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## **Aged Care Survey Data Map**

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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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## Introduction

The Aged Care Survey was conducted for the Royal Commission into Aged Care Quality and Safety between October 2019 and January 2020. The report from this survey is titled “What Australians Think of Ageing and Aged Care”.

This “Data Map” document explains the codes in the Aged Care Survey dataset. It should be read in conjunction with the survey questionnaire which is copied in Appendix 1. For the reader’s convenience, Appendix 2 contains the 95% confidence interval look-up table included in the survey report.

Please contact Gerry Bardsley at Roy Morgan (0412 960 703 or 02 9021 9175) if you have any questions.

## Dataset structure

There are five types of variables in the dataset:

**IDs** – unique non-identifying codes created for each interview.

**Single response questions** – all response codes from a question where the questionnaire only allows one response are located in the same column i.e. each cell contains the respondent’s unique response to that question e.g. all responses to SCR4, a single response question “What is your gender?” with the response codes of 1 (male) or 2 (female) or 3 (Non Binary) or 4(Other) or 5 (Prefer not to say) are located in column “F”.

**Multiple response questions** – individual responses from a question where the questionnaire allows more than one response are located in unique and separate columns for each response code e.g. a respondent answer to Q7b “Who do you receive this support from?” is recorded in multiple columns as they can allocate up to 6 people/organisations as part of their answer i.e. 1 (family) and/or 2 (Friends) and/or 3 (Neighbours) and/or (Paid help including Government or charities or private provider) and/or 5 (someone else) and/or Don’t know/not sure). If a cell is blank the person did not answer the question; if there is a 1 they allocated the response to that column and if 0 they did not select that response option.

**Derived variable** - there are a few derived variables we have created post-interview from the responses to the single or multiple response questions. These are described in the next section.

**Population weight** – this is the field called weight which is the number of people aged 18 years or more that this record represents in the Australia population. Population weights are used to calculate weighted survey estimates in the survey report.

## Field descriptions

responseid: a unique ID for each response

respid: a unique ID for each respondent

weight: population weight expressed as thousands of people in the Australian population aged 18 years or more (i.e. a value of 3 is 3,000 people).

HQGender: "allocated gender" for weighting from SCR4

1. 1 Male
2. 2 Female

Hqareatypex: ARIA derived from SCR5

1. Metro
2. Regional
3. Remote

Hidareax: a variable that is hidden from the respondent and is the area code computed from Postcode.

The codes are:

1. ACT
2. Adelaide
3. Brisbane
4. Country NSW
5. Country QLD
6. Country SA
7. Country TAS
8. Country VIC
9. Country WA
10. Hobart
11. Melbourne
12. Rest of NT
13. Other Territories
14. Perth
15. Sydney
16. Darwin

HQAge: derived age from SCR6 and SCR7

HQHouseIncome: derived household income from SCR8 and SCR9

Q17pipe\_1;,Q17pipe\_2: and Q17pipe\_3: are hidden variables used for text substitution at Q17. They are computed from Q16 codes 1 to 3.

1. IN YOUR HOUSE
2. NEAR TO FAMILY
3. SOMEWHERE SMALLER

**For all other variables, refer to the questionnaire form in Appendix 1.**

## Population weights

Survey data is population weighted in order to improve the representativeness of the survey estimates for the population as a whole.

The population weights for this survey were constructed using Australian Bureau of Statistics population estimates from:

- Australian Demographic Statistics (Catalogue 3101.0), Tables 51-59 Estimated Resident Population By Single Year Of Age, and
- 2016 Census TableBuilder – Persons, Place of Usual Residence, Gender by Remoteness Area and Age

In the dataset the value of the weight means how many thousands of people that the record represents in the Australian population aged 18 years or more. These weights are then used to estimate the percentage of people that gave each survey response. This is done by summing the weights for the respondents who gave the response (the numerator of the percentage), and dividing by the sum of the weights for the people in the whole population of interest (the denominator of the percentage).

To illustrate with an example, assume there are 1,000 respondents with a particular set of characteristics (age, gender, regional location, etc) whose weights sum to 2,000,000. Now also assume that 100 of these respondents answered “yes” to a question and the total weight of these respondents is 250,000. In this example, the unweighted estimate for “yes” is 10% ( $100 / 1,000$ ) while the weighted estimate is 12.5% ( $250,000 / 2,000,000$ ).

The population weights were calibrated to June 2018 “revised” population estimates from Australian Demographic Statistics. This was the latest available set of revised population estimates at the time of the survey design. “Preliminary” estimates were available for June 2019 however preliminary estimates are subject to less certainty (they change when they become “revised” and then later may change again when the next Census is collected).

The table below shows the population estimates that the weights are calibrated to sum to. The weight value of each record was calculated by dividing the population estimate (for each age cohort, gender and location type) by the number of respondents with the same characteristics.

		MALE							
		18-24	25-34	35-44	45-54	55-64	65-69	70+	TOTAL
TOTAL	Major City	915,198	1,435,123	1,231,028	1,099,724	925,799	373,069	804,287	6,784,228
	Regional	273,994	383,203	383,054	432,385	452,464	205,299	418,946	2,549,345
	Remote	21,586	42,384	36,443	36,569	32,734	11,365	18,650	9,333,573
	TOTAL	1,210,778	1,860,710	1,650,525	1,568,678	1,410,997	589,733	1,241,883	9,533,304
		FEMALE							
		18-24	25-34	35-44	45-54	55-64	65-69	70+	TOTAL
TOTAL	Major City	881,900	1,452,674	1,239,763	1,151,261	990,492	405,170	985,456	7,106,716
	Regional	250,946	387,119	394,619	448,806	459,115	202,628	461,122	2,604,355
	Remote	19,573	38,745	31,268	31,302	27,137	9,046	16,773	9,711,071
	TOTAL	1,152,419	1,878,538	1,665,650	1,631,369	1,476,744	616,844	1,463,351	9,884,915
		TOTAL POPULATION 18+							
		18-24	25-34	35-44	45-54	55-64	65-69	70+	TOTAL
TOTAL	Major City	1,797,098	2,887,797	2,470,791	2,250,985	1,916,291	778,239	1,789,743	13,890,944
	Regional	524,940	770,322	777,673	881,191	911,579	407,927	880,068	5,153,700
	Remote	41,159	81,129	67,711	67,871	59,871	20,411	35,423	19,044,644
	TOTAL	2,363,197	3,739,248	3,316,175	3,200,047	2,887,741	1,206,577	2,705,234	19,418,219

## Appendix 1: Questionnaire



## INTRODUCTION

<p><b>RDD INTRODUCTION</b></p> <p>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?</p> <p>In appreciation of your time, we are offering you the chance to enter a draw to win one of four \$250 gift cards.</p> <p><b>IF NO MALES AVAILABLE ASK:</b> Can I please speak to the youngest female at home who is aged 18 or over?</p> <p><b>IF NECESSARY, RE-INTRODUCE</b> 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.</p>	<p><b>SS SAMPLE INTRODUCTION</b></p> <p>Good [Morning/ Afternoon/ Evening]. My name is (SAY NAME) from the Roy Morgan Research. May I please speak to [SAY NAME]?</p> <p>In appreciation of your time, we are offering you the chance to enter a draw to win one of four \$250 gift cards.</p> <p><b>IF NECESSARY, RE-INTRODUCE</b></p> <p>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.</p> <p>In appreciation of your time, we are offering you the chance to enter a draw to win one of four \$250 gift cards.</p>
<p><b>COMMON INTRODUCTION</b></p> <p><b>IF ASKED ABOUT SURVEY LENGTH ADD:</b></p> <p>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.</p> <p><b>IF CLAIMS TO BE NOT KNOWLEDGEABLE OR INTERESTED</b></p> <p>We really would like to include your opinion and experience in this survey to ensure a representative and diverse sample of Australians.</p> <p><b>IF QUERIED ABOUT HOW NAME OR NUMBER WAS SOURCED (E.G. UNLISTED NUMBER) SAY:</b></p> <p>We are contacting people from all over Australia. A computer has randomly generated numbers for us to phone.</p> <p><b>IF NECESSARY, MAKE AN APPOINTMENT</b></p>	
<p><b>THANK AND TERMINATE EVERYBODY WHO HAS LANGUAGE PROBLEM</b></p>	

## 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**

Q6Who 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**

Q40BDo 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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