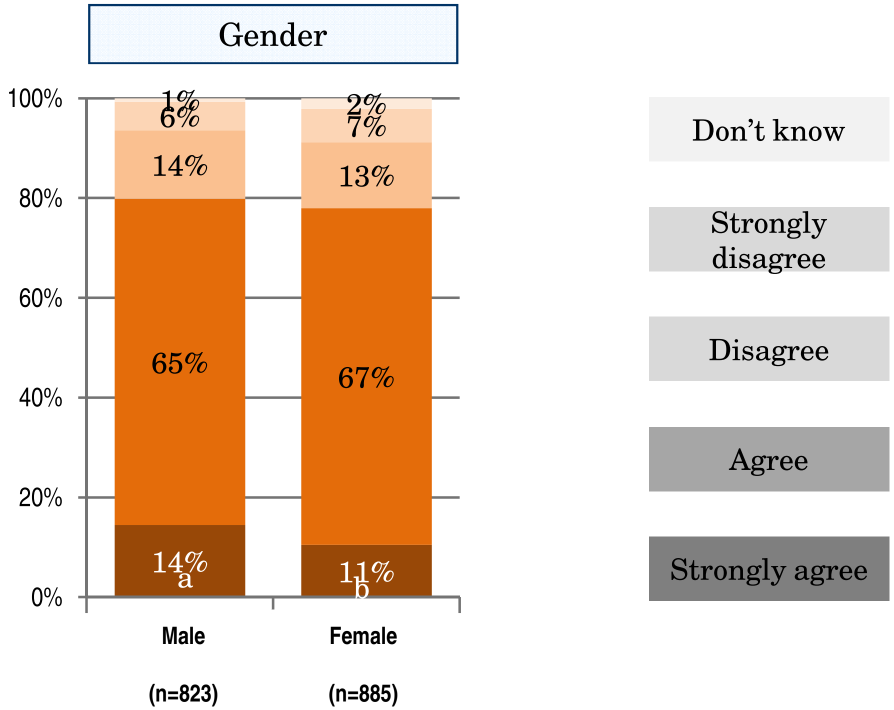

Total Agree	79.8%	78.0%

Who should pay for aged care?

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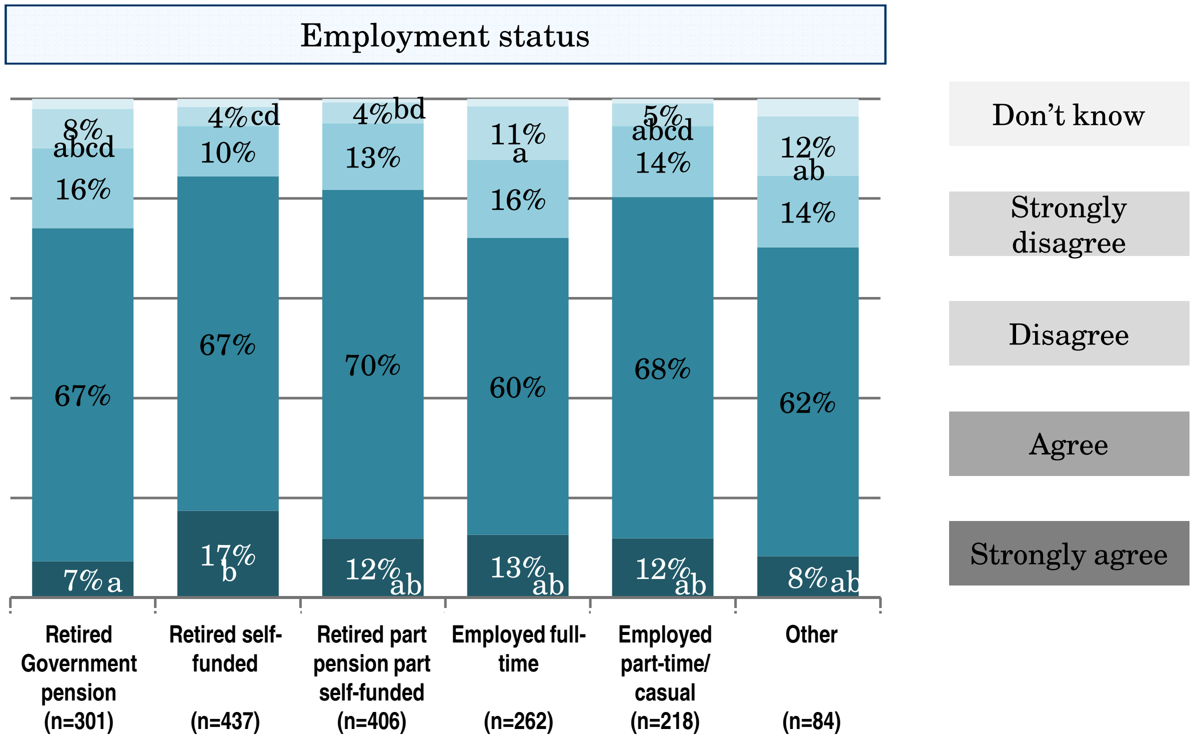
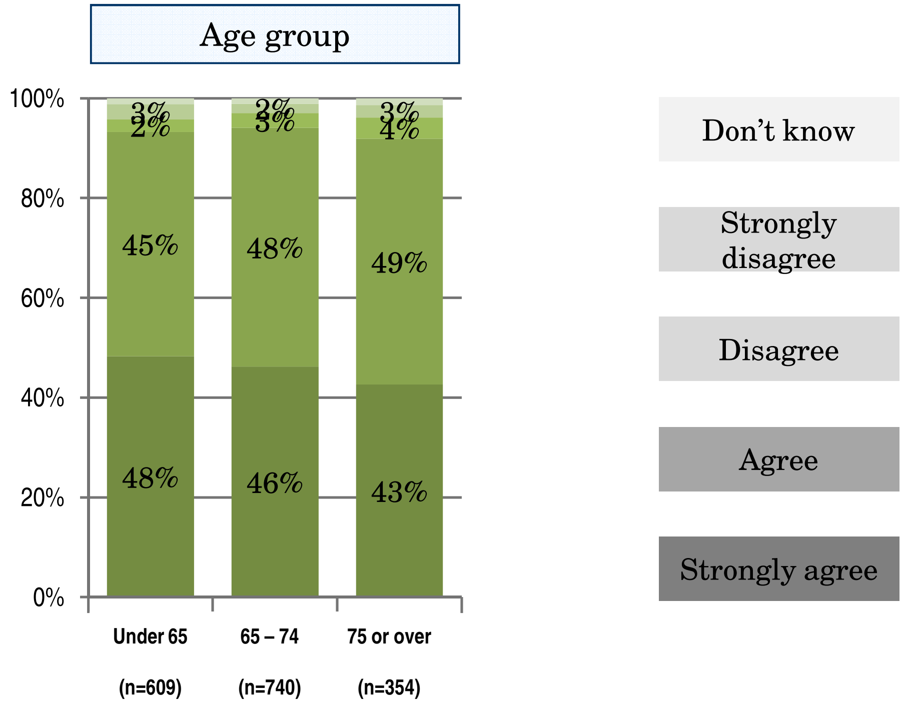


Total Agree	74.1%a	84.4%b	81.8%a, b	72.1%a	80.3%a, b	70.2%a

Who should pay for aged care?

There should be a universal government subsidy for health service costs, such as nursing, allied therapies and palliative care, in the same way Medicare provides a universal subsidy for primary health care. (There would be a 'safety net' for those who are unable to pay).

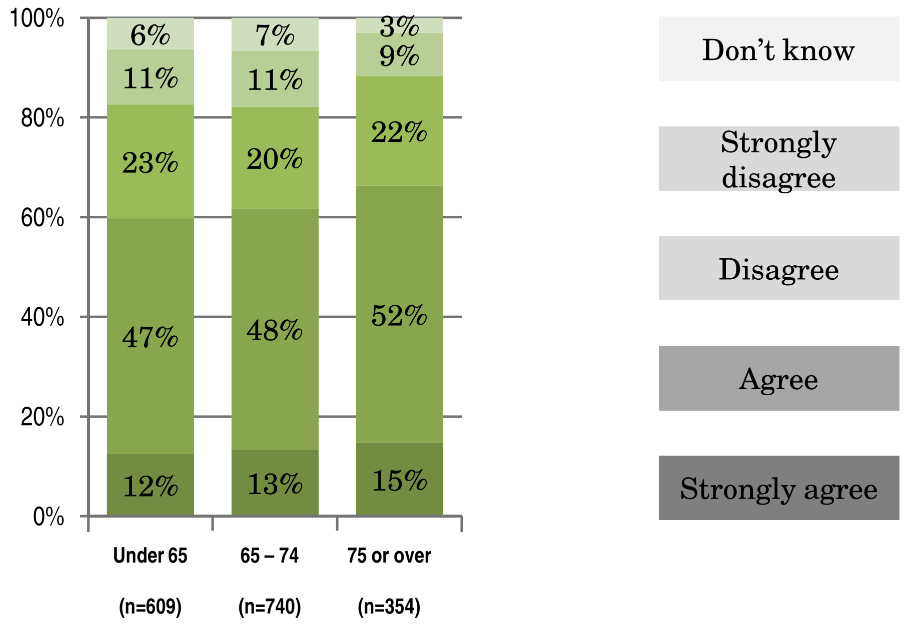


Total Agree	93.3%	94.1%	91.9%

Who should pay for aged care?

Individuals should make a contribution (limited to $60,000 over a lifetime) to their personal care costs – ie. the additional costs of being looked after because of frailty or disability - for example, help with bathing, dressing, feeding etc. (There would be a 'safety net' for those who are unable to pay).

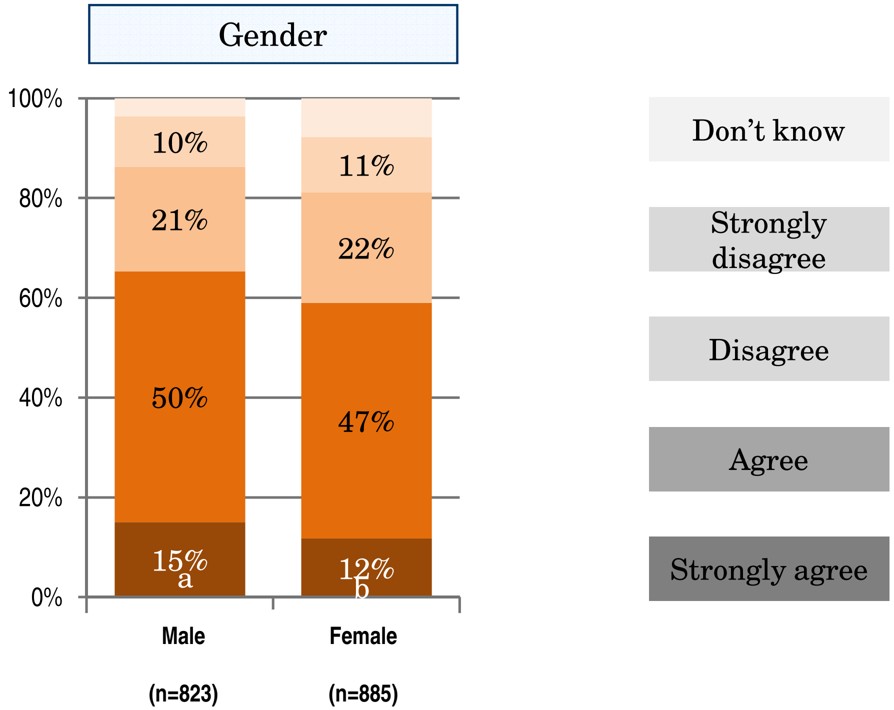
Age group



Total Agree	59.8%	61.8%	66.3%

Who should pay for aged care?

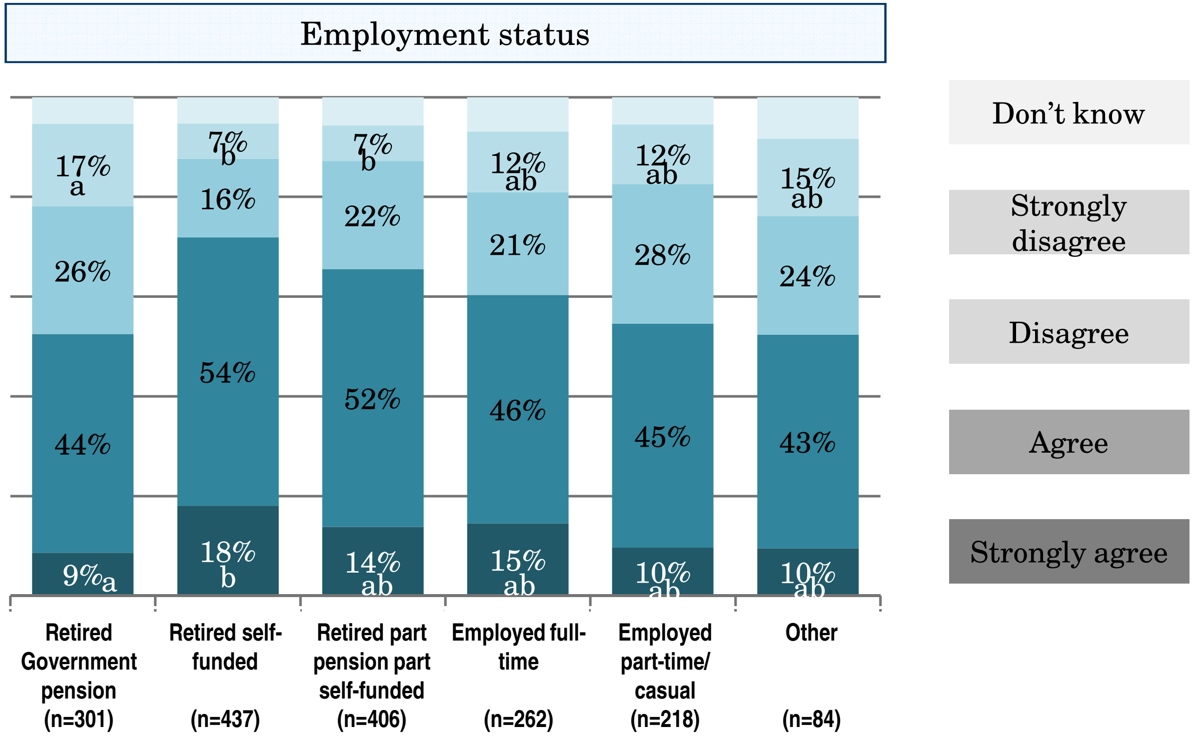
Individuals should make a contribution (limited to $60,000 over a lifetime) to their personal care costs – ie. the additional costs of being looked after because of frailty or disability - for example, help with bathing, dressing, feeding etc. (There would be a 'safety net' for those who are unable to pay).



Total Agree	65.2%a	59.0%b

Who should pay for aged care?

Individuals should make a contribution (limited to $60,000 over a lifetime) to their personal care costs – ie. the additional costs of being looked after because of frailty or disability - for example, help with bathing, dressing, feeding etc. (There would be a 'safety net' for those who are unable to pay).



Total Agree	52.5%a	71.9%b	65.5%b, c	60.3%a, c	54.6%a, c	52.4%a, c

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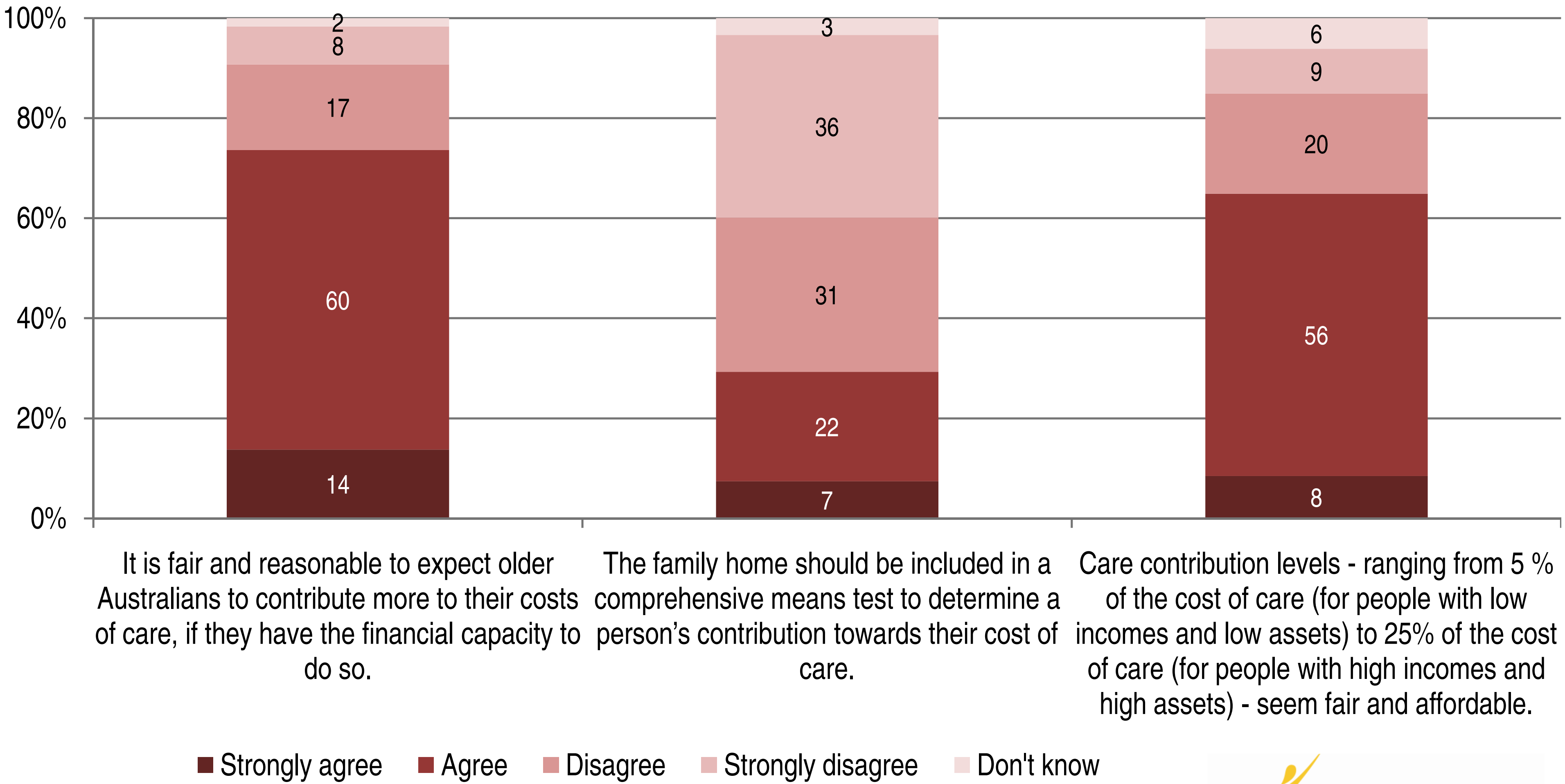
Paying your 'fair' share?



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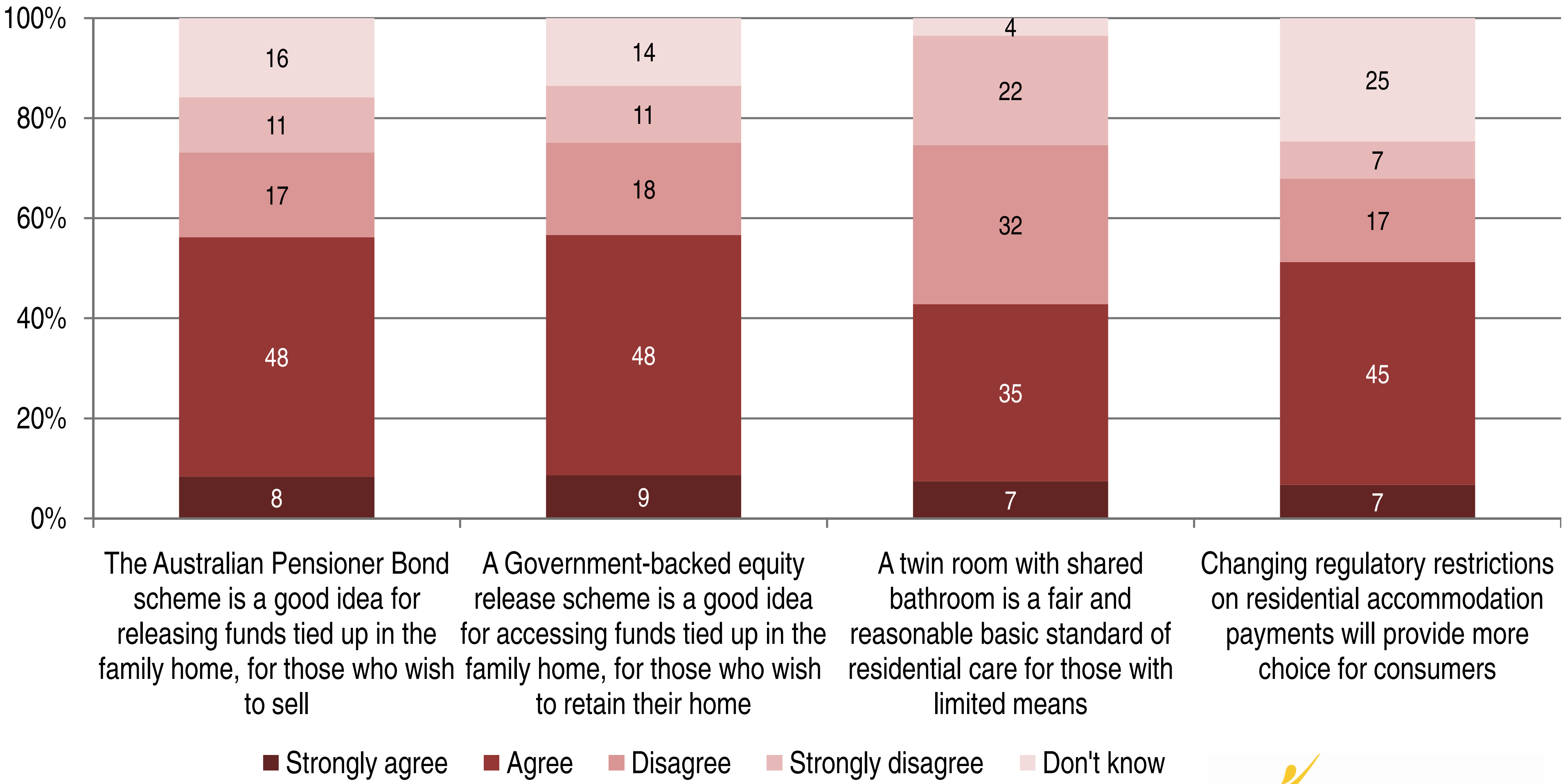

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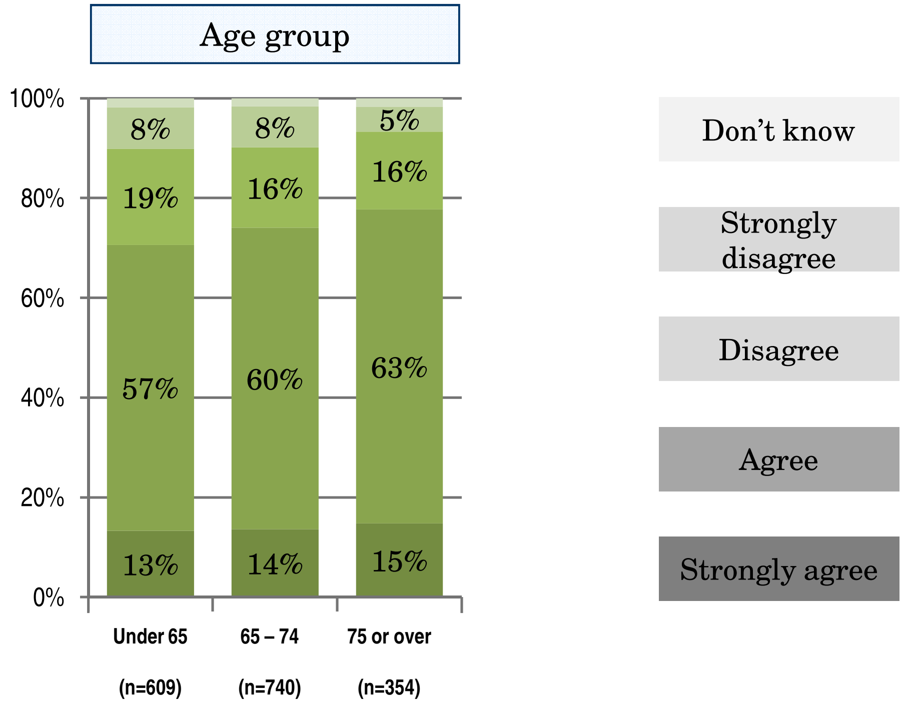
Paying your 'fair' share?

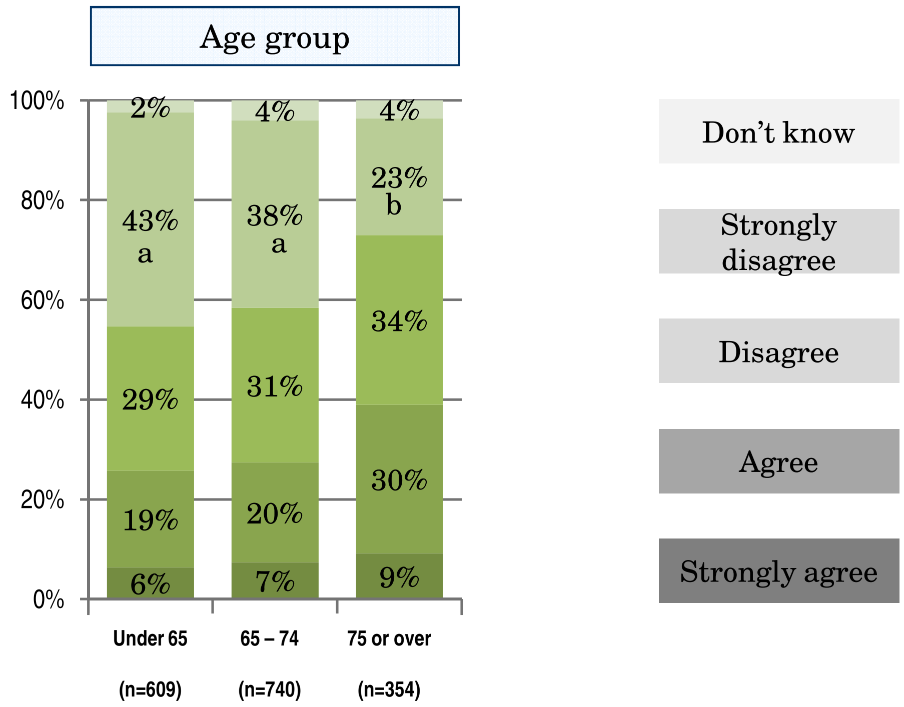
It is fair and reasonable to expect older Australians to contribute more to their costs of care, if they have the financial capacity to do so.



Total Agree	70.6%a	74.1%a, b	77.7%b

Paying your ‘fair’ share?

The family home should be included in a comprehensive means test to determine a person’s contribution towards their cost of care.



Total Agree	25.8%a	27.4%a	39.0%b

Paying your ‘fair’ share?

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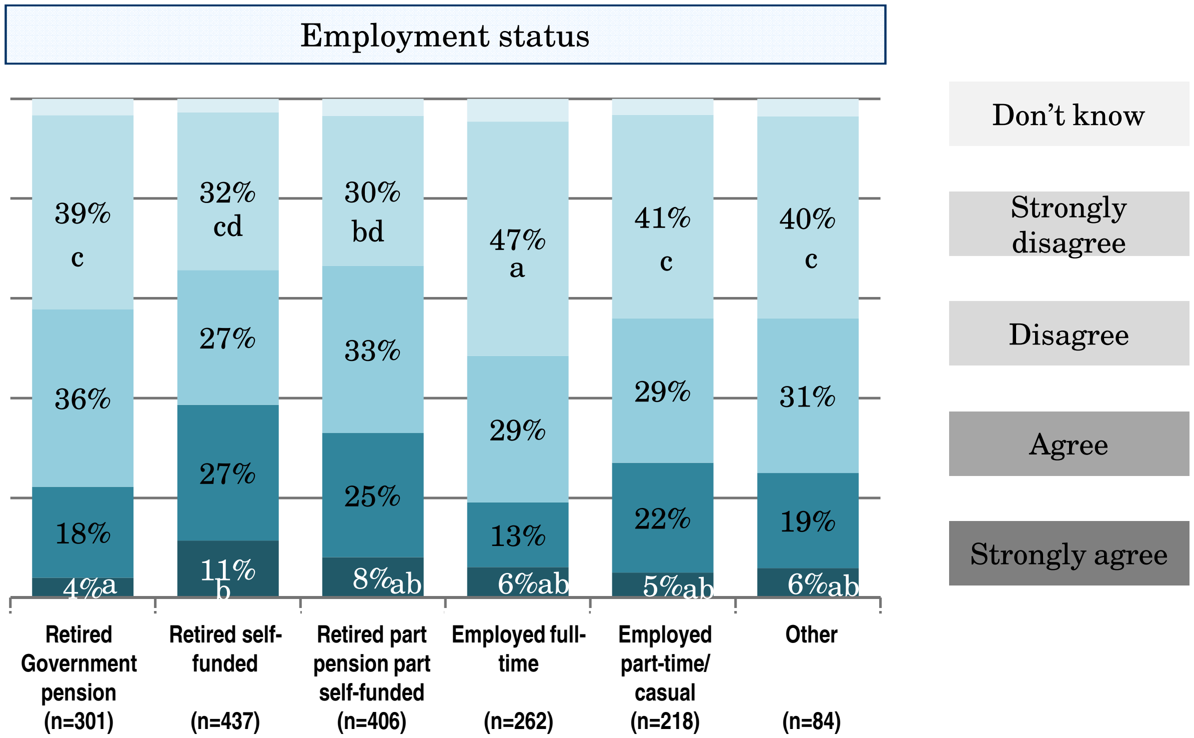

Total Agree	22.3%a	38.7%b	33.0%b, c	19.1%a	27.1%a, c	25.0%a, b, c

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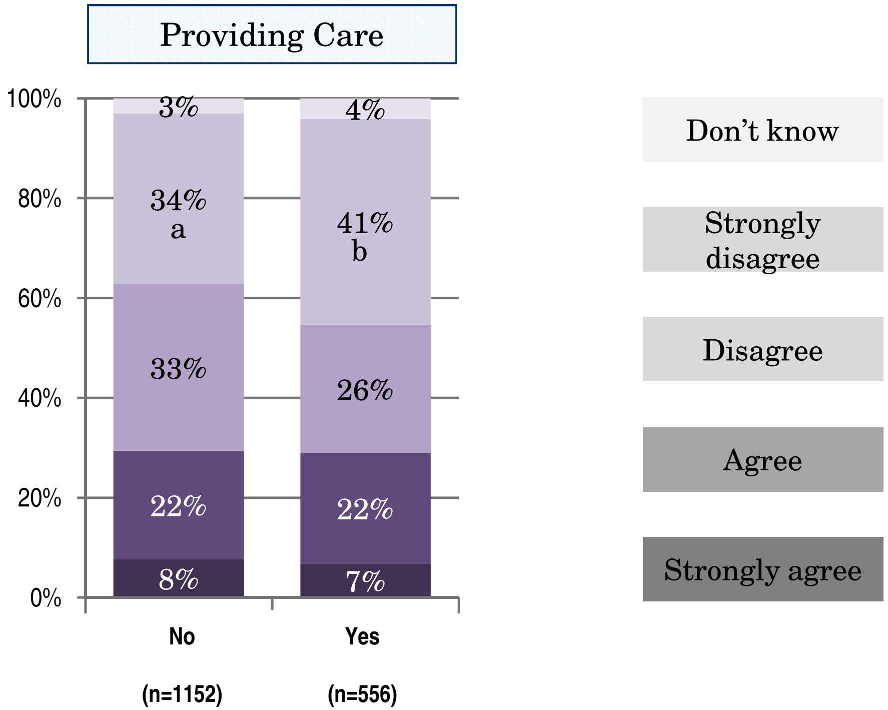
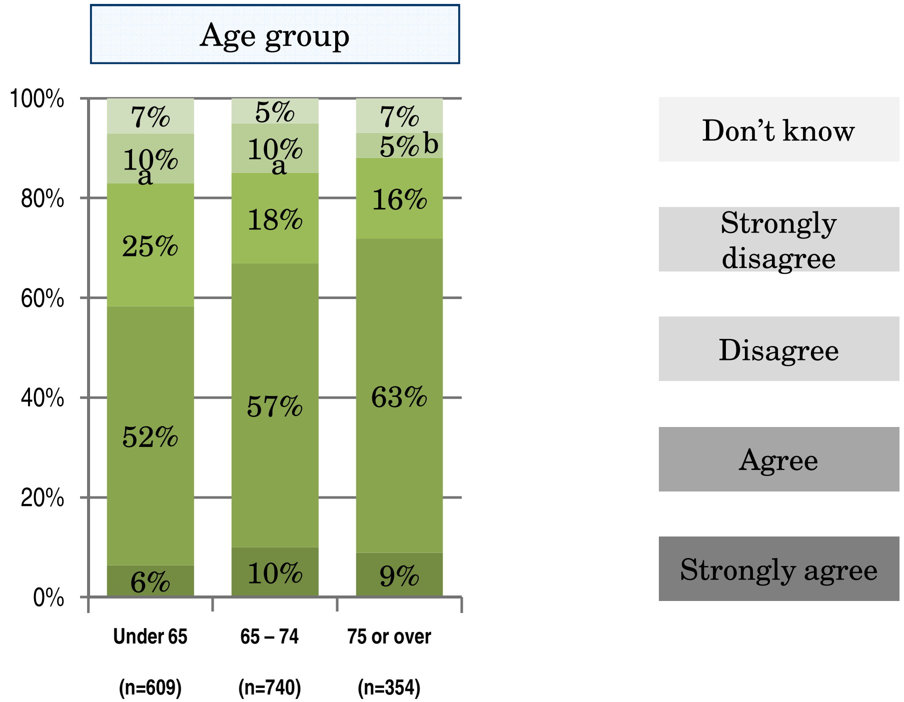


Total Agree	29.4%	29.0%

Paying your 'fair' share?

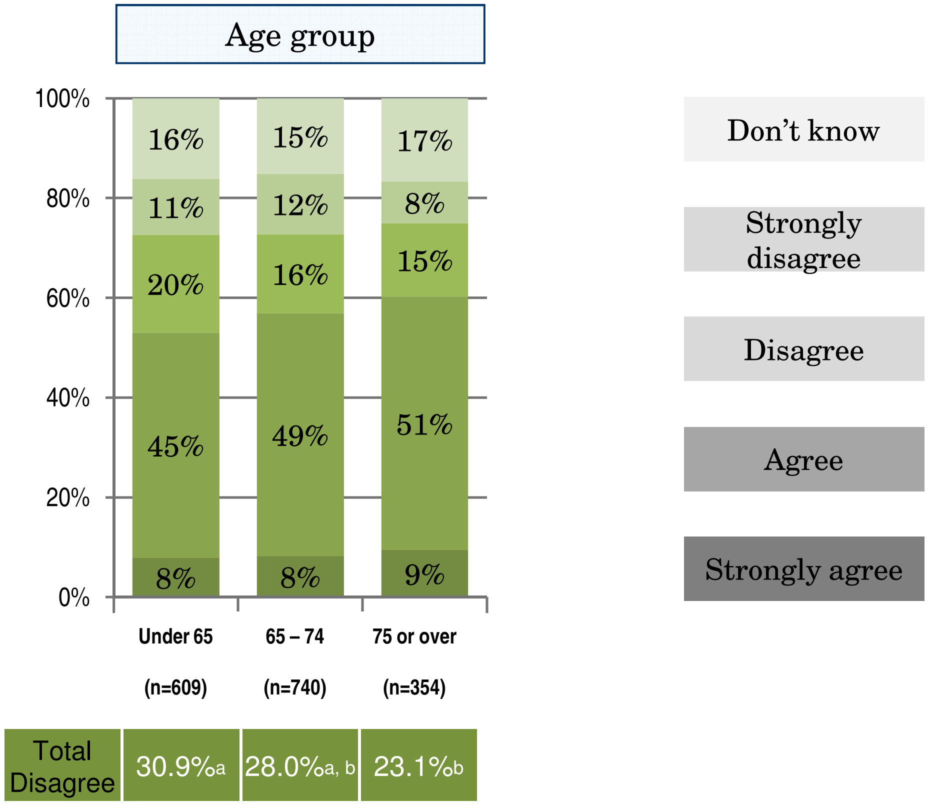
Care contribution levels - ranging from 5% of the cost of care (for people with low incomes and low assets) to 25% of the cost of care (for people with high incomes and high assets) - seem fair and affordable.



Total Agree	58.3%a	66.9%b	71.9%b

Paying your 'fair' share?

The Australian Pensioner Bond scheme is a good idea for releasing funds tied up in the family home, for those who wish to sell.



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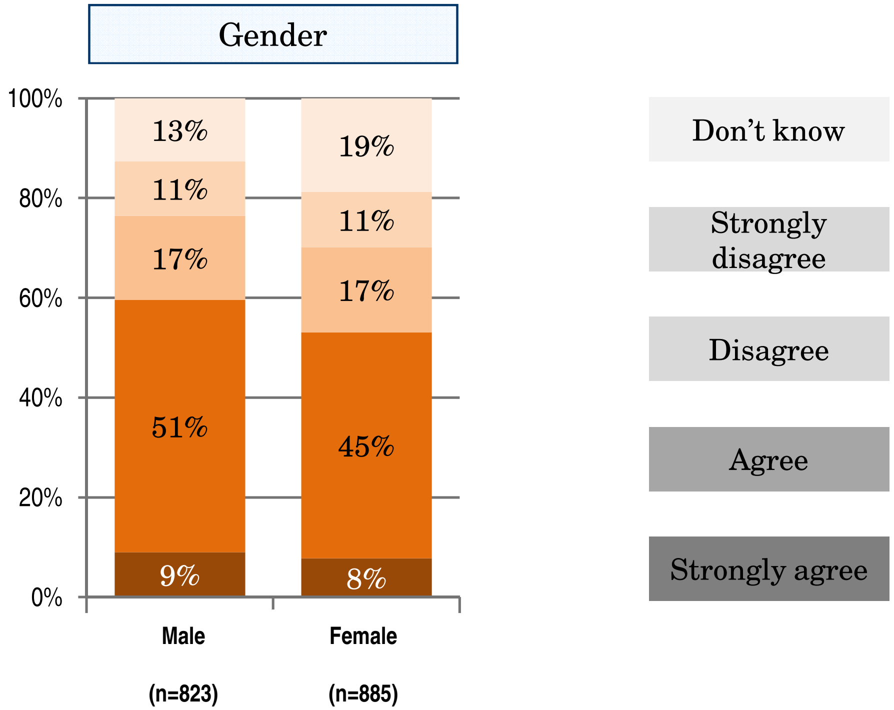
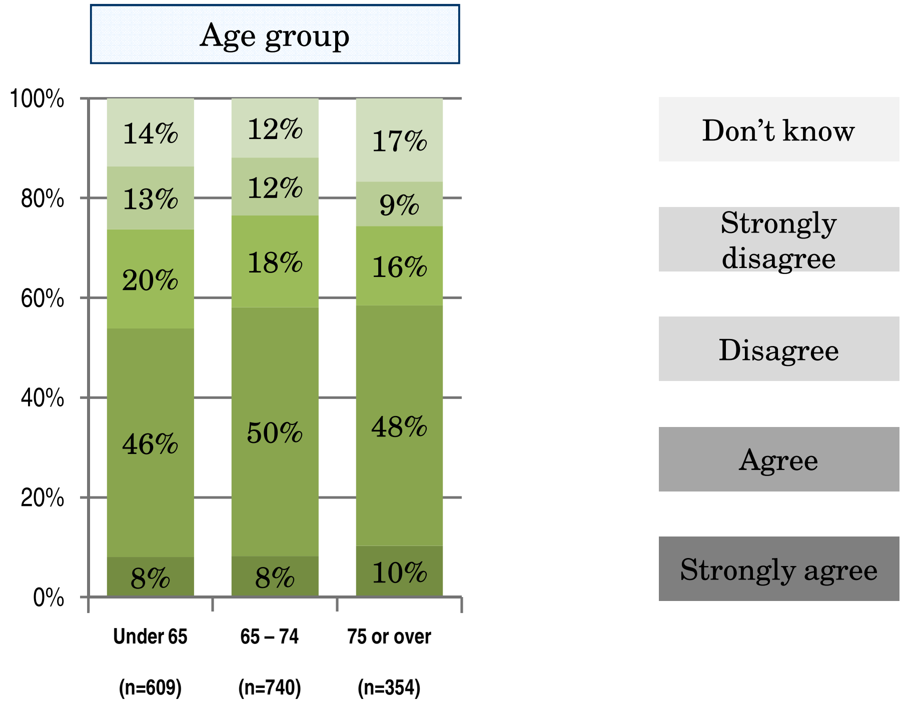


Total Agree	59.5%a	53.1%b

Paying your 'fair' share?

A Government-backed equity release scheme is a good idea for accessing funds tied up in the family home, for those who wish to retain their home.



Total Disagree	32.5%[a]	30.0%[a, b]	24.8%[b]

Paying your 'fair' share?

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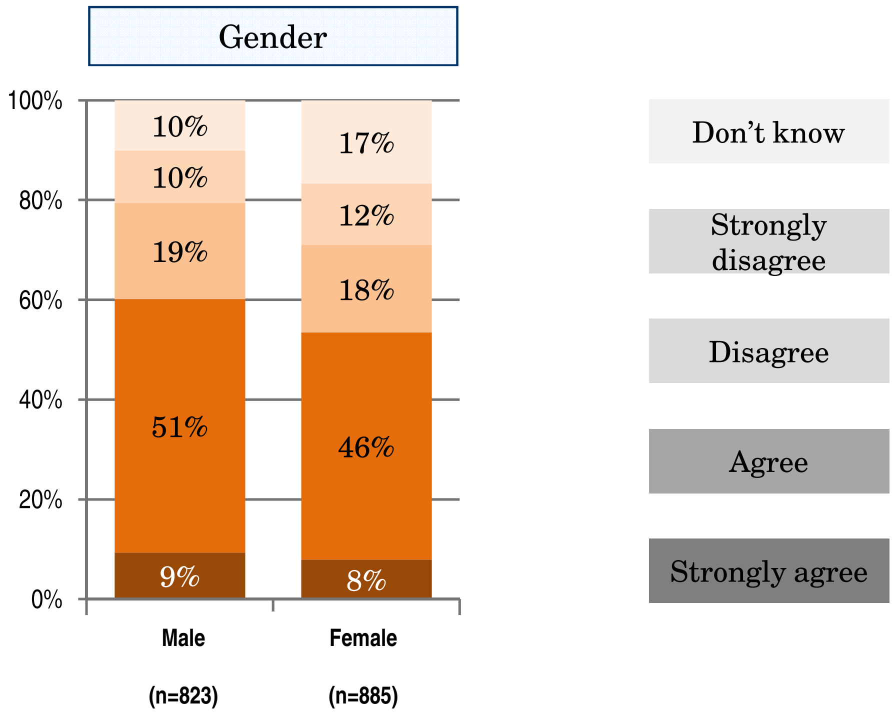
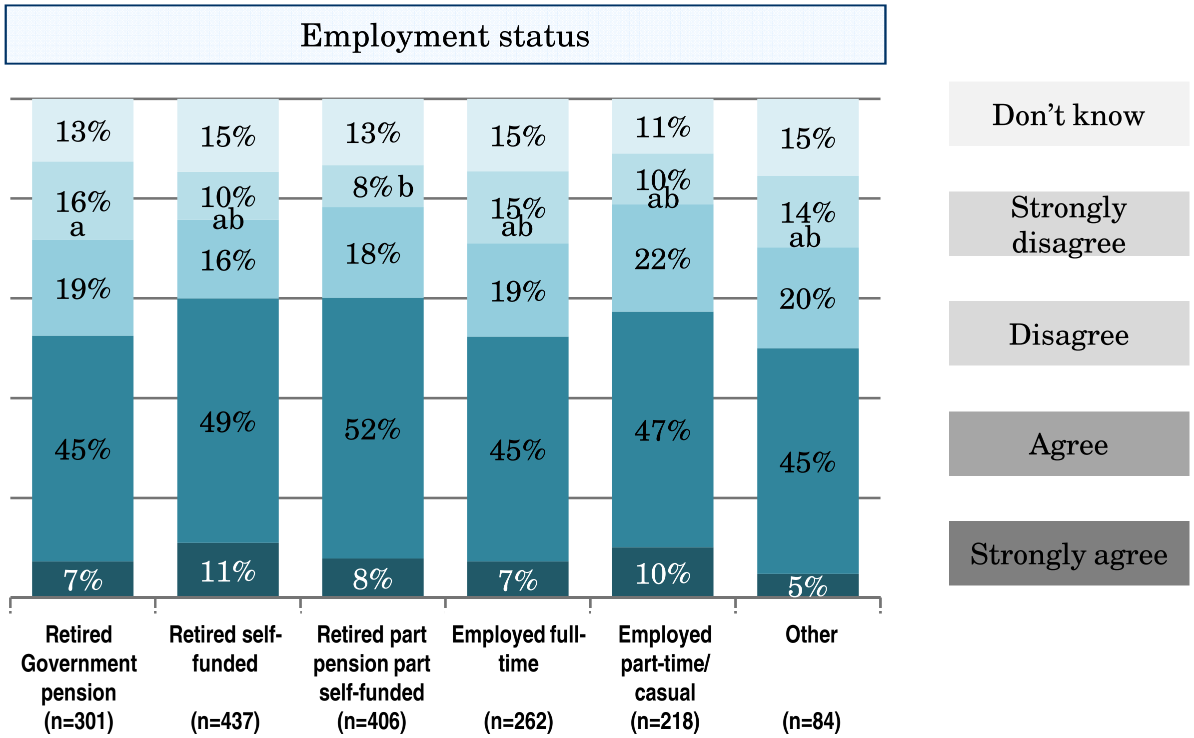


Total Agree	60.1%a	53.4%b

Paying your 'fair' share?

A Government-backed equity release scheme is a good idea for accessing funds tied up in the family home, for those who wish to retain their home.



Total Agree	52.5%	60.0%	60.1%	52.3%	57.3%	50.0%

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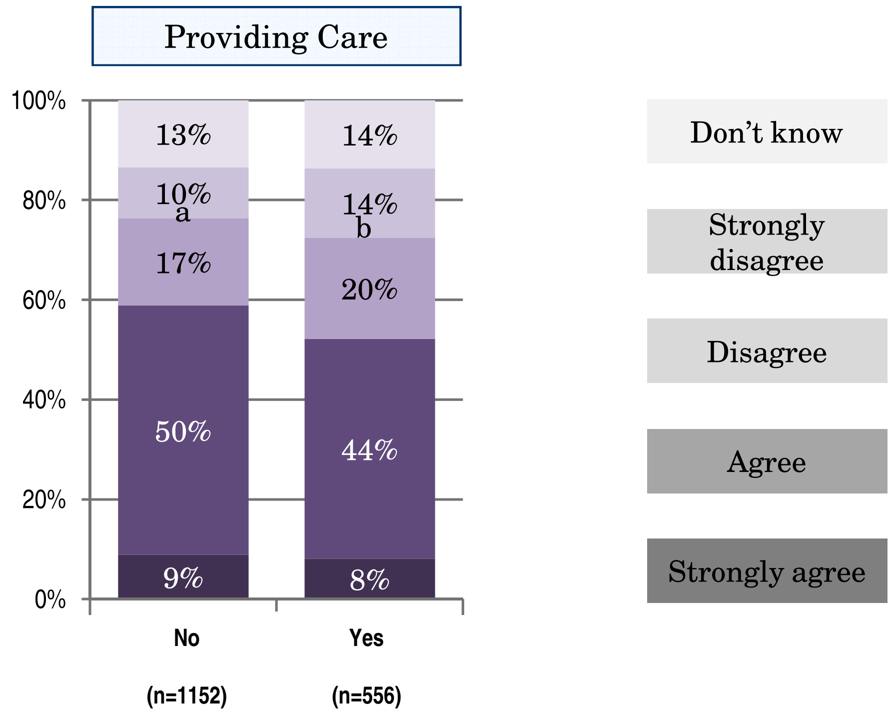

Total Agree	58.9%a	52.2%b

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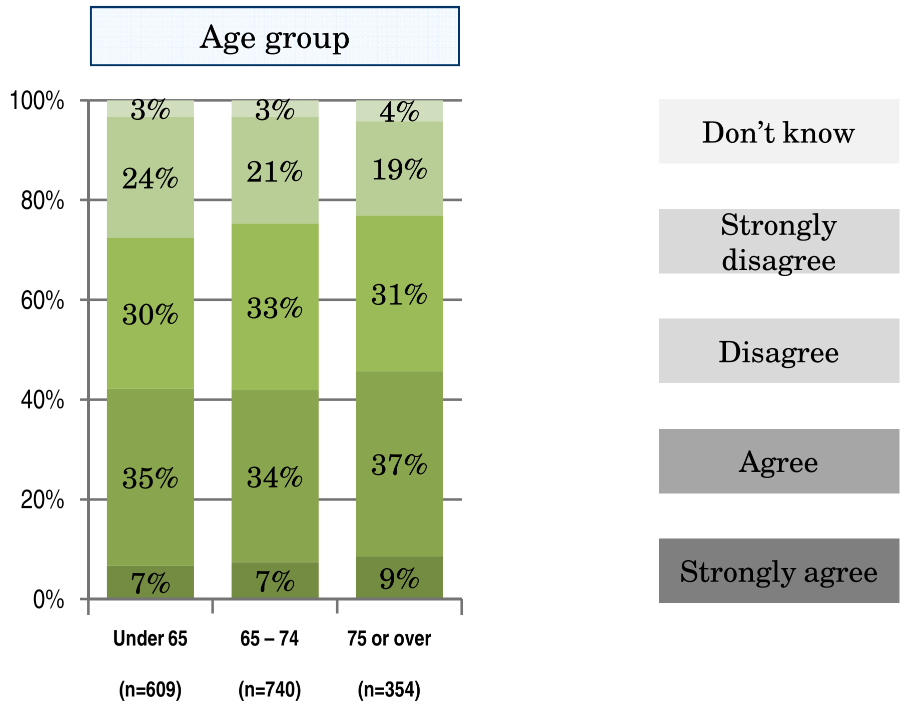
Paying your ‘fair’ share?

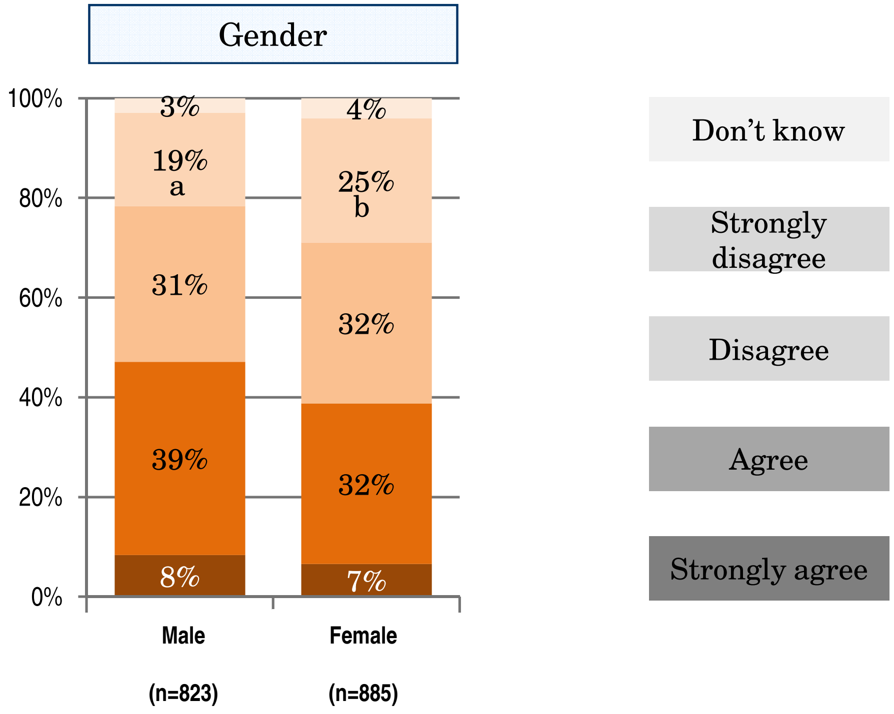
A twin room with shared bathroom is a fair and reasonable basic standard of residential care for those with limited means.



Total Agree	42.2%	41.9%	45.7%

Paying your 'fair' share?

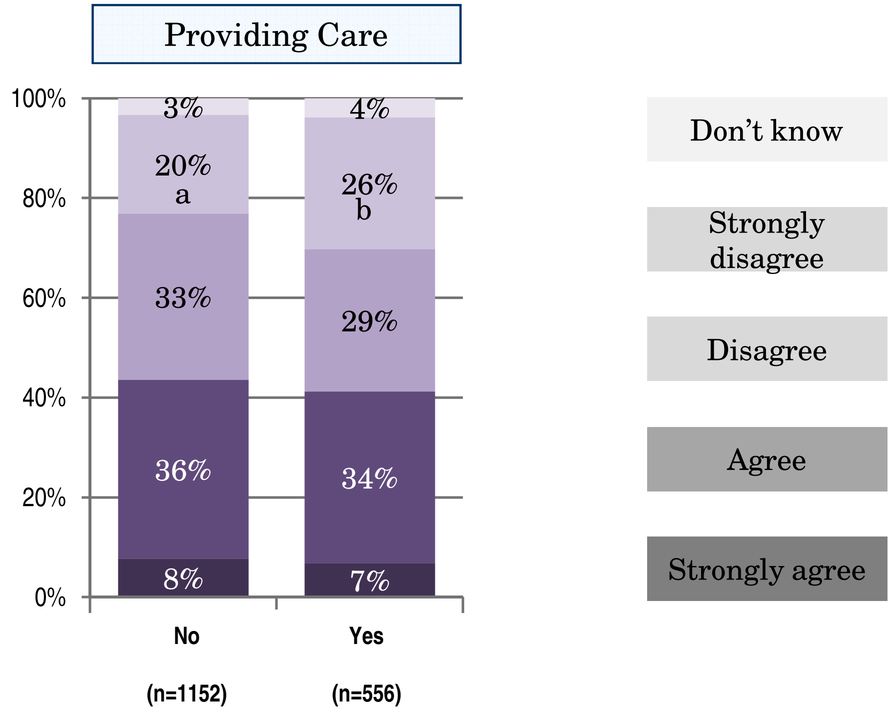
A twin room with shared bathroom is a fair and reasonable basic standard of residential care for those with limited means.



Total Agree	47.1%a	38.8%b

Paying your 'fair' share?

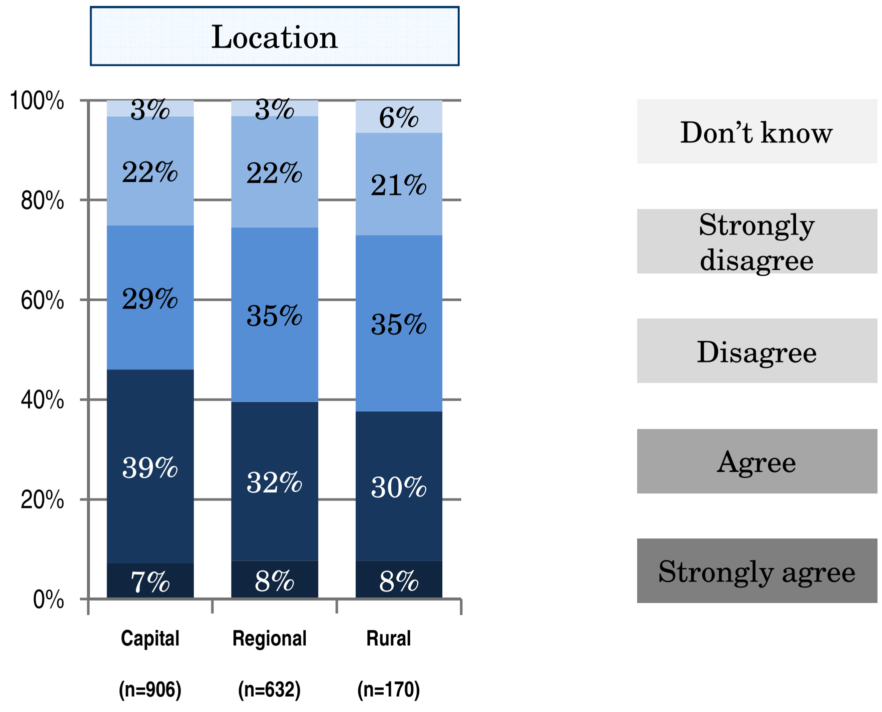
A twin room with shared bathroom is a fair and reasonable basic standard of residential care for those with limited means.



Total Agree	43.6%	41.2%

Paying your ‘fair’ share?

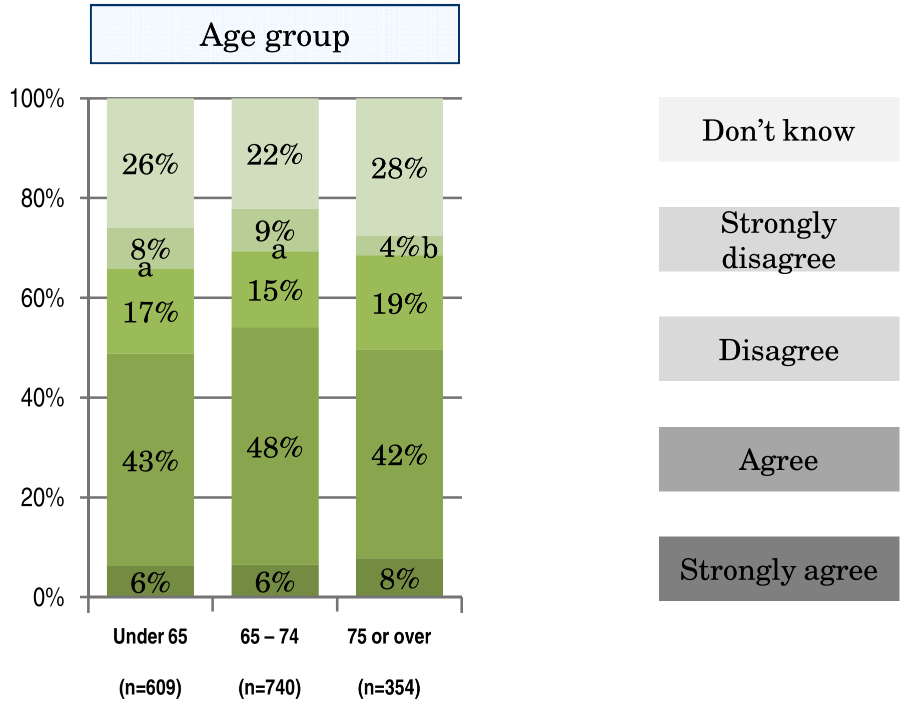
A twin room with shared bathroom is a fair and reasonable basic standard of residential care for those with limited means.



Total Agree	46.0%a	39.6%b	37.6%a, b

Paying your ‘fair’ share?

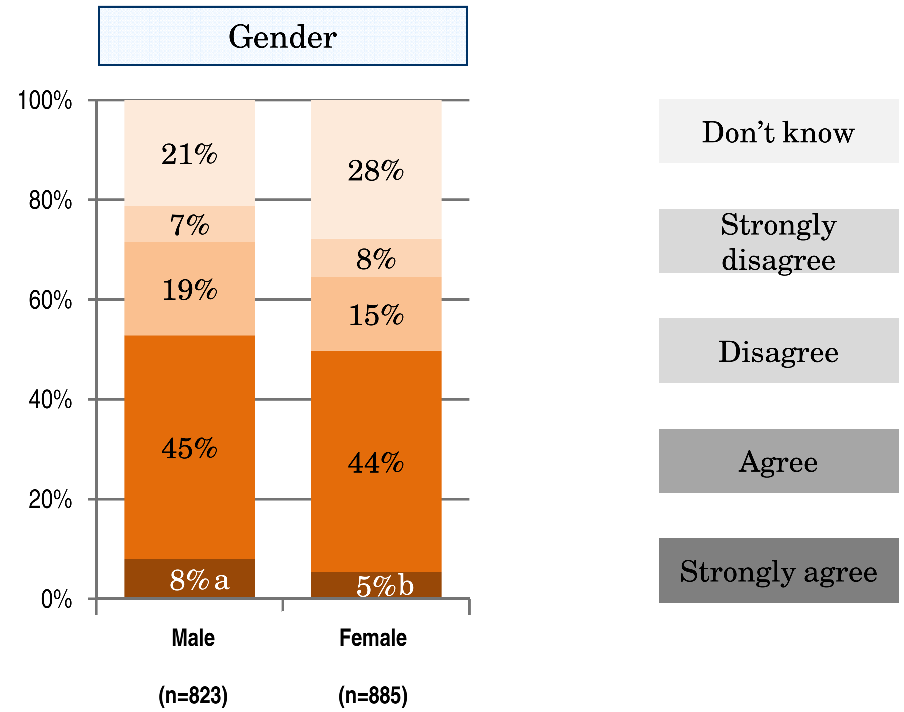
Changing regulatory restrictions on residential accommodation payments will provide more choice for consumers.



Total Agree	48.8%	54.1%	49.6%

Paying your 'fair' share?

Changing regulatory restrictions on residential accommodation payments will provide more choice for consumers.



Total Agree	52.9%	49.7%

Paying your ‘fair’ share?

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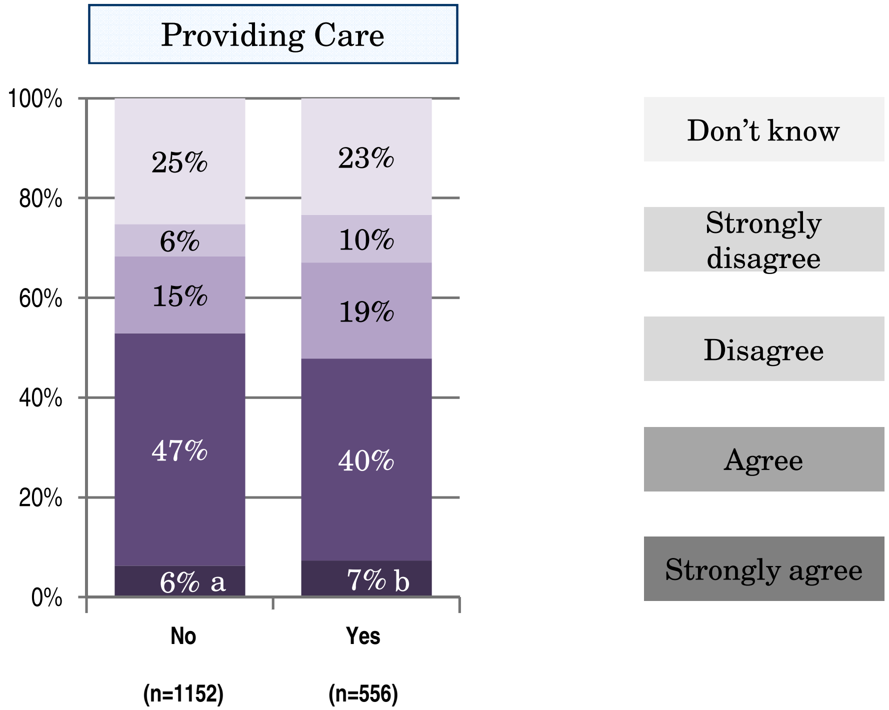
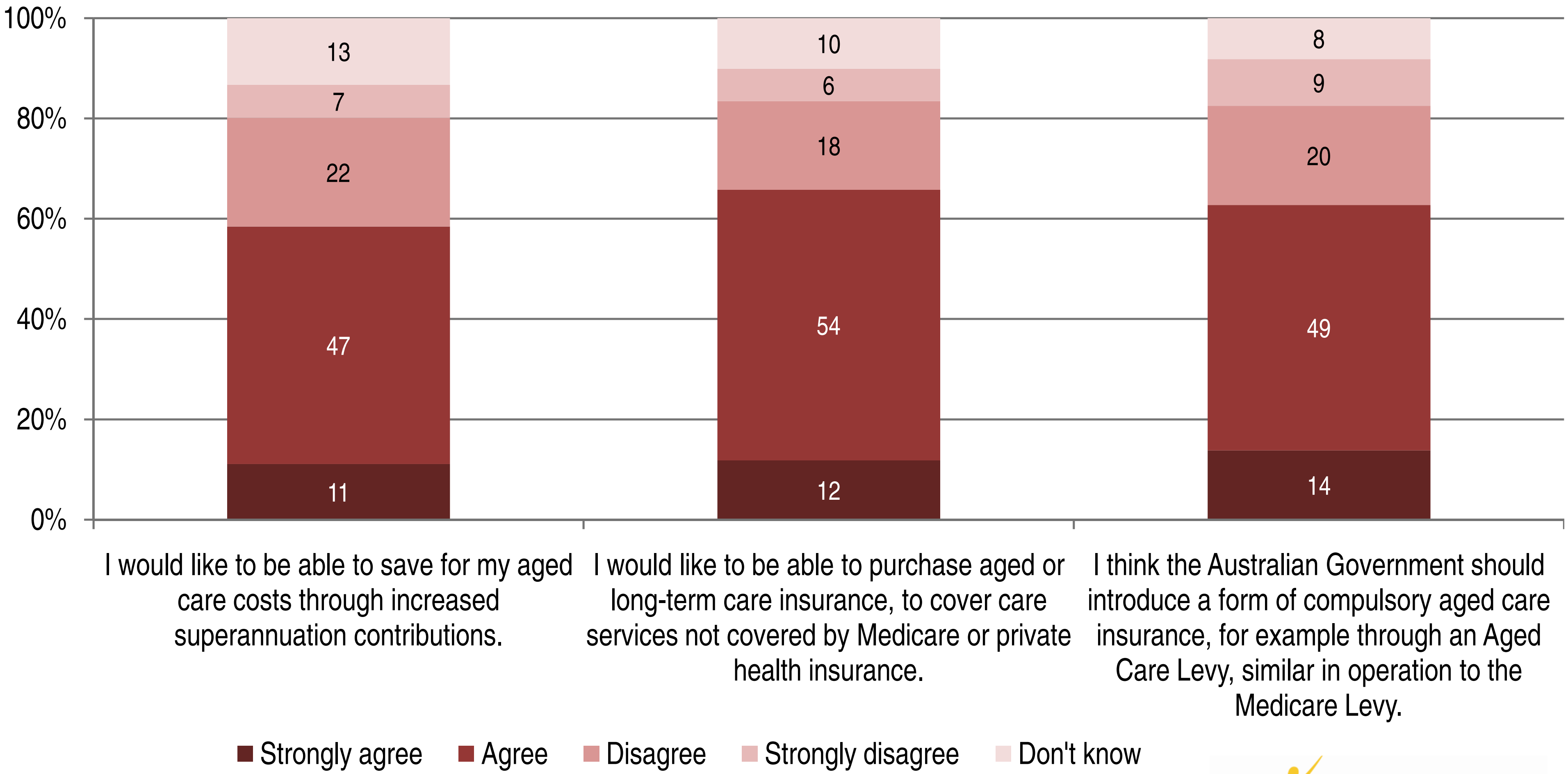


Total Disagree	21.9%a	28.8%b

Samp e pr file → Who should pa for aged care? → Paying your 'fair' share? → **Additional options for funding aged care** → Accessing services → Ex ectation about Seniors Gateway Agency → Aged Care Ombudsman c eation

Who should pay for aged care?



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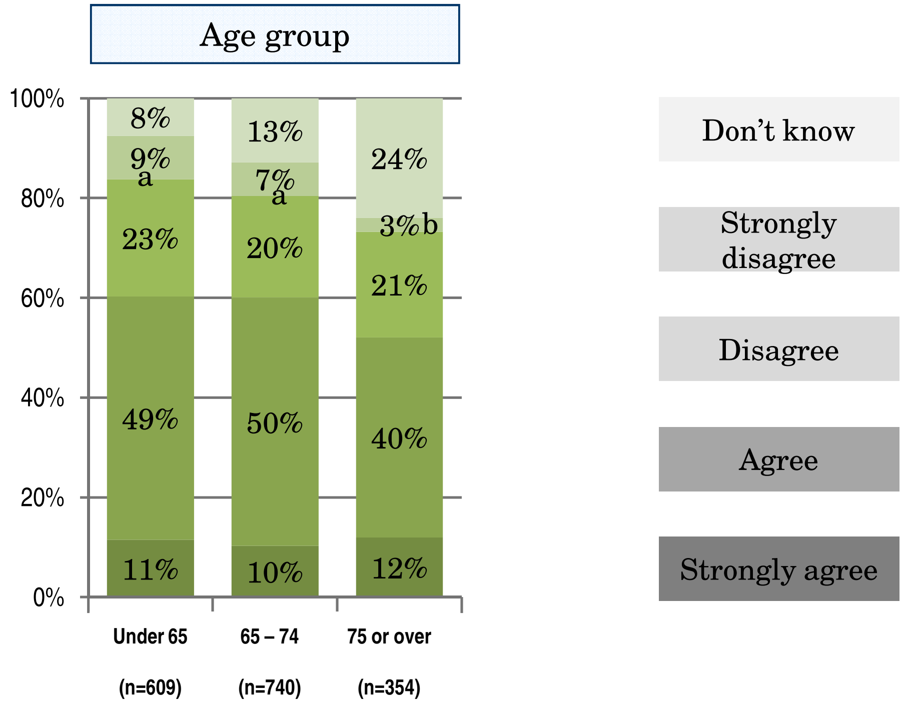
Additional options for funding personal aged care contributions

I would like to be able to save for my aged care costs through increased superannuation contributions.



Total Agree	60.3%a	60.0%a	52.1%b

Additional options for funding personal aged care contributions

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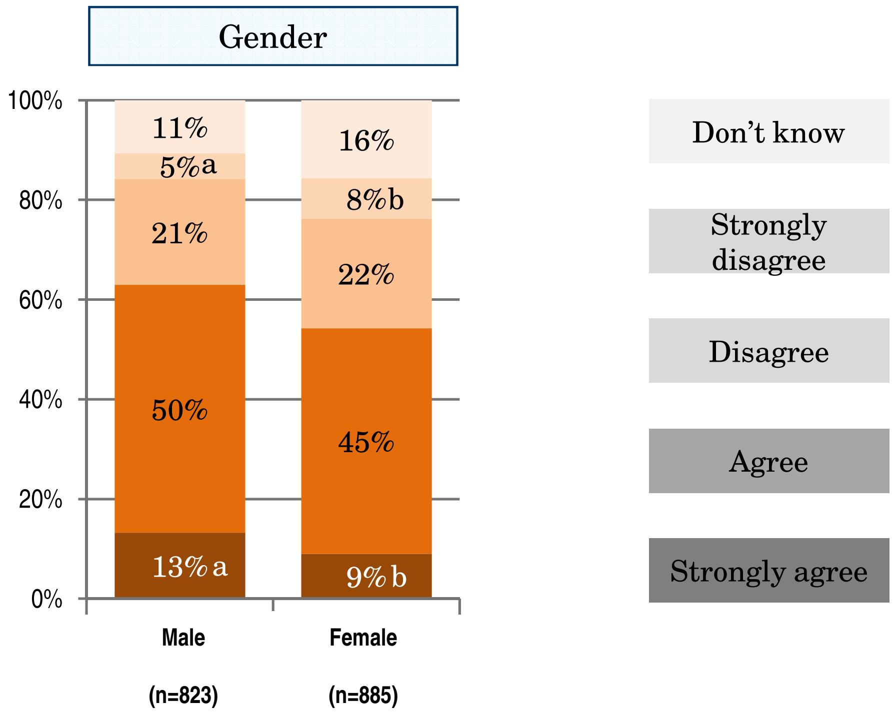

Total Agree	62.9%a	54.2%b

Additional options for funding personal aged care contributions

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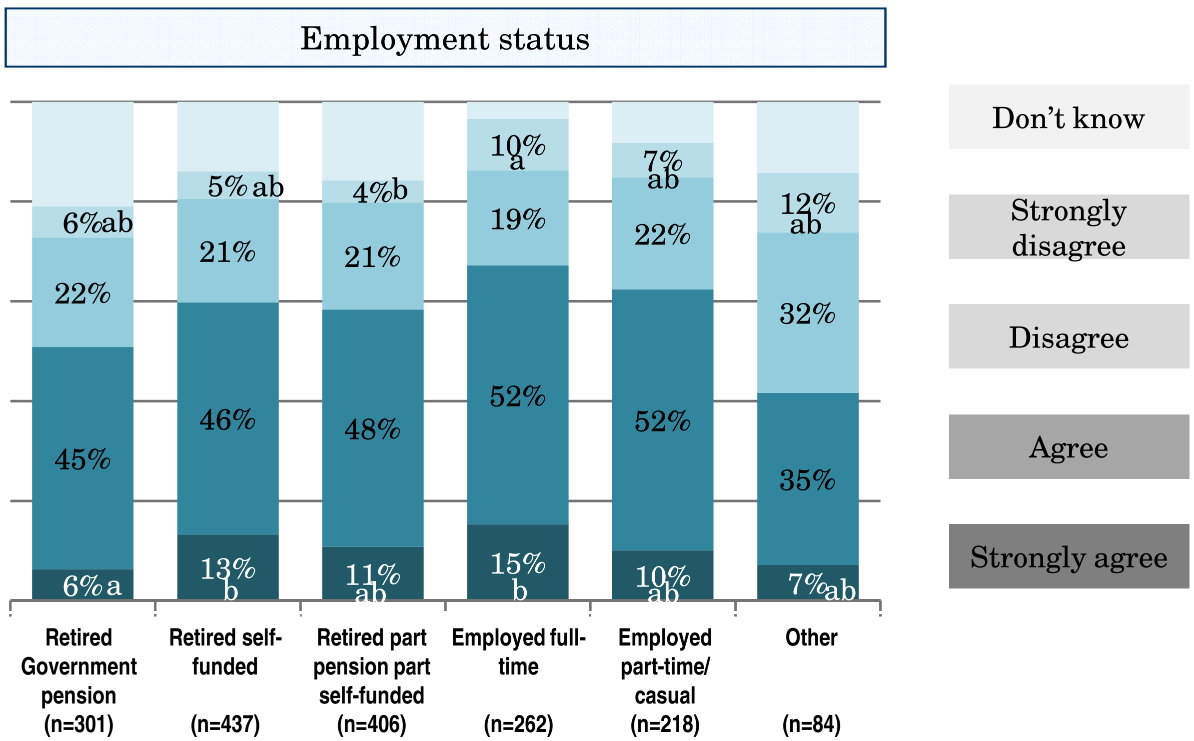
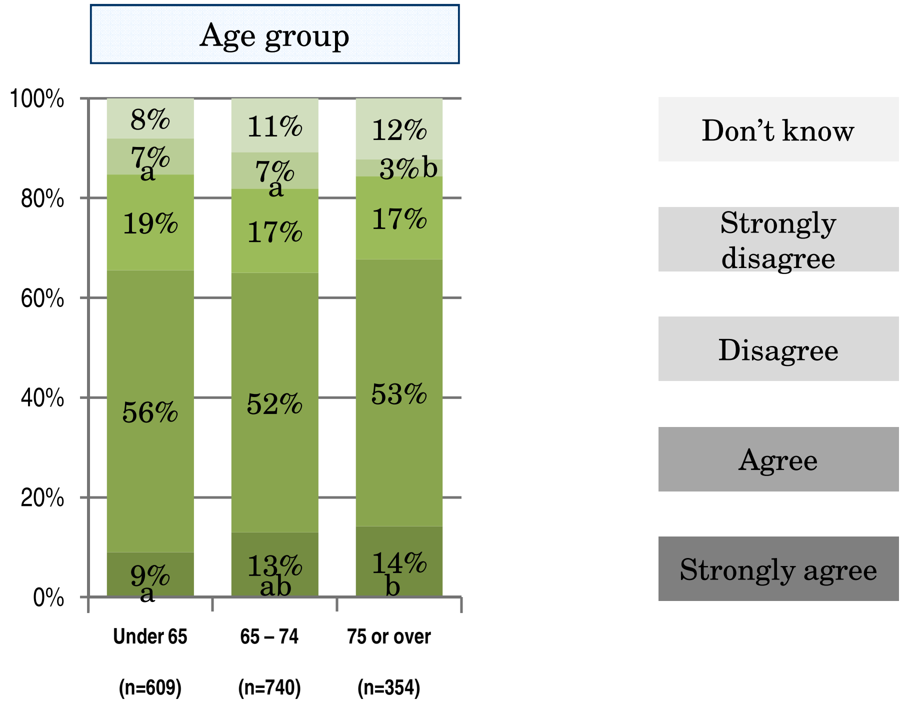


Total Agree	50.8%a, b	59.7%b, c	58.4%a, b, c	67.2%c	62.4%b, c	41.7%a

Additional options for funding personal aged care contributions

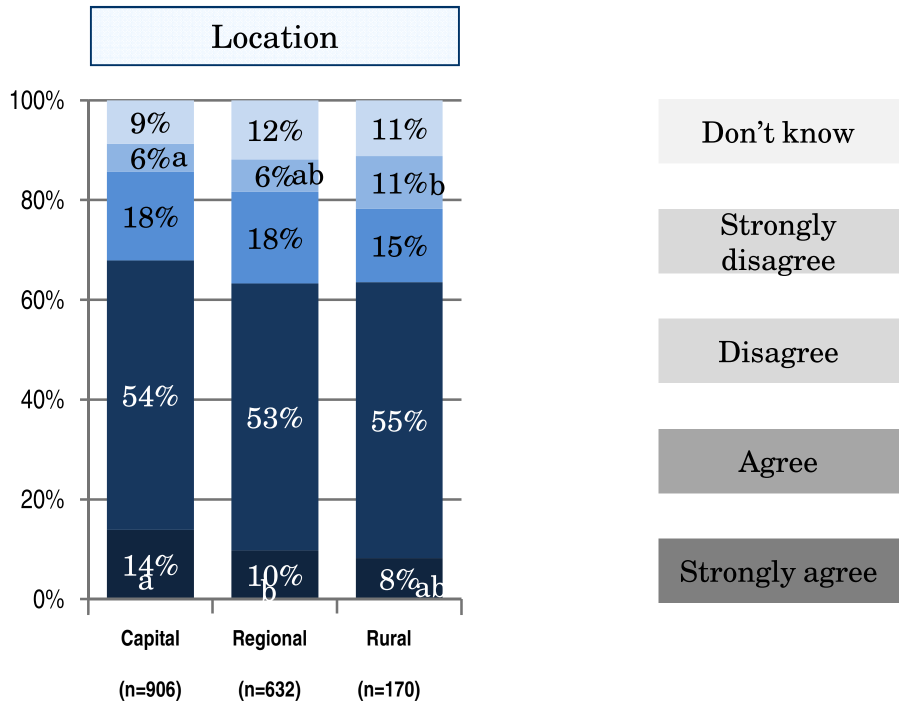
I would like to be able to purchase aged or long-term care insurance, to cover care services not covered by Medicare or private health insurance.



Total Agree	65.5%	65.0%	67.7%

Additional options for funding personal aged care contributions

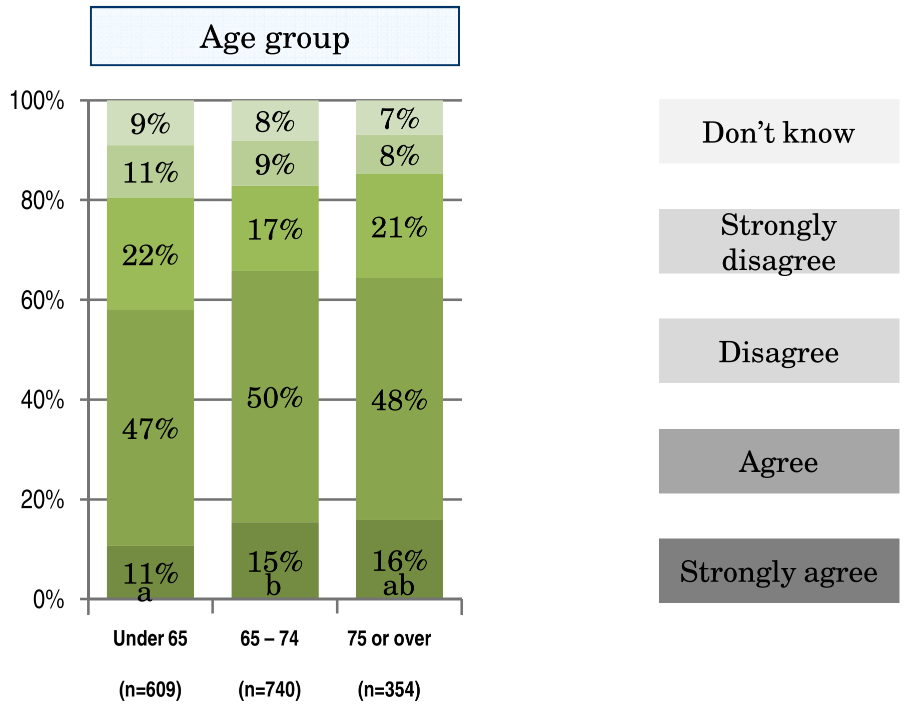
I would like to be able to purchase aged or long-term care insurance, to cover care services not covered by Medicare or private health insurance.



Total Agree	67.9%	63.3%	63.5%

Additional options for funding personal aged care contributions

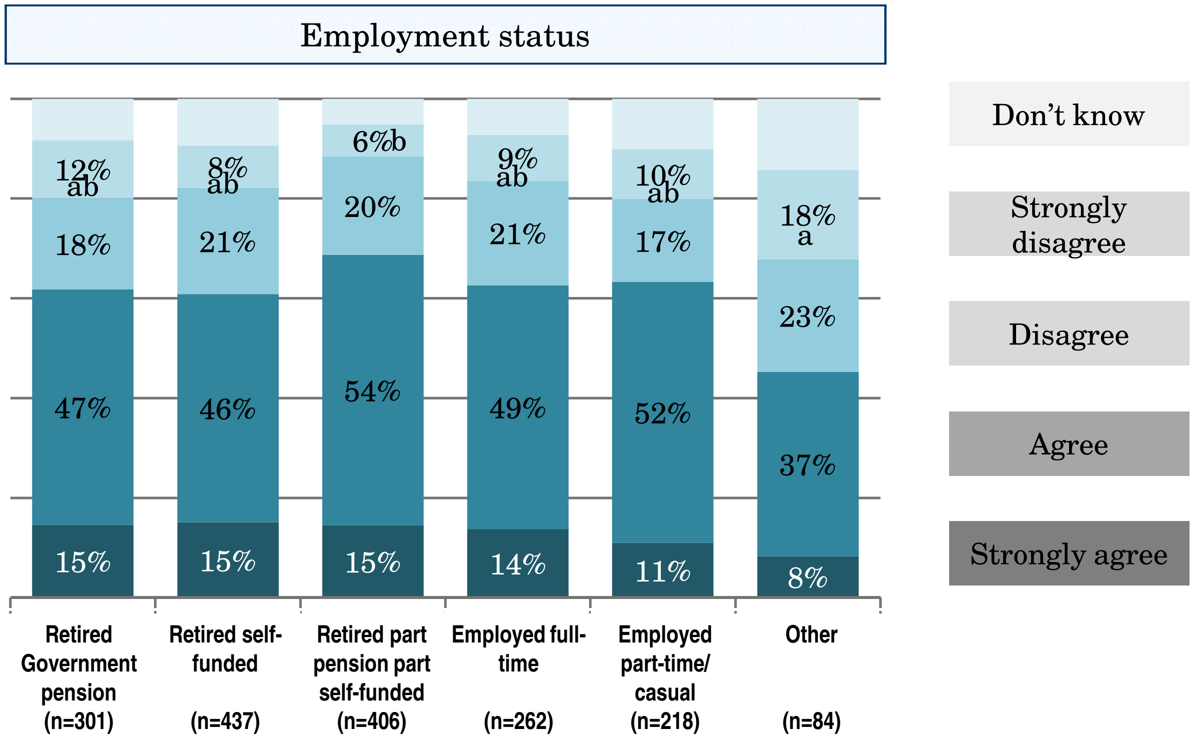
I think the Australian Government should introduce a form of compulsory aged care insurance, for example through an Aged Care Levy, similar in operation to the Medicare Levy.



Total Agree	58.0%[a]	65.8%[b]	64.3%[a, b]

Additional options for funding personal aged care contributions

I think the Australian Government should introduce a form of compulsory aged care insurance, for example through an Aged Care Levy, similar in operation to the Medicare Levy.

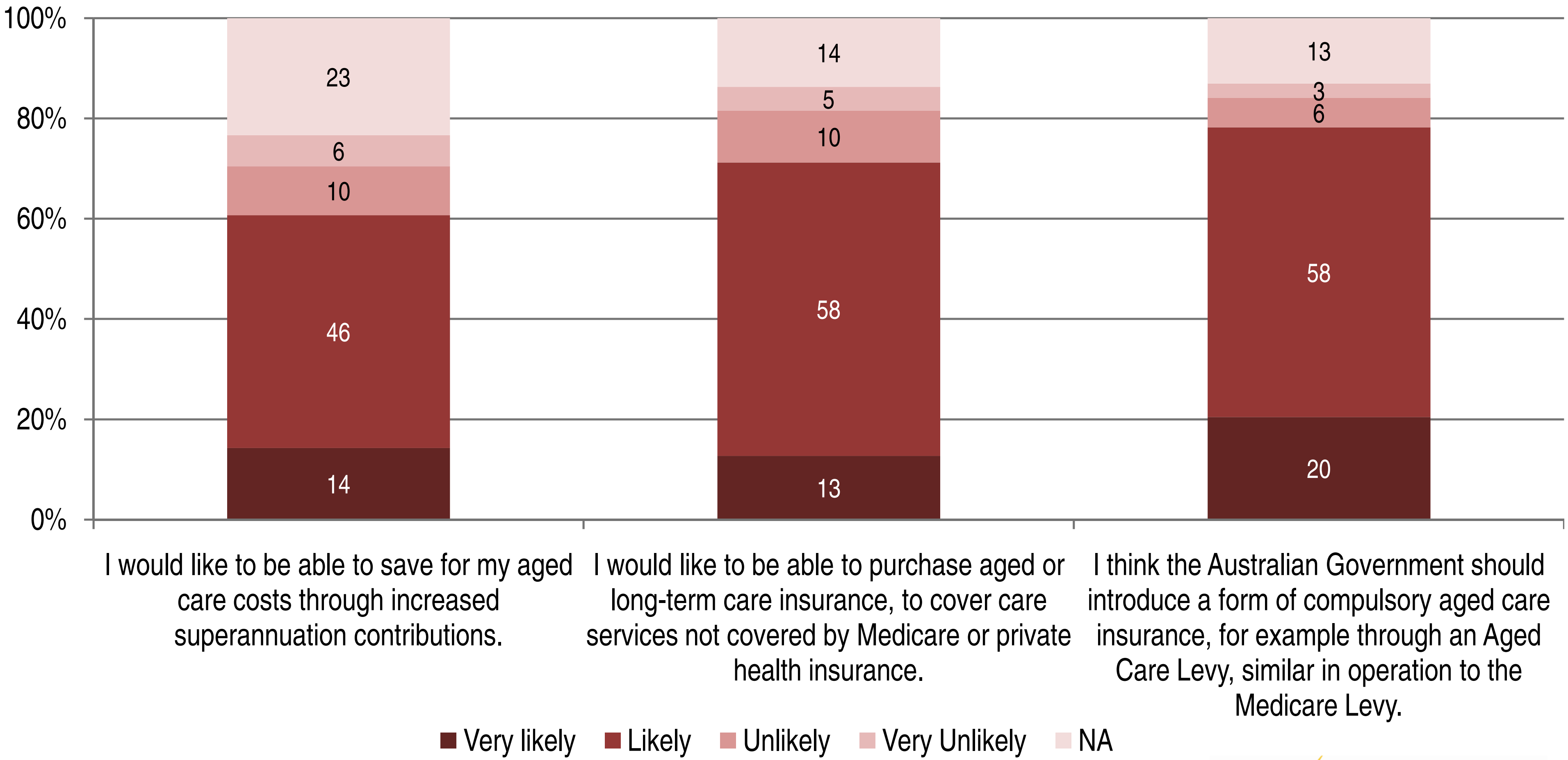


Total Agree	61.8%a, b	60.9%a, b	68.7%b	62.6%a, b	63.3%a, b	45.2%a

National Seniors Australia
Independent voice of the over 50s

Additional options for funding personal aged care contributions:
How likely would you be to take up these options?

How likely would you be to take up these options?*



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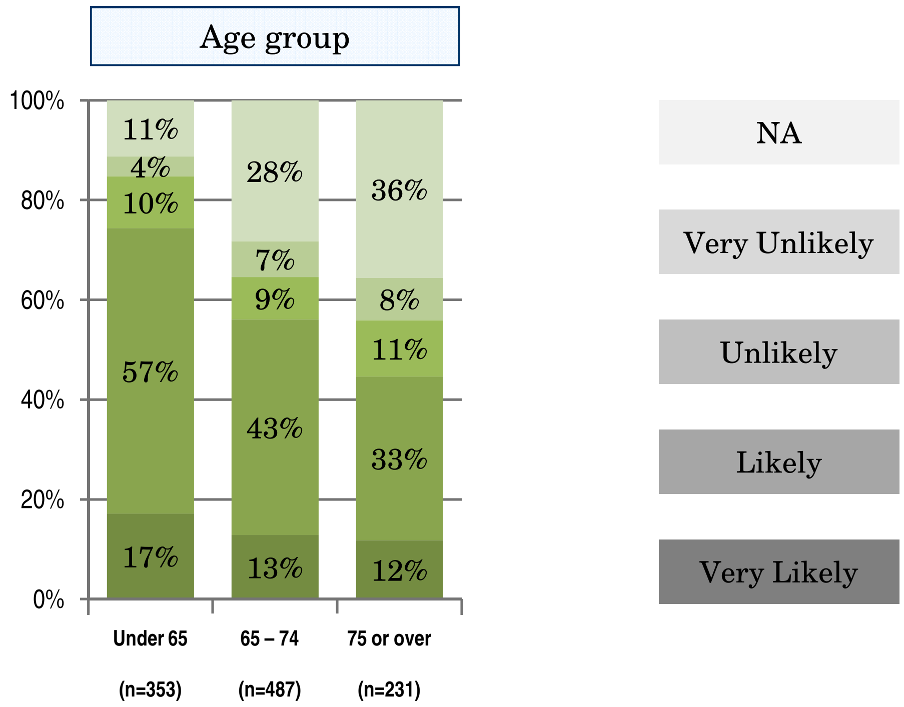
Independent voice of the over 50s

* Respondents: Selected Strongly agree / agree to the corresponding funding option in the previous question.

How likely would you be to take up these options?

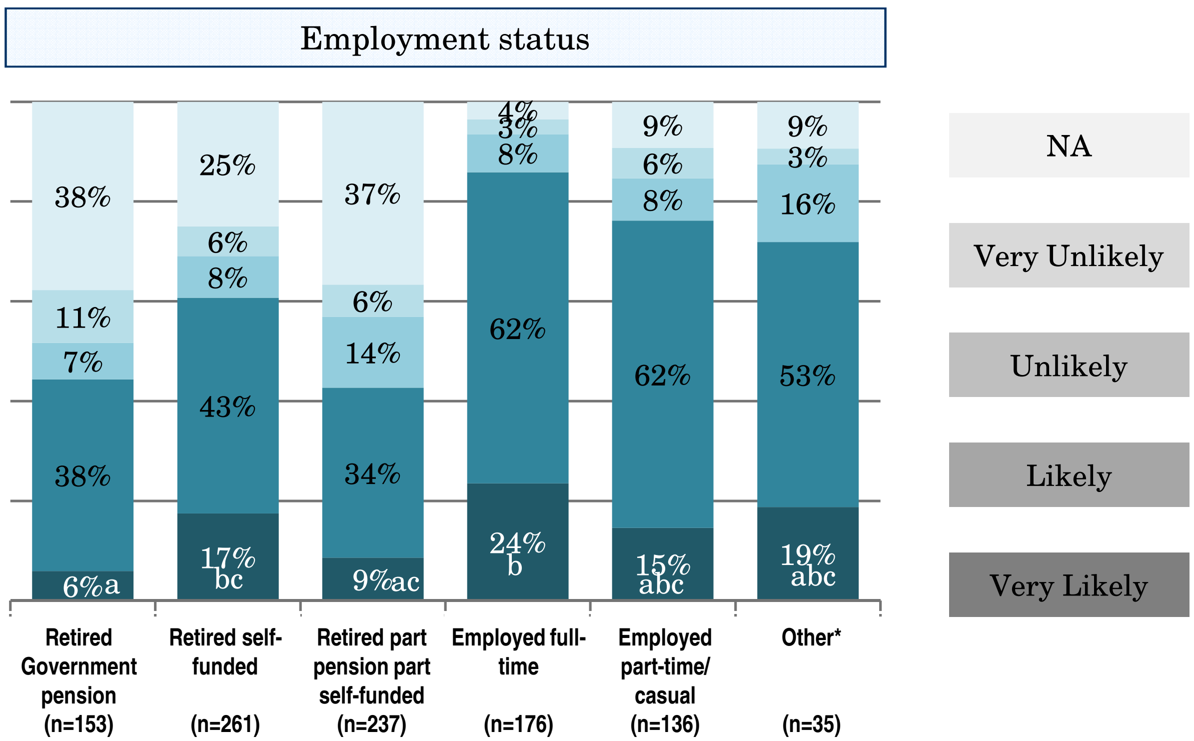
I would like to be able to save for my aged care costs through increased superannuation contributions.



Total Likely	74.4%a	56.1%b	44.6%c

How likely would you be to take up these options?

I would like to be able to save for my aged care costs through increased superannuation contributions.

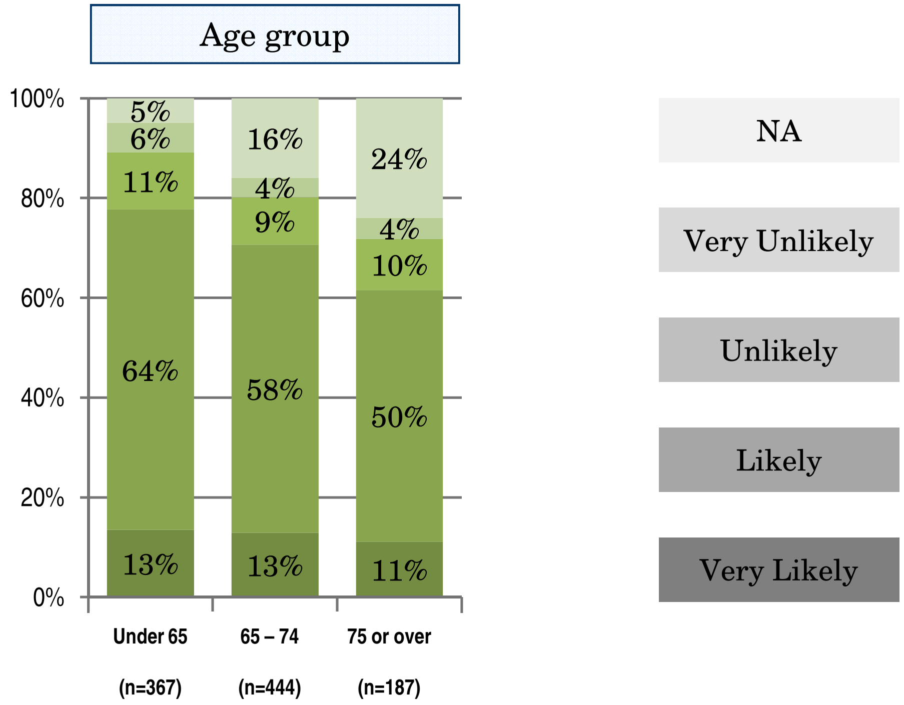


Total Likely	44.4%a, b	60.7%c	42.7%b	85.9%d	76.2%d	71.9%a, c, d

*Small sample size, estimate not reliable

How likely would you be to take up these options?

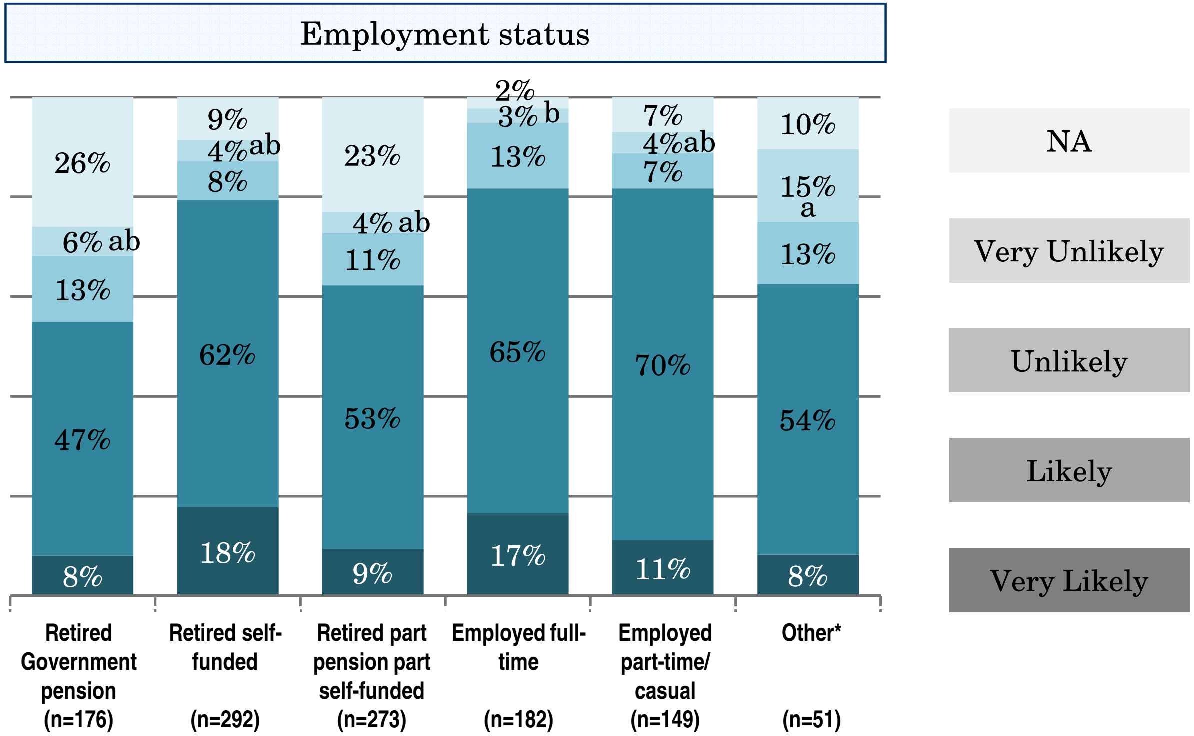
I would like to be able to purchase aged or long-term care insurance, to cover care services not covered by Medicare or private health insurance.



Total Likely	77.7%a	70.7%a	61.5%b

How likely would you be to take up these options?

I would like to be able to purchase aged or long-term care insurance, to cover care services not covered by Medicare or private health insurance.

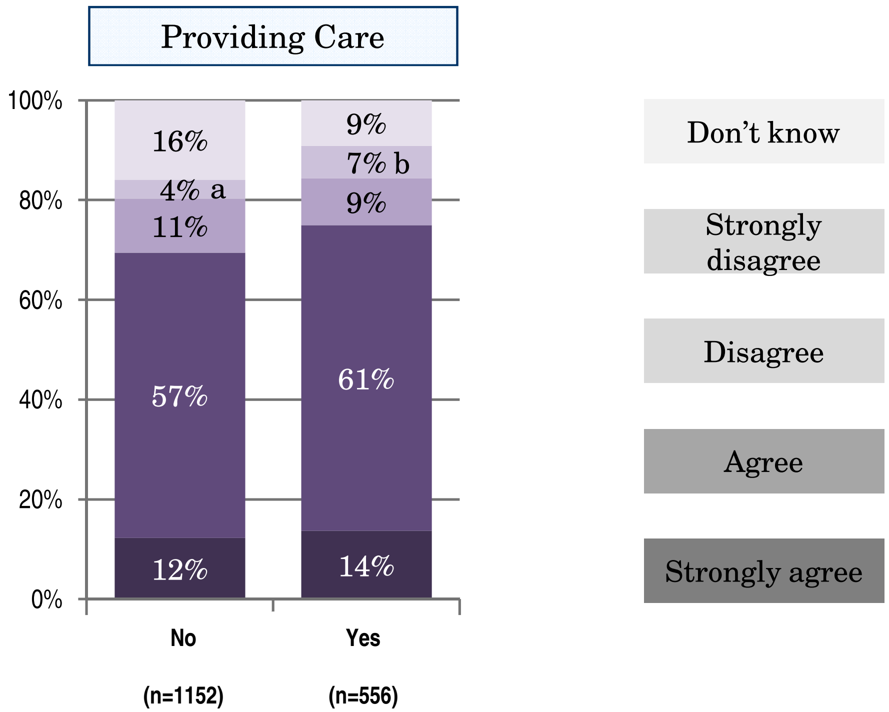


Total Likely	54.9%a	79.4%b	62.3%a	81.7%b	81.7%b	62.5%a, b

*Small sample size, estimate not reliable

How likely would you be to take up these options?

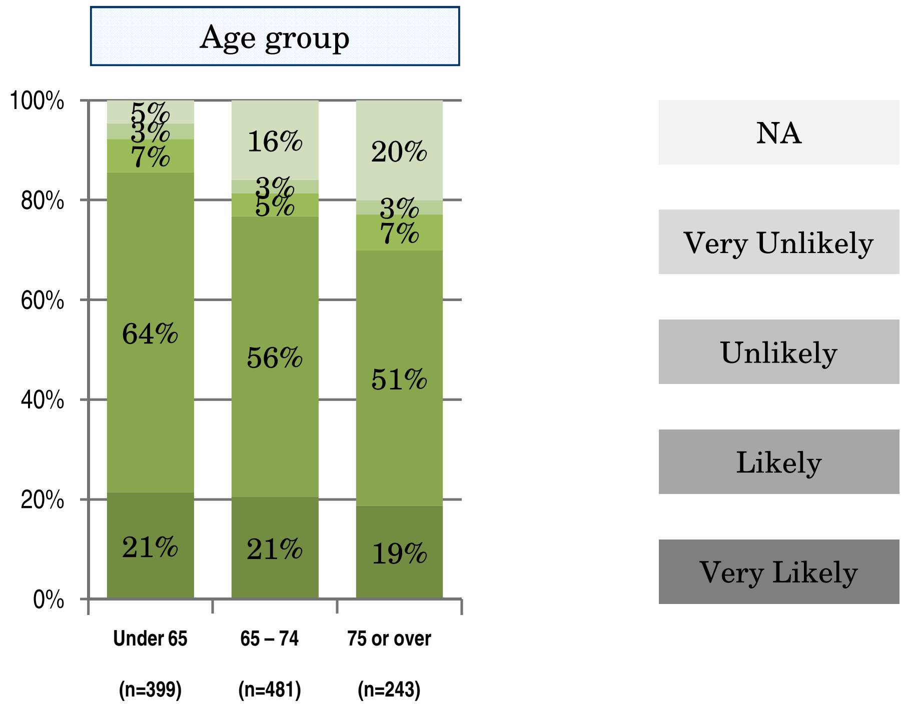
I would like to be able to purchase aged or long-term care insurance, to cover care services not covered by Medicare or private health insurance.



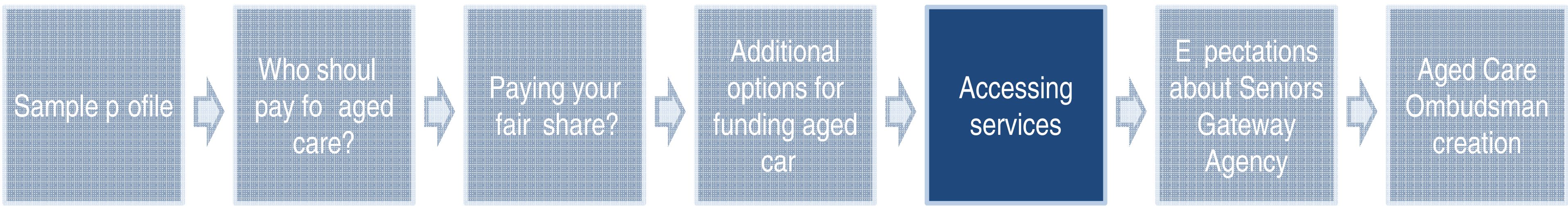
Total Likely	69.4%	74.9%

How likely would you be to take up these options?

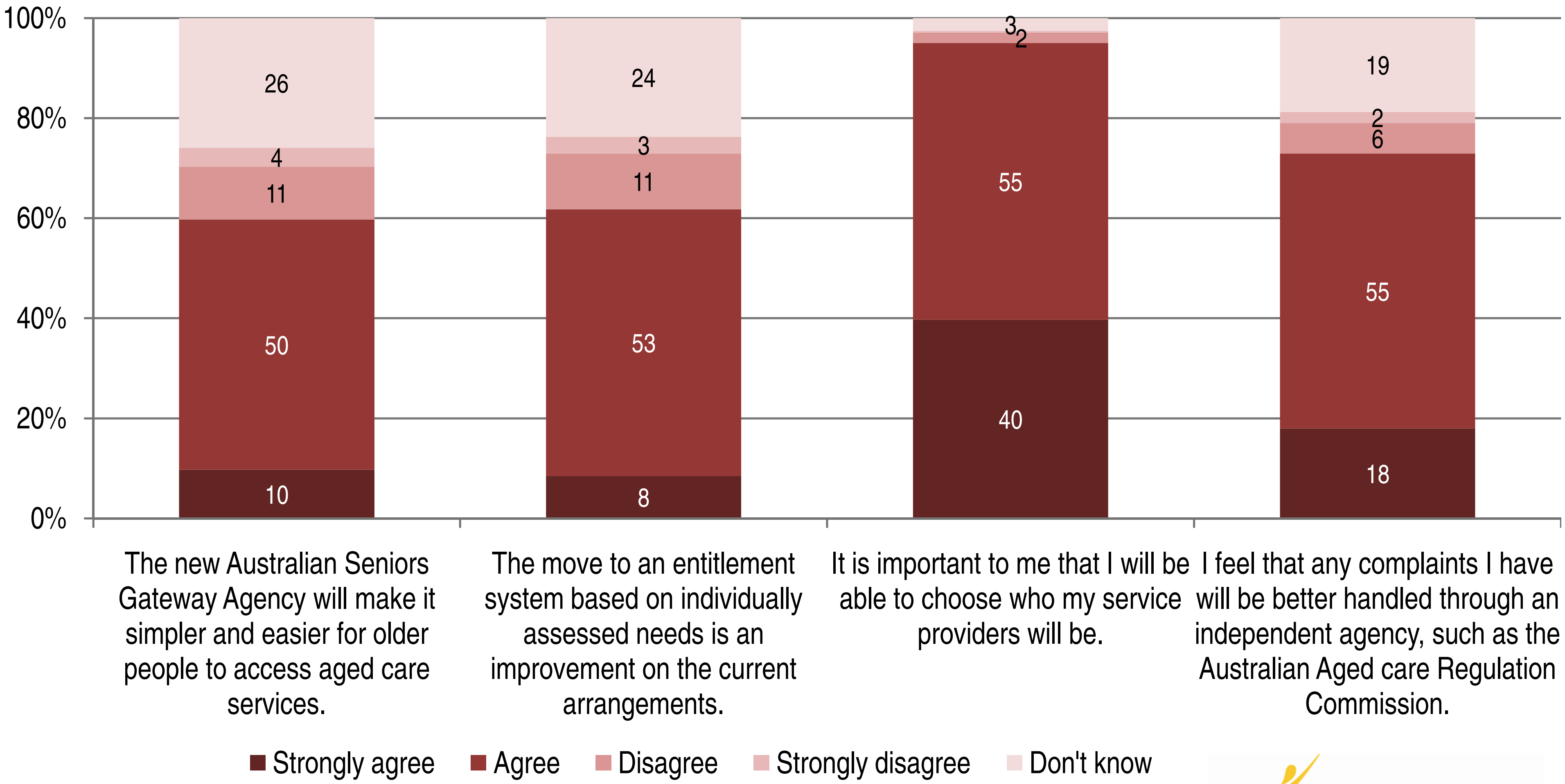
I think the Australian Government should introduce a form of compulsory aged care insurance, for example through an Aged Care Levy, similar in operation to the Medicare Levy.



Total Likely	85.5%a	76.7%b	69.9%b


Sample p ofile
Who shoul pay fo aged care?
Paying your fair share?
Additional options for funding aged car
Accessing services
E pectations about Seniors Gateway Agency
Aged Care Ombudsman creation

Accessing Services



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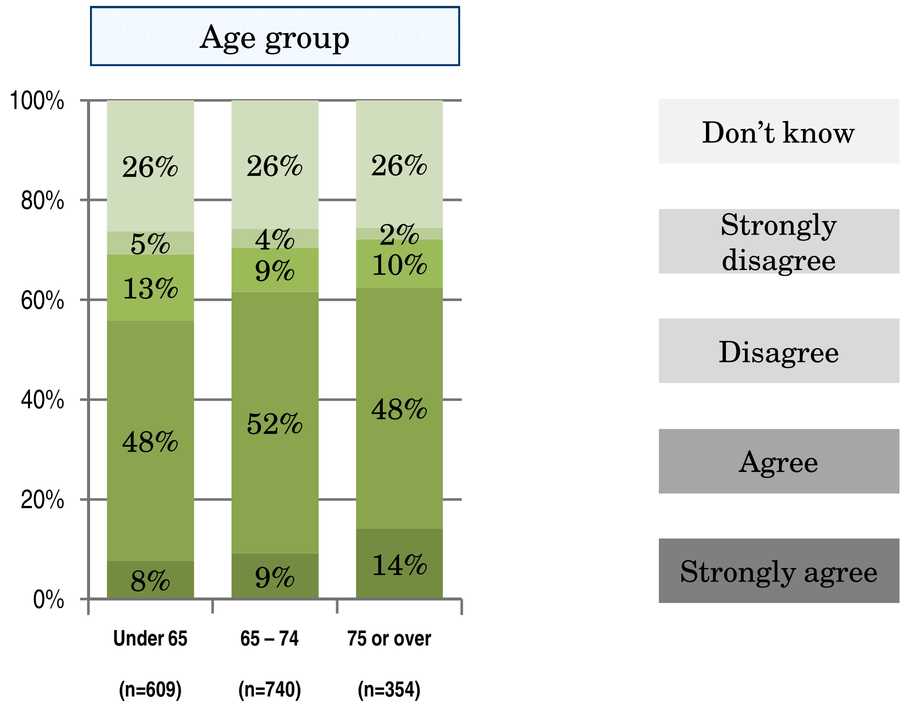
Independent voice of the over 50s

Accessing Services

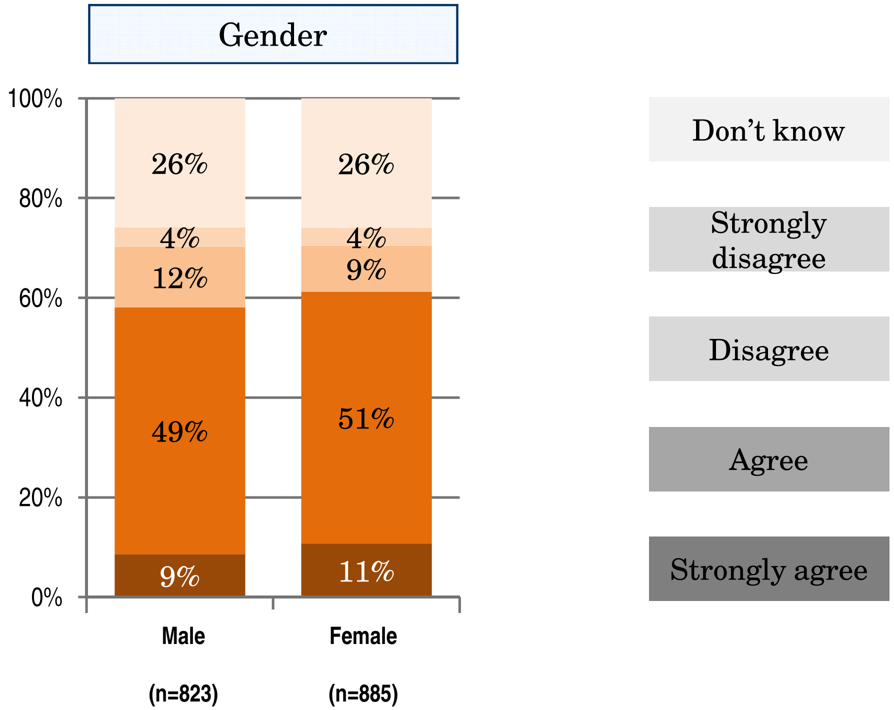
The new Australian Seniors Gateway Agency will make it simpler and easier for older people to access aged care services.



Total Disagree	17.9%a	12.6%b	12.0%b

Accessing Services

The new Australian Seniors Gateway Agency will make it simpler and easier for older people to access aged care services.

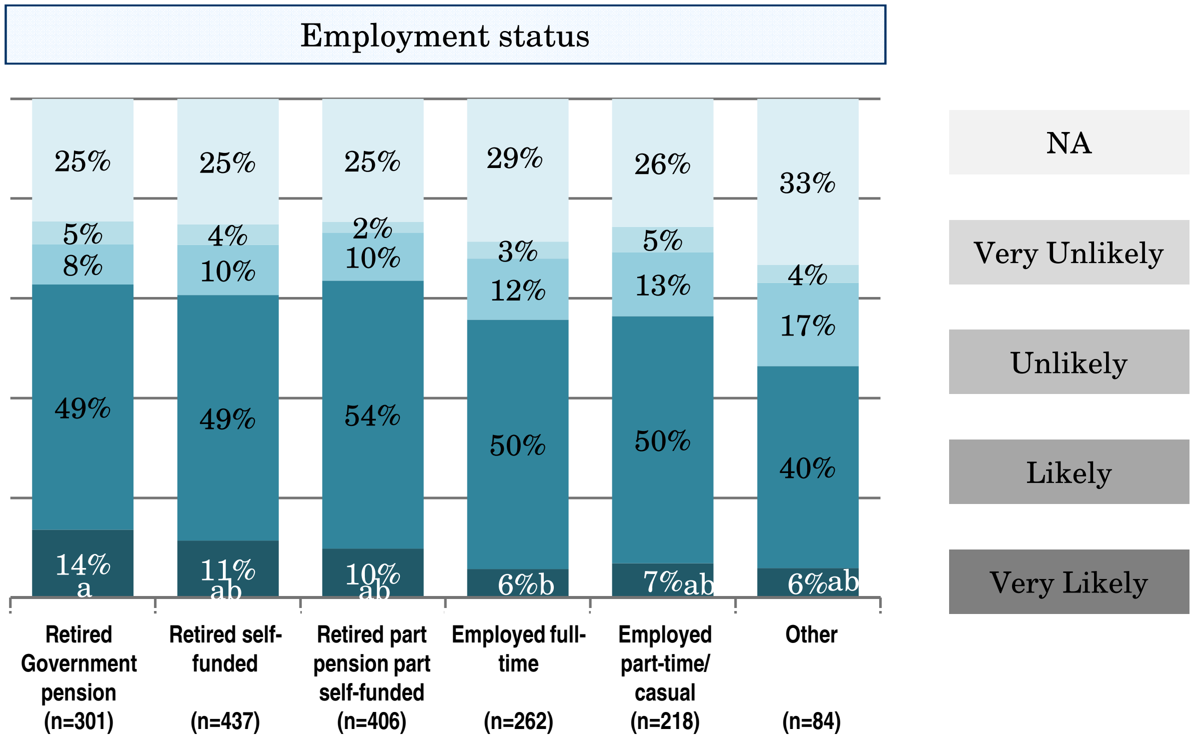


Total Agree	58.1%	61.2%

National Seniors Australia
Independent voice of the over 50s

Accessing Services

The new Australian Seniors Gateway Agency will make it simpler and easier for older people to access aged care services.

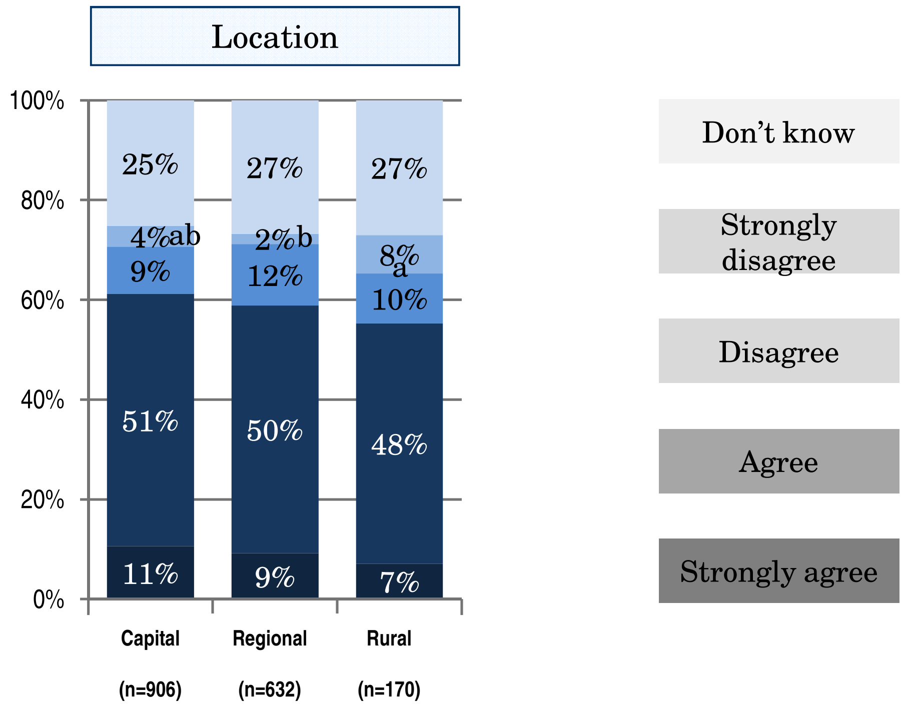


Total Agree	62.8%	60.6%	63.5%	55.7%	56.4%	46.4%

National Seniors Australia
Independent voice of the over 50s

Accessing Services

The new Australian Seniors Gateway Agency will make it simpler and easier for older people to access aged care services.

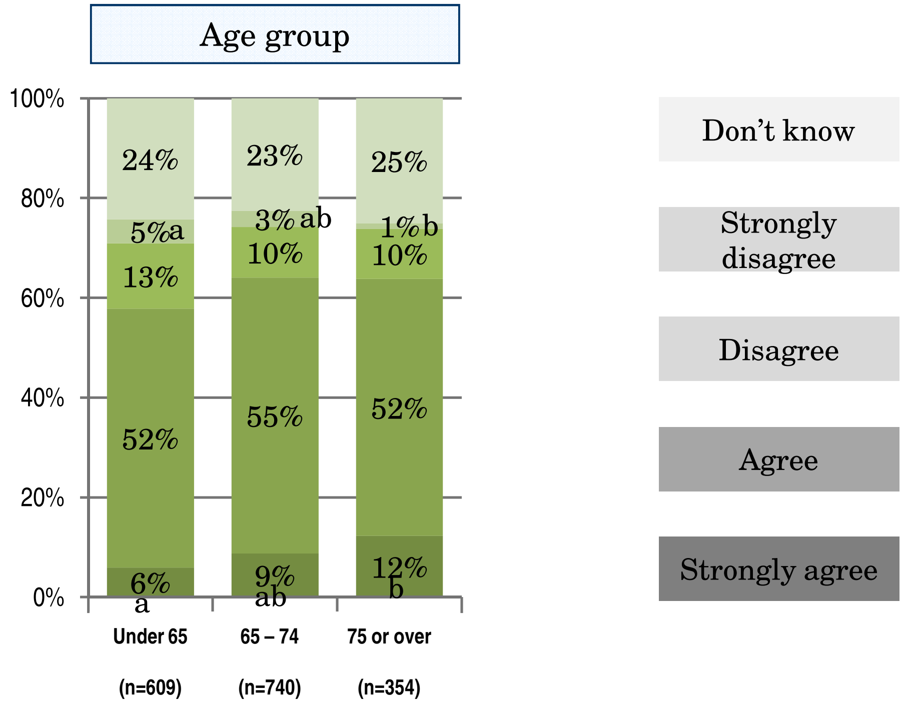


Total Agree	61.1%	58.9%	55.3%

National Seniors Australia
Independent voice of the over 50s

Accessing Services

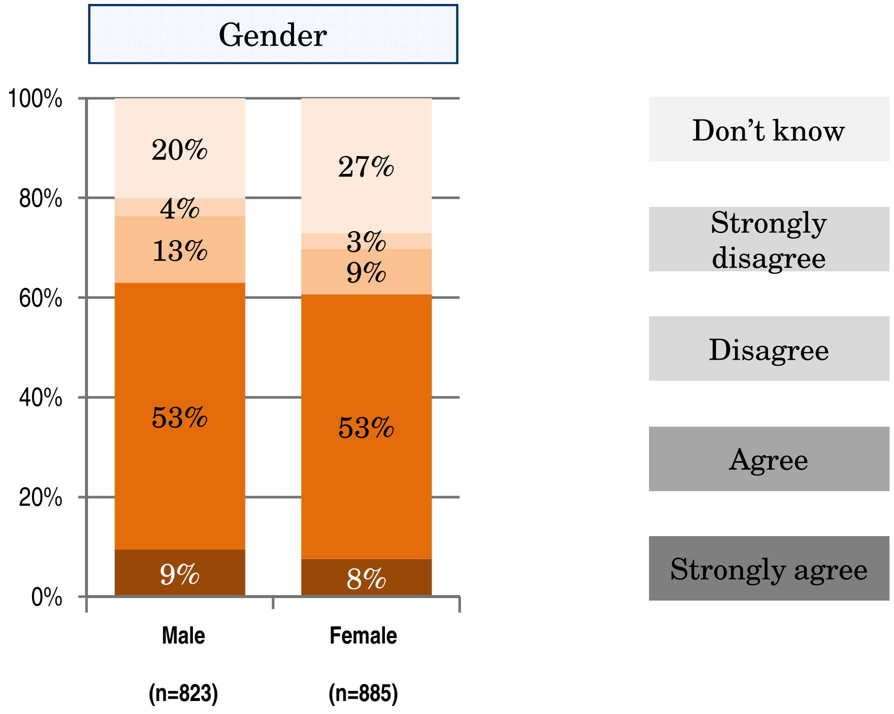
The move to an entitlement system based on individually assessed needs is an improvement on the current arrangements.



Total Disagree	17.9%a	13.4%a, b	11.1%b

Accessing Services

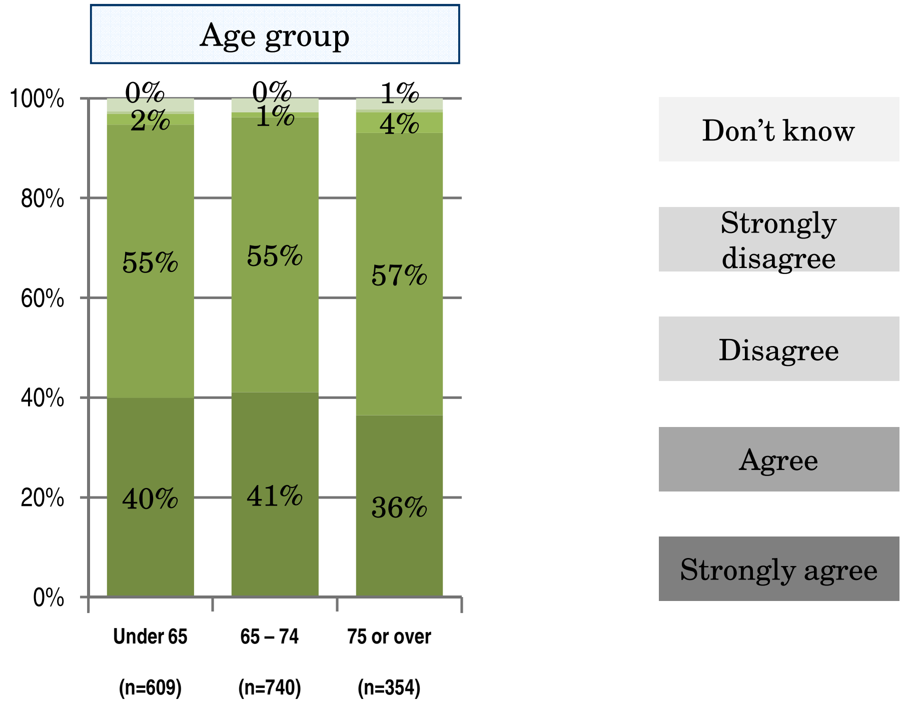
The move to an entitlement system based on individually assessed needs is an improvement on the current arrangements.



Total Agree	62.9%	60.7%

Accessing Services

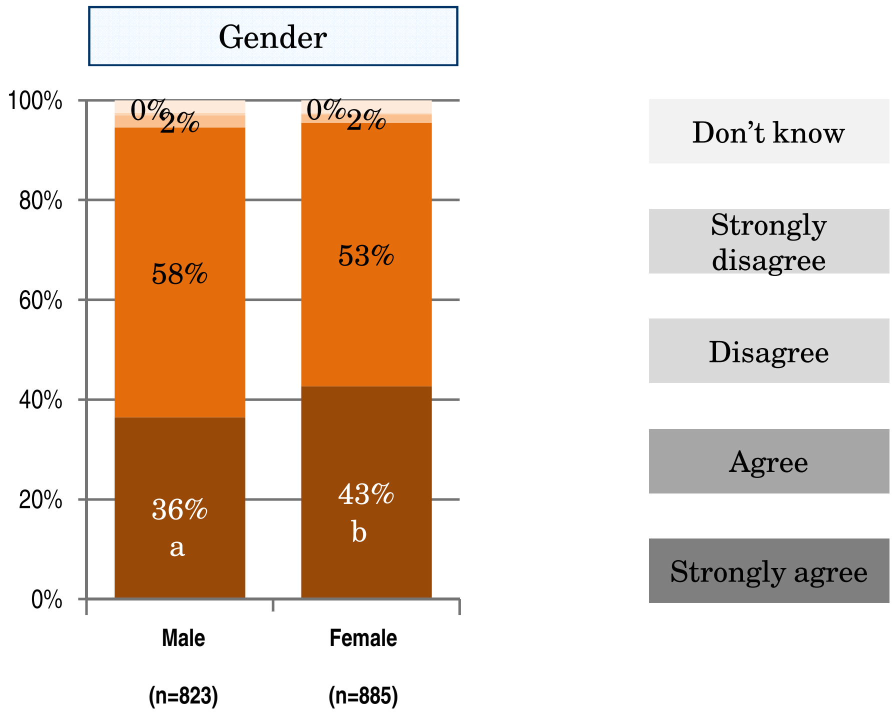
It is important to me that I will be able to choose who my service providers will be.



Total Agree	94.7%	96.2%	93.0%

Accessing Services

It is important to me that I will be able to choose who my service providers will be.

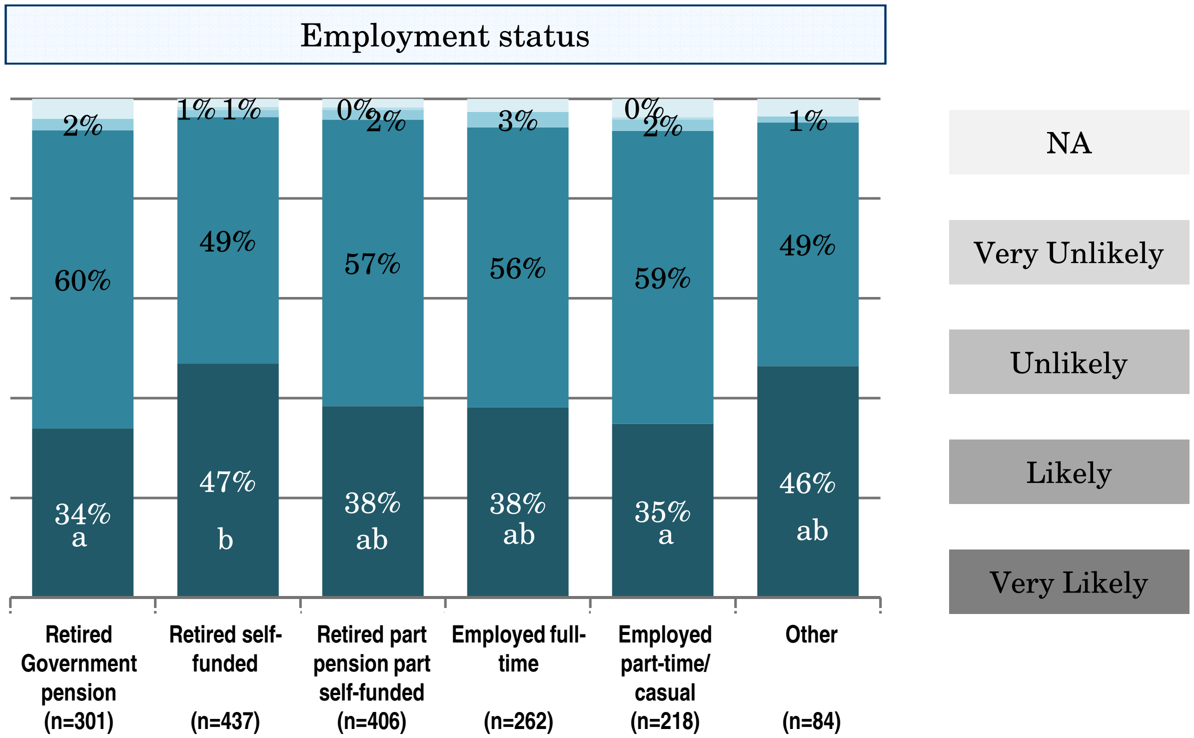


Total Agree	94.5%	95.5%

National Seniors Australia
Independent voice of the over 50s

Accessing Services

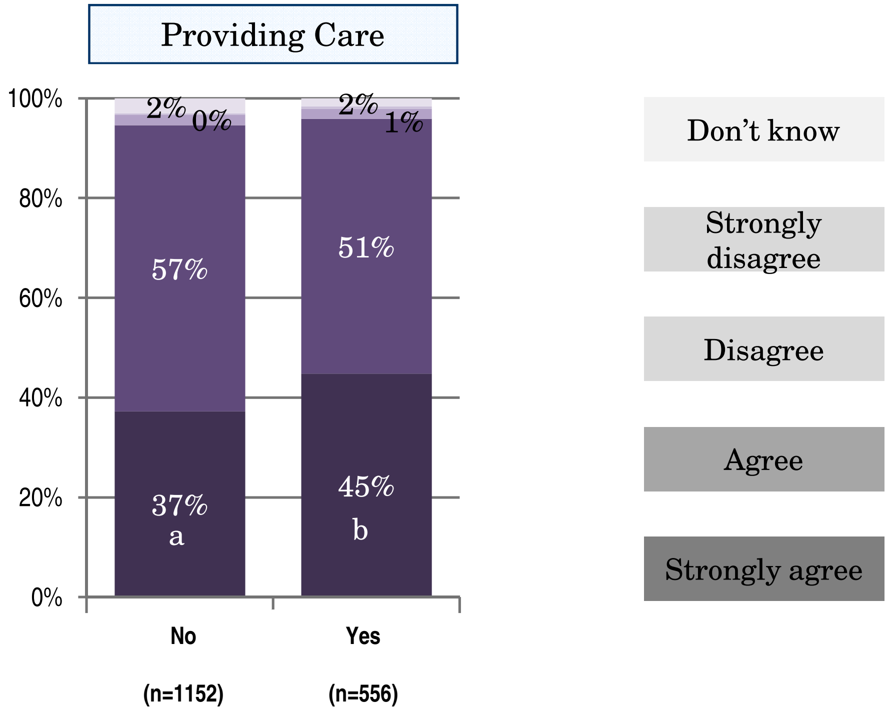
It is important to me that I will be able to choose who my service providers will be.



Total Agree	93.7%	96.3%	95.8%	94.3%	93.6%	95.2%

Accessing Services

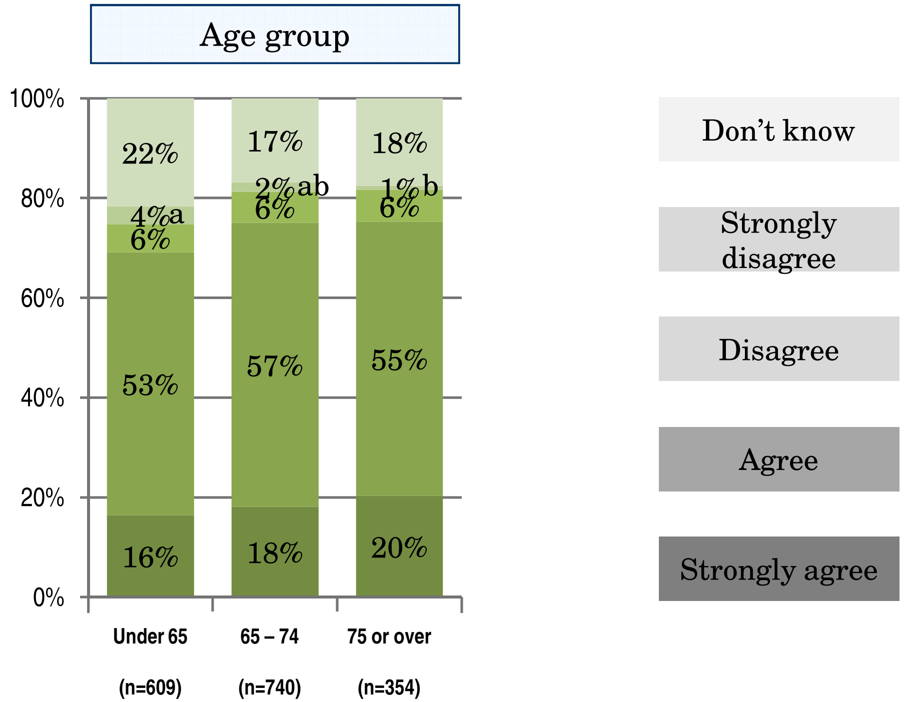
It is important to me that I will be able to choose who my service providers will be.



Total Agree	94.6%	95.9%

Accessing Services

I feel that any complaints I have will be better handled through an independent agency, such as the Australian Aged care Regulation Commission.

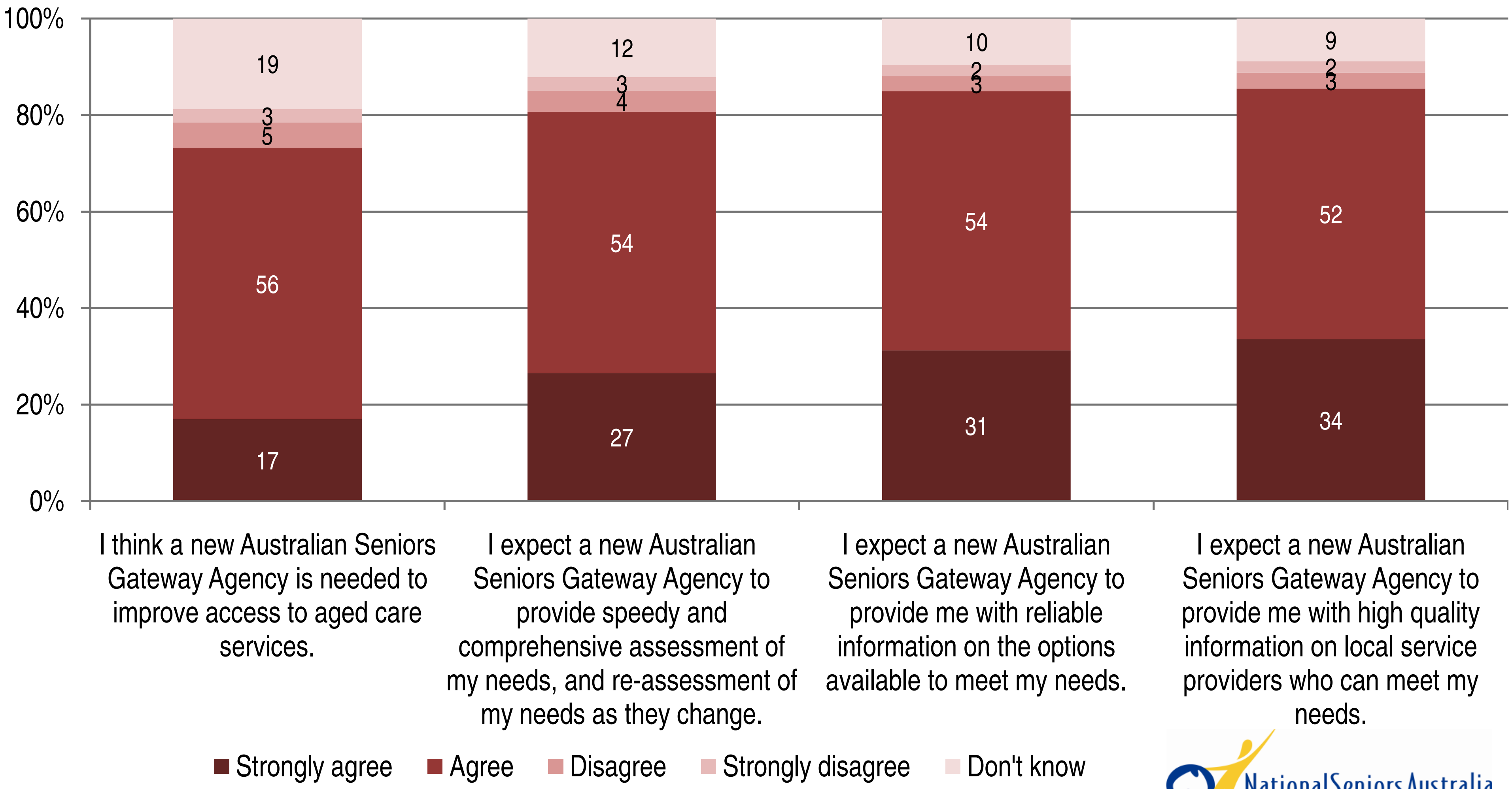


Total Agree	69.1%[a]	75.0%[b]	75.2%[a, b]

Sample profile → Who should pay for aged care? → Paying yo r ' air' share? → Additional op ons or fund ng aged care → Accessing erv ces → **Expectations about Seniors Gateway Agency** → Aged Care Ombudsman creation

National Seniors Australia
Independent voice of the over 50s

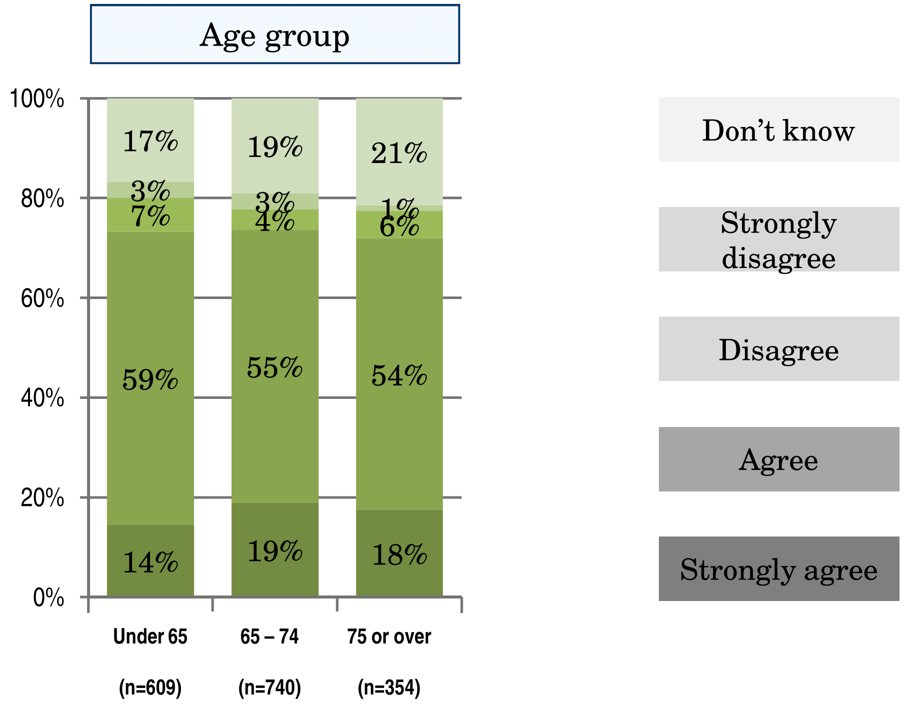
Expectations for a new Australian Seniors Gateway Agency



NationalSeniorsAustralia
Independent voice of the over 50s

Expectations for a new Australian Seniors Gateway Agency

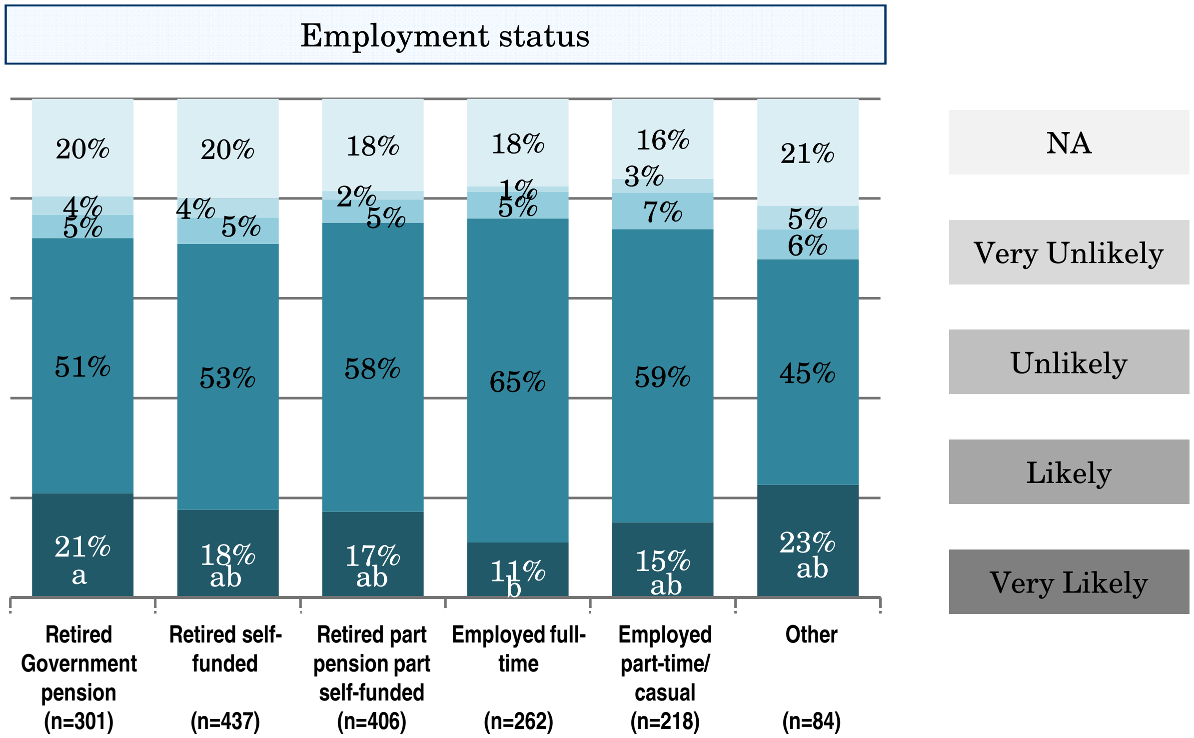
I think a new Australian Seniors Gateway Agency is needed to improve access to aged care services.



Total Agree	73.2%	73.6%	71.9%

Expectations for a new Australian Seniors Gateway Agency

I think a new Australian Seniors Gateway Agency is needed to improve access to aged care services.

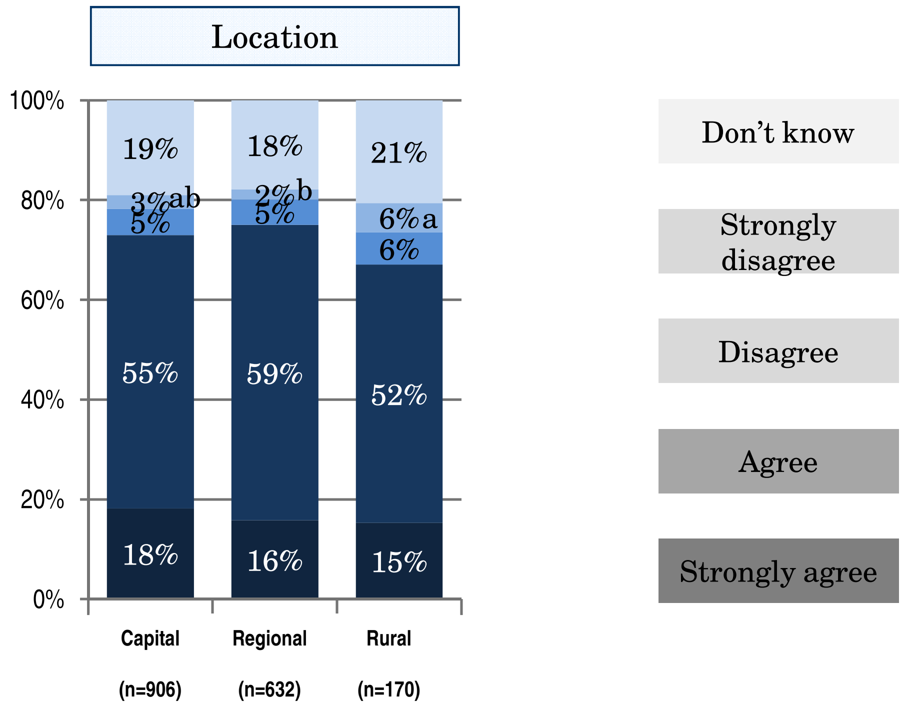


Total Agree	72.1%	70.9%	75.1%	76.0%	73.9%	67.9%

National Seniors Australia
Independent voice of the over 50s

Expectations for a new Australian Seniors Gateway Agency

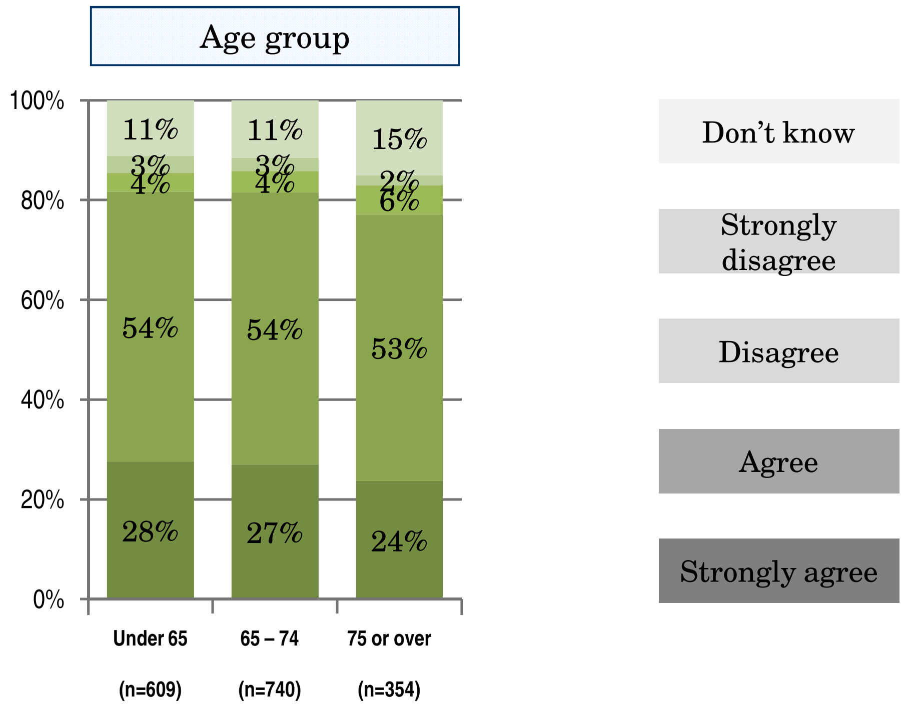
I think a new Australian Seniors Gateway Agency is needed to improve access to aged care services.



Total Agree	73.0%	75.0%	67.1%

Expectations for a new Australian Seniors Gateway Agency

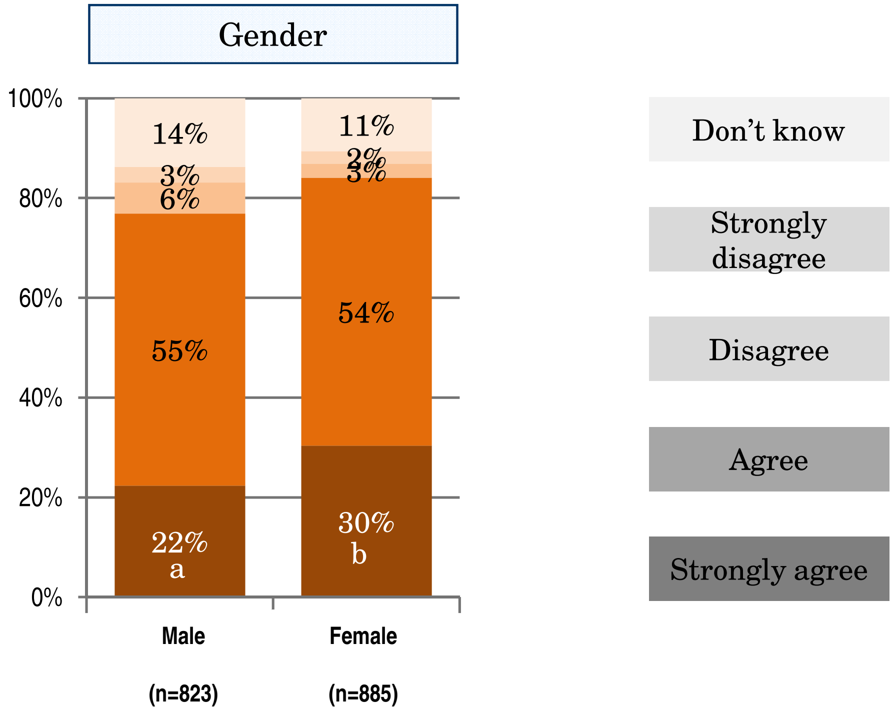
I expect a new Australian Seniors Gateway Agency to provide speedy and comprehensive assessment of my needs, and re-assessment of my needs as they change.



Total Agree	81.6%	81.5%	77.2%

Expectations for a new Australian Seniors Gateway Agency

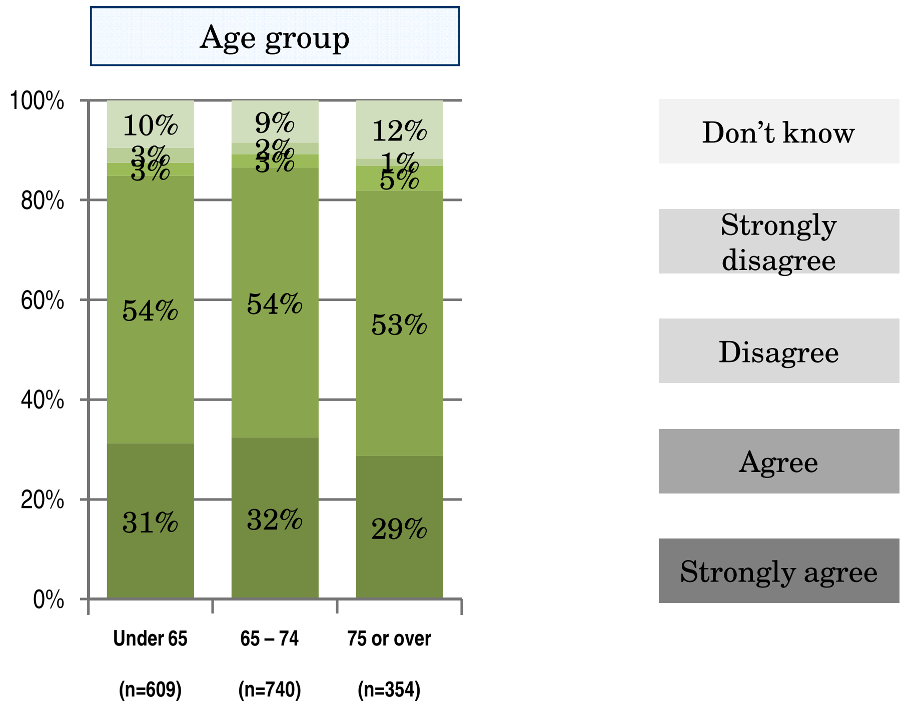
I expect a new Australian Seniors Gateway Agency to provide speedy and comprehensive assessment of my needs, and re-assessment of my needs as they change.



Total Agree	76.9%a	84.1%b

Expectations for a new Australian Seniors Gateway Agency

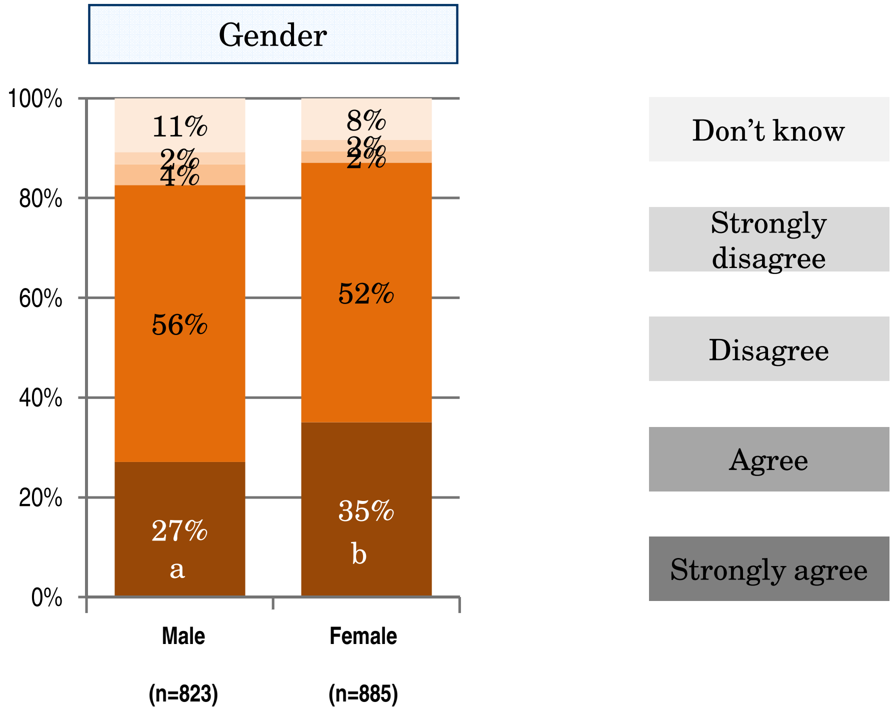
I expect a new Australian Seniors Gateway Agency to provide me with reliable information on the options available to meet my needs.



Total Agree	84.7%	86.5%	81.9%

Expectations for a new Australian Seniors Gateway Agency

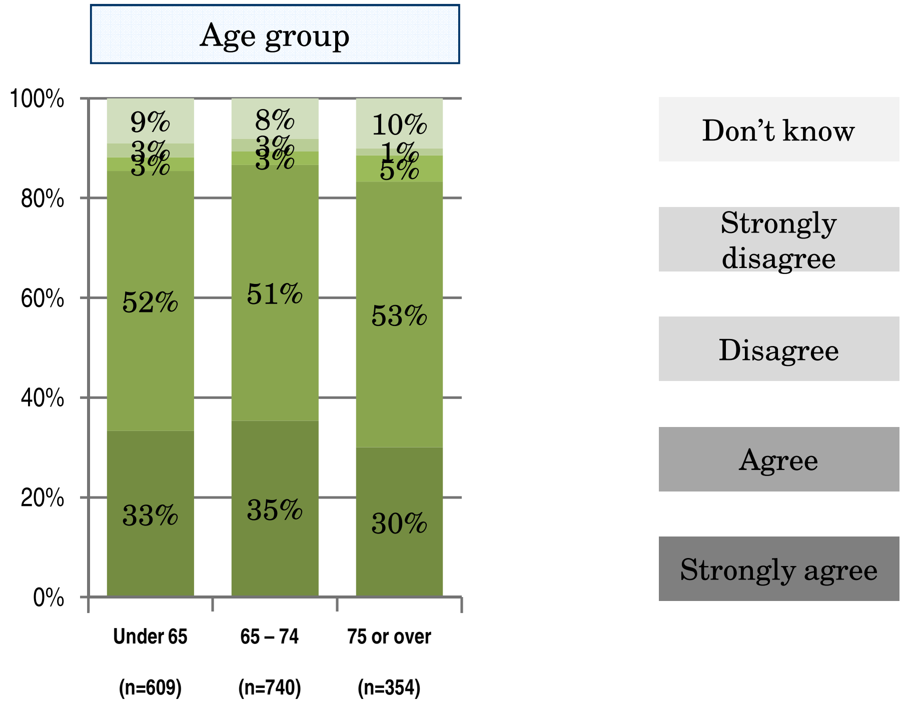
I expect a new Australian Seniors Gateway Agency to provide me with reliable information on the options available to meet my needs.



Total Agree	82.6%a	87.0%b

Expectations for a new Australian Seniors Gateway Agency

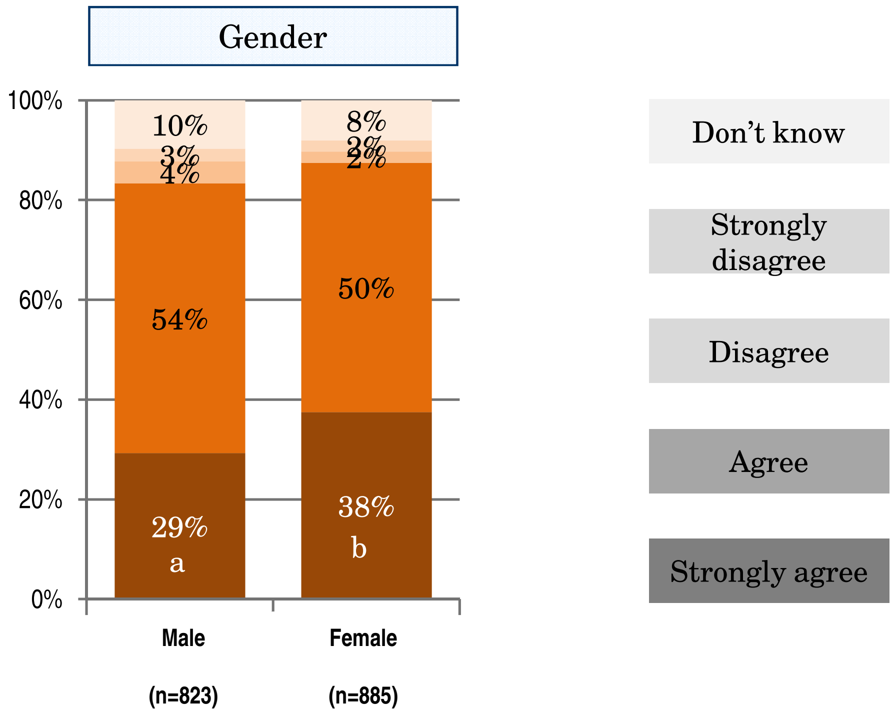
I expect a new Australian Seniors Gateway Agency to provide me with high quality information on local service providers who can meet my needs.



Total Agree	85.4%	86.6%	83.3%

Expectations for a new Australian Seniors Gateway Agency

I expect a new Australian Seniors Gateway Agency to provide me with high quality information on local service providers who can meet my needs.

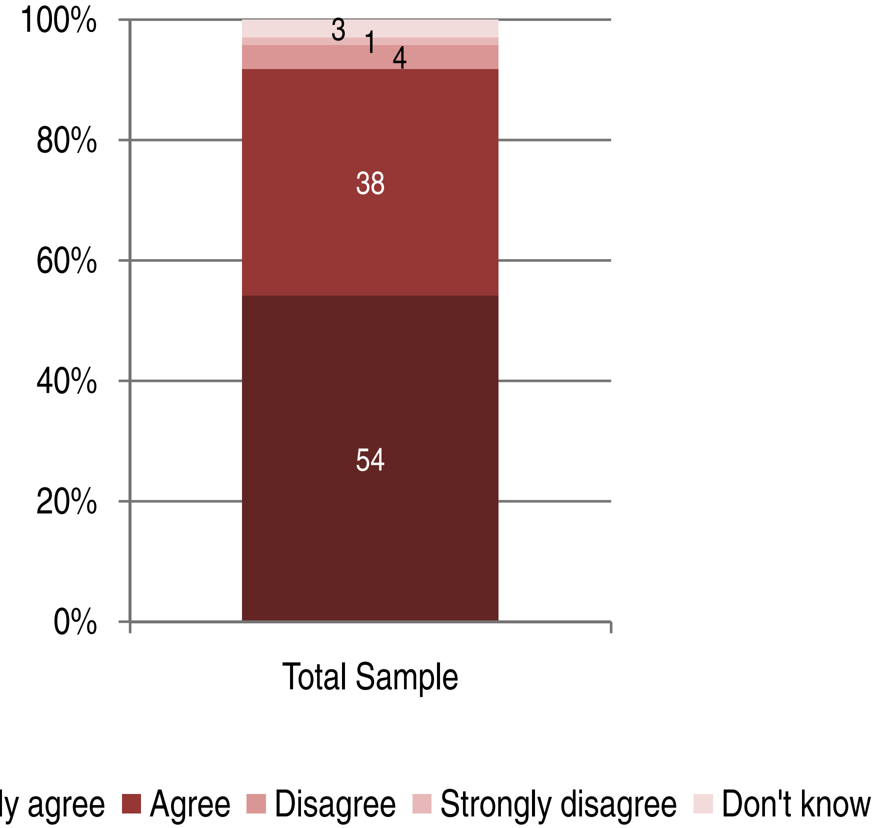


Total Agree	83.4%a	87.5%b

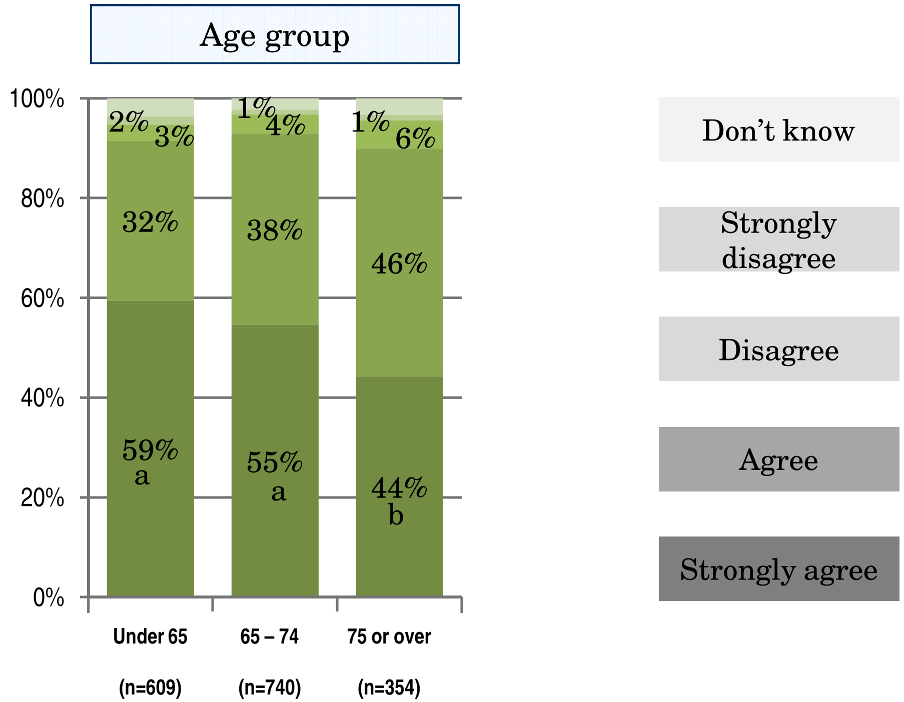
Sample profile → Who should pay for aged care? → Paying you fa r share? → Additional options f r funding aged care → Access ng s rvic s → E pectatio s about enio s Gateway Agency → **Aged Care Ombudsman creation**

National Seniors Australia
Independent voice of the over 50s

I think there should be a dedicated Aged Care Ombudsman to protect the interests of people in the aged care system or dealing with the system.

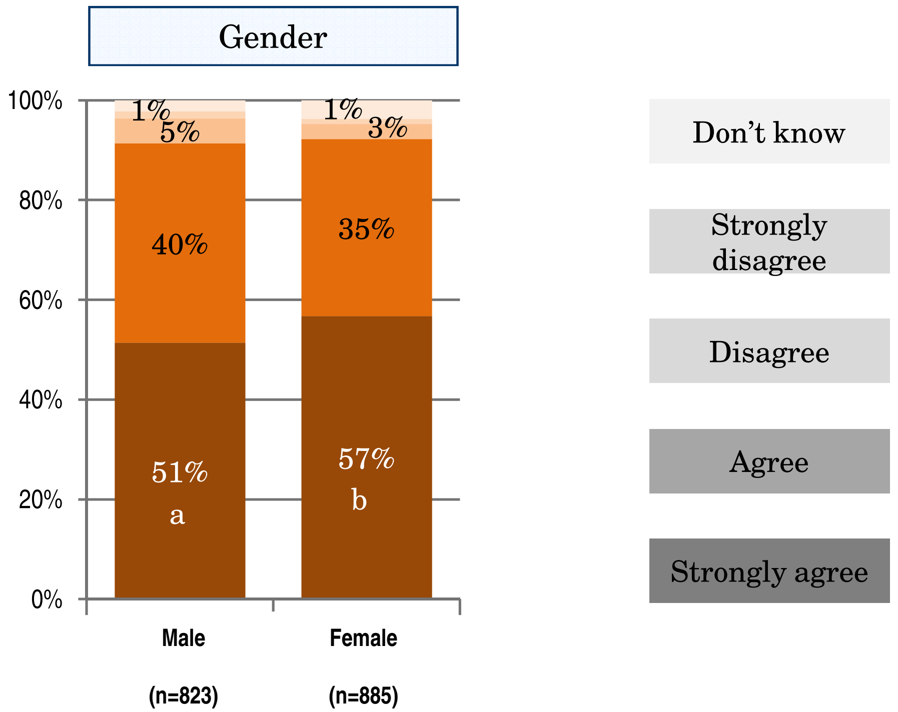


I think there should be a dedicated Aged Care Ombudsman to protect the interests of people in the aged care system or dealing with the system.



Total Agree	91.5%	93.0%	90.0%

I think there should be a dedicated Aged Care Ombudsman to protect the interests of people in the aged care system or dealing with the system.



Total Agree	91.4%	92.2%