

Attitudes to finance of Older Australians

- **Equity release/reverse mortgages**
- **Debt and savings**
- **Inheritance and the costs of ageing**

Questionnaire

August 2015

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Demographics

All respondents

D1. What is your age? [Insert drop down box and **SCREEN OUT THOSE WHO ARE NOT 60 OR OVER**
Add 'Under 18', List ages from 18-80, then '80+)

Quota table

D2. Which of the following best represents the financial decision making in your household?

[Single response] [Do not rotate]

1. I make most decisions myself – **CONTINUE**
2. My spouse/partner makes most of our financial decisions – **SCREEN OUT**
3. My spouse/partner and I share decision making – **CONTINUE**
4. My children or other family member or guardian make most of my financial decisions – **SCREEN OUT**

All respondents

D3. Are you:

[Single response] [Do not rotate]

1. Male
2. Female

All respondents

D4. What is your marital status?

[Single response] [Do not rotate]

1. Single never married
2. Married
3. Widowed
4. De-facto
5. Divorced/separated

All respondents

D5. Who else lives in your household with you? Please choose all that apply.

[Multiple response] [Do not rotate]

1. My partner/Spouse – **SHOW IF D4 = 2 OR 4**
2. My children
3. Parent(s)
4. Sibling(s) e.g. brother, sister
5. Other (please specify)
6. None of the above/I live alone

If D5 = 1, 3, 4 or 5 then ask D6. If D5 = 2 then autocode 'yes' into D6

D5. Do you have any children?

1. Yes
2. No

If D5 = 1 then ask D6

D6. How many children do you have?

[Single response] [Do not rotate]

1. 1
2. 2
3. 3
4. 4 or more

All respondents

D7. What is your current state/territory of residence?

[Single response] [Rotate]

1. NSW
2. ACT
3. VIC
4. QLD
5. NT
6. TAS
7. SA
8. WA

All respondents

D8. And in which of the following areas do you live?

[Single response] [Do not rotate]

1. I live in my state capital i.e. Sydney, Melbourne, Brisbane, Adelaide, Canberra, Perth, Hobart or Darwin
2. I live in a metropolitan/regional area outside of the state capital
3. I live in a country/rural area

All respondents

D9. Which of the following best describes your current situation?

[Single response] [Do not rotate]

1. Retired
2. In part time employment (less than 20 hours per week)
3. In full time employment (more than 20 hours per week)
4. Unemployed

If D9 = 1 then ask D9a

D9a. At what age did you retire?

List current age and all ages down to 50, then option of 'Under 50'

If D9 = 2 or 3 then ask D10

D10. At what age do you expect to retire?

Show current age and then list ages up to 89, then 90+. Also provide option of 'I do not expect to retire'

If D10 does not = 'I do not expect to retire' then ask D10a
D10a. How long do you expect to be retired for?

[Single response] [Do not rotate]

1. Less than 5 years
2. 5 – 10 years
3. 10 – 15 years
4. 15 – 20 years – **ONLY SHOW IF RESPONDENT AGED 80 OR UNDER**
5. 20 – 25 years - **ONLY SHOW IF RESPONDENT AGED 80 OR UNDER**
6. More than 25 years - **ONLY SHOW IF RESPONDENT AGED 80 OR UNDER**

All respondents

D11. Which of the following sources of income do you have currently? Please first select your primary source of income and then select all other sources of income that you have.

[Multiple response] [Rotate 1 - 9]

1. Superannuation
2. Age Pension – **SHOW IF AGED 65 OR OVER AT D1**
3. Carer payment - **SHOW IF AGED 65 OR OVER AT D1**
4. Other government payment (please specify)
5. Employment – **SHOW IF D9 = 2 OR 3**
6. Savings
7. Investment income
8. Rent from an investment property
9. Financial support from family members
10. Other (please specify)

If D11 = 2 then ask D12

D12. Which of the following are you currently receiving:

[Single response] [Do not rotate]

1. **Part** Age Pension
2. **Full** Age Pension

If respondent aged 60-64 or aged 65 or over and D9 = 2 or 3 then ask D12a
D12a. Do you expect to be eligible for the Age Pension when you retire?

[Single response] [Do not rotate]

1. Yes, **Part** Age Pension
2. Yes, **Full** Age Pension
3. No
4. I am not sure

All respondents

D12b. Which of the following statements best describes your current financial position?

[Single response] [Do not rotate]

1. Financially comfortable, have enough money to enjoy life
2. Financially comfortable, but have to watch what I spend

3. Financially uncomfortable, sometimes have to go without
4. Financially uncomfortable, struggle to get by

All respondents

D14. Do you currently:

[Single response] [Do not rotate]

1. Own the property in which you live
2. Rent the property in which you live
3. Live rent free in a property you do not own
4. Live in a non-private dwelling such as a nursing home/residential aged care facility

If D14 = 1-3 then ask D16

D16. And do you live in any of the following?

[Single response] [Do not rotate]

1. Retirement village
2. Manufactured home park/Mobile home park
3. Other facility (please specify)
4. None of the above

If D14 = 1 and D16 = 4 then ask D17

D17. Do you currently have a mortgage on your own home?

[Single response] [Do not rotate]

1. Yes
2. No, not anymore, it has been paid off
3. No, never had one

If D17 = 1 AND D9 = 2 or 3 then ask D18

D18. Do you expect to have paid off your mortgage by the time you retire?

[Single response] [Do not rotate]

1. Yes
2. No

If D17 = 2 and D9 = 1 then ask D19

D19. Did you pay off your mortgage before or after you retired?

1. Before I retired
2. After I retired

All respondents

D20. When it comes to money and finances generally would you regard yourself as:

[Single response] [Do not rotate]

1. Someone with little knowledge who requires help and guidance in most/all instances – SEGMENT NAME
DO NOT DISPLAY = NOVICE

2. Someone with some knowledge who requires help and guidance in some instances - SEGMENT NAME DO NOT DISPLAY = BEGINNER
3. Someone with a good knowledge who rarely requires help or guidance – SEGMENT NAME DO NOT DISPLAY = COMPETANT
4. Someone with an excellent knowledge who never requires help or guidance – SEGMENT NAME DO NOT DISPLAY = PROFICIENT
5. Someone with an excellent knowledge who never requires help or guidance AND who tends to guide others – SEGMENT NAME DO NOT DISPLAY = EXPERT

All respondents

D21. Do you currently use the services of a financial planner?

[Single response] [Do not rotate]

1. Yes
2. No

Planning for retirement

All respondents

PR1. Which of the following were considerations that influenced when you retired? – SHOW IF D9 = 1 – Which of the following are considerations that will influence when you retire? – SHOW IF D9 = 2 OR 3. Please choose all that apply.

[Multiple response] [Rotate 1 - 9]

1. Having enough money to live comfortably for the full length of your retirement
2. Having to sell your home in order to fund your retirement
3. Being able to fund your retirement and still leave an inheritance to your children
4. Your age and its impact on your ability to access the Age Pension and Senior focused benefits e.g. the Seniors Card
5. Your assets and income and their impact on your Age Pension eligibility
6. Having enough money to afford your desired housing arrangements e.g. a home of your choice, your preferred retirement village etc.
7. Your health or the health of your partner
8. Your ability to draw down upon your superannuation
9. Job loss/Loss of employment
10. Other (please specify)

All respondents

PR1a. Generally speaking, how comfortable are you with the plans you have for funding your retirement?

0 – Not at all comfortable
10 – Extremely comfortable

If PR1 = 0-5 then ask PR2

PR2. Why are you uncomfortable with these plans? Please choose all that apply

[Multiple response] [Rotate 1 - 6]

1. I did not plan as properly as I should have earlier in life

2. I think I am going to run out of money
3. I find the topic of retirement funding confusing
4. I need to speak to a financial planner but I have not yet done so
5. I planned to rely on my partner but we have separated -
6. I planned to rely on my partner but they have passed away – **SHOW IF D4 = 3**
7. Other (please specify)

If PR2 = 4 then ask PR3

PR3. Are there any reasons why you have not yet spoken to a financial planner about your retirement?

Textbox

If D9 = 2, 3 or 4 then ask PR4

PR4. Which of the following sources of income do you expect to have in retirement? Please first select what you expect to be your primary source of income during retirement, and then select all other sources of income you expect to have.

Please choose all that apply.

[Multiple response] [Rotate 1 - 9]

1. Superannuation
2. Age Pension
3. Carer payment
4. Other government payment (please specify)
5. Savings
6. Home equity
7. Investment income
8. Rent from an investment property
9. Financial support from family members
10. Other (please specify)

All respondents

PR5. Please indicate your level of agreement with the following statement:

"I expect to exhaust my savings during my retirement"

[Single response] [Do not rotate]

1. Strongly disagree
2. Somewhat disagree
3. Neither agree nor disagree
4. Somewhat agree
5. Strongly agree

All respondents

PR6. If you needed extra income in retirement, what options would you consider for sourcing this income? Please select the option that you would turn to first and then select all other options you would consider.

[Multiple response] [Rotate 1-8]

1. I would dip into my savings
2. I would sell investments

3. I would sell my car
4. I would sell other possessions
5. I would borrow from my family
6. I would sell my home
7. I would release equity from my home
8. I would move out of my home and rent it out
9. Other (please specify)

Attitudes towards your home

If D14 = 1 then ask AH1

AH1. How long have you lived in your current home?

[Single response] [Do not rotate]

1. Less than 3 years
2. More than 3 years year but less than 5 years
3. More than 5 years but less than 10 years
4. More than 10 years but less than 20 years
5. More than 20 years

If D14 = 1 then ask AH2

AH2. Please indicate your level of agreement with the following statements:

1. I see my current home as the place I would like to see out my retirement
 2. I see my current home as something I could potentially use to fund my retirement
 3. Keeping hold of my current home is a key objective so it can be passed to my children
 4. I see my current home as a safety net that could help me deal with future adverse financial events
-
1. Strongly disagree
 2. Somewhat disagree
 3. Neither agree nor disagree
 4. Somewhat agree
 5. Strongly agree

If D14 = 1 then ask AH3

AH3. What role do you think your current home will play in funding your retirement?

[Single response] [Do not rotate]

1. It will not play a role. I will fund my retirement in other ways
2. It will play a role, but I will also be able to call upon other sources of income
3. It will be the primary way in which I will fund my retirement
4. I don't know. I have never thought of my home in this way

All respondents

AH4. Under what circumstances would you use your home to fund your retirement? Please choose all that apply.

[Multiple response] [Rotate 1-9]

1. If I needed to pay for repairs, renovations or modifications to my home
2. If I needed money for living expenses/regular bills
3. If I needed to repair or replace my car
4. If I needed money to replace home appliances e.g. fridge, washing machine etc.
5. If I wanted to give some money to my children/grandchildren
6. If I had or expected to have a medical bill to pay
7. If I needed funds to pay for aged care, nursing or support services
8. If I wanted to clear some debts
9. If I just wanted some extra cash so I could enjoy a better lifestyle
10. Other (please specify)
11. I would not use my home to fund my retirement under any circumstances

Attitudes towards debt

All respondents

AD1. Which of the following statements would you say you agree with most in regards to debt?

[Single response] [Rotate]

1. I have no issue with debt, it will all get paid back when I am gone
2. Debt is an unavoidable part of life
3. Debt is something to be avoided at all costs
4. I am comfortable with debt as long as it is properly managed

All respondents

AD2. How comfortable are you having a mortgage during your retirement if it means being able to access your home equity?

0 – Not at all comfortable
10 – Extremely comfortable

All respondents

AD3. Why is this?

Textbox

Inheritance

All respondents

I1. If you were forced to choose, which of the following would you regard as your greatest priority?

[Single response] [Rotate]

1. Having the best possible quality of life in retirement even if that means your beneficiaries receive less or nothing when you pass away
2. Being able to leave as much as possible to your beneficiaries when you pass away even if that means going without some things now

If D5 = 1 and D14 = 1 then ask I2

I2. Do you intend to leave your home to your beneficiary(ies) as inheritance when you pass away?

[Single response] [Do not rotate]

1. Yes
2. No

If I2 = 1 then ask I2a

I2a. Who will be your beneficiary(ies)? Please choose all that apply

[Multiple response] [Do not rotate]

1. My children
2. My partner
3. Other family member
4. Other carer
5. Other (please specify)

If D5 = 1 and D14 = 1 then ask I3

I3. And do you believe your beneficiaries expect you to leave your entire home to them as inheritance when you pass away?

[Single response] [Do not rotate]

1. Yes I am sure they expect this to happen
2. Yes, they might expect this to happen
3. No, I don't think they expect this to happen

If D5 = 1 and D14 = 1 then ask I4

I4. Is this something you have already spoken to your beneficiaries about?

[Single response] [Do not rotate]

1. Yes
2. No

If D5 = 1 and D14 = 1 then ask I5

I5. And if you changed your plans, and no longer intended to leave your entire home to your beneficiaries, would you expect them to challenge your decision?

[Single response] [Do not rotate]

1. Yes
2. No

If D5 = 1 and D14 = 1 then ask I6

I6. If there were a means to access the equity in your home to increase your income and standard of living how likely would you be to utilise this? Please note that accessing the equity would result in you no longer being able to leave the full value of your home to your beneficiaries.

- 0 – Not at all likely
10 – Extremely likely

If I6 = 6-10 then ask I7

I7. What is the minimum proportion of the value of your home you would be comfortable leaving to your beneficiaries?

[Single response] [Do not rotate]

1. 0% (i.e. your beneficiaries receive **none** of the value of your home)
2. 1% - 20%
3. 21% – 50%
4. 51% - 70%
5. More than 70% (i.e. your beneficiaries receive a **minimum of 70%** of the value of your home)

Downsizing

All respondents

DS1. Since turning 50 have you done any of the following? Please choose all that apply.

[Multiple response] [Do not rotate]

1. Sold the property in which you live and purchases a **less** expensive one
2. Sold the property in which you live and purchased a **more** expensive one
3. Sold the property in which you live and moved into a rental property
4. Sold the property in which you live and moved in with children/family
5. None of the above

If DS1 = 1, 2 or 4 then ask DS2

DS2. At what age did you first do the following?

1. Sell the property in which you lived in order to purchase a less expensive one – SHOW IF DS1 = 1
2. Sell the property in which you lived and move into a rental property – SHOW IF DS1 = 2
3. Sell the property in which you lived and move in with children/family – SHOW IF DS1 = 4

Show ages up to and including current age for each option displayed

If DS1 = 1, 2 or 4 then ask DS3

DS3. What would you say were your main motivations behind your decision to sell your property? Please choose three options from the list below in order of priority.

[Multiple response] [Rotate 1-8]

1. I wanted to move to a smaller property that required less upkeep
2. I wanted to move to a more suitable property e.g. without steps, stairs etc.
3. I wanted to move to a property closer to my family
4. I wanted to move to a property that was closer to amenities e.g. public transport, shops, doctors, hospitals etc.
5. I wanted to free up some money from the property sale
6. My former property required repairs/renovations that I could not easily afford
7. I was in poor health
8. It was the only way I could afford the costs of moving into alternative accommodation
9. Other (please specify)

If DS1 = 1 then ask DS4

DS4. What did you do with the money freed up from the sale of your property? Please choose all that apply.

[Multiple response] [Do not rotate]

1. I saved some or all of it
2. I spent some or all of it
3. I gifted some or all of it

If DS4 = 1 then ask DS5

DS5. What are you saving this money for? Please choose up to three reasons from the list below in order of priority.

[Multiple response] [Rotate 1-8]

1. In case I need it for medical bills
2. In case I need it to pay for aged care, nursing or support services
3. In case my family need it
4. In case I need it for repairs, modifications or renovations to my home
5. In case my car needs repair or replacement
6. In case I need it for other unforeseen expenses
7. I plan to go travelling
8. No particular reason. I just don't want to spend it
9. Other (please specify)

If DS4 = 2 then ask DS6

DS6. What did you spend this money on? Please choose all that apply

[Multiple response] [Rotate 1-10]

1. Day-to-day living expenses/regular bills
2. Luxuries/non-essential items
3. Home appliances e.g. washing machine, fridge etc.
4. Renovations/modifications to my new property
5. Repaired or replacement of my car
6. Aged care, nursing or support services
7. Travel/holiday
8. Paying off debts
9. Medical bills
10. Gifts for family
11. Other (please specify)

If D14 = 1 then ask DS7

DS7. How likely do you think you are to do any of the following in the future?

1. Sell the property in which you live and purchase a **less** expensive one
2. Sell the property in which you live and purchase a **more** expensive one
3. Sell the property in which you live and move into a rental property
4. Sell the property in which you live and move in with children/family

0 – Not at all likely

10 – Extremely likely

If DS7 = options 1, 3, 4 or 5 = 6-10 then ask DS7

DS8. What do you think you will do with money freed up when you sell your property? Please choose all that apply.

[Multiple response] [Rotate 1-3]

1. I will save some or all of it
2. I will spend some or all of it
3. I will gift some or all of it

If DS8 = 1 then ask DS9

DS9. Why will you save this money? Please choose all that apply.

[Multiple response] [Rotate 1-9]

1. In case I need it for medical bills
2. In case I need it to pay for aged care, nursing or support services
3. In case my family need it
4. In case I need it for repairs to my home
5. In case I need it for modifications to my home e.g. installation of stair lifts, ramps etc.
6. In case my car needs repair or replacement
7. In case I need it for other unforeseen expenses
8. In case I go travelling
9. No particular reason. I just don't want to spend it
10. Other (please specify)

If DS8 = 2 then ask DS10

DS10. What do you think you will spend this money on? Please choose all that apply.

[Multiple response] [Rotate 1-10]

1. Day-to-day living expenses/regular bills
2. Luxuries/non-essential items
3. Home appliances e.g. washing machine, fridge etc.
4. Renovations/modifications to my new property
5. Repair or replacement of my car
6. Aged care, nursing or support services
7. Travel/holiday
8. Paying off debts
9. Medical bills
10. Gifts for family
11. Other (please specify)

If all options at DS7 = 0-5 then ask DS12

DS12. You have indicated that you are unlikely to sell your home. Why is this? Please choose up to three reasons from the list below in order of priority.

[Multiple response] [Rotate 1-13]

1. I want to stay in my own home as long as possible
2. I am concerned about what impact selling will have on my eligibility for the Age Pension
3. It is increasing in value so I do not want to sell it
4. I want to leave my home to my children/family

5. I have an emotional attachment to the property
6. I like/am familiar with the area in which the property is situated
7. The costs such as stamp duty associated with selling would be too high
8. I don't believe my property would sell for a high enough price
9. My property would require repairs/renovations before I could sell it and I cannot afford to carry these out
10. I believe my current property is the best one/most suitable one I could afford
11. I am worried about the lack of security associated with living in a rental property
12. I am worried about renting due to the potential for my rent to increase
13. I am nervous about dealing with real estate agents, solicitors etc.
14. Other (please specify)

Housing preferences

All respondents

HP1. What would you say is currently your preferred living arrangement?

[Single response] [Do not rotate]

1. Living in my own home
2. Living in a retirement village
3. Living in a manufactured home park/mobile home park
4. Living in a residential aged care facility
5. Other (please specify)

If D16 = 3 or 4 then ask HP4

HP4. How likely do you think it is that you will ever move into a retirement village?

- 0 – Not at all likely
10 – Extremely likely

If D16 = 1, 3, or 4 then ask HP5

HP5. How likely do you think it is that you will ever move into a residential aged care facility?

- 0 – Not at all likely
10 – Extremely likely

If HP5 = 6-10 then ask HP6

HP6. When do you think you will move into a residential aged care facility?

[Single response] [Do not rotate]

1. Within the next 5 years
2. 5 – 10 years from now
3. 10 – 20 years from now
4. More than 20 years from now

If D16 = 1, 3, or 4 then ask HP7

HP7. How informed would you say you are about the costs associated with moving into residential aged care?

- 0 – Very poorly informed
10 – Extremely well informed

If D16 = 1, 3, or 4 then ask HP8

HP8. Have you spoken to any of the following about how you would fund the costs associated with moving into an aged care facility? Please choose all that apply

[Multiple response] [Rotate 1-5]

1. A financial planner/accountant
2. Your family
3. A residential aged care provider
4. A Seniors association, group or body
5. None of the above

If D16 = 1, 3, or 4 then ask HP9

HP9. When someone moves into a residential aged care facility they are typically required to pay either a lump sum Refundable Accommodation Deposit (refundable either to you or your estate), or an equivalent Daily Accommodation Payment, to the facility owner to cover the cost of their accommodation.

If you were to move into an aged care facility would you prefer to pay a lump sum Refundable Accommodation Deposit or a Daily Accommodation Payment?

[Single response] [Do not rotate]

1. Lump sum Refundable Accommodation Deposit
2. Ongoing Daily Accommodation Payment
3. I am not sure

If HP9 = 1 then ask HP9a

HP9a. How much would you expect to pay as a lump sum Refundable Accommodation Deposit?

[Single response] [Do not rotate]

1. Less than \$50,000
2. \$50,001 - \$100,000
3. \$100,001 - \$200,00
4. \$200,001 - \$300,000
5. \$300,001 - \$500,000
6. \$500,001 - \$750,000
7. \$750,001 - \$1,000,000
8. More than \$1,000,000
9. I am not sure

If HP9 = 2 then ask HP9b

HP9b. How much would you expect to pay as an ongoing Daily Accommodation Payment?

[Single response] [Do not rotate]

1. Less than \$10
2. \$10-20
3. \$20-35
4. \$35-50
5. \$50-75
6. \$75-100
7. \$100-125
8. More than \$125
9. I am not sure

If D16 = 1, 3 or 4 then ask HP10

HP10. And if you needed to move into a residential aged care facility and needed to raise these funds – INSERT AMOUNT SELECTED AT HP9 or HP9a – how would you do it? Please choose all that apply.

[Multiple response] [Rotate 1-5]

1. I would access my savings/investments
2. I would sell my home
3. I would rent out my home and use the rental income
4. My children would pay it on my behalf
5. I would release equity from my home using a mortgage or other financial product
6. Other (please specify)
7. I am not sure

All respondents

HP11. On the 1st July 2014, changes were introduced impacting the way in which individuals are required to contribute to the cost of residential aged care. Before taking the survey today, were you aware of these reforms?

[Single response] [Do not rotate]

1. Yes
2. No

All respondents

HC1. The government provides elderly Australians with a variety of programs to support them in living independently in their own homes. How well informed would you say you are about these programs?

0 – Very poorly informed

10 – Extremely well informed

If HC1 = 6-10 then ask HC2

HC2. Have you ever sought information on these programs?

[Single response] [Do not rotate]

1. Yes
2. No

If HC2 = 1 then ask HC2a

HC2a. Where did you go to obtain information on these programs? Please choose all that apply

[Multiple response] [Rotate 1-7]

1. State government family/community services
2. Private home care agencies
3. Community support/services (e.g. meals on wheels, Anglicare etc.)
4. Centrelink
5. Family doctor/GP
6. Hospital/specialist health practitioner
7. Friends/family
8. MyAgedCare portal
9. Other (please specify)

If HC2 = 1 then ask HC3

HC3. What prompted you to obtain information on these programs?

[Single response] [Do not rotate]

1. I was just interested in case I needed to access these programs in the future
2. I thought I might soon need to access these services
3. I was looking into these services on the behalf a parent or other elderly relative or friend
4. Friends/family recommended that I look into these services
5. Other (please specify)

If D16 = 1, 3 or 4 then ask HC4

HC4. Are you currently receiving any support via these programs? Support may take a variety of forms but may include help with meals, personal care, domestic care, transport etc.

[Single response] [Do not rotate]

1. Yes
2. No

If HC4 = 2 then ask HC5

HC5. Do you expect to ever use these services?

[Single response] [Do not rotate]

1. Yes, I need these services right now
2. Yes, I expect to need these services within the next five years
3. Yes, I expect to need these services but not for at least five years
4. No, I do not expect I will need these services

If D16 = 1, 3 or 4 then ask HC6

HC6. To what extent do you agree with the following statement?

'I am happy to pay for these services if they mean I can stay in my own home for as a long as possible'

1. Strongly disagree
2. Somewhat disagree
3. Neither agree nor disagree
4. Somewhat agree
5. Strongly agree

Equity release products

All respondents

ERP16. Have you ever heard of equity release products such as reverse mortgages and home reversion plans?

Reverse mortgages enable people typically aged 60 and over to take out a loan using the equity in their home as security.

Home reversion plans enable people typically aged 60 and over to receive a lump sum payment now in return for giving the provider an agreed share of the future sale proceeds of their home.

[Single response] [Do not rotate]

1. Yes, I have heard of both types of product
2. Yes, but I have only heard of reverse mortgages
3. Yes, but I have only heard of home reversion plans
4. No, I have not heard of either product

If ERP16 = 1 - 3 then ask ERP17

ERP17. How would you rate your level of understanding of the following products?

1. Reverse mortgages – SHOW IF ERP16 = 1 OR 2
2. Home reversion plans – SHOW IF ERP16 = 1 OR 3

0 – Extremely poor

10 – Extremely good

If ERP16 = 1 then ask ERP18

ERP18. Are you currently using an equity release product such as a reverse mortgage or home reversion plan?

[Single response] [Do not rotate]

1. Yes
2. No

If ERP18 = 1 then ask ERP18a

ERP18a. Which type of product are you using?

[Single response] [Rotate]

1. A reverse mortgage
2. A home reversion plan

If ERP16 = 1 AND ERP18 = 2 then ask ERP19

ERP19. Have you ever considered using an equity release product?

[Single response] [Do not rotate]

1. Yes, this is something I have seriously considered
2. Yes, this is something I have considered to an extent
3. No, I have never considered this

If ERP19 = 1 or 2 then ask ERP19a

ERP19a. Which product(s) have you considered? Please choose all that apply.

[Single response] [Rotate 1-2]

1. Reverse mortgage
2. Home reversion plan
3. Other (please specify)

If ERP19 = 1 or 2 then ask ERP20

ERP20. Why have you considered using an equity release product? Please choose all that apply.

[Multiple response] [Rotate 1-9]

1. I needed to pay for repairs, renovations or modifications to my home
2. I needed money for living expenses/regular bills
3. I needed to repair or replace my car
4. I needed money to replace home appliances e.g. fridge, washing machine etc.
5. I wanted to give some money to my children/grandchildren
6. I had or expected to have a medical bill to pay
7. I needed funds to pay for aged care, nursing or support services
8. I wanted to clear some debts
9. I just wanted some extra cash so I could enjoy a better lifestyle
10. Other (please specify)

If ERP19 = 1 or 2 then ask ERP21

ERP21. How much equity were you looking to access?

[Single response] [Do not rotate]

1. Less than \$20,000
2. \$20,001 - \$50,000
3. \$50,001 - \$100,000
4. \$100,001 - \$200,000
5. \$200,001 - \$300,000
6. \$300,001 - \$400,000
7. \$400,001 - \$500,000
8. More than \$500,000
9. I did not get as far as thinking about an amount

If ERP19 = 1 or 2 then ask ERP22

ERP22. Why did you decide against using an equity release product? Please select your primary reason first, and then, if applicable, select all other reasons.

[Multiple response] [Rotate 1-12]

Offer option of 'No other reasons' once primary reason is selected

1. I don't think I need the product yet
2. I am confused about how these products work
3. I was not able to access the amount I need
4. I am concerned about going into debt
5. I am concerned about how much the product is ultimately going to cost
6. I am concerned about the terms and conditions
7. I am concerned about the impact it will have on what I am able to leave for my children
8. I am concerned about what my family and friends will think
9. I am concerned about the impact it will have on my eligibility for the Aged Pension
10. I am concerned about what would happen if the value of the loan ended up being greater than the value of my home
11. I am concerned about being forced to sell me home early
12. I am concerned about not having enough money left to pay for aged care or other future needs
13. Other (please specify)

Ask ERP23 for all respondents where ERP18 does NOT = 1

ERP23. Equity release products enable retirees to access equity in their home to fund their retirement without the need to move out of their home. There are two types of products:

Reverse mortgages enable people typically aged 60 and over to take out a loan using the equity in their home as security.

Home reversion products enable people typically aged 60 and over to receive a lump sum payment now in return for giving the provider an agreed share of the future sale proceeds of their home.

How likely do you think you are to use an equity release product during your retirement?

0 – Not at all likely

10 – Extremely likely

If ERP23 = 6-10 then ask ERP24

ERP24. On what grounds would you consider using an equity release product? Please choose all that apply.

[Multiple response] [Rotate 1-11]

1. If I needed to pay for repairs, renovations or modifications to my home
2. If I needed money for living expenses/regular bills
3. If I needed to repair or replace my car
4. If I needed to replace home appliances e.g. fridge, washing machine etc.
5. If I wanted to give some money to my children/grandchildren
6. If I had or expected to have a medical bill to pay
7. If I needed funds to pay for aged care, nursing or support services
8. If I wanted to clear some debts
9. If I just wanted some extra cash so I could enjoy a better lifestyle
10. If I was no longer eligible for an Age Pension or my Age Pension entitlement was reduced
11. Other (please specify)

If ERP23 = 6-10 then ask ERP25

ERP25. What would be the maximum amount you would be comfortable accessing via an equity release product?

[Single response] [Do not rotate]

1. Less than \$20,000
2. \$20,001 - \$50,000
3. \$50,001 - \$100,000
4. \$100,001 - \$200,000
5. \$200,001 - \$300,000
6. \$300,001 - \$400,000
7. \$400,001 - \$500,000
8. More than \$500,000

If ERP23 = 6-10 then ask ERP26

ERP26. Which type of equity release product are you most likely to use?

[Single response] [Rotate 1-2]

1. A reverse mortgage
2. A home reversion plan

3. I am not sure

Ask ERP27 for all respondents who are NOT ERP19 = 1 or 2

ERP27. Do you have any concerns about using equity release products?

[Single response] [Do not rotate]

1. Yes
2. No

If ERP27 = 1 then ask ERP28

ERP28. What are these concerns? Please select your primary concern first, and then, if applicable, select all other concerns

[Multiple response] [Rotate 1-9]

Offer option of 'No other concerns' once primary concern is selected

1. I don't really understand the products well enough
2. I am concerned about going into debt
3. I am concerned about how much the product is ultimately going to cost
4. I am concerned about the terms and conditions
5. I am concerned about the impact it will have on what I am able to leave for my children
6. I am concerned about what my family and friends will think
7. I am concerned about the impact it will have on my eligibility for the Aged Pension
8. I am concerned about what would happen if the value of the loan ended up being greater than the value of my home
9. I am concerned about not having enough money left to pay for aged care or other future needs
10. I am concerned about being forced to sell me home early
11. Other (please specify)

If ERP16 = 1 then ask ERP29

ERP29. In 2012 the government introduced statutory 'No negative equity guarantee' on all new reverse mortgage contracts. This means a homeowner cannot end up owing the lender more than their home is worth when the loan is repaid. Before taking the survey today, were you aware of this change?

[Single response] [Do not rotate]

1. Yes
2. No

If ERP16 = 1 then ask ERP30

ERP30. What impact does this change have on the appeal of reverse mortgage products to you?

[Single response] [Do not rotate]

1. This does not make equity release products any more appealing
2. This makes reverse mortgage products somewhat more appealing
3. This makes reverse mortgage products much more appealing

If ERP24 = 10 then ask ERP31

ERP31. You have indicated that you might be willing to consider an equity release product if your eligibility to receive the Aged Pension changed.

What reduction in your Age Pension entitlement would it take for you to start seriously considering an equity release product?

[Single response] [Do not rotate]

1. A 10% reduction
2. A 20% reduction
3. A 30% reduction
4. A 40% reduction
5. A 50% reduction
6. A greater than 50% reduction

All respondents

ERP32. What impact would the following have on the appeal of equity release products to you?

	This would not make equity release products any more appealing	This would make equity release products somewhat more appealing	This would make equity release products much more appealing
If the costs associated with equity release products were reduced			
If an equity release product were recommended to me by a friend or family member			
If an equity release product were recommended to me by a financial adviser/planner			
If there were positive media coverage of equity release products			
If the product were provided by the government			
If there was a government guarantee applying to equity release products guaranteeing my right to live in my home as long as I wish			

Pension Loan Scheme

All respondents

PLS1. Are you aware of the Pension Loan Scheme?

[Single response] [Do not rotate]

1. Yes
2. No
3. I am not sure

If PLS1 = 1 then ask PLS2

PLS2. What is your level of understanding about how the Pension Loan Scheme works?

- 0 – Extremely poor
10 – Extremely good

If PLS1 = 1 then ask PLS3

PLS3. Are you currently receiving payments via the Pension Loan Scheme?

[Single response] [Do not rotate]

1. Yes
2. No

If PLS1 = 2 then ask PLS4

PLS4. The Pension Loan Scheme is offered by the Australian government and enables individuals who are receiving either a part Age Pension or no Age Pension to increase their fortnightly income by securing a loan on real estate they own including their own home. Key features of the Pension Loan Scheme are as follows:

- Payments made under the Pension Loan Scheme can be received over a short or indefinite period
- The amount someone is able to receive under the Pension Loan Scheme is dependent upon the equity they have in their property to offer as security, the equity they wish to keep in the property and their age when the loan is granted
- Payments can boost someone's fortnightly income up to the maximum pension rate
- Interest is charged on the loan which is compounded
- The loan can be repaid at any time or the debt can be left to be recovered from the individual's estate

Based on the previous definition, would you ever consider taking out a loan via the Pension Loan Scheme?

[Single response] [Do not rotate]

1. Yes, I would definitely consider it
2. Yes, I might consider it
3. No, I would not consider it

If PLS4 = 2 or 3 then ask PLS5

PLS5. If the following changes were made what impact would they have on your consideration of the Pension Loans Scheme?

	I would be no more likely to consider the PLS if this changed	I would be somewhat more likely to consider the PLS if this changed	I would be much more likely to consider the PLS if this changed
If those receiving a full Age Pension became eligible to take out a			

loan – currently those receiving a full Age Pension are not eligible			
If the fortnightly payment could be greater than the current maximum fortnightly Age Pension payment – Currently the maximum amount that can be received is the fortnightly Age Pension amount			
If you could use it to receive one-off lump sum payments			

Rate deferral

All respondents

RD2. If there were the option for retirees to defer payment of certain bills, how likely would you be to make use of this?

You would be able to defer payment for a short or longer period and to repay the accumulated debt at any time or to have it recovered from your estate when you pass away. A rate of interest may be charged on amounts owed.

0 – Not at all likely
10 – Extremely likely

If RD2 = 2 or 3 then ask RD3

RD3. Which bills would be you be interested in deferring? Please choose all that apply

[Multiple response] [Rotate 1 - 4]

1. Utilities
2. Car registration
3. Insurance e.g. car, home
4. Private health insurance
5. Council rates
6. In home care costs
7. Other (please specify)

Classification

All respondents

D25. What is your annual household income before tax?

[Single response] [Do not rotate]

1. 0-\$20,000
2. \$20,001-\$30,000
3. \$30,001-\$50,000
4. \$50,001-\$100,000
5. \$100,001-\$125,000
6. \$125,001-\$150,000
7. \$150,001-\$200,000
8. \$200,001+
9. I would rather not say

All respondents

D26. Which of the following best reflects the TOTAL value of your household savings and investments (including superannuation)? Please DO NOT include the value of your home

[Single response] [Do not rotate]

1. None
2. Less than \$10,000
3. \$10,001 to \$20,000
4. \$20,001 to \$50,000
5. \$50,001 to \$100,000
6. \$100,001 to \$200,000
7. \$200,001 to \$300,000
8. \$300,001 to \$500,000
9. \$500,001 to \$750,000
10. \$750,001 to \$1,000,000
11. \$1,000,001 to \$1,500,000
12. \$1,500,001 to \$2,000,000
13. Over \$2,000,000
14. I am not sure

If D14 = 1 then ask D30

D30. What would you estimate to be the current value of your home?

[Single response] [Do not rotate]

1. Less than \$200,000
2. \$200,001 - \$300,000
3. \$300,001 - \$400,000
4. \$400,001 - \$500,000
5. \$500,001 - \$750,000
6. \$750,001 - \$1,000,000
7. \$1,000,000 - \$1,500,000
8. \$1,500,000 - \$2,000,000
9. More than \$2 million
10. I am not sure

If D17 = 1 then ask D31

D31. How much do you currently owe on the mortgage for your home?

[Single response] [Do not rotate]

1. Less than \$50,000
2. \$50,001 - \$100,000
3. \$100,001 - \$200,000
4. \$200,001 - \$300,000
5. \$300,001 - \$400,000
6. \$400,001 - \$500,000
7. More than \$500,000
8. I am not sure