

Final Report

Independent living units: the forgotten social housing sector

APPENDIX 4: National Survey of Independent Living Units

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Please note that the Final Report is available as a separate document on the AHURI website: ☐
<http://www.ahuri.edu.au/general/project/display/dspProject.cfm?projectId=100>

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ABBREVIATIONS

APHA	Aged Persons' Homes Act 1954
CACP	Community Aged Care Package (Victoria)
CCP	Community Care Package (all States except Victoria)
EACH	Extended Aged Care at Home
FRFU	Fully Resident-Funded Unit
HACC	Home and Community Care (Program)
ILU	Independent living unit

INTRODUCTION

In October and November 2002, the ILU Project undertook a 'National Survey of independent housing for older persons provided by not-for-profit organisations'. This Appendix provides an overview of the result of this survey. A copy of the National Survey as well as the introduction to the survey are attached (Attachment I and Attachment II).

The National ILU Survey

The National ILU Survey of independent housing for older persons provided by not-for-profit organisations consisted of six parts as follows:

- Part A: Contact details;
- Part B: Your organisation – services, governance and priorities;
- Part C: Independent housing for older people – overview;
- Part D: Independent housing for older people (not fully resident-funded) – stock, legal and financial arrangements;
- Part E: Independent housing for older people (not fully resident-funded) – occupants, management and support services;
- Part F: Independent housing for older people (not fully resident-funded) – services by site.

The survey sought to cover all not-for-profit organisations within the aged care sector providing independent housing for older persons. Parts A, B and C were completed by all organisations and thus included information on both ILUs and fully resident-funded units. Parts D, E and F sought information about ILUs only.

Distribution and coverage

Over 1,000 surveys were distributed to aged care organisations, predominantly through the aged care peak in each State¹ with a very small number mailed directly to organisations. 240 were returned and this was reduced to approximately 224 after duplicates from the one organisation were eliminated. A further 52 organisations only provide fully resident-funded units (FRFUs) which did not meet the definition of an ILU.² 172 organisations provide ILUs. Some of these organisations also provide fully resident-funded units.

Given the dispersed and hidden nature of much of the ILU sector, it is difficult to estimate the extent of returns. Many ILU organisations operating a number of sites received multiple surveys. Members of the aged care peaks tend to be organisations which provide residential and/or community care as well as independent housing. Some ILU organisations are not members of the aged care peak in their State and did not receive the survey.

From Commonwealth government data sources, we know that the Commonwealth provided subsidies for approximately 32,500 units from 1954 to 1986. What we don't know is the extent to which this stock has diminished: how many of these units have been sold, demolished, reconfigured,³ renovated and converted to upmarket units, converted to other uses or just no longer used by ILU organisations. Nor do we know how many ILUs have been constructed or otherwise acquired without Commonwealth subsidies.

¹ Aged and Community Services Association of NSW & ACT, Victorian Association of Health and Extended Care, Aged Care Queensland, Aged and Community Services South Australia and Northern Territory, Aged and Community Services Western Australia, and Aged and Community Services Tasmania.

² See Section 1.2 in the main report.

³ The term 'reconfigure' is used as a short-hand term for conversion of units (e.g. converting two bedsitter units into one 1-bedroom unit) or extension of units (e.g. extending a bedsitter unit into a 1-bedroom by adding another room).

The following table compares an estimate of total ILUs with the number of ILUs in the survey. Overall, around 42% of ILUs may be covered by the survey. This indicative coverage varies from State to State. The survey, then, provides a reasonable coverage of ILUs in all States.⁴

Table A 1: Comparison of estimate of ILUs with ILUs in Survey, by State

<i>State/Territory</i>	<i>ILUs (estimated)</i>		<i>ILUs in the survey</i>		<i>ILUs in survey as proportion of estimated ILUs</i>
	<i>#</i>	<i>%</i>	<i>#</i>	<i>%</i>	<i>%</i>
New South Wales/ACT	13,628	39%	2,298	16%	17%
Victoria	6,207	18%	4,572	31%	74%
Queensland	4,202	12%	2,333	16%	56%
South Australia/NT	3,184	9%	2,415	17%	76%
Western Australia	6,352	18%	2,652	18%	42%
Tasmania	1,098	3%	284	2%	26%
<i>Total</i>	<i>34,671</i>	<i>100%</i>	<i>14,554</i>	<i>100%</i>	<i>42%</i>

Source: Aged and Community Services Australia members database; National ILU Survey 2002

National Survey analysis

The following sections present an analysis of data provided by ILU organisations only, i.e. those organisations which manage ILUs. It excludes organisations which only provide fully resident-funded units (FRFUs). For the most part, the data is presented for Australia as a whole. It should be noted, however, that there are major variations in the data between States and this should be borne in mind when interpreting it.⁵

The survey data is presented in seven Sections as follows:

1. ILU organisations
2. ILU stock
3. ILU management
4. Changes in housing stock
5. Occupants of ILUs
6. Financial arrangements, and

⁴ The reliability of the figures outlined in the table is variable and, without further research, should only be taken as indicative. The estimated figure for independent housing within the aged care sector is based on data provided on the Aged Care Australia website in 1999. This figure is based on data from members. It is unclear to what extent the ILUs counted in this data meet the definition of ILUs as defined in this paper. The data seems to include not only ILUs subsidised through the APHA but also fully resident-funded units. In addition, the data is from members of the aged care peak organisations in each State. Thus it does not include an unknown number of ILUs subsidised through the APHA and managed by organisations which are not members of the peak organisation. The extent of coverage seems to vary from State to State. For example, the Victorian aged care peak organisation, Victorian Association of Health and Extended Care, does not have coverage of many ILU organisations which do not provide aged care services. However, the NSW aged care peak organisation, Aged and Community Services Association of NSW & ACT, seems to cover more ILU organisations which do not provide aged care services but still does not cover all these organisations.

⁵ More detailed data on a State by State basis will be provided at a later date.

7. Linkages with support services.

Data was collected on an organisational basis and the tables below largely present their responses. As a further indicator of the significance of these responses, the number or proportion of stock managed by these organisations is also presented. The type of stock presented will vary according to the type. Thus in Section 1 which presents data on ILU organisations, the stock includes both ILUs and FRFUs. Section 2 on ILU stock presents only an analysis of ILU stock managed by ILU organisations – it does not include resident-funded units. In Section 3 to Section 7, the stock is only ILUs managed by the organisations.

1 ILU ORGANISATIONS

This section seeks to give an overview of the key characteristics of ILU organisations: legal status, range of services they provide, decade in which they first began to provide independent housing for older persons, extent to which they manage fully resident-funded units in addition to ILUs, employment workers and/or volunteers, size of their housing portfolio, number of sites managed, importance of ILUs, organisational priorities, and governance.

1.1 Legal status

Table A 2 below indicates the legal status of ILU organisations. Most are incorporated associations (59%) with a significant proportion incorporated either under a specific Act of Parliament⁶ or as a company limited by guarantee.

Table A 2: ILU organisations by legal status

<i>Legal status</i>	<i>% Organisations</i>	<i>% ILUs & FRFUs</i>
Incorporated organisation	59%	53%
Specific Act of Parliament	18%	24%
Company limited by guarantee	15%	18%
Local government	4%	2%
Other	5%	3%
Total	100%	100%

Organisations=169

ILUs and FRFUs=19,262

Sources: National ILU Survey 2002

1.2 Range of services

For the most part, ILUs are provided within the context of a larger organisation providing a range of services to older persons, as outlined in Table A 3 below.

Table A 3: ILU organisations by types of other services

<i>Type of service</i>	<i>% Organisations</i>	<i>% ILUs & FRFUs</i>
Low-level residential care	80%	93%
High-level residential care	60%	82%
CCPs/CACPs	30%	53%
HACC	26%	46%
Senior citizens centres	7%	11%
Community options/linkages	6%	6%
EACH	4%	11%
National Respite for Carers	3%	2%
Assistance with Care and Housing for the Aged	1%	1%

Organisations=172

ILUs and FRFUs=19,695

Source: National ILU Survey 2002

⁶ The legal status of many churches is through a specific Act of Parliament. However, the legal status of church agencies can vary depending upon the relationship between the organisation delivering the service and the central church body. Under some arrangements, agencies operate at arms length of the church and are separately incorporated. In other arrangements, agencies can manage a particular site and have a high level of autonomy in doing so, and a loose relationship with a central organisation. In other arrangements, the churches have consolidated their services or a range of services within one organisation.

The primary services are low-level residential care (previously hostel care) and high-level residential care (previously nursing home care). This reflects the past history of the APHA which after 1966 increasingly became the conduit through which the Commonwealth funded not-for-profit organisations to provide hostel level care and then nursing home care.

ILUs are the sole business for only 30 (17%) of the 172 organisations providing ILUs.⁷

1.3 Commencement decade

Table A 4 below outlines the decade in which ILU organisations first began to provide independent housing for older persons. As illustrated, 80% of organisations began to provide ILUs after 1960 (23% in the 1960s, 30% in the 1970s and 26% after 1980).⁸

Table A 4: Decade in which ILU organisations first began to provide independent housing for older persons

<i>Commencement date</i>	<i>% Organisations</i>	<i>% ILUs & FRFUs</i>
Prior to 1950s	8%	19%
1950s	12%	16%
1960s	23%	34%
1970s	30%	19%
after 1980	26%	11%
Don't know/unsure	1%	0%
Total	100%	100%

Organisations=172

ILUs and FRFUs=19,695

Source: National ILU Survey 2002

1.4 Type of housing: ILUs and FRFUs

Many organisations providing ILUs also provide fully resident-funded units (FRFUs). As outlined in Table A 5 below, the survey indicates that 74% of units were ILUs as defined for this Project while 26% of units were FRFUs. 72% of organisations or 124 organisations only manage ILUs.

Table A 5: Unit types

	#	%
Independent Living Units (ILUs)	14,554	74%
Fully Resident-Funded Units (FRFUs)	5,141	26%
Total	19,695	100%

Organisations with ILUs only

Organisations=172

ILUs and FRFUs=19,695 Source: National ILU Survey 2002

⁷ This proportion may be larger. As noted in footnote 4 above, many organisations which only provide ILUs are not members of the aged care peaks in each State. This seems to vary from State to State.

⁸ It is surprising that 26% of organisations began to provide units after 1980. By 1986, the Commonwealth had ceased providing subsidies through the APHA. From 1980-81 to 1985-86, it subsidised an average of 383 units per year. The Commonwealth provided most subsidies between 1966-67 and 1974-75 with an average of 2,151 units per year in this period. Given the historical nature of this question, this data would warrant further investigation to confirm its reliability. See Section 6.1.1 for further discussion of historical questions.

1.5 Workforce and volunteers

Table A 6 below outlines the proportion of organisations that employ workers and have volunteers. The survey sought information about the number of equivalent full-time workers and volunteers within the whole organisation and the number of equivalent full-time workers and volunteers involved in the provision of independent housing for older persons. Of the 172 organisations in the survey, 148 (85%) indicated that they employed workers and 145 (83%) involved volunteers in their work. The proportion of organisations employing workers for their independent housing is similar (83%). However, the number of organisations engaging volunteers is significantly less at 36%.

Overall, 146 organisations in the survey had 622 equivalent full-time workers, with most having fewer than two. The largest employer had 52 equivalent full-time workers involved in the provision of their independent housing. These 622 workers manage 19,695 units, an average of 32 units each.

Table A 6: Workforce and volunteers

	<i>Organisations with workers/volunteers</i>		<i>Workforce</i>		
	<i>#</i>	<i>%</i>	<i>Total</i>	<i>Median</i>	<i>Maximum</i>
<i>Whole organisation</i>					
Equivalent full-time workers	148	85%	23,791	46.5	5,800
Volunteers	145	83%	38,302	16	18,000
<i>ILUs</i>					
Equivalent full-time workers	146	83%	622	2	52
Volunteers	63	36%	965	4	200

Organisations=172

Source: National ILU Survey 2002

Table A 7 provides a further breakdown of the workforce involved in the provision of ILUs. Only 17% of ILU organisations had more than five equivalent full-time workers engaged in the provision of ILUs but these organisations managed 53% of ILUs and FRFUs.

Table A 7: Workforce size

<i>Equivalent full-time workers</i>	<i>ILU Organisations</i>		<i>% ILUs & FRFUs</i>
	<i>#</i>	<i>%</i>	
	26	15%	5%
<1 worker	25	15%	3%
1-2 workers	38	22%	9%
2-3 workers	24	14%	8%
3-4 workers	17	10%	10%
4-5 workers	13	8%	12%
5-10 workers	16	9%	19%
10+ workers	13	8%	34%
<i>Total</i>	<i>172</i>	<i>100%</i>	<i>100%</i>
<i>Volunteers</i>			
no volunteers	102	62%	63%
less than 5 volunteers	32	20%	9%
5-10	7	4%	2%
10 or more volunteers	23	14%	26%
<i>Total</i>	<i>164</i>	<i>100%</i>	<i>100%</i>

Source: National ILU Survey 2002

1.6 Size of housing portfolios

Table A 8 outlines the size of the housing portfolios (both ILUs and FRFUs) which organisations hold. Most ILU organisations have quite small portfolios, with 53% having fewer than 50 units (but managing less than 10% of stock). The median size of an ILU organisation is 31 units. The largest portfolio is 1,509 units.

Table A 8: ILU organisations by size of housing portfolios

<i>Portfolio size</i>	<i>ILU Organisations</i>		<i>ILUs & FRFUs</i>	
	<i>#</i>	<i>%</i>	<i>#</i>	<i>%</i>
Less than 20 units	53	31%	536	3%
20-49 units	38	22%	1,270	6%
50-99 units	36	21%	2,478	13%
100-199 units	25	15%	3,687	19%
200 or more units	20	12%	11,591	59%
<i>All organisations</i>	<i>172</i>	<i>100%</i>	<i>19,562</i>	<i>100%</i>
Median number of units			31	
Average number of units			85	
Highest number of units			1,509	

Source: National ILU Survey 2002

1.7 Number of sites

ILU organisations can manage units across a number of sites. Table A 9 below provides some data on the number of sites. In the survey, 172 organisations managed 19,695 units (both ILUs and FRFUs) across 593 sites, an average of 33 per site. 98 organisations (60%) managed single sites but only manage 25% of ILU and FRFU stock.

Table A 9: Sites managed by ILU organisations

	<i>#</i>	<i>%</i>
Number of units (ILUs and FRFUs)	19,346	
Number of sites	593	
Average units per site	33	
ILU organisations with single sites	98	60%
ILUs and FRFUs on single sites	4,801	25%

Organisations=163

Source: National ILU Survey 2002

1.8 Importance of independent housing for older persons

The National ILU Survey sought to gauge the level of importance organisations attached to providing independent housing for older persons. As outlined in Table A 10, for 40% of organisations (managing 59% of stock), independent housing was either core business (26%) or central to their business (14%). For 36% of organisations (managing 21% of stock), independent housing was of less importance – for 26% it was ‘just one of a range of services’ and for another 10% it was peripheral or incidental to the organisation’s business.

Table A 10: Importance of independent housing to the organisation's business

<i>Level of importance</i>	<i>% Organisations</i>	<i>% ILUs & FRFUs</i>
Core business	26%	34%
Central to their business	14%	25%
Important element	24%	21%
Just one of a range of services	26%	19%
Peripheral or incidental	10%	2%
Don't know/unsure	1%	0%
Total	100%	100%

Organisations=172

ILUs and FRFUs=19,695

Source: National ILU Survey 2002

1.9 Organisational priorities

ILU organisations are planning a range of major changes to their independent housing for older persons over the next three to five years. Table A 11 outlines the changes planned, with 39% planning to construct or acquire new housing stock, and 35% and 34% are planning a major upgrade/refurbishment and maintenance respectively to their stock.

Notably, 25% of organisations are not planning any major changes to their independent housing.

Table A 11: Major changes planned for independent housing over next 3-5 years

<i>Type of major change</i>	<i>% Organisations</i>
No major changes	25%
Acquisition of new stock	39%
Upgrade/refurbish existing stock	35%
Maintenance	34%
Demolition and redevelopment of stock	23%
Management	19%
Sale	8%
Don't know/unsure	5%

Organisations=172

Source: National ILU Survey 2002

While organisations are planning major changes to their independent housing, the level of priority varies. As outlined in Table A 12, of those organisations planning major changes, for 59% of them these are their highest or a high priority.

Table A 12: Level of priority for changes to their independent housing

<i>Level of priority</i>	<i>% Organisations</i>
Highest	6%
High	53%
Medium	31%
Low	5%
Don't know/unsure	5%
Total	100%

Organisations=131

Source: National ILU Survey 2002

1.10 Governance

In relation to the governance of ILU organisations, the National ILU Survey sought information about the roles undertaken by the Board of Directors or Committee of Management, the regularity of meetings and the recruitment of new members. Overall responses to these questions indicate a high level of governance within ILU organisations. However, it should be noted that these answers only indicate whether an organisation undertook these tasks. Other information through discussions and workshops indicated some variability in the thoroughness and quality of the tasks.

As outlined in Table A 13, in most ILU organisations, Boards of Directors or Committees of Management undertake the key governance roles of approving annual business plans (84%), determining strategic directions (82%), monitoring activities in relation to the aims and purposes of the organisations (81%) and approving key policies (78%). One key role, analysis and management of risk (59%), was not undertaken as broadly as the other four. Boards undertook management tasks and day-to-day operations to a lesser degree. 15% of organisations indicated that they relied upon members of the Board or Committee to keep the organisation going.

Table A 13: Governance roles

<i>Governance roles</i>	<i>% Organisations</i>
Approves an annual business plan	84%
Provides strategic direction	82%
Monitors aims and purposes	81%
Approves key policies	78%
Analysis and management of risk	59%
Members are delegated responsibility for management tasks	21%
Organisation relies on individuals to keep the organisation going	15%
Members are involved in day-to-day operations	12%
Don't know/unsure	2%

Organisations=172

Source: National ILU Survey 2002

Table A 14 indicates that nearly all Boards/Committees meet monthly. In very few organisations do Boards/Committees not meet or meet irregularly.

Table A 14: Meetings of Boards and Committees

<i>Meetings</i>	<i>% Organisations</i>
once every month	84%
once every 2 months	8%
once every quarter	2%
2 or 3 times a year	2%
at least once a year	1%
does not meet	1%
don't know/not sure	2%
Total	100%

Organisations=172

Source: National ILU Survey 2002

Table A 15 indicates that most Boards/Committees regularly recruit new members.

Table A 15: Recruitment of new members

<i>Recruitment</i>	<i>% Organisations</i>
at least 1 new member a year	22%
at least 1 new member every couple of years	37%
an occasional new member	28%
rarely recruits a new member	5%
does not recruit new members	2%
don't know/not sure	6%
Total	100%

Organisations=172

Source: National ILU Survey 2002

2 ILU STOCK

The National ILU Survey sought information about the size, age, standard and condition of ILU stock in order to assess its overall state. This Section provides an analysis of ILUs only – FRFUs are excluded.

2.1 Size of units

The following table outlines the breakdown of ILUs by size of unit. The predominant size is 1-bedroom units. They constitute 63% of ILUs and are provided by 85% of ILU organisations. Bedsits and 2-bedroom units constitute 16% and 18% of all stock respectively and are provided by 30% and 58% of organisations respectively.

Table A 16: ILUs by size

Size of unit	Units		Organisations	
	#	%	#	%
Bedsitter units	2,348	16%	52	30%
1-bedroom	9,274	63%	146	85%
2-bedroom	2,718	18%	99	58%
3-bedroom +	60	0%	12	7%
Unknown	298	2%	6	3%
<i>Total</i>	<i>14,698</i>	<i>100%</i>		

Organisations=172

Source: National ILU Survey 2002

2.2 Age of stock

Table A 17 outlines the number and percentage of ILU organisations where more than 50% (and 75%) of their stock is within a specific age bracket. For 57% of ILU organisations (managing 72% of ILUs), more than 50% of their stock is more than 20 years old. For another 15% of organisations, the majority of their stock is 10-19 years old. For 48% of ILU organisations (managing 53% of ILUs), more than 75% of their stock is more than 20 years old.

Table A 17: Age of majority of ILUs by organisation

	Organisations where more than 50% units are:			Organisations where more than 75% units are:		
	Organisations		% ILUs managed	Organisations		% ILUs managed
	#	%		#	%	
less than 5 years	10	6%	2%	7	4%	1%
5-9 years	8	5%	3%	6	4%	0%
10-19 years	26	15%	7%	18	11%	3%
20-40 years	88	52%	64%	73	43%	48%
40+ years	9	5%	8%	8	5%	5%

Organisations = 169

ILUs = 14,663

Source: National ILU Survey 2002

2.3 Standard of stock

As outlined in Table A 18 below, nearly a third of organisations (managing 39% of ILUs) rated the overall quality of their current stock as **below** current community standard – this ranged from 44% and 40% in NSW and WA respectively to 9% in Qld.

On the other hand, only 15% of organisations (managing 9% of ILUs) rated the overall quality of their stock as **above** community standards – this ranged from 39% in Qld to a low of 6% in SA.

Table A 18: Overall assessment of quality of stock

<i>State</i>	# <i>Orgs</i>	# <i>ILUs</i>	<i>Below current standard</i>			<i>Above current standard</i>		
			# <i>Orgs</i>	% <i>Orgs</i>	% <i>ILUs</i>	# <i>Orgs</i>	% <i>Orgs</i>	% <i>ILUs</i>
Victoria	69	4,376	25	36%	48%	6	9%	4%
New South Wales	34	2,209	15	44%	45%	6	18%	17%
Queensland	23	1,074	2	9%	8%	9	39%	39%
South Australia	16	2,350	2	13%	5%	1	6%	1%
Western Australia	20	2,932	8	40%	61%	2	10%	2%
Tasmania	7	284	2	29%	22%	2	29%	31%
<i>Total</i>	<i>169</i>	<i>13,225</i>	<i>54</i>	<i>32%</i>	<i>39%</i>	<i>26</i>	<i>15%</i>	<i>9%</i>

Source: National ILU Survey 2002

2.4 Condition

The National ILU Survey asked participants to estimate the proportion of their stock requiring a major upgrade or refurbishment. 56 (32%) indicated that none of their housing stock required a major upgrade/refurbishment. On the other hand, 14 (8%) organisations indicated that all their stock required a major upgrade/refurbishment.

Based on the estimates of participants, Table A 19 outlines for each State the overall number and proportion of ILU stock which requires upgrade. 34% of ILU stock throughout Australia requires upgrading. This ranges from 12% and 19% of stock in Tasmania and Queensland respectively to 52% of stock in Western Australia.

Table A 19: ILU stock requiring upgrade

<i>State</i>	<i>Orgs</i>	<i>Total stock</i>		<i>Stock requiring upgrade</i>		
		#	%	#	%	% <i>State units</i>
Victoria	71	4,405	30%	1,695	33%	38%
New South Wales	34	2,209	15%	611	12%	28%
Queensland	23	2,354	16%	453	9%	19%
South Australia	17	2,429	17%	867	17%	36%
Western Australia	20	3,017	21%	1,555	30%	52%
Tasmania	7	284	2%	34	1%	12%
<i>Total</i>	<i>172</i>	<i>14,698</i>	<i>100%</i>	<i>5,215</i>	<i>100%</i>	<i>34%</i>

Source: National ILU Survey 2002

3 ILU MANAGEMENT

The National ILU Survey sought information about how ILU organisations managed their stock. This included information about the management framework, their housing market or target group, the extent of their waiting lists, turnover and vacancies, the contractual arrangements with residents, how well they were managing their assets and whether their stock was subject to any encumbrances.

3.1 Management framework

ILUs form small to large clusters or villages of older persons' housing, and many but not all ILU organisations require an ingoing contribution from the resident. Many fall under the Retirement Villages Act in their respective State.⁹ This forms the basic management framework within which an ILU organisation can operate. In addition, they can seek formal accreditation which ensures that they operate according to some standard. Alternatively they could operate under a code of practice. Table A 20 below outlines the results of information sought in the National Survey about these issues.

Table A 20: Management framework

<i>Retirement Villages Act</i>			<i>Accreditation or code of practice</i>		
	<i>Organisations</i>			<i>Organisations</i>	
	#	%		#	%
RVA all sites	109	65%	No accreditation or code of practice	109	65%
RVA some sites	12	7%	Retirement Villages Association of Australia accreditation	23	14%
RVA exemption	8	5%	Other	11	7%
RVA nil	34	20%	National Community Housing Standards	4	2%
Don't know/unsure	5	3%	Don't know/unsure	21	13%
Total	168	100%	Total	168	100%

Organisations=168

Source: National ILU Survey 2002

72% of organisations operate under a Retirement Villages Act (RVA) with a number of organisations having gained exemption from the Act. Most organisations, however, do not operate under any formal accreditation or code of practice. Where they do, the most common is accreditation through the Retirement Villages Association of Australia. It is notable that, on this basic issue of legislative framework, the respondent on behalf of a number of organisations did not know or were unsure whether they were subject to the RVA. In other instances, respondents did not know or were unsure whether the organisation was accredited or operated under some code of practice. Some provided answers which were not applicable or operative in their State.

3.2 Housing market/target group

ILU organisations have particular housing markets or target groups. The National ILU Survey sought information about which groups of older persons they housed. From Table A 21, it can be seen that ILU organisations housed three general groups: pensioners who did not own their own home (72%), pensioners who owned their own home (49%) and self-funded retirees (49%). Some housed older people who are homeless or have complex needs (such as dementia, mental illness, drug/alcohol abuse or behaviour disorders). A number of organisations noted that within the above general target groups, they housed specific ethnic groups (three Dutch, two German, one Russian and one Finnish), ex-service personnel or persons with low assets.

⁹ A Retirement Village Act operates in all States/Territories except for Tasmania and Northern Territory.

Table A 21: Target groups of ILU organisations

<i>Target group</i>	<i>ILU organisations</i>		<i>ILUs managed</i>
	<i>#</i>	<i>%</i>	<i>%</i>
Pensioners who do <u>not</u> own their own home	121	72%	82%
Pensioners who own their own home	83	49%	68%
Self-funded retirees	79	47%	72%
People who are homeless or have complex needs	16	10%	11%
Specific ethnic group	7	4%	1%
Ex-service personnel	7	4%	10%
Persons with low assets	5	3%	1%
Other target group	19	11%	4%
Don't know/unsure	4	2%	0%

Organisations=168

ILUs= 14,588

Source: National ILU Survey 2002

In the past, ILU organisations have been criticised (without evidence) for not housing low-income and disadvantaged older persons. Table A 21 tends to provide evidence to the contrary – it appears to support the contention that ILU organisations are housing pensioners who do not own their own homes. Table A 22 further highlights this point. It eliminates those organisations that did not choose one of the three general target groups. From this table, it can be seen that 89% of ILU organisations target older pensioners who do not own their own home. It is this group that is most vulnerable to housing-related poverty.

Table A 22: General target groups

<i>General target group</i>	<i>Organisations</i>	
	<i>#</i>	<i>%</i>
Pensioners who do <u>not</u> own their own home	121	89%
Pensioners who own their own home	83	61%
Self-funded retirees	79	58%

Note: The sample does not include (i) organisations which did not choose at least one of these general target groups and (ii) those which did not know or were unsure of their target group

Organisations=136

Source: National ILU Survey 2002

These tables, however, do not provide evidence of the extent to which ILUs are allocated to pensioners who do not own their own homes. This group is one of a number of target groups and an ILU organisation may only allocate a very small proportion of their units to this group. So to what extent do ILU organisations target pensioners who do not own their own home?

The data from the National Survey still does not provide a definitive answer to this question. Table A 23 which analyses the data according to the number of general target groups for each ILU organisation is also inconclusive. According to this analysis, 35% of ILU organisations only have one target group – 30% of ILU organisations (managing only 13% of stock) only target pensioners who do not own their own homes. A further 21% have two general target groups, of which 15% include pensioners who do not own their own homes. 69% of ILUs are managed by ILU organisations which target all three of the general target groups.

Table A 23: Number of general target groups

<i>General target group</i>	<i>ILU organisations</i>		<i>ILUs managed</i>
	<i>#</i>	<i>%</i>	<i>%</i>
One general target group – not owner-occupiers	40	30%	13%
One general target group - other	7	5%	1%
Two general target groups – including not owner-occupiers	21	15%	13%
Two general target groups - other	8	6%	4%
Three general target groups	59	43%	69%
Total	135	100%	100%

Organisations=135

ILUs=12,679

Source: National ILU Survey
2002

3.3 Waiting lists

As outlined in Table A 24, 84% of ILU organisations had waiting lists. 10,470 older people were waiting for ILUs in the 134 organisations which provided waiting list data.

Table A 24: ILU organisations with waiting lists

	<i>Organisations</i>	
	<i>#</i>	<i>%</i>
Waiting list	140	84%
No waiting list	23	14%
Don't know/unsure	3	2%
Total	166	100%

Source: National ILU Survey 2002

Table A 25 provides a breakdown of this data, indicating that the median waiting list was 14 applicants, with 14% of organisations having more than 100 applicants on their waiting list. The median waiting time was 18 months, with significant proportions of organisations having very long waiting lists of two years or more.

Table A 25: Waiting list data

Number of applicants on waiting lists of ILU organisations

Median	14 applicants
Mean	78 applicants
Maximum	3,111 applicants
% organisations with more 100 on waiting list	14% organisations

Average waiting times

Median	18 months
Mean	20 months
Maximum	96 months
% organisations with average waiting times more than 24 months	42% organisations
% organisations with average waiting times more than 36 months	18% organisations
% organisations with average waiting times more than 48 months	6% organisations

Organisations=134 (for number of people on the waiting list)

Organisations=129 (for average waiting time)

Source: National ILU Survey 2002

3.4 Vacancies

49% of ILU organisations had vacant units. The overall vacancy rate is 4.6%. Given the particular target group of older persons and the level of demand indicated in waiting lists, this rate is relatively high. It compares with a public housing vacancy rate of 3.2% at June 2002.¹⁰ However, as noted below, many vacancies are the result of dwellings which are not tenatable due to upgrading/refurbishment or site redevelopment.

Table A 26: Vacant units, various characteristics

<i>Characteristic</i>	
Proportion of ILU organisations with vacant units	49%
Proportion of ILUs vacant	4.6%
Median vacancies (in organisations with a vacancy)	3 ILUs
Mean vacancies (in organisations with a vacancy)	8.3 ILUs
Maximum vacancies in one organisation	103 ILUs

Organisations=168

Source: National ILU Survey 2002

Significantly, 'requires upgrade/refurbishment' was most noted as the reason for vacancies, along with 'site undergoing redevelopment' and 'low demand' relatively high on the list. This seems to indicate some issues with the current condition and standard of the ILU stock. 'Low demand' was not listed on the questionnaire but was specified by respondents as an 'other' reason.

Table A 27: Reasons for vacancies

<i>Reason</i>	<i>Organisations</i>	
	<i>#</i>	<i>%</i>
Requires upgrade/refurbishment	32	39%
Awaiting agreement with new resident	30	37%
Undergoing cleaning/maintenance	22	27%
Site undergoing redevelopment	13	16%
Low demand	10	12%
Other	5	6%
Reasons unknown	5	6%

Organisations=82

Source: National ILU Survey 2002

3.5 Turnover

Table A 28 below outlines some characteristics of turnover rates among ILU organisations. Most organisations (84%) had a resident leave one of their units. One in every 10 residents left units during the past 12 months. This turnover rate is similar to that for public housing.¹¹

¹⁰ See Steering Committee for the Review of Commonwealth/State Service Provision, *Report on Government Services 2003*, Productivity Commission, Canberra, <<http://www.pc.gov.au/gsp/2003/index.html>>, Table 16A.12.

¹¹ In 2001-02, total tenant dwellings for public housing was 347,424 and total new households assisted (largely due to vacancies) was 36,894. The turnover rate then is estimated at 10.6%. See Steering Committee for the Review of Commonwealth/State Service Provision, *Report on Government Services 2003*, Productivity Commission, Canberra, <<http://www.pc.gov.au/gsp/2003/index.html>>, Table 16A.1.

Table A 28: Turnover rates

<i>Characteristic</i>	
Proportion of ILU organisations with residents leaving permanently	84%
Turnover rate in the past 12 months	1 in every 10 residents
Median turnover in the past 12 months (in organisations with residents leaving)	4 residents
Mean turnover in the past 12 months (in organisations with residents leaving)	10.6 residents
Maximum turnover in the past 12 months within an organisation	150 residents

Organisations=168

Source: National ILU Survey 2002

The reasons for occupants leaving (as known by ILU managers) are outlined in Table A 29. The major reasons are death (in 74% of organisations) or need for residential care or more intensive support (in 80% of organisations). Few left due to the physical constraints of the unit or was unhappy with the lifestyle. None were unhappy with the amenity or condition of the unit, with changes in management style, or the site was to be redeveloped.

Table A 29: Occupants reasons for leaving their ILU (as known by ILU managers)

<i>Reason</i>	<i>Organisations</i>	
	<i>#</i>	<i>%</i>
Required residential care or more intensive support	110	80%
Death of the occupant	101	74%
Family reasons	16	12%
Physical constraints of the unit	7	5%
Occupant unhappy with the lifestyle	6	4%

Organisations=137

Source: National ILU Survey 2002

3.6 Contractual arrangements

Table A 30 outlines the major tenure arrangements in organisations (where more than 50% of units are subject to a particular tenure arrangement). For nearly one-half of organisations (46%) (managing 58% of ILUs), the major form of tenure is a residence contract or agreement with licence or right to occupy. This is particularly used in NSW (70% of organisations). For a quarter of organisations (managing 12% of ILUs), the major form of tenure is a Residential Tenancy Agreement under a Residential Tenancies Act.

Table A 30: Tenure arrangements used in more than 50% units

<i>Tenure arrangement</i>	<i>Organisations</i>		<i>% ILUs managed</i>
	<i>#</i>	<i>%</i>	
Residence contract or agreement with licence or right to occupy	76	46%	58%
Residential Tenancies Agreement	41	25%	12%
Other tenancy agreement	22	13%	10%
Long-term lease	14	8%	16%
Registered lease	4	2%	1%

Organisations=167

ILUs=14,576

Source: National ILU Survey 2002

3.7 Asset management

The condition and standard of dwellings depends largely upon an organisation's planning capacity. Three types of planning are important: cyclical or programmed maintenance which addresses the replacement or renovation of facilities over a 5-10 year cycle; asset management which addresses the standard and use of the dwelling over the long term (20-25 year cycle), and financial planning to match this maintenance or refurbishment of assets. The National ILU Survey sought information on whether organisations undertook such planning. Table A 31 below outlines the results.

Table A 31: Asset management planning

	<i>% ILU organisations</i>	<i>% ILUs managed</i>
Cyclical maintenance plan	79%	88%
Asset management plan	51%	64%
Funds set aside for major upgrade/refurbishment	70%	77%

Organisations=169

ILUs=14,663 Source: National ILU Survey 2002

While 79% of organisations developed a cyclical maintenance plan for their units, only about half the organisations had developed a long-term asset management plan whereby they planned the sale, redevelopment or future major upgrade/refurbishment. On the other hand, 70% of organisations set aside funds each year for major upgrade/refurbishment.

3.8 Encumbrances

As outlined in Table A 32, 30% of organisations indicated that they had some kind of encumbrance over the sale of their housing for older persons or their redevelopment for another purpose. Of these organisations, 33% indicated that under the Aged Persons' Homes Act (the APHA) they were required to use their housing for older persons. Other organisations indicated that they have a variety of other encumbrances.

Table A 32: Encumbrances

<i>Encumbrance</i>	<i># orgs</i>	<i>% all orgs</i>	<i>% orgs with encumbrances</i>
No encumbrance	75	44%	
Don't know/unsure	29	17%	
No response	16	9%	
Encumbrances	51	30%	
the APHA	17		33%
Caveat on title	12		24%
Formal agreement with Commonwealth government	11		22%
Trust arrangements	10		22%
Equity interest by the Commonwealth government	10		20%
Planning permits	9		18%

Organisations=171

Source = National ILU Survey 2002

4 CHANGES IN HOUSING STOCK

Over the past decade, ILU organisations have made considerable changes to their housing stock in response to higher expectations of older people. This sub-section outlines the results of the survey in relation to questions about past and proposed changes in housing stock.

4.1 Past changes

Past changes in ILU housing stock have taken a number of forms – demolitions, extension/ conversion of current stock, and transfer or purchase from other ILU organisations.

4.1.1 Demolitions

Table A 33 outlines the number of ILUs demolished and the number of organisations which have undertaken demolitions over the past 10 years. 21% of organisations indicated that they had demolished 427 units, an average of 12 per organisation. This does not appear to very high. However, it is quite high when compared with the average size of an organisation's portfolio of 85 units.¹²

Table A 33: Demolition of ILUs over the past 10 years

	#	%
Organisations undertaking demolitions	35	21%
ILUs demolished	427	3%
Average ILUs per organisation	12	

Organisations = 169

ILUs = 14,698

Source: National ILU Survey 2002

The major reasons for the demolition of ILUs are provided in Table A 34. The most common is that ILUs were too small. The second most common reason is 'redevelopment/upgrade of a site'. This indicates what happened after units were demolished, but not the reason for the redevelopment/upgrade in the first place.

Table A 34: Reasons for demolition of ILUs

<i>Reason</i>	<i>% organisations</i>
Units were too small	44%
Redevelopment/upgrade of site	22%
Units were structurally unsound	19%
Units were unsuitable for site	16%
Units were difficult to sell or let	13%
Land required for residential care facility	13%

Organisations=32

Source: National ILU Survey 2002

4.1.2 Extensions/conversions of ILUs

Table A 35: Extensions/conversions of ILUs outlines extensions/conversions among ILU organisations over the past 10 years. 27% of organisations indicated that they had extended or converted 309 units, an average of 8 units per organisations. Again this needs to be interpreted in the light of an average of 85 units per ILU organisation.

¹² See Table A 8 above.

Table A 35: Extensions/conversions of ILUs

	Organisations		#	Units	
	#	%		%	Average
Extensions/conversions	38	27% ³	309	2% ²	8
Bedsitter units converted to 1-br units			28		
Bedsitter units extended to 1-br units			69		
1-bedroom units extended to 2-br units			212		

(1) Total number of ILU organisations = 169

(2) Total units = 14,698

(3) Number of organisations = 139 (169 less 30 organisations which did not know or were unsure)

Source: National ILU Survey 2002

In addition to the extensions/conversions outlined above, other ILU organisations have:

- Converted 1 bedroom units into 3 bedroom units;
- Extended the living area and enclosed the patios;
- Converted units to other uses such as hostel places, garages, offices and areas for use within a hospital.

4.1.3 *Transfer/purchase of ILUs from other ILU organisations*

Table A 36 below outlines the transfers/purchases of ILUs from another ILU organisation over the past 10 years. The numbers are small yet it is significant that, over this period, long-standing ILU organisations have sold or transferred their stock to other ILU organisations. What the Survey was unable to do was to find out how many organisations had ceased operations and sold their stock on the private market. Most of the transfers occurred in Victoria, where 11 organisations transferred the ownership or management of 289 units.

Table A 36: Transfers/purchases from other ILU organisations

<i>Type of transfer/purchase</i>	<i># orgs</i>	<i># ILUs</i>
Sales	2	118
Transfer ownership	11	271
Transfer management	4	53

Organisations=169

Source = National ILU Survey 2002

4.2 **Planned future changes**

In addition to seeking information about changes in stock over the past 10 years, the survey sought information about planned changes over the next five years – plans to upgrade/refurbish units, demolish units, extend or convert units and to acquire new units.

4.2.1 *Plans to upgrade/refurbish units*

Table A 37 outlines the range of responses from organisations regarding planned upgrade/refurbishment of units. 67% of organisations indicated that they planned to upgrade/refurbish units over the next three to five years: 31% did not know how many units they would upgrade; 28% indicated that they would upgrade 1,629 units (or 24%) of their units and an average of 34 per units per organisations; 8% of organisations indicated that they would upgrade all of their 466 units, an average of 36 per organisation. 25% of organisations indicated that they have not planned to upgrade any units.

Table A 37: Planned upgrade/refurbishment of units

	<i>Organisations</i>		<i>Total units</i>	<i>ILUs – planned upgrade</i>		
	<i>#</i>	<i>%</i>	<i>#</i>	<i>#</i>	<i>%</i>	<i>Average</i>
Don't know	14	8%	590			
Nil	42	25%	1,627			
Some units (don't know number)	52	31%	5,302			
Some units (know numbers)	48	28%	6,702	1,629	24%	34
All units	13	8%	466	466	100%	36
Total	169	100%	14,687	2,095	24%	

Source: National ILU Survey 2002

4.2.2 *Plans for demolitions*

Table A 38 outlines the number of organisations planning demolitions and the number of demolitions over the next five years. 27% are planning to demolish ILUs. 18% are planning to demolish 810 units, an average of around 26 units per organisation.

Table A 38: Demolitions planned over the next 5 years

	<i>Organisations</i>		<i>Total units</i>	<i>ILU demolitions planned</i>		
	<i>#</i>	<i>%</i>	<i>#</i>	<i>#</i>	<i>%</i>	<i>Average</i>
Don't know	14	8%	1,136			
Nil	109	64%	5,363			
Some units (don't know number)	15	9%	3,196			
Some units (know numbers)	27	16%	4,867	709	15%	26
All units	4	2%	101	101	100%	25
Total	169	100%	14,663	810	8%	

Source: National ILU Survey 2002

4.2.3 *Plans for extensions/conversions*

21% of organisations are planning to extend or convert existing units to a larger size. As outlined in Table A 39 below, 21 indicated how many units they were going to extend/convert. Within the 8 organisations planning to convert bedsitter units into 1-bedroom units, this would involve 17% of their stock. Within the 7 organisations planning to extend bedsitter units to 1-bedroom units, this would involve 31% of their stock. So these organisations have plans to make major changes to their stock profile.

Table A 39: Plans for extensions/conversions

	<i>Organisations</i>		<i>Total units</i>	<i>Extensions/conversions planned</i>		
	#	%	#	#	%	Average
No	102	67%	3,729			
Don't know/unsure	20	13%	2,259			
Yes (but unsure of details)	10	7%	2,698			
Yes	21	14%	3,453			
Total	153	100%	12,139			
Bedsitter units converted to 1-br units	8		1,627	270	17%	34
Bedsitter units extended to 1-br units	7		407	127	31%	18
1-bedroom units extended to 2-br units	11		2,067	82	4%	7
Total				479		

Source: National ILU Survey 2002

4.2.4 *Plans for new housing stock*

The survey asked ILU organisations whether they were planning to acquire any new ILU stock. Despite a difficult financial environment for acquiring stock (which is not fully resident-funded), as outlined in Table A 40 below, 23% of organisations are planning to acquire new stock. 12% of organisations specified the number of ILUs they planning to acquire – these 20 organisations were planning to acquire 441 units, a average of 22 units per ILU organisation.

Table A 40: Plans for new housing stock

	<i>Organisations</i>		<i>ILUs</i>	
	#	%	#	Average
Organisations planning new stock	39	23%		
Organisations (without specifying number of ILUs)	19			
Organisations (specifying number of ILUs)	20		441	22

Source: National ILU Survey 2002

5 OCCUPANTS OF ILUS

The National ILU Survey sought information about occupants of ILUs: their living arrangements, their age, their length of tenure and whether they required assistance to maintain themselves in their homes.

5.1 Living arrangements

As outlined in Table A 41 below, the predominant living arrangement is women living alone, which constitutes 70% of all households. Men alone and couples each constitute 15% of households. There are very few other types of living arrangements.

Nearly all organisations have a mixture of men and women living alone. Only eight accommodate 'women only' and they are very small organisations – the largest has 14 households. None accommodate 'men only'. One very small organisation accommodates couples only.

Table A 41: Household types

<i>Household type</i>	#	<i>Households</i>	
		<i>%</i>	<i>Average</i>
Women alone	8,698	70%	56 per organisation
Men alone	1,826	15%	12 per organisation
Couple	1,862	15%	12 per organisation
Other	90	1%	1 per organisation
Total	12,476	100%	80 per organisation

Organisations=156

Source: National ILU Survey 2002

5.2 Age

Table A 42 below presents data on both occupants of ILUs by age group and organisations housing each age group.

Table A 42: Occupants by age group and organisations housing each age group

<i>Age group</i>	<i>Occupants</i>		<i>Organisations</i>		<i>Average occupants</i>
	<i>#</i>	<i>%</i>	<i>#</i>	<i>%</i>	
less than 65 years	366	4%	59	43%	6
65-79 years	5,255	54%	128	93%	41
80+ years	4,093	42%	123	90%	33
Total	9,714	100%	137		71

Source: National ILU Survey 2002

While the predominant age of occupants is in the 65-79 years range (54%), the proportion of occupants aged 80 years or more is very significant. It indicates an ageing population within ILUs and a group which increasingly relies upon formal aged care services to maintain themselves in their homes.

Each age group, particularly those 80 years or more, was not limited to a particular group of ILU organisations but spread right across ILU organisations. 90% of organisations housed older people who were 80 years of more and housed an average of 33 occupants in this age group per organisation. Seven organisations consist solely of persons aged 80 years or more. Two of these have more than 100 residents.

5.3 Length of tenure

Table A 43 presents information on occupants by length of their tenure and organisations housing each of the tenure group.

Most ILU residents (59%) have occupied units for between two and 10 years, with a significant proportion (25%) having occupied their unit for more than 10 years.

Nearly all organisations (91%) have occupants with tenure between two and 10 years; 69% have occupants with tenure more than 10 years, with an average of 25 occupants per organisation.

Table A 43: Occupants by length of tenure and organisations housing each tenure group

<i>Tenure range</i>	<i>Occupants</i>		<i>Organisations</i>		<i>Average occupants</i>
	<i>#</i>	<i>%</i>	<i>#</i>	<i>%</i>	
less than 6 months	433	5%	80	57%	5
6 months - 2 years	1,181	12%	106	76%	11
2 - 10 years	5,636	59%	127	91%	44
more than 10 years	2,367	25%	96	69%	25
Total	9,617	100%	140		69

Source: National ILU Survey 2002

5.4 Assistance required

Table A 44: Proportion of occupants requiring assistance (as known by ILU managers)

<i>% residents</i>	<i>Residents require assistance</i>		<i>Residents do not require assistance</i>		<i>Don't know/unsure whether residents require assistance</i>	
	<i>% orgs</i>	<i>% ILUs</i>	<i>% orgs</i>	<i>% ILUs</i>	<i>% orgs</i>	<i>% ILUs</i>
No response*	11%	8%	39%	40%	81%	85%
Nil	2%	1%	0%	-	1%	-
less than 25%	41%	49%	10%	12%	8%	6%
25-50%	24%	27%	13%	8%	1%	2%
50-75%	14%	8%	22%	27%	0%	
75+%	7%	7%	16%	13%	7%	7%
Total	100%	100%	100%	100%	100%	100%

* No response to this part of the question but a response to other parts of the question

Organisations=135 (excludes responses where there was no response to all parts of the question)

ILUs=12,958

Source: National ILU Survey 2002

Table A 44 outlines the results of the survey in relation to occupants requiring assistance from others to maintain themselves in their current housing, i.e. formal or informal support, practical assistance, personal care or home nursing. 45% of organisations (managing 42% of ILUs) indicated that more than 25% of their occupants required assistance from others.

6 FINANCIAL ARRANGEMENTS

Financial arrangements within ILU organisations are quite complex and diverse. The following distinguishes between: capital finance arrangements whereby the funds for acquiring ILUs are raised, and operating finance arrangements whereby funds are raised for the ongoing provision of ILUs including management, maintenance, rates and insurance. The Survey not only sought information about the sources of capital finance for current stock but also for proposed new stock.

6.1 Capital finance

6.1.1 Sources of capital funds for current stock

Organisations found capital finance for ILUs from a diverse range of sources. These are outlined in Table A 45 below. This table reflects the range of sources used by organisations across their whole stock. It does not indicate the proportion of stock funded from a particular source.

Table A 45 indicates that only 23% of organisations received subsidies from the Commonwealth government. Our expectation was that nearly all organisations had received subsidies through the APHA. Thus, responses to this question seem to contradict this assumption. One explanation is that our assumption was wrong – that most not-for-profit organisations in the aged care sector had received subsidies through the APHA. However, a more likely explanation lies in the nature of the questions. Unlike all other questions in the National ILU Survey, this is a historical question. It asks about something which happened 20 to 40 years ago and relies upon the historical knowledge of the respondent. Thus, the accuracy of responses may be questionable and would require some further investigation.

Table A 45: Sources of capital finance for ILUs

<i>Source of capital finance</i>	<i>Organisations</i>	
	<i>#</i>	<i>%</i>
Donation or bequests of cash, land or dwellings	73	43%
Surplus funds from operations	61	36%
Loans from residents	55	32%
State government	44	26%
Public appeals	45	26%
Donations from residents	40	24%
Commonwealth government	39	23%
Philanthropic grants	24	14%
Local government	23	14%
Borrowings	18	11%
Organisational capital	11	6%
Don't know/unsure	10	6%

Organisations=170

Source: National ILU Survey 2002

6.1.2 Resident contributions

As noted above in Table A 45, a major source of capital funds for ILU organisations is resident contributions. Many organisations have continued to charge entry contributions and have used these funds in different ways.

Table A 46 below outlines whether and what type of entry contributions are used by ILU organisations for more than 50% of their ILUs.

42% of organisations (managing 22% of ILUs) do not charge an entry contribution for more than 50% of their ILUs. Indeed, 33% of organisations (56) (managing 17% of

ILUs) do not charge an entry contribution for any of their ILUs. The remaining 9% (13) charge an entry contribution for at least one ILU.

The major form of entry contribution used by ILU organisations is a loan which is partly repaid when the resident exits the property. Only 8% of ILU organisations use a 'donation' as the major form of entry contributions. However, these organisations manage 25% of ILUs.

6% of organisations (managing 9% of ILUs) do not have a major type of entry contribution but use a variety of types, in particular some combination of no entry contributions, donations and loans partly repaid.

Table A 46: Major type of entry contributions used by ILU organisations for 50% or more of ILUs

<i>Type of entry contribution</i>	<i>Organisations</i>		<i>ILUs</i>	
	<i>#</i>	<i>%</i>	<i>#</i>	<i>%</i>
No entry contribution	69	42%	3,272	22%
Loan partly repaid	42	25%	4,481	31%
Donation	14	8%	3,568	25%
Loan fully repaid	2	1%	124	1%
Other	18	11%	1,396	10%
Unknown/unsure	11	7%	470	3%

Organisations=166

ILUs=14,548

Source: National ILU Survey 2002

Table A 47: Use of entry contributions

<i>Use of entry contribution</i>	<i>Organisations</i>		<i>ILUs managed</i>	
	<i>#</i>	<i>%</i>	<i>#</i>	<i>%</i>
Capital for upgrade/refurbishment of existing units	92	79%	10,606	86%
Repay outgoing residents	40	34%	5,781	47%
Capital for residential aged care facilities	32	28%	5,627	46%
Investment in financial institutions	44	38%	4,791	39%
Initial capital for construction of new fully resident-funded	12	10%	4,269	35%
Capital for construction of new units where the ingoing resident can make some entry contribution	20	17%	3,567	29%
Capital for construction of new units where the ingoing resident can make no entry contribution	10	9%	1,410	11%
Other	5	4%	441	4%
Don't know/unsure	8	7%	179	1%

Organisations=116

ILUs=12,347

Source: National ILU Survey 2002

Entry contributions from residents can be used in variety of ways. Table A 47 outlines these various uses. Most organisations (79%) (managing 86% of ILUs) use them as a source of capital for the upgrade or refurbishment of existing units, 34% (managing 47% of ILUs) use them to repay outgoing residents, while 28% (managing 46% of ILUs) use them as capital for residential aged care facilities. Over one-third of organisations only nominated one use for entry contributions, predominantly for upgrade/refurbishment of existing units. Just under one-third nominated two uses: upgrade/refurbishment and then one of either investment, repay outgoing residents or capital for aged care facilities.

6.1.3 Capital finance for new stock

Table A 48 below outlines proposed sources of capital for those organisations proposing to acquire new housing stock. The most prominent sources of funds are residents (for 43% of organisations), State government grants (40%) and donations/bequests (38%).

Table A 48: Proposes sources of capital for new housing stock

	<i>Organisations</i>	
	#	%
Residents	17	43%
State government grants	16	40%
Donations/bequests	15	38%
Philanthropic grants	9	23%
Public donations	8	20%
Other	4	10%

Organisations=40

Source=National ILU Survey 2002

6.2 Ongoing payments

ILU organisations use a variety of methods to determine the level of ongoing payments. The survey sought information about the methods used for new residents and distinguished between two major methods: where the ongoing payment was based on the income of the new resident, and methods using a range of factors (including income).

Table A 49 below outlines the use of income-related ongoing payments among ILU organisations. 33% of organisations (managing 27% of ILUs) use income-related ongoing payments for all their units, with another 5% using it on some units. Predominantly, however, most organisations (61%) do not use income-related ongoing payments.

Table A 49: Use of income-related ongoing payments among ILU organisations

<i>Income-related ongoing payment</i>	<i>Organisations</i>		<i>ILUs managed</i>	
	#	%	#	%
All units	55	33%	3,909	27%
Some units	9	5%	864	6%
No units	102	61%	9,812	67%
Don't know/unsure	2	1%	61	0%
Total	168	100%	14,646	100%

Source: National ILU Survey 2002

Where an ILU organisation uses income-related ongoing payments, they use different bases for calculating it. This diversity is outlined in Table A 50 below. The most popular method, a flat amount based on the pension, is only used by 22% of ILU organisations.

Table A 50: Methods used to determine income-related ongoing payments

<i>Method</i>	<i>Organisations</i>	
	#	%
Flat amount based on pension	14	22%
25% or less age pension	10	16%
25% or less age pension plus RA	10	16%
25% income or less	9	14%
25% income or less plus RA	6	9%
30% income (approx.)	5	8%
75% or more	4	6%
Other	6	9%
Total	64	100%

Organisations=64

Source: National ILU Survey 2002

Where ILU organisations use other methods to determine the level of ongoing payments, they can use a variety of factors. Table A 51 outlines these major factors. For 74% of ILU organisations the major factor is 'the costs of providing units'. Other major factors are 'the income of the resident' (34% of organisations) and 'size of units' (31% of organisations).

Table A 51: Major factors determining level of ongoing payments (not solely income-related)

<i>Major factor</i>	<i>Organisations</i>		<i>ILUs managed</i>	
	#	%	#	%
Costs of providing units	83	74%	9,134	85%
Income of resident	38	34%	4,838	45%
Size of units	35	31%	4,832	45%
Number of occupants in a unit	19	17%	3,028	28%
Quality of the unit	12	11%	451	4%
Additional services provided	11	10%	1,871	17%
Market value of the unit	9	8%	707	7%
Location of the unit	5	4%	397	4%
Other factors	9	8%	650	6%

Organisations=112

ILUs=10,712

Source: National ILU Survey 2002

The typical level of ongoing payment could vary depending upon which method was used. However, as Table A 52 illustrates, the level of ongoing payments according to size of dwellings is comparable (except in particular circumstances), despite the diversity in methods for determining these ongoing payments. For very few organisations is the typical level of ongoing payment greater than \$150 per week (mainly for 2-bedroom units) and only for a few organisations is it greater than \$100 per week. The majority of organisations charged \$50-\$99 for all sizes of units. Where organisations based ongoing payments on a range of factors (not solely income) (Group A), then a higher proportion of these organisations charged ongoing payments of less than \$50 per week. For example, for a bedsitter, 1-bedroom and 2-bedroom unit, 35%, 32% and 32% respectively charge less than \$50 per week. Whereas those based solely on income (Group B), 27%, 22% and 10% respectively charge less than \$50 per week.

Table A 52: Typical level of ongoing payments

<i>Ongoing payments not based on income (Group A)</i>			<i>Ongoing payments based solely on income (Group B)</i>		
	#	%		#	%
<i>Bedsitter</i>			<i>Single pensioner (bedsitter)</i>		
less than \$50 pw	15	35%	less than \$50 pw	6	27%
\$50-\$99 pw	25	58%	\$50-\$99 pw	14	64%
\$100-\$149 pw	3	7%	\$100-\$149 pw	2	9%
Total	43	100%	Total	22	100%
<i>1-bedroom</i>			<i>Single pensioner (1-bedroom)</i>		
less than \$50 pw	29	32%	less than \$50 pw	12	22%
\$50-\$99 pw	53	58%	\$50-\$99 pw	36	67%
\$100-\$149 pw	7	8%	\$100-\$149 pw	6	11%
\$150-\$199 pw	2	2%	Total	54	100%
Total	91	100%			
			<i>Pensioner couple (1-bedroom)</i>		
			less than \$50 pw	4	11%
			\$50-\$99 pw	20	57%
			\$100-\$149 pw	11	31%
			Total	35	100%
<i>2-bedroom</i>			<i>Pensioner couple (2-bedroom)</i>		
less than \$50 pw	25	32%	less than \$50 pw	3	10%
\$50-\$99 pw	42	55%	\$50-\$99 pw	15	52%
\$100-\$149 pw	7	9%	\$100-\$149 pw	10	34%
More than \$150 pw	3	4%	\$150-\$199 pw	1	3%
Total	77	100%	Total	29	100%
<i>3-bedroom</i>					
less than \$50 pw	5	38%			
\$50-\$99 pw	8	62%			
Total	13	100%			

7 LINKAGES WITH SUPPORT SERVICES

The National ILU Survey sought information about the linkages between ILU organisations as providers of independent housing and a range of aged care and other support services: the major provider of support services; where ILU organisations provide aged care services, the level of priority given to their residents for community care and residential aged care; and the type of formal arrangements, if any, between the ILU organisation and other providers of community care and residential aged care.

Table A 53 outlines the major provider of formal support services to residents. For one-third of organisations, the predominant major provider is the ILU organisation itself, with 28% providing services on site and another 6% providing services to residents from another site.

Table A 53: Major provider of formal support services to residents

<i>Major provider</i>	<i>ILU organisations</i>		<i>ILUs managed</i>	
	#	%	#	%
ILU organisation provides services on site	45	28%	3,958	29%
Services provided by no single major provider	37	23%	5,354	40%
Services provided by another separate organisations	33	21%	2,030	15%
Services provided by another organisations with close links	16	10%	683	5%
ILU organisation provides services from another site	10	6%	608	5%
Don't know unsure	17	11%	863	6%
Total	158	100%	13,496	100%

Source: National ILU Survey 2002

However, as outlined in Table A 54, 48% of ILU organisations (managing 61% of ILUs) provide community care services. Just under half of these give some level of priority to the residents of their ILUs. But few ILU organisations provide these services exclusively to their residents or guarantee residents that they will receive community care services when they require them.

Table A 54: ILU organisations and provision of community care

<i>Type of ILU organisation</i>	<i>Organisations</i>		<i>ILUs</i>	
	#	%	#	%
Not providing any community care services	87	52%	5,728	39%
Providing community care services	80	48%	8,846	61%
<i>Level of priority provided to residents</i>				
No special priority	29	36%	4,664	53%
Preference given to residents	22	28%	2,856	32%
Guarantee community care service for residents	8	10%	502	6%
Support service exclusive to residents	6	8%	125	1%
Don't know unsure	15	19%	699	8%
Total ILU organisations providing community care services	80	100%	8,846	100%

Source: National ILU Survey 2002

As noted in Section 1.2 above, most ILU organisations also provide residential aged care. Table A 55 below indicates that nearly 80% of those organisations providing residential aged care (and managing 94% of ILUs) give some level of priority to residents of their ILUs when they have been assessed by the Aged Care Assessment Team as needing this level of care. Few (5%) provide a guarantee but, where possible, 46% give priority and another 27% give preference to residents of their ILUs.

Table A 55: Resident priority for residential aged care

<i>Type of ILU organisation</i>	<i>Organisations</i>		<i>ILUs</i>	
	<i>#</i>	<i>%</i>	<i>#</i>	<i>%</i>
Not providing residential aged care	31	19%	812	6%
Providing residential age care	133	81%	13,692	94%
<i>Level of priority provided to residents</i>				
No special priority given to residents	23	17%	979	7%
Preference given to residents	36	27%	4,127	30%
Priority given to residents	61	46%	7,616	56%
Guarantee given to residents	6	5%	460	3%
Don't know unsure	7	5%	510	4%
Total ILU organisations providing residential aged care	133	100%	979	7%

Source: National ILU Survey 2002

Where an ILU organisation does not provide either all community care services or all residential aged care for their residents, formal arrangements with other organisations providing these services will ensure that residents have timely and appropriate access to them as well as safe and secure housing.

Table A 56 outlines the types of formal arrangements in relation to community services. The vast majority (85%) of ILU organisations which do not provide all community care services have no special arrangements with other community care organisations.

Table A 56: Formal arrangements with other organisations for community care services

<i>Type of ILU organisation</i>	<i>Organisations</i>		<i>ILUs</i>	
	<i>#</i>	<i>%</i>	<i>#</i>	<i>%</i>
Provide all community care services	35	21%	2,475	17%
Not providing all community care services	134	79%	12,127	83%
<i>Type of formal arrangement</i>				
No special arrangement	114	85%	10,627	88%
Services on a priority basis	10	7%	1,180	10%
Guarantee provision of services	1	1%	22	0%
Don't know unsure	9	7%	298	2%
Total ILU organisations not providing all community care services	134	100%	12,127	100%

Source: National ILU Survey 2002

Table A 57 outlines the types of formal arrangement with other organisations in relation to residential aged care. Again, the vast majority (91%) of ILU organisations which do not provide all residential care services have no special arrangement with another organisation.

Table A 57: Formal arrangements with other organisations for residential aged care

<i>Type of ILU organisation</i>	<i>Organisations</i>		<i>ILUs</i>	
	#	%	#	%
Provide all residential aged care	57	34%	4,056	28%
Not providing all residential aged care	112	66%	10,546	72%
<i>Type of formal arrangement</i>				
No special arrangement	102	91%	10,208	93%
Services on a priority basis	2	2%	46	0%
Guarantee provision of services	1	1%	22	0%
Don't know unsure	7	6%	720	7%
Total ILU organisations not providing all residential aged care	112	100%	10,996	100%

Source: National ILU Survey 2002

8 SUMMARY

In summary, ILU organisations have quite diverse characteristics. While most are incorporated associations, many are incorporated under a specific Act of Parliament or as a company limited by guarantee. But there can also be different types of not-for-profit organisations. Some are local organisations or local government or church-based organisations, while others are service organisations such as RSL, Legacy and Lions.

They are predominantly organisations which provide a diverse range of services, in particular, high-level and low-level residential care. Some originated prior to the APHA in 1954, while most first began to provide independent housing during the period when the Commonwealth provided subsidies. When these ceased, many organisations continued to expand using resident funding. Some provide units on a fully resident-funded basis.

For the most part, their housing portfolios are quite small, with many organisations managing fewer than 20 units and over 85% managing fewer than 200 units. Very few manage more than 1,000 ILUs.

Some organisations are very large and complex, providing a broad range of aged care services; for others, ILUs are their sole business. The complexity of management is also diverse, ranging from organisations that manage just a couple of units on a single site, through those that manage 20 to 50 units on a single site or multiple sites in a local area or multiple sites over a large area, to those that manage multiple sites throughout a State.

For many organisations, ILUs are their core business while for others they are of less importance. For some, ILUs are just one of a range of services or even peripheral or incidental to their business. While a high proportion of ILU organisations are planning a variety of major changes over the next three to five years, a significant proportion are not planning any major changes. Where an ILU organisation is planning major changes, the level of priority accorded these changes is generally high. However, for over one-third of these organisations, such changes are not accorded a high priority. The governance of most ILU organisations is basically sound.

Most ILU organisations target pensioners who are not owner-occupiers. Many target this group exclusively, while others also target pensioners who are owner-occupiers and self-funded retirees. ILU organisations have a diversity of target groups, which can vary according to locality, ex-service personnel and their families, ethnic groups and faith communities. Many have long waiting lists with a median waiting time of 18 months.

ILUs are predominantly 1-bedroom units but with significant numbers of bedsitters and 2-bedroom units. Most stock is more than 20 years old, with a significant proportion assessed by ILU organisations as below current standards, particularly in NSW, Victoria and Western Australia, and require upgrading. Some organisations have already made considerable changes or are planning such changes to their stock through upgrade, reconfiguration, and demolition and redevelopment. However, given the age of their stock, it is surprising that more organisations have not planned upgrading/refurbishment.

Most ILU organisations operate under the Retirement Villages Act in their State, and residents tenure is based on a residence contract or an agreement with a licence or right to occupy a unit. Few guarantee their standard of service through accreditation or a code of practice.

Most occupants are women living alone but there are significant numbers of couples and men living alone. A large proportion of occupants are over 80 years of age and have been resident for long periods, with a quarter more than 10 years. Many require assistance from others to maintain themselves in their current housing, i.e. formal or informal support, practical assistance, personal care or home nursing.

While some ILU organisations do not require new residents to pay an ingoing contribution, for others an ingoing contribution is important to their financial viability, particularly as a source of funds to upgrade/refurbish units. Many also use the ingoing contribution to fund residential aged care facilities. ILU organisations use a variety of methods to determine ongoing payments. However, this has little impact on the level of payments, with most residents paying less than \$100 per week.

Most ILU organisations also provide residential aged care. However, they generally do not provide priority access for residents. Few provide community care services, yet most have not developed protocols or formal arrangements with other organisations providing these services to residents of their ILUs.

**ATTACHMENT 1:
INTRODUCTION TO THE NATIONAL SURVEY**

**NATIONAL SURVEY
OF
INDEPENDENT HOUSING FOR OLDER
PEOPLE
PROVIDED BY
NOT-FOR-PROFIT ORGANISATIONS**

INTRODUCTION

November 2002

The Project

Swinburne Institute for Social Research (SISR), a Research Centre for the Australia Housing and Urban Research Institute (AHURI), is undertaking a project on independent housing for older persons with a particular focus on Independent Living Units (ILUs) provided by not-for-profit organisations.

The Project seeks to clarify the current and future role of ILUs as an affordable housing option for older people with low incomes and low assets.

Not-for-profit managers of ILUs are now confronting some difficult issues: most of the stock is 30 or more years old and thus in need of upgrading and refurbishment; some stock is no longer appropriate for older persons – too small or too difficult to refurbish to current standards; the priorities and capacities of some organisations have changed and they are considering alternative strategies for managing their housing stock.

The National Survey

The purpose of the national survey is to provide an overview of the current state of independent housing for older persons, understand the different arrangements for linking housing and support services, identify changes currently occurring and identify current issues.

Responses to the national survey will assist in developing practical strategies which will enable older people with low assets and low incomes continued access to this housing.

Who is the survey for?

The survey is directed at not-for-profit organisations who manage independent housing specifically purchased or constructed for older persons.

Note: Organisations which are for-profit companies or aged care providers who do not manage independent housing for older persons should not complete survey.

What type of independent units are included in the survey?

‘Independent housing for older persons’ is a housing unit where an older person lives independently, albeit with some support services such as HACC, CCPs/CACPs, Community Options/Linkages etc. The unit will include a bathroom and toilet as well as kitchen facilities. The following type of independent units should be included in the survey:

- ▶ Independent Living Units purchased or constructed using subsidies from the Commonwealth Government
- ▶ Independent Living Units purchased or constructed using funds from donations, residents, local government, bequests, grants and public appeals
- ▶ Independent housing units for older persons which have been partly resident-funded

In addition, Part A, Part B and Part C of the survey covers independent housing units for older persons which have been fully resident-funded. ‘Fully resident-funded’ is defined in this survey as those units where the resident meets the full costs of both land and construction or, where units are sold at their market value.

Units or rooms for which an organisation receives funding under the Aged Care Act – either low or high residential care, e.g. nursing homes, hostels, serviced apartments - should be excluded from the survey.

Getting something back from the survey

This Project seeks to raise awareness within providers, the Aged Care sector generally, Commonwealth and State Governments of the issues confronting providers of independent housing for older persons

In addition to the national survey, the Project team will also be conducting interviews with a cross-section of providers, predominantly in Victoria and NSW, to gain some better understanding of the various strategies being used to respond to issues.

The results of the national survey and outcomes of further analysis, workshops, interviews and case studies will be publicly available on the AHURI website: www.ahuri.edu.au.

In addition we will distribute to participants in the national survey a more detailed analysis of our findings so that you, as providers of independent housing for older persons, know what is happening in your State, can compare it with other States and can use the findings for your own purposes.

Completing the survey

The Survey is divided into six parts. It is structured in such a way that it can be answered by one or more people. For example, within larger organisations each part could be answered by a different person who has particular knowledge in that area:

PART A

Part A seeks **contact details** about the organisation and a key contact person. When the survey is returned, information in this part will be separated from other parts to ensure confidentiality.

PART B

Part B focuses on **your organisation**, the broad range of services it provides, its governance and its priorities.

Part B of the survey could be completed centrally by a higher level manager or a Director.

PART C

Part C seeks **overview** information on your involvement in independent housing for older persons with a particular focus on independent housing which has been fully resident-funded.

Part C of the Survey could be completed by a manager who has responsibility for independent housing within the organisation.

PART D

Part D seeks information on independent housing for older persons which has not been fully funded by residents. Specifically it seeks information about your **housing stock, the legal arrangements and the financial arrangements**.

Part D of the Survey could be completed by the person responsible for properties and/or finances.

PART E

Part E also seeks information on independent housing for older persons which has not been fully funded by residents. Specifically, it seeks information about **occupants, support services and day-to-day management** of this housing.

Part E of the Survey could be completed by the person responsible for day-to-day management of independent housing.

PART F

Part F seeks information about the **services** provided in addition to housing on a **site-by-site** basis.

Part F of the Survey could also be completed by the person responsible for day-to-day management of independent housing.

Part D, Part E and Part F should only be completed by those organisations who manage independent housing which is not fully resident-funded.

The survey appears long. However, most questions only require you to ‘tick-a-box’ and some questions you will skip over.

The survey consists of three types of questions.

Tick-a-box questions

These questions ask you to choose from set answers by ‘ticking-a-box’. Most of the questions in the survey are these sort of questions.

Quantitative questions

These questions ask you numbers of units or occupants or staff. In most instances, you will be offered two ways of answering these questions:

- (i) provide the number of units etc. or,
- (ii) indicate the proportion of units etc. within four ranges (less than 25%, 25%-50%, 50%-75%, more than 75%).

Depending upon your organisation’s database, these questions may take sometime.

Open-ended questions

These questions provide you with an opportunity to make your own comments about issues which are of concern to you.

We estimate that the survey will take about an hour to complete, depending upon the size and complexity of your organisation.

Confidentiality

All data collected will be analysed and reported as aggregated data. No information identifying your organisation will be included in our report without your permission. Organisational details and your responses to the survey will be kept on separate databases. Original data sources will be destroyed at the end of the Project. Databases will be stored for five years.

Your consent

By returning the survey you consent to the data being used for this Project. Participation in the survey is not compulsory. You can withdraw your consent at any time, in which case any data collected from you will be destroyed.

Further information or questions

If you want further information on this national survey or have any questions about the survey, please contact either Sean McNelis or Tania Herbert at Swinburne Institute for Social Research.

Sean McNelis

Phone: 03 9214 8887

Email: smcnelis@swin.edu.au

Tania Herbert:

Phone: 03 9214 5739

Email: therbert@swin.edu.au

Return date

Please return the questionnaire by

Friday 6th December 2002.

How and where to return the questionnaire

(1) Place the completed questionnaire in the 'Freepost' envelope provided and post.

(2) If you do not have a return envelope, please post (no postage required) to:

Reply Paid 218
Administrator
Swinburne University of Technology
Institute for Social Research – ILU survey
Mail No.53
PO Box 218
Hawthorn Victoria 3122

THANKYOU FOR YOUR PARTICIPATION IN THIS NATIONAL SURVEY

This survey has been approved by Human Research Ethics Committee, Swinburne University of Technology. If you have any complaints about the survey which the above investigators are unable to resolve, you can make a complaint directly to: The Chair, Human Research Ethics Committee, Swinburne University of Technology, PO Box 218, Hawthorn Vic 3122, Phone: (03) 9214 5223

**NATIONAL SURVEY OF
INDEPENDENT HOUSING FOR OLDER PEOPLE**

Office use only

Ref. No.

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**ATTACHMENT 2: NATIONAL SURVEY OF
INDEPENDENT HOUSING FOR OLDER PEOPLE**

**PART A:
CONTACT DETAILS**

Please fill in your contact details:

Organisation name _____

Address _____

City _____

State _____ Postcode _____

Web page address _____

CONTACT FOR THIS SURVEY

Name _____

Position _____

Phone _____

Email _____

On returning the questionnaire, we may want to contact you to clarify your responses, to seek future information or to inquire whether you want to participate in an in-depth interview or a workshop. Do you authorise us to contact you for these purposes?

☐ Yes

☐ No

Office use only

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Ref. No.			
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State

CONFIDENTIAL

**NATIONAL SURVEY
OF
INDEPENDENT HOUSING FOR OLDER
PEOPLE
PROVIDED BY
NOT-FOR-PROFIT ORGANISATIONS**

January 2004

PART B YOUR ORGANISATION - SERVICES, GOVERNANCE & PRIORITIES

PLEASE NOTE: An electronic version of the Survey can be
downloaded from www.sisr.net/surveys/ilu

SERVICES

- (1) What type of services does your organisation provide? Tick one or more of the following.

Services Specifically For Older People

- ☐ Residential care – low level care
- ☐ Residential care – high level care
- ☐ Community Care Packages (CCPs)/Community Aged Care Packages (CACPs)
- ☐ Community Options/Linkages
- ☐ Extended Aged Care in the Home (EACH)
- ☐ Home and Community Care (HACC) Services -
- ☐ Assistance with Care and Housing for the Aged (ACHA)
- ☐ Housing specifically for older people
- ☐ Senior Citizens Centre
- ☐ Other services specifically for older people – please specify

General Housing Services (Not Specifically For Older People),

- ☐ Housing information, referral and advice
- ☐ Crisis, emergency, short-term or transitional housing
- ☐ Community housing – long term, independent housing
- ☐ Other general housing services – please specify

Other Services

- ☐ Supported Accommodation Assistance Program (SAAP)
- ☐ Shared or supported accommodation for **people with disabilities** (non-aged)
- ☐ Other services for **people with disabilities** (non-aged)
- ☐ Other services – please specify

YOUR ORGANISATION

- (2) **What is the size of the workforce in your organisation? Estimate the number of equivalent full time workers and volunteers.**

Number of equivalent full-time workers: _____

Number of volunteers: _____

- (3) **Which of the following best describes the legal status of your organisation?**

Please tick one of the following.

- | | |
|---|--|
| <input type="checkbox"/> Company limited by guarantee | <input type="checkbox"/> Company limited by shares (not-for-profit) |
| <input type="checkbox"/> Incorporated Association | <input type="checkbox"/> Co-operative |
| <input type="checkbox"/> Unincorporated association | <input type="checkbox"/> Incorporated under a specific Act of Parliament |
| <input type="checkbox"/> Local Government | |
| <input type="checkbox"/> Other legal status- please specify | |
- _____

- (4) **When did your organisation first begin to provide independent housing for older people? Please tick one of the following.**

- | | |
|--------------------------------------|---|
| <input type="checkbox"/> before 1950 | <input type="checkbox"/> 1970s |
| <input type="checkbox"/> 1950s | <input type="checkbox"/> after 1980 |
| <input type="checkbox"/> 1960s | <input type="checkbox"/> Don't know or not sure |

- (5) **Currently, how important is 'independent housing for older persons' to your organisation's business? Please tick one of the following.**

- ☐ Core business: essential to achieving our organisation's mission
- ☐ Central to our business
- ☐ An important element of our business
- ☐ Just one of a range of services in our business
- ☐ Peripheral or incidental to our business
- ☐ Don't know or unsure

GOVERNANCE

- (6) **What is the range of activities undertaken by the Board of Directors or Committee of Management of your organisation? Please tick one or more of the following.**

- ☐ Provides strategic direction for the organisation, eg. through a strategic plan
- ☐ Analysis and management of the organisation's risks
- ☐ Approves key policies for the organisation
- ☐ Monitors the activities of the organisation in relation to its aims and purpose
- ☐ Approves an annual business plan or budget for the organisation
- ☐ Members are delegated responsibility for management tasks
- ☐ Board/committee members are involved in day-to-day operation of the organisation
- ☐ Board/committee members as individuals keep the organisation going
- ☐ Don't know or not sure
- ☐ Other activities- please specify
- _____
- _____
- _____

(7) How often does your Board or Committee meet? Please tick one of the following.

- ☐ It meets about once every month or more often
- ☐ It meets about every two months
- ☐ It meets about once every quarter
- ☐ It meets about two or three times a year
- ☐ It meets at least once a year
- ☐ It rarely meets
- ☐ It does not meet
- ☐ Don't know or not sure

(8) How often does your organisation recruit new members to their Board or Committee? Please tick one of the following.

- ☐ It recruits at least one new member each year
- ☐ It recruits at least one new member every couple of years
- ☐ It recruits an occasional new member
- ☐ It rarely recruits a new member
- ☐ It does not recruit new members
- ☐ Don't know or not sure

FUTURE DIRECTIONS AND PRIORITIES

(9) Has your organisation developed a strategic plan for the next 3-5 years? Please tick one of the following.

- ☐ Yes ☐ No ☐ Don't know or unsure

(10) To which aspect of your independent housing for older people, if any, is your organisation planning major changes over the next 3-5 years? Please tick one or more of the following.

- ☐ Improved management
- ☐ Internal and/or external maintenance of stock
- ☐ Major upgrade or refurbishment of current stock
- ☐ Demolition and redevelopment of current stock
- ☐ Construction or acquisition of new housing stock
- ☐ Sale of current stock
- ☐ No major changes planned → *Go to Question 12*
- ☐ Don't know or unsure → *Go to Question 12*
- ☐ Other aspect– please specify

(11) What level of priority does your organisation give to these major changes in your independent housing? Please tick one of the following.

- ☐ Highest priority (relative to other services)
- ☐ High priority
- ☐ Medium priority
- ☐ Low Priority
- ☐ Not a priority
- ☐ Don't know or unsure

(12) Please comment on

- (i) how the priority given to independent housing for older people within your organisation has changed over the past 10 years, and**
- (ii) how you would expect the priority given to independent housing for older people within your organisation to change over the next 5 years.**

[illegible]

PART C: INDEPENDENT HOUSING FOR OLDER PEOPLE

OVERVIEW

OWNERSHIP AND MANAGEMENT OF INDEPENDENT HOUSING UNITS

- (13) How many units of independent housing for older people does your organisation **manage**? Please indicate below the number of units you manage and over how many sites you manage them.

Number of units: _____

Number of sites: _____

- (14) Does your organisation **own** all of these independent units you manage?

*Ownership refers to all units to which you hold title and includes units held in trust or where residents have some 'ownership rights'. Please tick **one** of the following.*

☐ Yes → Go to question (17)

☐ No ☐ Don't know or unsure → Go to question (17)

- (15) How many independent housing units for older people do you manage on behalf of other organisations? Please indicate below the number of units.

Number of units managed on behalf of other organisations: _____

- (16) What type of organisation owns these units you manage on their behalf?

Please tick **one or more** of the following.

☐ Not-for-profit organisation

☐ Private for-profit organisation

☐ Local Government

☐ Other – please specify _____

INDEPENDENT HOUSING WORKFORCE

- (17) What is the size of the workforce **directly** involved in managing your independent housing for older people?

Number of equivalent full time workers: _____

Number of volunteers: _____

RESIDENT-FUNDED INDEPENDENT HOUSING

- (18) Does your organisation provide **resident-funded** independent housing for older people? Please tick **one** of the following.

☐ Yes (some or all units are resident-funded)

☐ No → Go to Question (22)

(19) When your organisation provides resident-funded independent units, to what extent is the market value of units or the full costs of developing units taken into account when determining the purchase price, entry contribution, ingoing contribution or premium? Tick one or more of the following.

- ☐ (i) Entry contribution is a donation, a means tested payment or, a payment unrelated to the current cost of constructing units or their market value
- ☐ (ii) Only the costs of constructing units are taken in account - the cost of acquiring land is not included
- ☐ (iii) Both the costs of acquiring land as well as the costs of constructing units are taken into account
- ☐ (iv) Units are purchased at their market value

Important note: Please read carefully

The remainder of this survey distinguishes between partly resident-funded units and fully resident-funded units.

For the purposes of this survey:

Partly resident-funded units are defined in Choice (i) and (ii) in Question (19) above, i.e. units where the entry contribution is means tested, or unrelated to the current costs of construction or market value or only takes into account the costs of construction;

Fully resident-funded units are defined in Choices (iii) and (iv) in Question (19) above, i.e. both land and construction costs are taken into account or, units are purchased at market value.

(20) How many fully resident-funded independent housing units do you manage (as defined in (iii) and (iv) of the previous question)?

Number of fully resident-funded units managed: _____

(21) Do you manage any other independent housing units for older people in addition to fully resident-funded units (where fully resident-funded is defined in (iii) or (iv) of Question (19) above). Please tick one of the following.

☐ Yes → Please go to Question (22)

☐ No → Thankyou for completing Part A and Part B of the Survey.

The remaining parts of the survey relate only to independent housing units which are not fully resident-funded.

Please place the survey in the enclosed return envelope and post.

**PART D:
INDEPENDENT HOUSING FOR OLDER PEOPLE
(NOT FULLY RESIDENT-FUNDED)**

STOCK, LEGAL AND FINANCIAL ARRANGEMENTS

This Part of the survey to be completed only in relation to independent housing units for older persons which are not fully resident-funded.

In answering questions in this part of the survey:

INCLUDE units which are:

- ▶ Rental units
- ▶ Partly resident-funded units
- ▶ Donor-funded units

EXCLUDE units which are:

- ▶ Fully resident-funded units
(as defined in Question 19 in Part C)

STOCK PROFILE

- (22) The size of units may vary by the number of bedrooms. How many units of each 'bedroom' size does your organisation manage? Please specify the number of units (excluding fully resident-funded units) for each of the following 'bedroom' sizes.

Bedsitters _____	2-bedrooms _____
1-bedroom _____	3 or more-bedrooms _____
Don't know or unsure _____	

CAPITAL FUNDING

- (23) How many of these units were constructed or purchased using subsidies from the Commonwealth Government (under the Aged or Disabled Persons' Homes Act)? Please tick one of the following (and specify the number of units funded)

- | | |
|---|---|
| <input type="checkbox"/> Nil | <input type="checkbox"/> Some units - _____ units |
| <input type="checkbox"/> All units | <input type="checkbox"/> Some but don't know how many |
| <input type="checkbox"/> Don't know or unsure | |

- (24) Where did your organisation get the funds to purchase land and/or construct your independent housing units? Please tick one or more of the following.

- | | |
|--|--|
| <input type="checkbox"/> Commonwealth Government | <input type="checkbox"/> Donations from ingoing residents (not refundable) |
| <input type="checkbox"/> State Government | <input type="checkbox"/> Entry contributions from residents (refundable) |
| <input type="checkbox"/> Local Government | <input type="checkbox"/> Donations or bequests of cash, land or dwellings |
| <input type="checkbox"/> Borrowings | <input type="checkbox"/> Surplus funds from operations |
| <input type="checkbox"/> Philanthropic grants | <input type="checkbox"/> Don't know or unsure |
| <input type="checkbox"/> Public appeals | |
| <input type="checkbox"/> Other sources of funds - please specify | |

AGE AND CONDITION OF HOUSING UNITS

(25) How old are your independent housing units? Please either specify the number of units (exclude fully resident-funded units) within each of the following categories or the proportion of units within each.

	No. of units	Nil	less than 25%	25% - 50%	50%- 75%	More than 75%
Less than 5 years old		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5- 9 years old		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10- 19 years old		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20-40 years old		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
More than 40 years old		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Don't know or unsure		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(26) Overall, how would you rate the quality of your organisation's independent housing units against current community standards of housing for older persons. Please tick one of the following which best describes the overall quality of units.

- | | |
|--|---|
| <input type="checkbox"/> well below current community standard | <input type="checkbox"/> at current community standard |
| <input type="checkbox"/> below current community standard | <input type="checkbox"/> above current community standard |
| <input type="checkbox"/> just below current community standard | <input type="checkbox"/> Don't know or unsure |

MAINTENANCE/UPGRADE/REFURBISHMENT

(27) Does your organisation have a programmed or cyclical maintenance plan for your independent housing units?

- ☐ Yes ☐ No ☐ Don't know or unsure

(28) Has your organisation developed an asset management plan whereby you plan the sale, redevelopment, future major upgrade or refurbishment of units?

- ☐ Yes ☐ No ☐ Don't know or unsure

(29) Does your organisation, each year, set aside funds for future major upgrade or refurbishment of units?

- ☐ Yes ☐ No ☐ Don't know or unsure

(30) What proportion of your independent housing units require major upgrade or refurbishment at this time? Estimate the proportion (exclude fully resident-funded units).

_____ % of units which require a major upgrade/refurbishment

(31) Consider those units which are 10 or more years old. How long has it been since these independent housing units were last subject to a major upgrade or refurbishment? Please either specify the number of units (excluding fully resident-funded units) within each of the following categories or the proportion of units within each. Where units have not been subject to a major upgrade or refurbishment since construction, use the year of their construction.

	No. of units	Nil units	less than 25%	25% - 50%	50%- 75%	more than 75%	All units
Within the past 5 years		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Within 5-10 years		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Within 10-20 years		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20 or more years		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Unknown		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(32) For how many units (excluding fully resident-funded units) is your organisation planning a major upgrade/refurbishment over the next 5 years?

- ☐ Nil
 ☐ Some units: _____ units
☐ All
 ☐ Some units but don't know how many
☐ Don't know or unsure

DEMOLITION OF UNITS

(33) How many units (excluding fully resident-funded units) has your organisation demolished over the past 10 years?
_____ units

(34) What have been the primary reasons for demolition over the past 10 years? Please tick one or more of the following.

- ☐ Not applicable – no demolitions in the past 10 years
☐ Units were structurally unsound
☐ Units were unsuitable for site
☐ Units were too small and no longer met the needs of residents
☐ Units were too difficult to sell or let to residents because they did not meet their needs
☐ Don't know or unsure
☐ Other reasons - please specify

(35) How many units (excluding fully resident-funded units) is your organisation planning to demolish over the next 5 years? Please tick one of the following.

- ☐ Nil
 ☐ Some units: _____ units
☐ All
 ☐ Some units but don't know how many
☐ Don't know or unsure

CONVERSION/EXTENSION OF UNITS

(36) Have you extended or converted units over the past 10 years? Please tick one of the following

- ☐ Yes → *Go to next Question* ☐ No → *Go to Question (38)*
☐ Don't know or unsure → *Go to Question (38)*

(37) How many units has your organisation extended or converted over the past 10 years? Please tick one or more of the following and specify the number of units (excluding fully resident-funded units) available after extension/conversion

- ☐ Units were converted from two bedsitter units to one 1-bedroom unit : _____ units
☐ Units were extended from a bedsitter unit to 1-bedroom unit: _____ units
☐ Units were extended from a 1-bedroom unit to 2-bedroom unit: _____ units
☐ Units were extended or converted but do not know or are unsure of any details
☐ Don't know or unsure.
☐ Other extensions or conversions- please specify

_____ units
_____ units

(38) Is your organisation planning to extend or convert units over the next 5 years? Please tick one or more of the following and specify the number of units after extension/conversion

- ☐ Units will be converted from two bedsitter units to one 1-bedroom unit : _____ units
☐ Units will be extended from a bedsitter unit to 1-bedroom unit: _____ units
☐ Units will be extended from a 1-bedroom unit to 2-bedroom unit: _____ units
☐ Some units will be extended or converted but do not know or are unsure of the details
☐ No units will be extended or converted
☐ Don't know or unsure whether any units will be extended or converted
☐ Other extensions or conversions- please specify

_____ units
_____ units

PURCHASE/TRANSFER OF UNITS FROM OTHER LONG-STANDING NOT-FOR-PROFIT ORGANISATIONS WITHIN THE 'AGED CARE' SECTOR

(39) Over the past 10 years, has another long-standing not-for-profit organisation within the 'aged care' sector sold housing for older people to your organisation? Please tick one of the following and where required the number of units.

- ☐ Yes Number of units acquired: _____
☐ No ☐ Don't know or unsure

(40) Over the past 10 years, has another long-standing not-for-profit organisation within the 'aged care' sector transferred the ownership of housing for older people to your organisation? Please tick one of the following and where required the number of units.

- ☐ Yes Number of units transferred: _____
☐ No ☐ Don't know or unsure

(41) Over the past 10 years, has another long-standing not-for-profit organisation within the 'aged care' sector transferred the management but not ownership of housing for older people to your organisation? Please tick one of the following and where required the number of units.

- ☐ Yes Number of units transferred: _____
☐ No ☐ Don't know or unsure

NEW HOUSING WHICH IS NOT FULLY RESIDENT-FUNDED

(42) Is your organisation planning to acquire new housing stock which is not fully resident-funded over the next 5 years? Please tick one of the following and where required the number of units.

- ☐ Yes: _____ units
☐ Yes, but don't know how many
☐ No → Go to Question (44)
☐ Don't know or unsure → Go to Question (44)

(43) How will your organisation fund this new housing? Please tick one or more of the following.

- ☐ Surplus internal funds
☐ Public donations
☐ Donations/bequests
☐ Philanthropic grants
☐ State Government funds
☐ Funds from residents in addition to one or more of the above
☐ Other - please specify

ENCUMBRANCES ON SALE/REDEVELOPMENT

(44) What type of encumbrances, if any, may prevent the sale of your independent housing units or their redevelopment for another purpose? Please tick one or more of the following.

- ☐ No encumbrances
☐ Units are subject Trust arrangements
☐ Units are subject to a caveat on the title
☐ Units are subject to special planning permits or conditions
☐ Units must continue to be used as housing for older persons because they are subject to Aged Persons Homes Act or the Aged or Disabled Persons' Homes Act
☐ Units are subject to a formal agreement with Commonwealth Government
☐ Units may be subject to an equity interest by the Commonwealth Government
☐ Don't know or unsure
☐ Other encumbrances - please specify

CONTRACTUAL ARRANGEMENTS WITH RESIDENTS

(45) What type of tenure arrangement regulates your relationship with the resident? Please either specify the number of units or tick the proportion of units subject to each tenure arrangement (exclude fully resident-funded units).

	<u>No. of units</u>	<u>Nil</u>	<u>less than 25%</u>	<u>25%- 50%</u>	<u>50%- 75%</u>	<u>More than 75%</u>
Tenancy agreement under a Residential Tenancies Act		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other tenancy agreement		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Registered lease (lease registered on the title)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Long-term/lifetime lease		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Residence contract or agreement with license or right to occupy		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Agreements not known or unsure about		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other type of agreement Please specify:		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ENTRY CONTRIBUTIONS (OR INGOING CONTRIBUTIONS OR PREMIUMS)

(46) What type of entry contribution have you required from current residents? For each type of entry contribution listed below, please either specify the number of units or tick the proportion of units subject to each type of entry contribution (exclude fully resident-funded units).

	<u>No. of units</u>	<u>Nil</u>	<u>less than 25%</u>	<u>25%- 50%</u>	<u>50%- 75%</u>	<u>More than 75%</u>
No entry contribution required (or only a bond associated with a tenancy agreement)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Donation (non-refundable)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Loan <u>fully</u> repaid on exit		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Loan <u>partly</u> repaid on exit		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Type of entry contribution not known or unsure about		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other type of contribution Please specify		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(47) What are the major ways in which entry contributions from residents are used by your organisation? Please tick one or more of the following.

- ☐ Not applicable – no entry contributions made
 - ☐ Repay outgoing residents
 - ☐ Investment in financial institutions
 - ☐ Capital for upgrade/refurbishment of existing units
 - ☐ Capital to construct/purchase new self-contained units for residents who can make no entry contribution
 - ☐ Capital to construct/purchase new self-contained units for residents who are able to make some entry contribution
 - ☐ Initial capital to construct/purchase new self-contained fully resident-funded units
 - ☐ Capital for residential aged care facilities
 - ☐ Don't know or unsure
 - ☐ Other – please specify
-

ONGOING PAYMENTS/RECURRENT CHARGES

Ongoing payments or recurrent charges include rent, service charge, maintenance charge, body corporate fees and special levies paid regularly (weekly, fortnightly or monthly) by the resident.

(48) Is the typical level of the ongoing payment based solely on the income of the resident? Please tick one of the following.

- | | |
|---|---|
| <input type="checkbox"/> Yes, in all units → Go to Question (51) | <input type="checkbox"/> No → Go to Question (49) |
| <input type="checkbox"/> Yes, in some units → Go to Question (49) | <input type="checkbox"/> Don't know or unsure → Go to Question (49) |

(49) What are the major factors which determine the typical level of ongoing payment for new residents? Please tick one or more of the following

- ☐ Income of the resident (one factor among a number of factors)
 - ☐ Costs of providing the unit (maintenance, administration, rates etc.)
 - ☐ Market value of the unit
 - ☐ Location of the unit
 - ☐ Size of the unit, i.e. number of bedrooms
 - ☐ Quality of the unit
 - ☐ Number of occupants
 - ☐ Additional services provided
 - ☐ Other – please specify
-

(50) What is the typical level of ongoing payment a new resident would pay for each of the following types of units? Please tick one for each type of unit.

Bedsitter

- ☐ not applicable
- ☐ less than \$50 per week (<\$220 per month)
- ☐ \$50 - \$99 per week (\$220 - \$439 per month)
- ☐ \$100 - \$149 per week (\$440 - \$659 per month)
- ☐ \$150 - \$199 per week (\$660 - \$880 per month)
- ☐ more than \$200 per week (>\$880 per month)

1-bedroom

- ☐ not applicable
- ☐ less than \$50 per week (<\$220 per month)
- ☐ \$50 - \$99 per week (\$220 - \$439 per month)
- ☐ \$100 - \$149 per week (\$440 - \$659 per month)
- ☐ \$150 - \$199 per week (\$660 - \$880 per month)
- ☐ more than \$200 per week (>\$880 per month)

2-bedroom

- ☐ not applicable
- ☐ less than \$50 per week (<\$220 per month)
- ☐ \$50 - \$99 per week (\$220 - \$439 per month)
- ☐ \$100 - \$149 per week (\$440 - \$659 per month)
- ☐ \$150 - \$199 per week (\$660 - \$879 per month)
- ☐ \$200 - \$250 per week (\$880 - \$1,100 per month)
- ☐ more than \$250 per week (>\$1,100 per month)

3+ bedrooms

- ☐ not applicable
- ☐ less than \$50 per week (<\$220 per month)
- ☐ \$50 - \$99 per week (\$220 - \$439 per month)
- ☐ \$100 - \$149 per week (\$440 - \$659 per month)
- ☐ \$150 - \$199 per week (\$660 - \$879 per month)
- ☐ \$200 - \$250 per week (\$880 - \$1,100 per month)
- ☐ more than \$250 per week (>\$1,100 per month)

→ Go to Question 53 unless for some of your units the ongoing payment is based solely on income, i.e. you answered 'Yes...' in Question (48) – if so, go to the next question.

(51) Which of the following best describes the way in which the typical ongoing payment based on the income of the new resident is determined? Please tick one of the following.

- ☐ 25% or less of income
- ☐ 25% or less of income plus rent assistance
- ☐ 25% or less of aged pension
- ☐ 25% or less of aged pension plus rent assistance
- ☐ 75% or more of income
- ☐ 75% or more of income plus rent assistance
- ☐ 75% or more of aged pension
- ☐ 75% or more of aged pension plus rent assistance
- ☐ Flat amount based on the aged pension
- ☐ Don't know or unsure
- ☐ Other – please specify

(52) What is the typical level of ongoing payment a new resident would pay for the following types of units? Please tick one of the following for each pensioner group.

Single pensioner (Bedsitter)

- ☐ not applicable
- ☐ less than \$50 per week (<220 per month)
- ☐ \$50 - \$99 per week (\$220 - \$439 per month)
- ☐ \$100 - \$150 per week (\$440 - \$660 per month)
- ☐ more than \$150 per week (>\$660 per month)

Single pensioner (1-bedroom)

- ☐ not applicable
- ☐ less than \$50 per week (<220 per month)
- ☐ \$50 - \$99 per week (\$220 - \$439 per month)
- ☐ \$100 - \$150 per week (\$440 - \$660 per month)
- ☐ more than \$150 per week (>\$660 per month)

Pensioner couple (1-bedroom)

- ☐ not applicable
- ☐ less than \$50 per week (<220 per month)
- ☐ \$50 - \$99 per week (\$220 - \$439 per month)
- ☐ \$100 - \$149 per week (\$440 - \$659 per month)
- ☐ \$150 - \$199 per week (\$660 - \$880 per month)
- ☐ more than \$200 per week (>\$880 per month)

Pensioner couple (2-bedroom)

- ☐ not applicable
- ☐ less than \$50 per week (<220 per month)
- ☐ \$50 - \$99 per week (\$220 - \$439 per month)
- ☐ \$100 - \$149 per week (\$440 - \$659 per month)
- ☐ \$150 - \$199 per week (\$660 - \$880 per month)
- ☐ more than \$200 per week (>\$880 per month)

OTHER COMMENTS

(53) Do you have other comments or issues related to your independent housing stock, its condition or the legal and financial arrangements with residents? Please outline them below.

**PART E:
INDEPENDENT HOUSING FOR OLDER PEOPLE
(NOT FULLY RESIDENT-FUNDED)**

**OCCUPANTS, MANAGEMENT AND SUPPORT
SERVICES**

MANAGEMENT FRAMEWORK

(54) Does your organisation manage its independent housing under the Retirement Villages Act? Please tick one of the following.

- ☐ Yes, all sites
- ☐ Yes, some sites
- ☐ No, we have sought and gained exemption from the Act
- ☐ No, we do not operate under the Act
- ☐ Don't know or not sure

(55) Does your organisation manage its independent housing under a voluntary code of practice or accreditation scheme? Please tick one or more of the following.

- ☐ Retirement Villages Association of Australia Accreditation
- ☐ National Community Housing Standards
- ☐ No, we do not operate under any voluntary code of practice or accreditation scheme
- ☐ Don't know or not sure
- ☐ Other code of practice or accreditation scheme– please specify

TARGET GROUP

(56) Which group of older persons do you house? Please tick one or more of the following groups.

- ☐ Homeless older persons or older persons with complex needs (dementia, mental illness, drug/alcohol abuse, behaviour disorders etc.)
- ☐ Specific ethnic group - please specify which group(s): _____
- ☐ Pensioners who do not own a home
- ☐ Pensioners who own a home
- ☐ Self-funded retirees
- ☐ Don't know or unsure
- ☐ Other target group: – please specify

WAITING LIST

(57) Does your organisation have a waiting list for your independent housing units? Please tick one of the following.

- ☐ Yes → Go to the next question ☐ No → Go to Question (60)
☐ Don't know or unsure → Go to Question (60)

(58) How many applicants are currently on your waiting list?
_____ applicants

(59) How long is the average waiting time for entry into your independent housing?
_____ months

TURNOVER OF OCCUPANTS AND VACANCIES

(60) How many of your independent housing units are currently vacant or unoccupied?
_____ units (do not include those units where the resident is temporarily absent)

(61) Why are these independent housing units currently vacant or unoccupied? Please tick one or more of the following to indicate the major reason(s) for vacancies.

- ☐ Not applicable – no vacancies
☐ Unit awaiting agreement with new resident
☐ Unit undergoing cleaning/maintenance
☐ Unit requires upgrade/refurbishment
☐ Site currently or soon to undergo redevelopment
☐ Reasons unknown
☐ Other - please specify

(62) In the last financial year, how many occupants permanently left their independent housing units?
_____ occupants

(63) What were the major reasons for occupants leaving? Please tick one or more of the following to indicate the major reason(s) for occupants leaving.

- ☐ Not applicable – no occupants left in the last financial year
☐ Death of occupant
☐ Occupant required residential aged care or more intensive support than was available
☐ The physical constraints of the building or unit, e.g. stairs, bathroom, toilet
☐ Occupant unhappy with the amenity or condition of the unit
☐ Occupant unhappy with changes in management style or changes in other arrangements
☐ Occupant unhappy with the lifestyle
☐ Units required upgrading
☐ Site redevelopment
☐ Reasons unknown
☐ Other - please specify

LINKAGES WITH SUPPORT SERVICES

(64) Where occupants of your independent housing units require formal support services to maintain themselves in their current housing, who is the major provider? Please tick one of the following which best describes this support provider.

- ☐ Your organisation providing services on-site
- ☐ Your organisation providing services from another site
- ☐ Another organisation we have close links with
- ☐ Another separate organisation
- ☐ No single major provider
- ☐ Don't know or unsure

(65) Where your organisation provides community care services, what level of priority does your organisation give your residents? Please tick one of the following which best describes the level of priority.

- ☐ Not applicable – our organisation does not provide community care services
- ☐ We give no special priority to our residents but determine their priority according to their assessed need
- ☐ We give preference to our residents within priorities determined according to the assessed needs of our clients
- ☐ We guarantee our residents that they will receive our community care services when they need them
- ☐ Our support services are exclusively for residents of our independent housing units
- ☐ Don't know or unsure whether we give priority to residents in our independent housing units

(66) Where your organisation provides low or high level residential aged care services and residents have been assessed by the Aged Care Assessment Team as needing this level of care, what level of priority does your organisation give your residents? Please tick one of the following which best describes the level of priority.

- ☐ Not applicable– our organisation does not provide residential aged care services
- ☐ Our residential aged care services give no special priority to residents from our independent housing units
- ☐ Our residential aged care services give preference to residents from our independent housing units
- ☐ Where possible, our residential aged care services give priority to residents from our independent housing units
- ☐ We guarantee our residents that they will receive our residential aged care services when they need them
- ☐ Our residential aged care services are exclusively for our residents from our independent housing units
- ☐ Don't know or unsure whether we give priority to residents from our independent housing units

(67) Have you developed formal arrangements with other organisations to provide community care services to residents of your independent housing units?

Please tick one of the following which best describes the level of priority agreed with other organisations.

- ☐ Not applicable – we provide all community care services to our residents
- ☐ No special arrangements are in place with other organisations
- ☐ We have an arrangement with another organisation(s) whereby they provide community care services to our residents on a priority basis
- ☐ We have an arrangement with another organisation(s) whereby they guarantee that they will provide community care services to our residents
- ☐ We have an arrangement with another organisation(s) whereby they provide community care services exclusively to our residents.
- ☐ Don't know or unsure whether we have developed formal arrangements with other organisation to provide community care services to residents from our independent housing units

(68) Have you developed formal arrangements with other organisations to provide residential aged care services to residents of your independent housing units?

Please tick one of the following which best describes the level of priority agreed with other organisations.

- ☐ Not applicable – we provide all residential aged care services to our residents
- ☐ No special arrangements are in place with other organisations
- ☐ We have an arrangement with another organisation(s) whereby they provide residential aged care services to our residents on a priority basis
- ☐ We have an arrangement with another organisation(s) whereby they guarantee that they will provide residential aged care services to our residents
- ☐ We have an arrangement with another organisation(s) whereby they provide residential aged care services exclusively to our residents
- ☐ Don't know or unsure whether we have developed formal arrangements with other organisation to provide residential aged care services to residents from our independent housing units

CHARACTERISTICS OF OCCUPANTS

(69) What are the living arrangements of the occupants of your independent housing for older people? Please specify the number of units for each of the following living arrangement (exclude fully resident-funded units).

Women living alone	_____	Other	units	_____
units		Don't know or unsure		_____
Men living alone	_____			
	units			
Couples	_____			
	units			

(70) How old is the principal occupant in each of your independent housing units? Please specify the number of units where the principal occupant belongs to the following age groups (exclude fully resident-funded units).

Less than 65 years	_____	80 or more years	units	_____
units		Don't know or unsure		_____
65 - 79 years	_____			
	units			

Less than 6 months	_____	more than 10 years	_____	units
units		Don't know or unsure	_____	units
6 months - 2 years	_____			_____
units				
2 – 10 years	_____			
units				

	Nil	less than 25%	25% - 50%	50% - 75%	More than 75%
Occupant requires assistance to maintain their housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Occupant does <u>not</u> require assistance to maintain their housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<u>Don't know or unsure</u> whether occupant requires assistance to maintain their housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

[illegible]

**PART F:
INDEPENDENT HOUSING FOR OLDER PEOPLE
(NOT FULLY RESIDENT-FUNDED)**

SERVICES BY SITE

(74) Which aged care services (low or high level residential care, community care or senior citizens centre) are co-located or based on each site with independent housing for older persons (exclude sites where all units are fully resident-funded)?

- ☐ On none of our sites are these aged care services co-located or based
- ☐ On some or all of our sites, one or more of these aged care services are co-located or based - For each site, tick the type of aged care services co-located or based on that site.

Site No.	Site name (for your reference)	High-level aged care (nursing home)	Low-level aged care (hostel)	Community care services	Senior citizens centre
1		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(75) What services for residents are included in the ongoing payment or recurrent charge (exclude sites where all units are fully resident-funded)?

☐ At none of our sites are the following services included in the ongoing payment

☐ On some or all of our sites, one or more of the following services are included in the ongoing payment - For each site, tick the service which is included in the ongoing payment on that site.

Site No.	Site name (For your reference)	Personal alarm or emergency call system	Meeting room	Meals	Personal Care	Cleaning within units	Transport	Allied health services
1		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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19		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(76) What services do you make available on-site to occupants at additional cost (exclude sites where all units are fully resident-funded)?

☐ At none of our sites are the following services made available on-site at additional cost

☐ On some or all of our sites, one or more of the following services are made available on-site at additional cost - For each site, tick the service which is made available on-that site at additional cost.

Site No.	Site name (For your reference only)	Recreational facilities or program (including gymnasium)	Meals	Personal Care	Cleaning within units	Transport	Allied health services
1		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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18		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

THANKYOU for completing this survey.

Please place the survey in the enclosed return envelope and post.

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