



HOUSING FOR THE AGED ACTION GROUP INC.

Have you, or someone you know, accessed or tried to access aged care services while being without a home or living in insecure housing? If so, we want to hear from you.

The Minister for Senior Australians and Aged Care, the Hon Ken Wyatt AM MP, has asked that a national Aged Care Action Plan be developed to ensure older people experiencing, or at risk of, homelessness do not have any barriers to receiving a high-quality aged care service.

Why should I respond to this survey?

We want to hear from you have, or someone you know has, tried to get, or received, aged care services while experiencing any of the following:

- Rented a home with no guarantee of staying in that home long term
- Renting a home that is too expensive, in poor condition or not suitable for ageing
- Lived with friends or family because no other options available or suitable
- Lived somewhere that was not safe and secure, for example due to threats and violence
- Lived in housing that is meant to be temporary, like a boarding house, shelter or hostel
- Lived in a house that was overcrowded and privacy an issue
- Lived in housing that was inadequate, like a caravan
- Not had a place to stay and slept in a car or on the streets

By responding to this survey you can help us develop the best possible aged care system that works for everyone, no matter what their housing situation. Your responses will never be linked to your identity.

Did you know that many people experiencing homelessness or housing insecurity age more quickly than those who don't experience it? For this reason, older people experiencing, or at risk of, homelessness are eligible for aged care services from 50 years of age, or 45 years of age if they are an Aboriginal or Torres Strait Islander person.

Don't like typing or have trouble reading the screen?

Please give Bradley at HAAG a call on 0450 773 212 or email him at projects@oldertenants.org.au to organise a time to talk through the survey questions with him.

Getting someone else to help you fill in the survey?

You can get a friend, family member, support worker or anyone else to help you fill in this online survey. If you want to prepare your answers before typing them in online, a PDF showing all the survey questions is available here:
https://www.oldertenants.org.au/sites/default/files/docs/homelessness_action_plan/homelessness_action_plan_survey_for_older_people.pdf

This survey closes Friday 8 February 2019.

Housing for the Aged Action Group (HAAG) (www.oldertenants.org.au) is working with the Aged Care Sector Committee Diversity Sub-Group to develop the Aged Care Action Plan for people experiencing, or at risk of, homelessness. This will fit in with the Aged Care Diversity Framework (<https://agedcare.health.gov.au/support-services/people-from-diverse-backgrounds/aged-care-diversity-framework>).

Any other questions

Please give Bradley at HAAG a call on 0450 773 212 or email him at projects@oldertenants.org.au



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1. Please choose which of these apply to you, *you can choose more than one option.*

- I have a personal experience of trying to access aged care services while living in insecure housing or experiencing homelessness.
- I know someone or other people who have tried to access aged care services while living in insecure housing or experiencing homelessness. *(Skip to Q5)*



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2. How old are you? *Please give us your age in years (e.g. 45, 65, 77, 105)*

3. *(Optional)* What is your gender?

Options in drop-down menu:

- Male
- Female
- non-binary
- prefer not to say
- Other (please define)

4. Have you experienced any of the following since you turned 50 years of age (or 45 years of age for Aboriginal and Torres Strait Islander people)? *You can choose more than one option.*

- | | |
|---|--|
| <input type="checkbox"/> Rented a home with no guarantee on how long I can stay | <input type="checkbox"/> Lived in housing that is meant to be temporary, like a boarding house, shelter, hostel, AirBNB or house-sitting |
| <input type="checkbox"/> Rented a home that is too expensive, in poor condition, or not suitable for ageing | <input type="checkbox"/> Lived in a house that is overcrowded and where I have no privacy |
| <input type="checkbox"/> Lived with friends or family even though I'd have preferred not to because I didn't have a place of my own | <input type="checkbox"/> Lived in housing that is inadequate, like a caravan |
| <input type="checkbox"/> Lived somewhere I don't feel safe and secure, for example due to threats and violence | <input type="checkbox"/> Had no place to stay and slept in my car, on the streets or on other people's property |
| <input type="checkbox"/> Other (please specify) | |



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5. Do you know someone, or multiple people, who have experienced any of the following since they turned 50 years of age (or 45 years of age for Aboriginal and Torres Strait Islander people)? *You can choose more than one option.*

- | | |
|--|--|
| <input type="checkbox"/> Rented a home with no guarantee they could stay there as long as they like | <input type="checkbox"/> Lived in housing that is meant to be temporary, like a boarding house, shelter, hostel, AirBNB or house-sitting |
| <input type="checkbox"/> Rented a home that is too expensive, in poor condition, or not suitable for ageing | <input type="checkbox"/> Lived in a house that is overcrowded and where they had no privacy |
| <input type="checkbox"/> Lived with friends or family even though they would have preferred not to because they didn't have a place of their own | <input type="checkbox"/> Lived in housing that is inadequate, like a caravan |
| <input type="checkbox"/> Lived somewhere they didn't feel safe and secure, for example due to threats and violence | <input type="checkbox"/> Had no place to stay and slept in their car, on the streets or on other people's property |



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6. (Optional) Do you, or the people whose experiences you are writing about in this survey, identify as belonging to any of these groups of people the Aged Care Act 1997 identifies as having “special needs”? *You can choose more than one option.*

- | | |
|---|---|
| <input type="checkbox"/> people from Aboriginal and/or Torres Strait Islander communities | <input type="checkbox"/> people who are veterans of the Australian Defence Force or an allied defence force including the spouse, widow or widower of a veteran |
| <input type="checkbox"/> people from culturally and linguistically diverse (CALD) backgrounds | <input type="checkbox"/> people who are care leavers (which includes Forgotten Australians, Former Child Migrants and Stolen Generations) |
| <input type="checkbox"/> people who live in rural or remote areas | <input type="checkbox"/> parents separated from their children by forced adoption or removal |
| <input type="checkbox"/> people who are financially or socially disadvantaged | <input type="checkbox"/> people from lesbian, gay, bisexual, trans/transgender and intersex (LGBTI) communities. |



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7. Which State or Territory do you live in?

Options in drop-down menu:

New South Wales

Victoria

Queensland

Western Australia

South Australia

Tasmania

Northern Territory

Australian Capital Territory

8. Which type of area do you live in? *Click on the link to choose the option that best applies to you.*

Options in drop-down menu:

Inner city

Suburbs

Regional (e.g. a country town with a range of services like hospitals and medical specialists, but not as much as a capital city)

Rural (e.g. a farming area where it's a couple of hours drive to the closest town or capital city with services such as hospitals and medical specialists)

Remote (e.g. somewhere that is a very long drive (more than a couple of hours) to the nearest town or capital city with services such as hospitals and medical specialists)



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9. Which parts of the aged care system have you, or the people you are writing about in this survey, had contact with? *You can choose more than one option.*

- | | |
|---|---|
| <input type="checkbox"/> Conversations with an outreach or support worker about aged care | <input type="checkbox"/> Contact with a residential aged care service (also known as an aged care home or nursing home) |
| <input type="checkbox"/> Conversations with a healthcare professional (e.g. GP, surgeon or nurse) about aged care | <input type="checkbox"/> Contact with a service that provides aged care in the home |
| <input type="checkbox"/> Contact with the My Aged Care contact centre via phone | <input type="checkbox"/> None of the above |
| <input type="checkbox"/> Contact with the My Aged Care contact centre via internet | |
| <input type="checkbox"/> Other (please describe) | |



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10. Please tell us how much you agree with the following statements about accessing aged care services in Australia (*from 1- Strongly Disagree to 5- Strongly Agree*).

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not sure
It is clear where people can find information about aged care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is easy to access information about aged care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is easy to understand the different types of aged care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is easy to understand who can access Government funding for aged care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is easy to plan and choose which aged care services are needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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11. Please tell us how much you **agree** with the following statements about receiving aged care services in Australia (*from 1- Strongly Disagree to 5- Strongly Agree*).

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree	Not sure
Older people are able to get the aged care services they need even when they don't own their own home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Older people are treated with dignity and respect by aged care providers even if they don't own their own home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aged care staff ask the right questions about older people's housing situations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aged care staff know how to link older people to a service that can help if they have a housing problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Older people are able to receive aged care services in the area they want to live in	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



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12. Please tell us what parts of aged care you think work well at the moment for older people living in insecure housing or experiencing homelessness. *Please type your response in the box below.*

13. Please tell us what you think needs to be done better in aged care for older people living in insecure housing or experiencing homelessness. *Please type your response in the box below.*



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HAAG will be conducting a series of focus groups throughout Australia in February and March. If you are interested in joining one of these group discussions, please provide your details below. While we will endeavour to include as many people as possible, places are limited, so we may not be able to include all people who nominate their interest but we very much appreciate your interest.

14. Please provide your details if you want to join a focus group discussion:

Name	<input type="text"/>
Contact phone number	<input type="text"/>
Email	<input type="text"/>
Suburb/Postcode /Regional Centre	<input type="text"/>



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**Thank you for contributing to making aged care services better for older people experiencing, or at risk of, homelessness.
If you have any questions, please give Bradley at HAAG a call on 0450 773 212 or email him at projects@oldertenants.org.au**