



# Making Good Housing Choices: information needs and access

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# Research Activities

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- Survey 561 older people community-based – 126 movers/435 stayers
- Survey 617 older people in retirement villages(RVs)
- Survey of 102 lawyers advising on RV contracts
- Survey 417 RV residents on housing choices, information and advice
- Qualitative interviewing:
  - > 70 older people's provider and advocacy organisations
  - 150 Māori in consultation hui
  - 170 people in-depth interviews and focus groups

# Thinking about the future

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*Being able to get about is what I want to do. I hope I can stay independent.*

*I get pressure from my friends and family, 'why do you want to stay there?'*

*Seriously thinking about our situation, how we are managing to keep the house as we should. Physically and financially coping.*

*We're just thinking at the moment, looking at our house that we've been in for the last 11 years and deciding whether we should redo the kitchen or not ... that situation of being on the cusp of your life.*

# Looking for ...

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- Independence
- Warmth
- Maintenance-free home and section
- Cheaper running costs – utilities, rates, insurance, maintenance, transport
- Handy to services
- Some space
- An outlook

# Wide Range of Information Needs

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- Housing, services, supports and finances
- Information to help stay in current home, as well as about moving options
- Information for immediate needs
- Information for long term planning
- Varying control over the decision
- Families and whānau as well as older people need information

# Older People:

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- Vary in their awareness of availability of information
- Can be reluctant, shy or embarrassed to seek advice
- Can be cost-conscious
- Like to get information:
  - through preferred channels
  - when they are ready

# Information Channels

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- Strong reliance on own knowledge and experience
- Key roles of family and friends
- Almost no use of professionals for advice
- Internet use – either nil or a lot
- Face-to-face
- Local media
- Local organisations and networks

# Information Access Barriers

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- Information is in lots of places, but it's often confusing and not easy to source
- Not always impartial
- Not often in age or disability friendly format
- Coordination across sectors and services is lacking

# Where's the information?

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*It's a minefield, you don't know where to get information.*

*We want to find out information before we are in the situation where we need it ... We asked where we could contact someone, she was very vague and not much up to speed with that query.*

*I'm not aware of any resource we could tap into to help us through this situation. We talk to family and friends. We are interested in what other people do and are watching what other people do.*

# Conclusions

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- Older people want to be actively involved in decision-making about their home-related needs
- Home-related decisions are complex:
  - Staying put or moving?
  - Do renovations or not?
  - What are the financial implications?
  - Could I manage with some help?
  - What are my future needs?
- Potential danger of jumping to the 'solution' before understanding the 'problem'

# My Home, My Choices Tool

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- Helps people identify what's important **to them** about their home and living environment
- Describes a range of options, their advantages and disadvantages
- Helps comparison of different options
- Identifies what are the flexible and not so flexible choices, and why
- Allows people to work through at their own pace and to reflect
- Indicates where to get further information
- Does not give 'the answer'

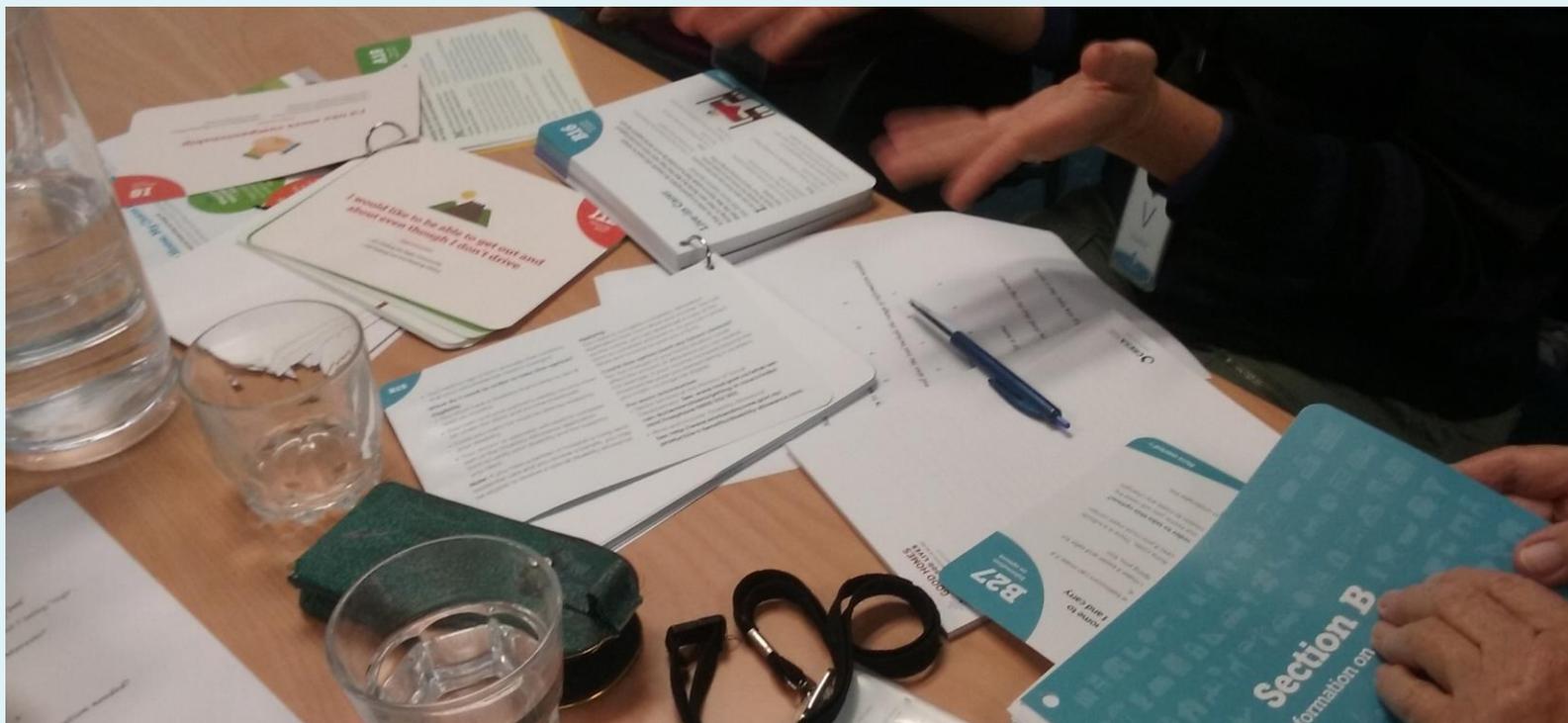
# The Tool Box

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# Testing the Tool with over 100 people

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# Comments from the Tests

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*It's a clarifying tool, it makes you think about different parts of an issue, breaking it down, otherwise it would be too big.*

*Easy to navigate and well thought out.*

*This will alert us to the gaps in the system.*

*How come it's just for older people? Not only relevant to the older person, but to all ages.*

*The concept is good, but how do you get whānau engaged in this conversation? As I went through, I recognised more and more the importance of having the conversation, how you introduce the kaupapa.*