



Let's talk about your housing future
Asking older people in NSW about housing

Council on the Ageing NSW

COTA NSW consumer engagement

- In 2011 a *Consumer Engagement Strategy* was adopted by the COTA NSW Board
- Established a network of Consumer Reference Groups
- Annual survey
- Annual COTA NSW 50 + Report

Why is what we do different?

COTA NSW's **consumer engagement, including our regional consumer reference groups and annual survey, reaches over 6,000 people across the state.** It gives us a way to engage in a methodical way with the diverse range of people over the age of 50 living in NSW so we can better understand and represent their issues. It also gives us the capacity to **test attitudes and policy assumptions** that are often made on their behalf.

Our Consumer Reference Groups

Six consultations. The same five questions. 100 people across six groups

- Sydney
- Central Coast
- Fairfield (primarily CALD)
 - Shellharbour
 - Lismore
- Batemans Bay

Annual survey and COTA NSW 50 + Report

- **October 2017**
 - **Over 6,000 respondents in 2016**
- **Aiming for 8,000 respondents in 2017**

What we've found so far

- **Older renters in the private rental market most disadvantaged**
- **Strata woes loom large**
- **Downsizing does happen**
- **Most people favour mixed communities vs older people's 'ghettos'**
- **Impact of severe weather leaves people with few housing options**
- **There are those who stay and those who go - who are they?**
- **We need more choice and more innovative design**

What we've found so far

- **Who helps who? Regional differences. Shellharbour**
- **Caring is female, regional and economic**
- **Couples are protected**
- **Hard choices. Care, food or rent?**
- **Women in the caring sandwich = poverty**
- **Impact of catastrophic life events –divorce, death and illness**

Themes emerging

- Housing at the centre of health and wellbeing – Phillipson
- Home ownership is protective but already seeing worrying signs
- A need to pull the ‘big levers’ such as planning legislation
- A need for more innovative housing choice in the market
- Universal, accessible design should be mainstream
- Planning ahead and good choices often lead to better outcomes
- Catastrophic life events can easily derail housing security
- A more precarious future