

UNITINGCARE AUSTRALIA

Attitudes towards the Aged Care Sector
October 2018

Summary research report



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DISCLAIMER

In preparing this report we have presented and interpreted information that we believe to be relevant for completing the agreed task in a professional manner. It is important to understand that we have sought to ensure the accuracy of all the information incorporated into this report.

Where we have made assumptions as a part of interpreting the data incorporated in this report, we have sought to make those assumptions clear. Similarly, we have sought to make clear where we are expressing our professional opinion rather than reporting findings. Please ensure that you take these assumptions into account when using this report as the basis for any decision-making.

The qualitative research findings included throughout this report should not be considered statistically representative and cannot be extrapolated to the general population. For the quantitative research results, the base (number and type of respondents asked each question) and the actual questions are shown at the bottom of each page. Results may not always Total 100% due to rounding.

For the quantitative research results, the base (number and type of respondents asked each question) and the actual questions are shown at the bottom of each page. Results may not always Total 100% due to rounding. Weighted results are shown throughout the report, unless otherwise specified. The weighting approach is outlined in the methodology.

*This project was conducted in accordance with AS: ISO20252:2012 guidelines, to which Newgate Research is accredited.
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EXECUTIVE SUMMARY

Key Findings, Implications &
Recommendations



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EXECUTIVE SUMMARY

This summary report is based on a larger report prepared for UnitingCare about the aged care sector.

The findings come from on a multi-stage research programme comprising two qualitative group discussions in Melbourne, a 2-day online community with n=40 participants from around the country, and a national survey of n=2500 Australians aged 18 years or over.

UnitingCare's overall objectives were to understand (and ultimately shift) community perceptions of aged care, and understand people's vision of good aged care into the future. During the course of the research the initial objectives shifted to some extent to accommodate the changing landscape following the Four Corners programmes on 17th and 24th September and the announcement of the Royal Commission on 16th September.

The research was conducted in September and October 2018. Key findings and recommendations are summarised here, with much more detail provided in the main body of this report.

The research showed that aged care is on people's radar, but is not currently seen as one of the *most* critical issues for the government to address.

The Australian public views aged care as an important issue warranting government attention. They believe that there are a number of problems with the current system including underfunding, understaffing and under-regulation.

They see a need for mandatory staff ratios, better training and pay – these issues were raised spontaneously in the qualitative research and validated quantitatively.

The qualitative group discussions suggested that this was the case even before the Four Corners investigation and the announcement of the Royal Commission. It is possible that one or both of these events may have increased negative sentiment towards aged care to some extent in some quarters, though the quantitative research showed that there was limited awareness of these events.

Instead, what we are seeing is that people already know and are aware of the issues around aged care – but that they see cost of living, health services in general and job opportunities as being even more important Government issues.

This is in keeping with a number of other projects Newgate has recently run which look at the 'issues agenda'. To some extent, we might expect that the Royal Commission will help to push aged care up this agenda. While the exact content of the Commission is uncertain at this point, there are some indications from our qualitative discussions that people attribute underfunding and/or profit-focus to a number of the issues that they perceive to exist in the sector.

EXECUTIVE SUMMARY (CONT'D)

The predisposition is to support government attention in this area: more funding, more regulation, the Royal Commission, and mandatory staff-to-patient ratios.

When considering any future communication or advocacy work related to the sector, and how the community may perceive this, it is important to note some common misconceptions about the sector which emerged through qualitative discussions:

- **Aged care as a term is very much seen to relate to residential care, and not to home care services.** But residential aged care is not currently positively viewed, and this is due in some part to the perceived lack of time staff have, and lack of places, as well as instances of abuse. Home Care is less well-understood and familiar but has much more positive sentiment attached, given that it enables people to age in place (and also because people had not seen much – if any – recent negative media coverage).
- **Many people think the sector is dominated by for-profit providers, and are not aware that the sector is actually largely made up of not-for-profit and government providers.** This seems to skew their view of the sector overall, as being focused on profits to the detriment of care.

It is important to note that there was resistance to the idea that those who can afford to pay for aged care should pay. In fact, there was a sense (perhaps especially from the older participants in our sample) that older Australians have worked hard and paid tax all their lives and deserve to be supported by the nation in their final years. Any discussion by UnitingCare about means-tested funding should be conscious of this fundamental and emotional belief.

When it comes to improving community perceptions of aged care in the future, this research clearly indicates that many people see a need for large-scale change in the system equivalent to the magnitude of the issues they perceive. But on the other hand, they do not have much idea about what that change should look like: ultimately, they just want the system to be better.

As such, UnitingCare has the opportunity to take a lead in this discussion about the future of aged care, in an open and honest manner, and help to shape what this change could and should look like.

BACKGROUND TO THE RESEARCH



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RESEARCH OBJECTIVES

Overall, to aid UnitingCare in its current strategic planning and in its longer-term goal of achieving a viable aged care system that offers quality services to all.





A THREE-PHASE METHODOLOGY

To answer these questions we undertook a number of consecutive qualitative and quantitative research elements



Phase 1: Focus Groups

Two focus groups were held in Melbourne, each lasting 2 hours – one each on 13th and 24th September.

These were deliberately scheduled to be prior to and after the ABC’s two-part Four Corners report into residential aged care.

Each group comprised 8 participants aged 50 or over, came from a variety of locations and had a mix of other demographics. About half in each group had actively looked into aged care for a parent or older relative.

Findings from these groups were used to inform a strategy workshop run by Newgate Communications on 2nd October.



Phase 2: Online Community

A national, qualitative online community with n=40 people was held on the 2nd-4th of October.

Its purpose was to further explore sentiment towards aged care around the country and hopes for its future direction.

Participants were aged 35+ and came from a range of metropolitan and regional areas across each state and territory.



Phase 3: Online Survey

A large-scale, national quantitative survey of n=1000 Australian residents ran from 8th to 10th November.

The survey was used to gather statistically accurate sentiment, test messages/ideas and analyse impact.

Participants were aged 18+. This sample is accurate to within +/-2.6% overall at the 95% confidence level.

Data underwent data checks, cleaning and weighting procedures to reflect population distribution by state/territory, age and gender according to the ABS Census 2016, and to help correct for sampling bias.

LOCATION	SAMPLE
NSW	n=320
VIC	n=254
QLD	n=200
SA	n=73
WA	n=104
TAS	n=23
NT	n=10
ACT	n=16
Total	n=1,000

Both the focus groups and online community were recruited by Research Connections. Groups were held in professional viewing facilities. Survey sampling was conducted via EMRS, and all participants were incentivised for their time.

RESEARCH FINDINGS



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ISSUES AGENDA



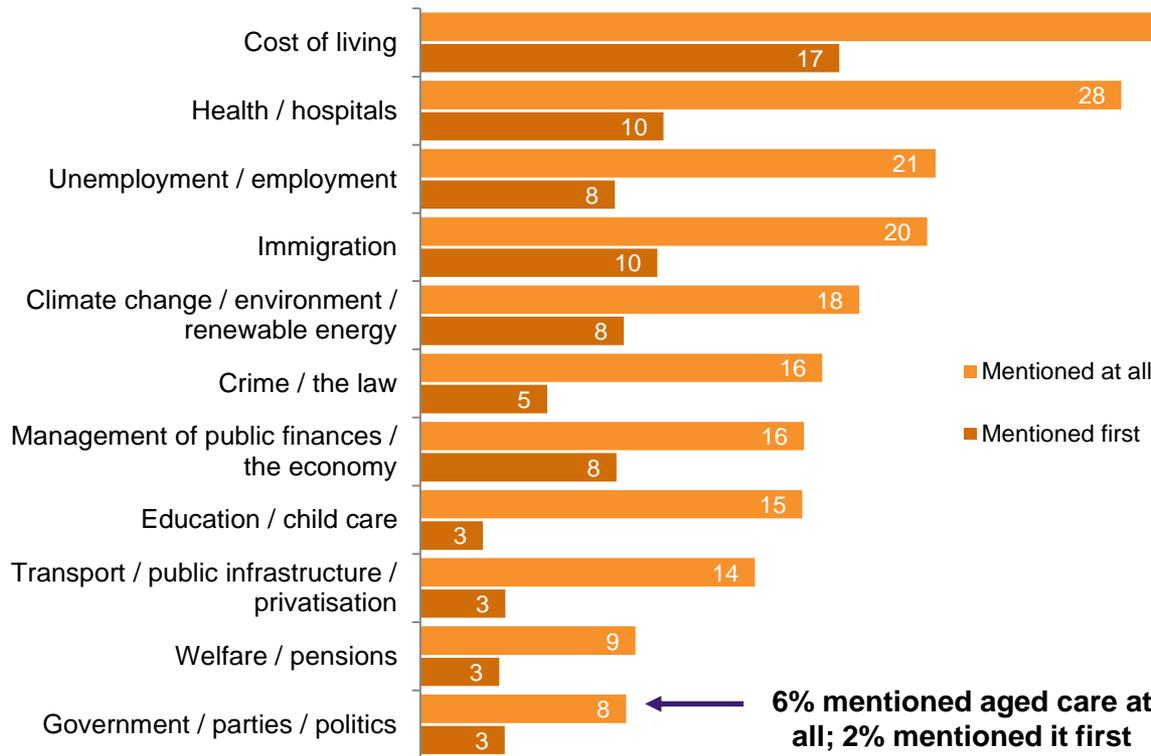
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SPONTANEOUS ISSUES AGENDA (EXISTING)

Cost of living, the healthcare system, unemployment and immigration are the principal issues people want the Government to address

Most important issues – Unprompted (%)



% Aged care as first issue

Total	2
QLD	3
NSW	2
VIC	1
SA	7
WA	2
Metro	2
Regional	3
18 – 39	0
40 – 64	3
65+	5
Male	1
Female	4

6% mentioned aged care at all; 2% mentioned it first

Q1. What are the most important issues that you'd like the Federal Government to be looking at or addressing? That might be a national, state/territory, local or personal issue that you think the Australian Government should be tackling, including ones that might affect your vote choice at the next election. Base: All participants (n=1,000)
 N.B. Those boxes shaded purple are significantly higher and those shaded orange have a significantly lower result. Participants typed their responses into an empty box, and responses were subsequently manually coded to measure response themes.

ISSUES AGENDA (CONT'D)

The chart on the previous page shows spontaneous (unprompted) views on the issues people think the Government should be looking at or addressing. The paler bar shows the total number of times this issue was mentioned in respondents' top three, and the darker bar underneath shows the number of times it was mentioned as their very first / top issue.

The results show that cost of living, health services, employment, immigration and the environment comprise the top five issues, with a third (32%) mentioning cost of living as one of their top three concerns. By contrast, only 2% of participants mentioned aged care as their top issue, and only 6% mentioned it at all. From the qualitative research we see that these other areas have more definite and direct relevance for them – by contrast, it seems that aged care is something they hope they can avoid (or at least, avoid thinking about until they have to).

This does not necessarily mean that the Australian public does not consider aged care to be an important issue – in fact, the qualitative discussions and the quantitative survey results more generally tell us that people *do* consider it as such. Instead, what these results indicate is that, despite the Four Corners programmes and the announcement of the Royal Commission, aged care is still not weighing on people's minds to such an extent that they place it in their top three issues facing Australia. (It is worth noting at this point that, while healthcare is second on this unprompted issues agenda, the qualitative discussions indicated that this was related to issues such as waiting lists, rather than aged care specifically.)

We can also see from these results that there is a clear increase in the saliency of aged care as an issue as people get older; that it is more likely to be mentioned by females than males; and that it is more prevalent as an issue in South Australia than in other states (which could potentially be attributed to the Oakden inquiry). However saliency is not high in any situation.

“Cost of living is in a dire way. We are faced with rising fuel costs, which will contribute to higher food prices. Rents are going up, power isn't getting any cheaper and it's becoming harder to actually buy a house or do anything lately because of cost of living and lack of wage growth.”

“Everyone should be able to get basic health services or emergency treatment straight away and not have to wait for days to be seen.”

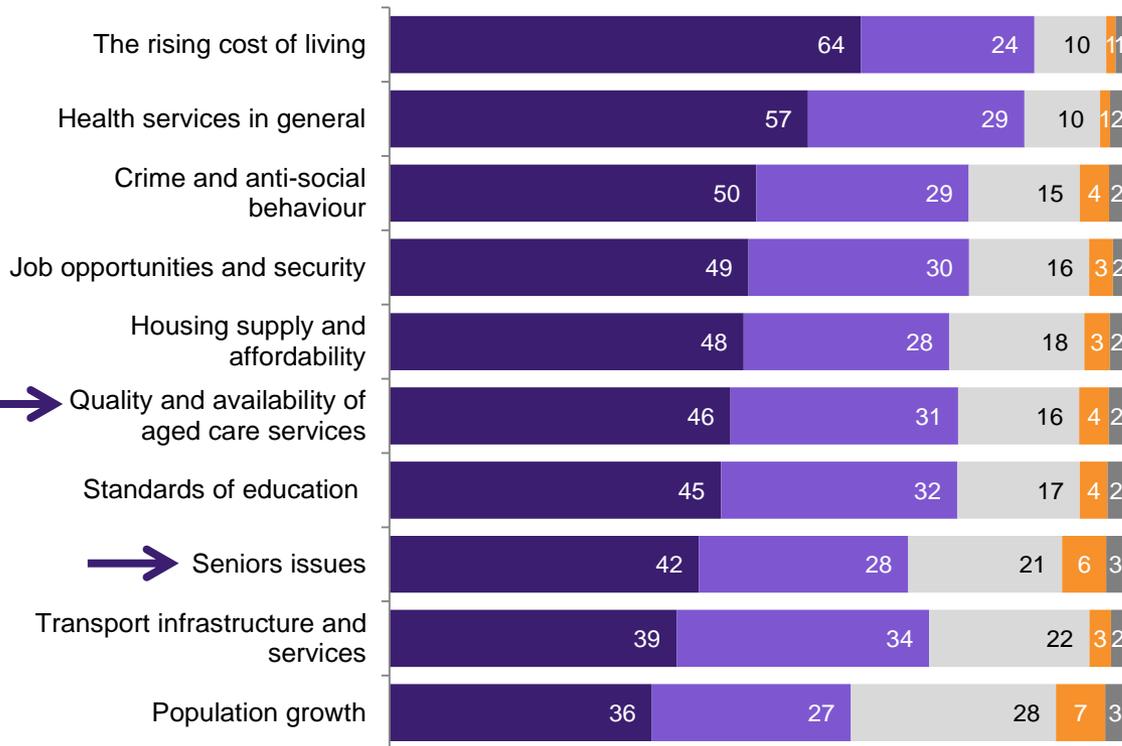
“Our health system, though generally good, is becoming more like the US – too expensive for many, absolutely unaffordable for those on low incomes (specialist appointments, dental work, gaps in payments).”



PROMPTED ISSUES AGENDA

A similar mix of top issues are deemed most important upon prompting, especially the rising cost of living, and health services

Prompted Issue importance (%)



■ Extremely important (9-10) ■ Important (7-8) ■ Neutral (4-6) ■ Not important (0-3) ■ Don't know

% Extremely Important

	Aged care	Seniors' issues
Total	46	42
QLD	43	43
NSW	46	44
VIC	44	37
SA	61	50
WA	53	50
Metro	47	41
Regional	46	45
18 – 39	28	25
40 – 64	51	47
65+	70	63
Male	41	38
Female	51	46

Q2. Below is a list of issues that other people have said are important to tackle and that might affect their vote choice. For each one, please rate how important this issue is to you and your household, where 0 means not at all important and 10 means extremely important.

Base: All participants (n=1,000) N.B. Those boxes shaded purple have a significantly higher and those shaded orange have a significantly lower result

PROMPTED ISSUES AGENDA (CONT'D)

This second chart shows the prompted issue agenda – that is, the results when we prompt people with a list of issues and ask them which ones are most important. In this case, we see that the same ones are important – cost of living, healthcare services, and jobs – with crime moving up the list.

This tells us that, even when prompted and placed on people's radar, aged care is still not considered to be one of the top issues participants felt were most important to tackle.

The quality and availability of aged care services sits in sixth place on our list, although it is worth noting that this still means that over three-quarters (77%) of people rated it as an important issue which might affect their vote choice, including almost half (46%) rating it as an extremely important issue (9 or 10 out of 10).

As with the unprompted issue agenda, we see that aged care is more important in South Australia than other states, and more important amongst those over 40 and amongst females.

Overall these figures indicate that people need to be further incited and motivated if they are to specifically take action on aged care; they understand that it is an important issue, but it needs to be brought more to the forefront of their minds. It is also worth noting that the Royal Commission could potentially push the issue further up the agenda, once the hearings start to take place.

"I have three young nephews and I worry about how they are going to afford to buy their own homes."

"Aged care is not in the forefront of your mind until you come to the reality."

"Hospital systems are overloaded and end up sending people home before they are ready. The aged care system is underfunded and not looking after the elderly properly. They are underfed and some are treated badly."

SENTIMENT TOWARDS AGED CARE

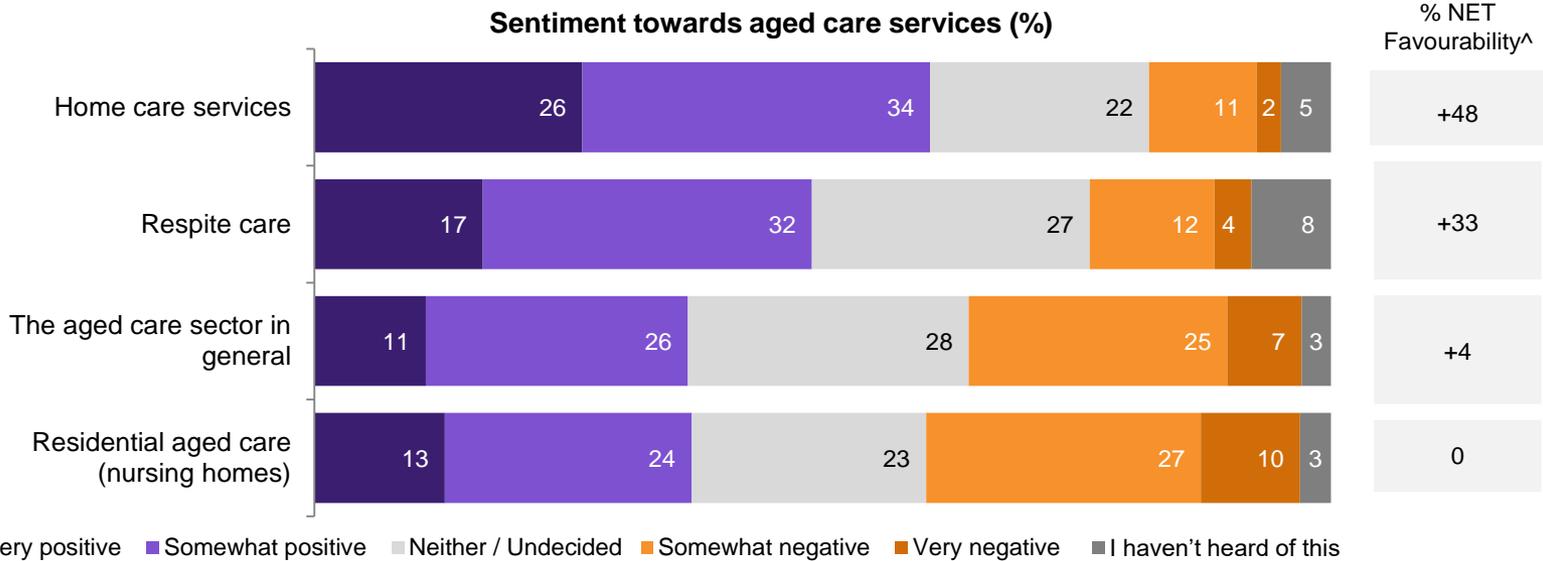


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SENTIMENT TOWARDS AGED CARE SERVICES

A high level of positivity towards home care, but polarised views on residential care



The general population is largely familiar with the concepts of residential care (97% of people have heard of this), home care (95% of people) and respite care (92% of people). Sentiment towards these services from those who have heard of them is somewhat mixed – with home care having the highest favourability rating at 48%, followed by respite care at 33%. Although there is some positivity towards residential aged care services (with 37% of people having a very or somewhat positive view), this is cancelled out by the negative sentiment (also 37%) – in other words, views towards residential aged care are polarised.

Within the qualitative research discussions, the negative sentiment expressed towards residential aged care was strong and emotional, with some mentioning that they would prefer the option of assisted dying over residential care for themselves in the future. We acknowledge that this negative sentiment is inextricably tied up with the loss of one's home and independence, rather than solely about issues with the facilities themselves – but the qualitative discussions did indicate that it was also related to the belief that many facilities are profit-driven and under-staffed to the detriment of residents.

Q3. Below is a list of some services available to older Australians. For each one, please tell us if you have never heard of it or, if you have heard of it, please tell us your opinion of it. . ^ Calculated as % positive - % negative

Base: All participants (n=1,000)

SENTIMENT TOWARDS AGED CARE SERVICES (CONT'D)

This negative sentiment is important to bear in mind for any communications/advocacy

The negativity expressed towards residential aged care is particularly important to note, because the qualitative research clearly indicated that this is the service that tends to come into people's mind when they hear the term 'aged care', i.e. **'residential aged care' = 'aged care' in most people's minds**. Home care services are not typically understood to be also covered by the term 'aged care'; hence, when we talk about aged care funding, people tend to assume that this refers to funding for residential aged care/nursing homes.

They may see a need for increased funding and/or increased policing and/or increased regulation to solve some of the issues that make them feel negatively about it.

Nevertheless, the interpretation of the term is worth keeping in mind. Including home care under the aged care bracket seems to alter people's perceptions of the term because (a) there is a high degree of positivity towards these services currently (noting that negative media coverage to date has focussed on residential care) and (b) the ability to age in place is typically what people want for their own futures.

The home care sector was less well-understood and less top-of-mind in our qualitative discussions, with very limited knowledge that there are long waiting lists or Government-funded services (and therefore not a current belief that more funding is needed). Where negative perceptions towards home care were mentioned in discussions, they were typically about the limitations placed on carers due to OH&S, rather than any other complaints about quality or availability.

"You need good literacy and you need to be able to manage the system; it's like running a small business. The older you get the less cognitively skilled you are to learn new tasks."

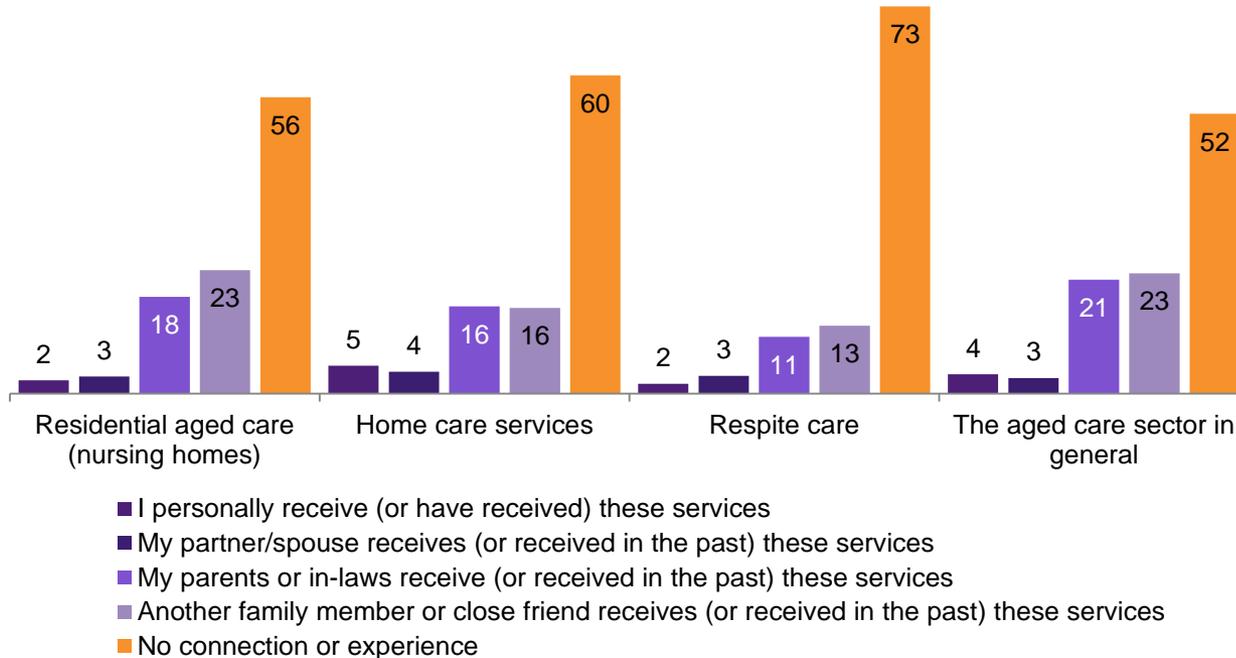
"Aged care is large corporations not treating their staff well, which flows on to the residents. They are making enormous profits at the expense of the people. It's just a rort."

"I found a fabulous nursing home for my Mum. The staff were great and I was amazed at the quality of care she received there. But I know the staff were paid shit wages."



CONNECTION TO AGED CARE SERVICES

Almost no one was personally receiving services, but a majority knew someone who was



	% Net any personal connection
Total	57
QLD	58
NSW	61
VIC	53
SA	60
WA	55
Metro	54
Regional	64
18 – 39	46
40 – 64	63
65+	68
Male	53
Female	62

Few are currently receiving care or have a partner who is, but a majority know someone (whether themselves, their partner, parents/in-laws or other family members or close friends) who is receiving care. There were no significant differences noted here by demographics (location, gender, or age).

Q4. Thinking about those services you know, do you have any personal connection or experience with them, whether for yourself or a family member or friend? You can tick more than one option per service.

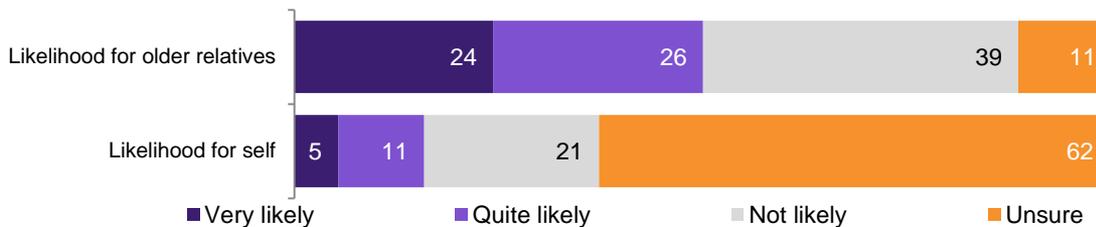
Base: All participants (n=1,000)



USE OF AGED CARE SERVICES IN THE FUTURE

Half of people had an older relative whom they anticipated would require aged care services in the next ten years

Likelihood to require home or residential aged care within the next 10 years (%)



	% Net likely for relatives	% Net likely for self
Total	50	16
QLD	50	16
NSW	50	18
VIC	48	13
SA	58	21
WA	46	14
Metro	49	15
Regional	52	18
18 – 39	51	0
40 – 64	55	19
65+	38	39
Male	46	16
Female	54	16

Only 5% of voting-age Australians envisage they are very likely to need aged care in the next ten years, while another 11% think they are quite likely – but as we might expect, this is significantly higher amongst the 65+ age group (39% vs. 16%). In similar research in the past, we have seen that people typically do **not** expect that they themselves will ever move into residential aged care, though they may anticipate using home care services.

By contrast, half (50%) of all respondents thought that an older relative was either very likely (24%) or quite likely (26%) to require aged care services.

The combination of these results and those on the previous page (which show that a majority know someone receiving care) indicate that when seeking to address the issues in aged care it is more impactful and relevant to talk to people from this secondary perspective i.e. older Australians including people in your family.

D4. Do you have older relatives who are not currently using home or residential aged care services, but are likely to require them in the next 10 years? / D5. For yourself personally, how likely do you think it is that you will need home or residential aged care services in the next 10 years? Base: All participants (n=1,000)

KEY PLAYERS

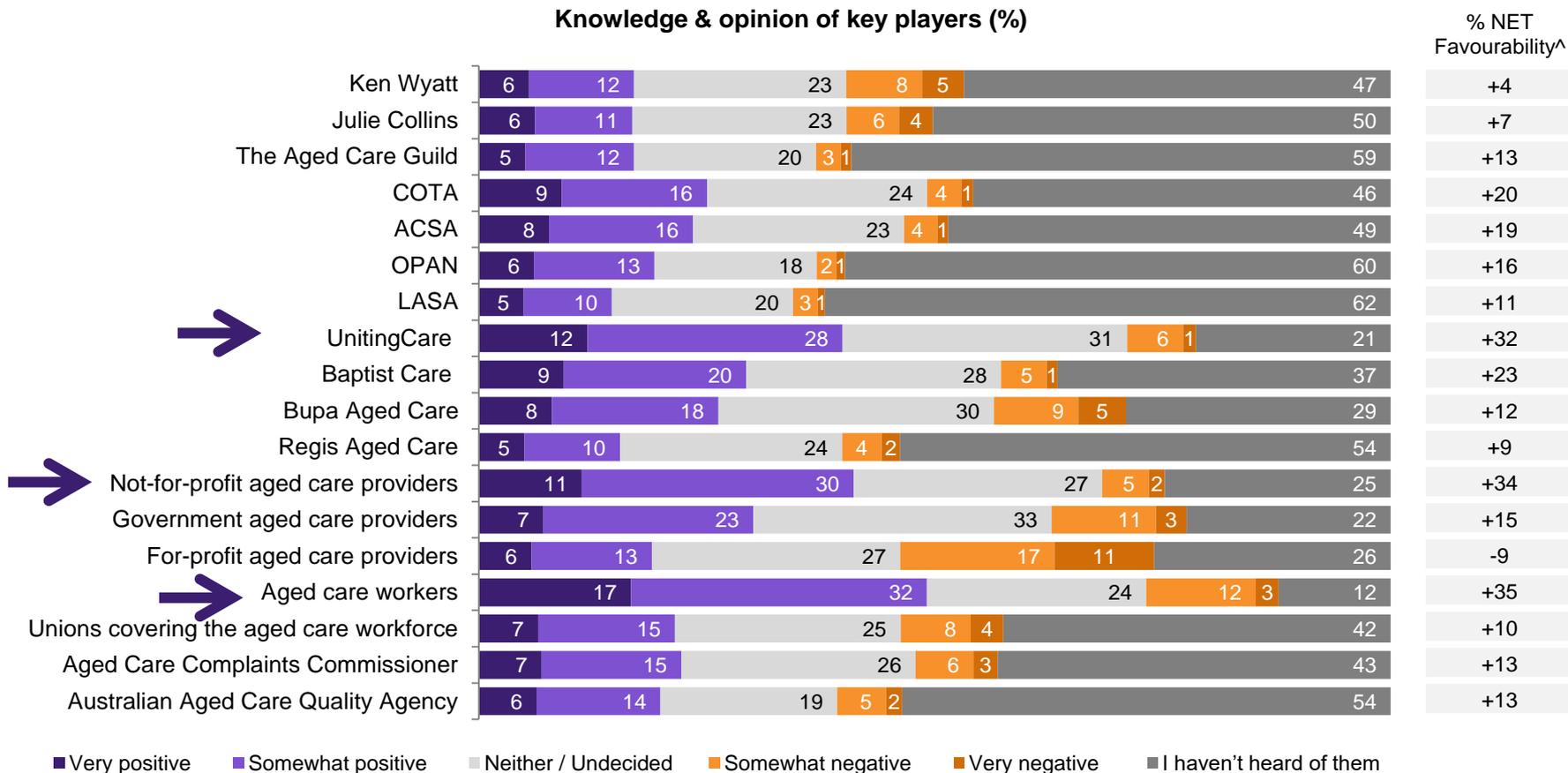


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KNOWLEDGE & OPINION OF KEY PLAYERS

Aged care workers, not-for-profit providers and UnitingCare are viewed most favourably amongst the key players listed



Q5. Below is a list of some of the people and organisations who are active in the aged care sector or in debating aged care issues. For each, please tell us if you have never heard of them or, for those you do know, please tell us your opinion of them. ^ Calculated as % positive - % negative

Base: All participants (n=1,000)

KNOWLEDGE & OPINION OF KEY PLAYERS (CONT'D)

We measured awareness (and perceptions amongst those who were aware) of the Minister and Shadow Minister for aged care, as well as some of the peak bodies and advocacy groups, aged care providers, the workforce, and unions. (Perceptions of the main parties and their leaders are already well-known from other research polls, so were not asked here.)

The results show that aged care workers have the most positive perceptions amongst all the key players we asked about, with 35% net favourability. Not-for-profits as a whole were also well-regarded (34% net favourability). The UnitingCare brand came third of those on the list, with 32% net favourability, and also has very high awareness (79%).



These results were reflected qualitatively too, in the group discussions and online community, which provide further understanding of the reasoning behind them:

1. The aged care workforce

While instances of elder abuse were mentioned and known to be happening within the system, the aged care workforce as a whole had the sympathy of research participants, with people feeling they are overstretched and underpaid.

2. The not-for-profit sector

The not-for-profit sector was favourably perceived, because people felt it was very important for the sector to focus on care rather than profit; as such they talked negatively about private or for-profit providers. This negativity was especially marked in the group discussions – some participants in the online community mentioned that private facilities would probably be nicer and that they would prefer this option for themselves in the future if they could afford it.

While a few in the second group and the online community had seen or heard about the Four Corners report, there was not a noticeable appreciation that these issues extended across both for-profit and not-for-profit providers, with any negativity towards the sector still tending to be directed more at the for-profits.

However, there was also a misconception that the industry was dominated by for-profits, at around 80% at least – when in fact the actual figures are much lower – and this was directly attributed to some of the issues facing the sector currently, particularly around staff pay and hours. In fact, for-profits were the only player on the list to receive a negative net favourability rating.

KNOWLEDGE & OPINION OF KEY PLAYERS (CONT'D)

The UnitingCare brand

Finally, the qualitative discussions support the quantitative finding that the UnitingCare brand is positively received. Some participants had just heard the name, but were inclined to be positively disposed based on their understanding that this involved a caring role that they thought might be connected to the Uniting Church – and therefore, not-for-profit. Several who had no prior knowledge of UnitingCare felt positively about it because of the action they were taking in reaching out and consulting about the sector through this research.

Others were aware of some of UnitingCare's services, mostly outside of aged care, and had the impression of a caring and compassionate organisation. Only one participant expressed a negative view based on personal experience.

"The not-for-profits are out there and they are a lot better, but with those big ones it's only about profit."

"UnitingCare runs a food charity that I've had to use. I know them to be very caring. They aren't as well known as St Vinnies or Red Cross or Salvos... but it seems they really care for people that are vulnerable, such as myself in my worst times, and the aged."

"I would like to think that with their faith [UnitingCare] they would provide a better level of services to their patients [than other providers]..."

AWARENESS & OPINION OF ISSUES



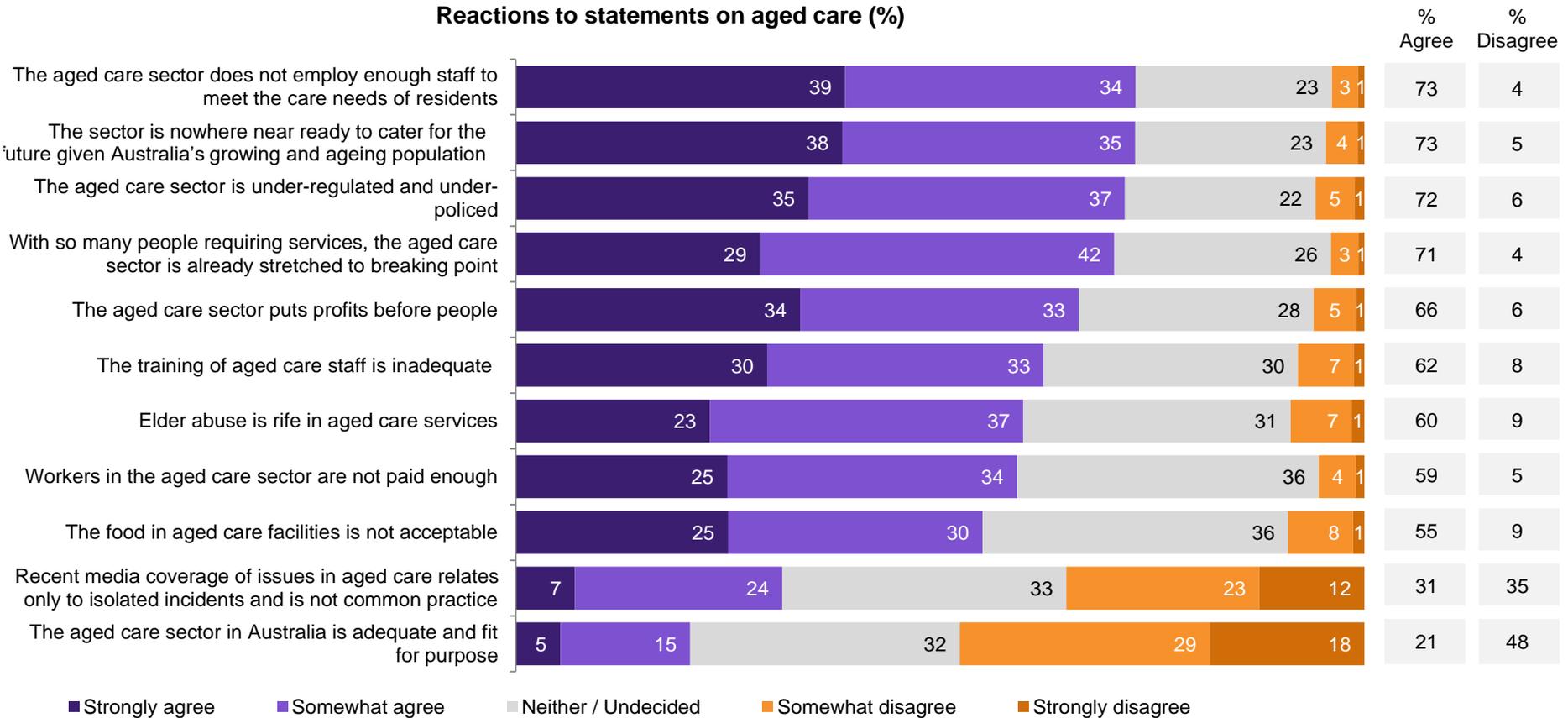
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REACTIONS TO STATEMENTS ON AGED CARE

The majority agree that there are issues with lack of staff, and that the sector is not ready to cope with growing needs – and they also feel it's under-regulated

Reactions to statements on aged care (%)



Q6. Below are a series of statements that other people have made about aged care in Australia. Just a reminder that by 'aged care' we are referring to both in-home care services and residential aged care facilities, but not retirement villages. Please tell us to what extent you agree or disagree with each statement.

Base: All participants (n=1,000)

REACTIONS TO STATEMENTS ON AGED CARE (CONT'D)

The statements shown on the previous page about aged care were tested in the quantitative survey in order to understand people's current knowledge and awareness of issues facing the aged care sector, and how important they felt these issues were. These statements came from various sources including the Four Corners programmes, the qualitative group discussions, and messaging from key players – and they covered both the current state of the sector and its perceived preparedness to cope with future needs.

As the results on the previous page show, **the large majority of people believe that the sector has issues now, and that it will face even more issues as we move into the future.** Just under three quarters (73%) agree – and only a very small number, 4%, disagree – that the sector does not employ enough staff to meet the needs of residents. Similarly, 73% agree that it is nowhere near ready to cater for Australia's growing and ageing population – in fact, 71% percent believe it is already stretched to breaking point.

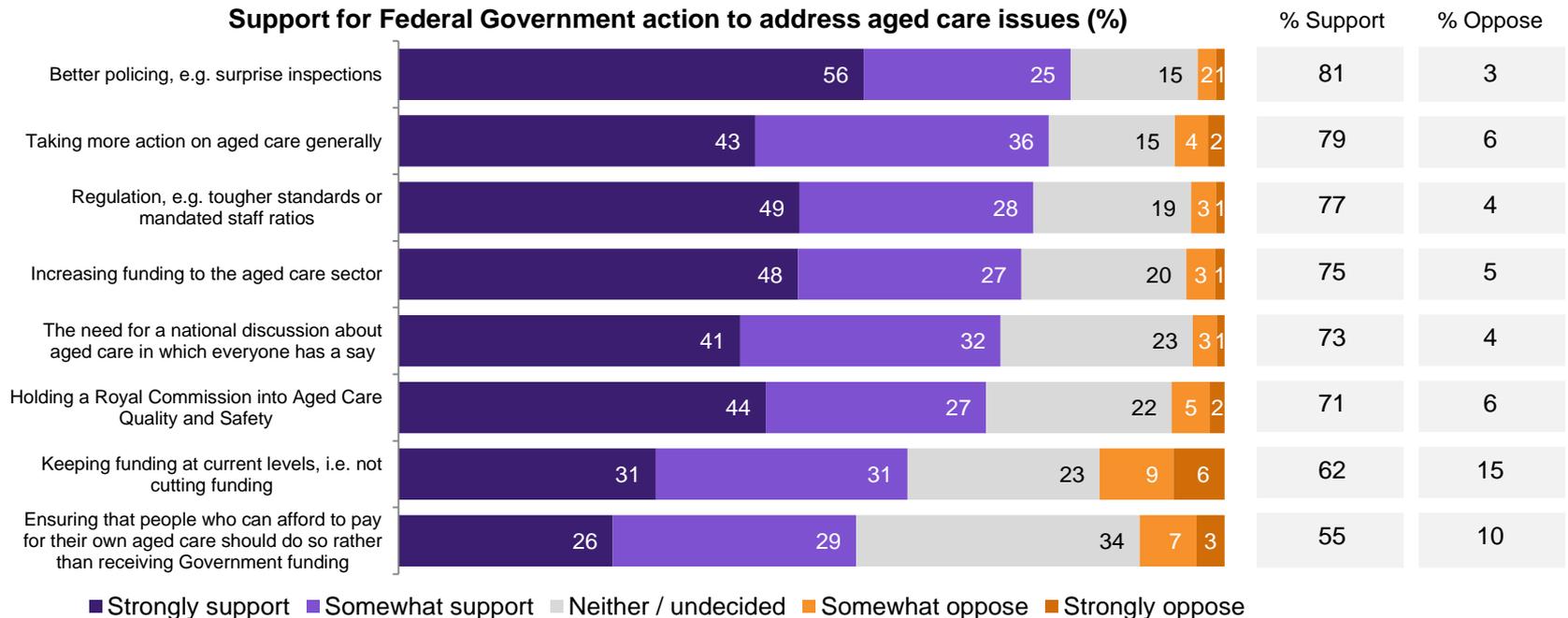
However, there are three findings that are particularly important for UnitingCare to note:

1. Almost three-quarters (72%) of people agree the sector is under-regulated and under-policed.
2. Two-thirds (66%) agree the sector puts profits before people: as noted earlier on in this report, the qualitative research indicates that people think for-profit providers dominate the industry, and this can skew their perception of the industry as a whole. This is not to say that one part of the sector should position itself against the other, but rather than people tend to feel better about the sector when they understand its overall composition. While supportive of increased funding, some were concerned about where the money would go and wanted guarantees that it would go towards more beds, staff wages (specifically nurses/carers), staff training, and ageing in place – and not to increasing profits and CEO wages.
3. Looking at the statement which has the highest level of agreement – understaffing – UnitingCare should keep in mind that this overall research programme indicated a strong demand for staffing ratios in residential aged care (an issue covered in the Four Corners programme). If UnitingCare does not see this as the optimum solution, it is certainly worth considering how the reasons behind this can best be clearly communicated to the general public – because to date this does not seem to have been achieved – including any other suggestions to guarantee quality care standards for all residents.



INITIAL SUPPORT: GOV. ACTION ON AGED CARE ISSUES

In line with their perceptions of the issues facing the sector, most people support both greater regulation and policing, and increased funding



When it comes to Government action on aged care issues, there is a very high level of support for better policing (81%) and better regulation (77%). When this was explored qualitatively, we saw very low awareness of any of the recent announcements about steps which had been taken towards proposed reform or improvement, such as the Quality and Safety Commission. Three quarters (75%) think there needs to be more funding, while 5% oppose this.

Q8. Thinking about the Federal Government's reaction to issues in the aged care sector, to what extent do you support or oppose the Government doing the following to address the issues.

Base: All participants (n=1,000).

UNDERSTANDING OF AGED CARE FUNDING – AND WILLINGNESS TO PAY

The research found that people do not have a good understanding of how aged care is funded and what the Government's role is, in terms of either residential aged care or home care. Those who have older relatives (parents or in-laws, or even spouses) receiving care may have a greater understanding than those who have not had this recent connection, but even then it did not appear to be of a high level.

This understanding of current funding was explored in the qualitative discussions only, and was not measured in the quantitative survey due to space and feasibility.

These discussions indicated that most people, even those who are older and/or have parents or in-laws receiving care, have a limited understanding of the funding system and feel it is complex. They appeared to think that any Government contribution is small, and that the model is mainly user-pays; some do not realise that the Government contributes to funding outside of Government-run facilities and services. They have a general sense that aged care is expensive, and those who had some experience cited the high cost of the Refundable Accommodation Deposit (RAD) as evidence of this – even though in reality this is a returnable deposit.

As the previous chart shows, there is lowest support (55%) for the idea that people who can afford to pay for their own aged care should do so. Qualitatively, there was even lower support for this (noting that the qualitative participants were older than the general population sample and more likely to have a parent, in-law or even spouse receiving care). This was the case even when funding comes from the person's pension or from interest earned by a residential facility on the RAD – there was a sense that older Australians have worked hard and paid tax all their lives and deserve to be supported by the nation in their final years.

ROYAL COMMISSION INTO AGED CARE QUALITY & SAFETY



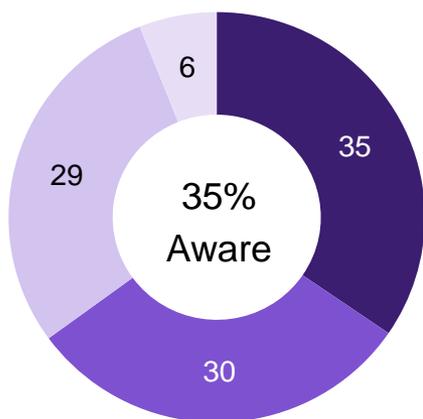
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AWARENESS OF THE ROYAL COMMISSION

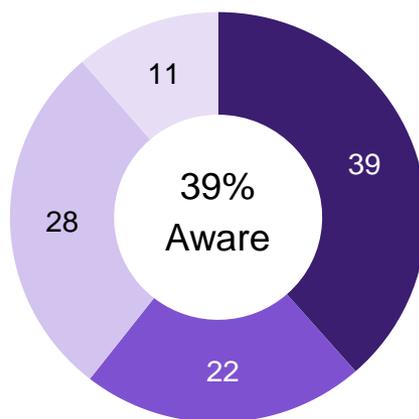
Just over one-third (35%) have heard something about the Royal Commission, and a further 30% had heard the name; meanwhile 39% had heard about the contents of Four Corners

Awareness of Royal Commission into Aged Care Quality and Safety (%)



- I have not heard about it
- I have heard the name but nothing else
- I know a little bit about it
- I know a lot about it

Awareness of ABC Four Corners investigation (%)



The over 65s were more likely to be aware of the Royal Commission and Four Corners programmes than other age groups

% Aware
RC Aged Care Four Corners

	RC Aged Care	Four Corners
Total	35	39
QLD	35	43
NSW	40	42
VIC	32	38
SA	34	28
WA	31	37
Metro	37	40
Regional	32	37
18 – 39	31	30
40 – 64	34	41
65+	43	54
Male	37	41
Female	33	38

Q7. Below is a list of recent events in the aged care sector in Australia. For each, please tell us if you have heard about it and if so how much you know about it.
Base: All participants (n=1,000) N.B. Those boxes shaded purple have a significantly higher and those shaded orange have a significantly lower result

REASONS BEHIND SUPPORT OR OPPOSITION

Within the qualitative discussions (specifically the second focus group, which took place after the announcement, and the online community), most participants told us that they were in favour of a Royal Commission into aged care. They felt it would bring issues in the industry into the spotlight, with a broad assumption that the problems raised by Four Corners would be prevalent in many aged care institutions.

Those not in favour of the Commission thought that the issues in the industry were well known, and that this was an expensive way to delay any further, tangible action in rectifying them – rather than that they did not believe there were issues to be addressed.

Some expressed a hope that the Commission would not be drawn out but completed efficiently and result in tangible change.

“I definitely recall the Royal Commission statement by the PM because I remember thinking yes it’s a good idea – but really what has changed in other industries that have been investigated? It all blows over in a few weeks and gets forgotten.”

“The intention of holding a Royal Commission into aged care suggests many services are not fit for purpose.”

“I’m sure things aren’t as bad as what is portrayed. The industry should showcase positive aspects of the sector.”

THANK YOU

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