



**ASIC**

Australian Securities & Investments Commission



**Key findings**  
**ASIC report 541**

# Australian Financial Attitudes and Behaviour Tracker

**Wave 5: March 2017**



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# Executive summary



## Background

The *Australian Financial Attitudes and Behaviour Tracker* (the Tracker) was launched by the Australian Securities and Investments Commission (ASIC) in 2014 to track a number of financial attitudes and behaviours among adult Australians and inform financial literacy programs and initiatives. EY Sweeney has conducted all five waves of the Tracker to date for ASIC.

Wave 5 of the Tracker primarily covers the six month period from September 2016 to February 2017. The findings in this report reflect the views of a nationally representative sample of Australians aged 18 years or older (Wave 5 sample size: 1,375 respondents). The survey was conducted online between February and March 2017. Data was weighted to be representative of the Australian Bureau of Statistics (ABS) profile of the Australian population aged 18+ years. All data shown is weighted unless specified otherwise.

## Key findings



### Financial attitudes attitudes towards managing money

#### **Around six in 10 Australians feel confident about managing their money, but more Australians find managing their money stressful**

Attitudes towards finances have remained relatively consistent across Waves 1 to 5 of the research. In Wave 5 and Wave 4, 58% of surveyed Australians reported that they were confident about managing their money.

However, there were some signs of polarisation with a larger proportion of Australians reporting concerns about managing their money in this wave. For example, 36% of respondents agreed that 'dealing with money is stressful and overwhelming', a significant increase over the previous wave (30%). Other increasing concerns included: 'Nothing I do makes much difference to my financial situation' (24%), 'I have difficulties understanding financial matters' (21%), and 'I am too busy to sort out my finances at the moment' (15%).

There were notable increases in concerns among younger people, including those with children, singles living at home, and females.

Couples with children at home were more likely to indicate that they have difficulty understanding financial matters this wave (26%) and find dealing with money stressful and overwhelming (45%). Singles living at home with parents were also more likely to find dealing with money stressful and overwhelming this wave (48%).

The proportion of females reporting that they find dealing with money stressful and overwhelming increased this wave (46%) and continues to be significantly higher than males (26%).



## Keeping track of finances approaches to managing everyday expenses

### Around nine in ten Australians are keeping track of their finances in some way and eight in ten had a budget

There was a significant increase in the proportion of Australians who reported they had a budget in the last six months (79%), including a significant uplift in the proportion of those who reported always sticking to their budget (23%).

Among those most likely to report having a budget this wave were single parents with children at home (94%), and singles living in shared accommodation (84%).

Consistent with previous waves, the majority of Australians reported they kept track of their money in some way over the last 6 months (91%). There were, however, declines in the proportion checking for unusual or suspicious entries on either bank statements (54%) or credit card statements (41%).



## Planning ahead planning for the medium and longer term, including retirement and beyond

### Around one in four Australians had a long-term financial plan, with an increase in SMSF ownership

The proportion of Australians who have a short term (3-5 year) financial plan is steady this wave (44%). Usage of long term (15-20 year) financial plans is less widespread than short-term plans but remains steady (23%).

Almost 2 in 3 Australians with a financial plan reported they monitored their progress in the last six months, both for short-term financial plans (65%) and for long-term financial plans (63%).

The proportion of Australians holding a superannuation fund remained relatively unchanged (76%). However, in Wave 5 there is a significant increase in SMSF ownership (13%), especially among females (12%) and non-professionals (12%).



## Choosing financial products shopping around, and understanding and assessing investment risk

### Australians continue to have a low understanding of key investment concepts

There was a significant increase in the proportion of respondents who reported that they had learned something that made them feel more confident in their investing ability (32%).

While no significant movements were observed across the broader Australian population, a larger proportion of those under 35 years old reported having broken an investment rule they had set themselves (16%) and having lost money they couldn't afford to lose (18%).

Less than one in three Australians report understanding the risk/return trade-off concept (32%). Females continue to be less likely to report that they understand the risk/return trade-off (23%) compared to males (42%).

Around 4 in 10 Australians report that they understand the investing principle of 'diversification' (39%). Females continue to be less likely to report that they understand the 'diversification' principle (25%) compared to males (53%).

The proportion of those who perceive international shares as high risk investments continued its downward trend this wave (38%). Following a gradual increase over the previous four waves, there was also a significant drop in the proportion who perceived Australian shares as higher risk (18%).



### Staying informed use of information, tools and guidance when needed

#### Australians sought out more information before choosing a personal loan

In Wave 5 there was a significant increase in the number of Australians who read financial sections of the newspaper to stay informed on personal loans (15%). The number of Australians who consulted free financial counsellors for personal loans also increased significantly (21%). Visiting ASIC's MoneySmart website was also significantly more common in relation to personal loans (14%).

Personal finances tended to be less openly discussed this wave, with a significantly smaller proportion discussing their household finances with their parents or family (25%), friends (14%) or financial professionals (15%).



### Financial control savings behaviour, and managing debts

#### Fewer Australians, particularly renters, are saving money

The proportion of Australians who reported that they did not save any money over the last six months increased for the third consecutive wave, reaching a high point of over one in five (21%). There was a notable increase in the proportion of renters who reported being unable to save money (30%).

The proportion of people who reported that they would not be able to cover three months' living expenses if faced with a sudden loss of income remains relatively unchanged (8%).

Despite the small increases reflecting inability to save, significantly fewer Australians reported using a credit card, store card or overdraft to cover unexpectedly large bills this wave (16%).

# Introduction



# Background

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Financial decisions are a part of everyday life – whether looking for ways to save, deciding which credit card represents the best value, choosing a home loan, comparing insurance policies or planning for retirement. Whatever the decision, being confident and informed can make a difference to your financial wellbeing and peace of mind.

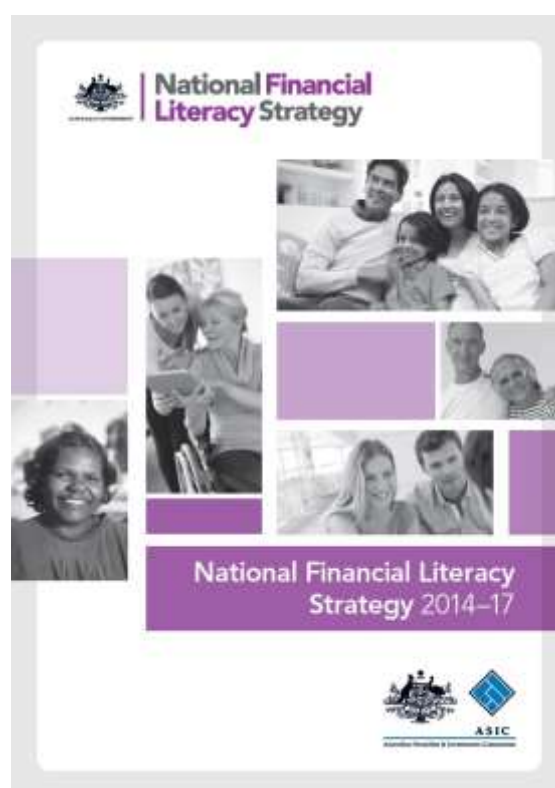
Helping Australians gain the knowledge, skills, attitudes and behaviours needed to make sound financial decisions is a key priority of the Australian Securities and Investments Commission (ASIC). As Australia's corporate, markets and financial services regulator, ASIC is the Australian Government agency responsible for leading and coordinating the National Financial Literacy Strategy and delivering ASIC's MoneySmart website.

Financial decision-making is complex and contextual. Prior research undertaken suggests that a wide range of shifting factors can have an impact on decisions and outcomes.

In 2014 ASIC launched the *Australian Financial Attitudes and Behaviour Tracker* (the Tracker) to track a number of financial attitudes and behaviours among adult Australians and inform financial capability programs and initiatives.

ASIC engaged EY Sweeney to conduct the Tracker in 2014–16. Wave 1 of the research, released in December 2014, covered the six month period from March to August 2014. Wave 2 of the research, released in June 2015, covered the six month period from September 2014 to February 2015. Wave 3 of the research, released in December 2015, covered the six month period from March to August 2015. Wave 4 of the research, released in June 2016, covered the six month period from September 2016 to February 2017. Wave 5 of the research covers the six month period from September 2016 to February 2017. This report contains the findings across Waves 1 to 5 of the Tracker.

The Tracker will be repeated at regular intervals. It will supplement other research in the field, including the well-established *ANZ Survey of Adult Financial Literacy in Australia*, which is conducted approximately every three years and continues to be the leading reference point for measuring population-wide financial literacy levels in Australia.





# Research aims and objectives

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## Purpose

The purpose of the Tracker is to:

- track changes and trends in some key financial attitudes and behaviours at regular intervals to build up a picture of changes over time;
- inform and support ASIC's efforts to promote investor and financial consumer trust and confidence; and
- inform broader research, measurement and evaluation of Australians' financial literacy levels and wellbeing.

## Research framework

This research is framed around the five indicative behaviours of financial literacy identified in the 2011 *ANZ Survey of Adult Financial Literacy in Australia* and the *National Financial Literacy Strategy 2014-17* and shown below. In addition, it explores a number of attitudinal measures.

	<b>Keeping track of finances</b> approaches to managing everyday expenses
	<b>Planning ahead</b> planning for the medium and longer term, including retirement and beyond
	<b>Choosing financial products</b> shopping around, and understanding and assessing investment risk
	<b>Staying informed</b> use of information, tools and guidance when needed
	<b>Financial control</b> savings behaviour, and managing debts

# Methodology

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## Respondents



- Respondents sourced from Research Now online panel
- National sample, aged 18+ years
- Sample quotas were set for age, gender and location of main residence

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### Wave 1 March to August 2014:

- Fieldwork conducted 13-28 August 2014
- Average survey 16.3 minutes

### Wave 2 September 2014 to February 2015:

- Fieldwork conducted 4-24 February 2015
- Average survey 15 minutes

### Wave 3 March to August 2015:

- Fieldwork conducted 6-14 August 2015
- Average survey 13 minutes

### Wave 4 September 2015 to February 2016:

- Fieldwork conducted 2-15 February 2016
- Average survey 16 minutes

### Wave 5 September 2016 to February 2017

- Fieldwork was conducted between 24 February – 2 March 2017
- Average survey length of 16 minutes

- All survey results are based on self-reported attitudes and behaviours
- Respondents were able to provide multiple responses to some questions, therefore, some response categories sum to more than 100%

## Survey



- Data analysed, tabulated and significance tested using Q Research Software
- Data was weighted to be representative of the Australian Bureau of Statistics (ABS) profile of the Australian population aged 18+ years. All data shown is weighted
- Analysis has been undertaken as follows:
  - Comparison of Waves 1 to 5: total level (Behaviour: key findings), demographic sub-groups (Demographics)

## Analysis and Reporting





### Demographic sub-groups:

- For comparisons between Waves 1 to 5, demographic sub-group analysis has been conducted for the following target groups:
  - Age
  - Gender
  - Personal income (per annum)
  - Household income (per annum)
  - Household composition
  - Home ownership status
  - Work status
  - Employment status
- Sub-groups are represented with icons throughout the report. See Appendix for full explanation of sub-group descriptions



## Interpreting this report

Statistical significance testing has been shown on charts to compare the results for the following. Where a test returns a significant result, it is displayed in the report as follows:

### Across Waves of the research:

- A  symbol represents a result that is statistically significantly lower than the results of the previous Wave.
- A  symbol represents a result that is statistically significantly higher than the results of the previous Wave.

### Between sub-groups:

- A  symbol represents a result that is statistically significantly lower than the results of another sub-group.
- A  symbol represents a result that is statistically significantly higher than the results of another sub-group.

### For commentary relating to charts:

- Text in **red** represents a result that is statistically significantly lower than the results of the previous Wave.
- Text in **green** represents a result that is statistically significantly higher than the results of the previous Wave.

Where a test does not return a significant result but does represent a noticeable shift either higher or lower compared to the previous Wave or between sub-groups, the change has been referred to as 'indicative' throughout this report (e.g. 'indicatively less likely' or 'indicatively more likely').

## Statistical reliability

Wave	Sample size	Maximum margin of error (95% confidence interval)
Wave 1 (March to August 2014)	n=1,379 (total sample)	± 2.6%
Wave 2 (September 2014 to February 2015)	n=1,357 (total sample)	± 2.7%
Wave 3 (March to August 2015)	n=1,364 (total sample)	± 2.7%
Wave 4 (September 2015 to February 2016)	n=1,363 (total sample)	± 2.7%
Wave 5 (September 2016 to February 2017)	n=1,375 (total sample)	± 2.6%

Wave 5: Total sample size of n=1,375 has a maximum margin of error of ±2.6% at the 95% level of confidence. This means we can be 95% confident that survey estimates will be reflective of the real world to within ±2.6%.

## Questionnaire flow



### Introduction/screener

Survey eligibility, age, gender, location of current residence



### Financial behaviour

Types of financial attitudes, behaviours (keeping track of finances, planning ahead, choosing financial products, staying informed, financial control) and a limited amount of investment knowledge



### Socio economic classification

Work status, relationship status, superannuation, education levels, language spoken at home, personal income and household income

# Economic and consumer context

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To give context for the Tracker, the following are some of the key macro-economic trends in Australia during the reporting period for Wave 5 of the research (September 2016 to February 2017). While overall economic figures such as GDP growth (up) and unemployment (down) were positive over the period, factors such as global political instability and volatility of the Australian share market had some negative impact on consumer sentiment.

## Context during the reporting period

<b>Cash rate</b> <sup>1</sup>	<ul style="list-style-type: none"><li>The RBA's target cash rate was steady at 1.5% between September 2016 and February 2017 following on from a 0.25% reduction in August 2016.</li></ul>
<b>Australian dollar</b> <sup>2</sup>	<ul style="list-style-type: none"><li>The Australian dollar dipped from US\$0.76 on 30 September 2016 to US\$0.72 by late December; however it recovered to US\$0.77 by 28 February 2017.</li></ul>
<b>Unemployment rate</b> <sup>3</sup>	<ul style="list-style-type: none"><li>Unemployment was 5.9% in February 2017, representing both a 0.2% monthly and year-on-year increase (seasonally adjusted). An upwards trend developed from mid-2016.</li></ul>
<b>GDP</b> <sup>4</sup>	<ul style="list-style-type: none"><li>Australian GDP figures reveal the economy grew by 1.1% in Q4 2016, and 0.3% in Q1 2017, with annual growth of 1.7% at Q1 2017 (seasonally adjusted).</li></ul>
<b>CPI</b> <sup>5</sup>	<ul style="list-style-type: none"><li>Headline CPI increased by 0.5% in both Q4 2016 and Q1 2017, bringing the annual increase to 2.1% at Q1 2017. This figure is on the low-end of the RBA's inflation target.</li></ul>
<b>Consumer confidence</b> <sup>6</sup>	<ul style="list-style-type: none"><li>Consumer confidence was broadly unchanged through the period at around 117.</li></ul>
<b>Consumer sentiment</b> <sup>7</sup>	<ul style="list-style-type: none"><li>Consumer sentiment fell from 101.3 in September 2016 to 97.3 in December; however it recovered to 99.6 in February 2017. The average for 2016 was 99.9.</li></ul>
<b>S&amp;P/ASX200 Price Index</b> <sup>8</sup>	<ul style="list-style-type: none"><li>The ASX200 was quite volatile during the survey period, falling 4.8% from the start of September 2016 to early November, immediately prior to the US election. Following the election the index surged by 10.8% through to the end of February 2017, increasing 5.1% over the survey period.</li></ul>

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<sup>1</sup> Reserve Bank of Australia economic and financial statistics [www.rba.gov.au/statistics](http://www.rba.gov.au/statistics)

<sup>2</sup> Reserve Bank of Australia economic and financial statistics [www.rba.gov.au/statistics](http://www.rba.gov.au/statistics)

<sup>3</sup> Australian Bureau of Statistics – Labour Force statistics (publication 6202.0) [www.abs.gov.au/ausstats/abs@.nsf/mf/6202.0](http://www.abs.gov.au/ausstats/abs@.nsf/mf/6202.0)

<sup>4</sup> Australian Bureau of Statistics – Australian National Accounts (publication 5206.0) [www.abs.gov.au/AUSSTATS/abs@.nsf/mf/5206.0](http://www.abs.gov.au/AUSSTATS/abs@.nsf/mf/5206.0)

<sup>5</sup> Australian Bureau of Statistics – Consumer Price Index (publication 6401.0) [www.abs.gov.au/AUSSTATS/abs@.nsf/mf/6401.0](http://www.abs.gov.au/AUSSTATS/abs@.nsf/mf/6401.0)

<sup>6</sup> Roy Morgan Australia and New Zealand consumer confidence [www.roymorgan.com/morganpoll/consumer-confidence/](http://www.roymorgan.com/morganpoll/consumer-confidence/)

<sup>7</sup> Westpac – Melbourne Institute Consumer Sentiment statistic <https://businessfocus.westpacgroup.com.au/blog/2017/february/15/consumer-sentiment-index-february-2017>

<sup>8</sup> ASX – Historical market statistics [www.asx.com.au/about/historical-market-statistics.htm](http://www.asx.com.au/about/historical-market-statistics.htm)

# Detailed findings





# Financial attitudes

This section outlines the attitudes towards managing money reported by surveyed Australians.



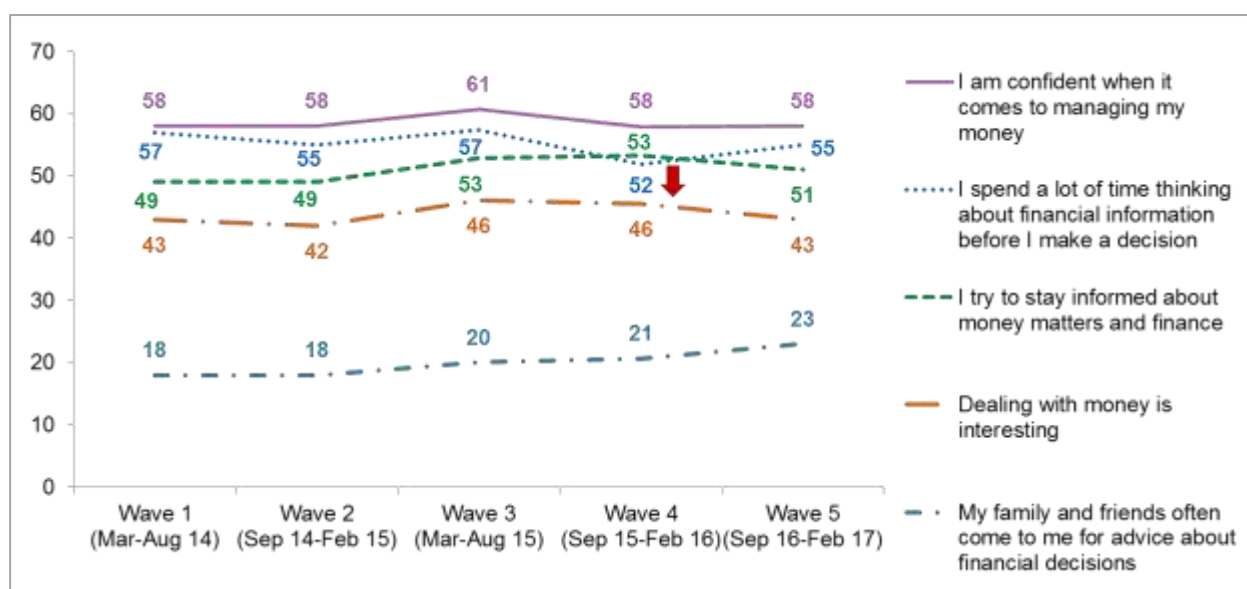


# Agreement with attitudes towards finances

## Reported attitudes towards finances (%)

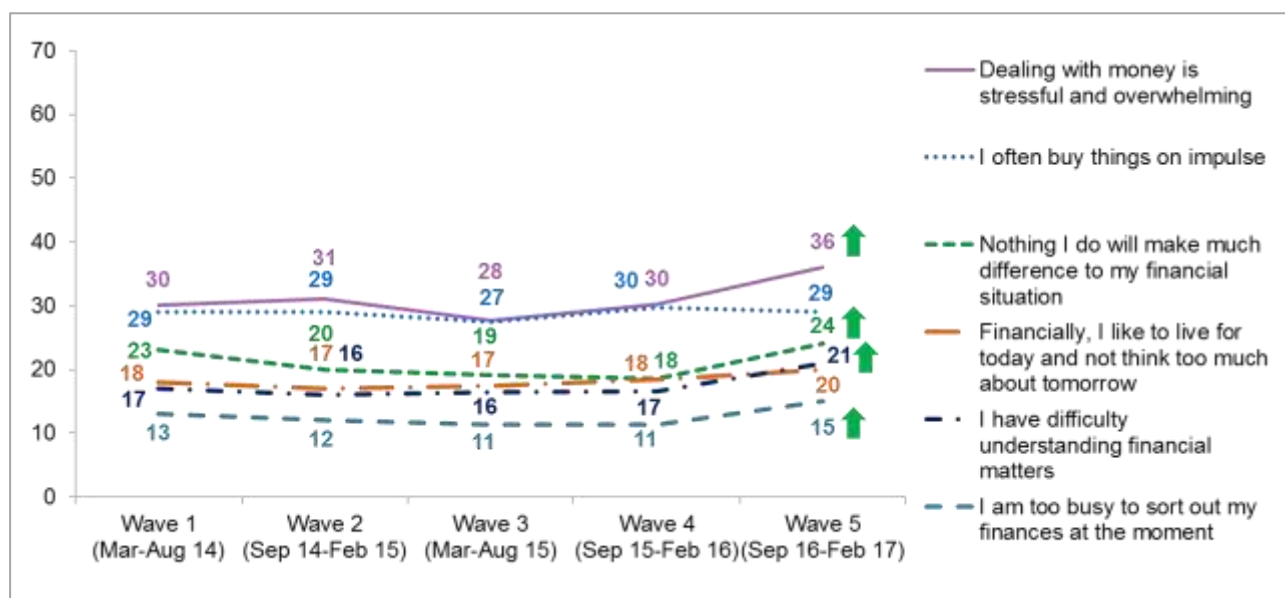
The charts below present reported attitudes of all surveyed Australians in relation to their finances across Waves 1 to 5 of the research. Australians were asked to indicate their level of agreement with each statement in the context of their own financial situation. The proportion of surveyed Australians who agreed with each attitudinal statement was generally consistent across Waves 1 to 5.

Three in five (58% Wave 1, 58% Wave 2, 61% Wave 3, 58% Wave 4, 58% Wave 5) indicated that they agreed with the statement 'I am confident when it comes to managing my money'. In Wave 4 there was a fall in the proportion of respondents who agreed with the statement 'I spend a lot of time thinking about financial information before I make a decision', which has increased back to its usual level in Wave 5 (57% Wave 1, 55% Wave 2, 57% Wave 3, 52% Wave 4, 55% Wave 5).





While many feel confident, 36% of respondents also agree that ‘dealing with money is stressful and overwhelming’, a significant increase over previous waves (30% Wave 1, 31% Wave 2, 28% Wave 3, 30% Wave 4). Indeed, Wave 5 saw a significant increase in agreement with several negative attitudes: ‘Nothing I do makes much difference to my financial situation’ (23% Wave 1, 20% Wave 2, 19% Wave 3, 18% Wave 4, 24% Wave 5), ‘I have difficulties understanding financial matters’ (17% Wave 1, 16% Wave 2, 16% Wave 3, 17% Wave 4, 21% Wave 5), and ‘I am too busy to sort out my finances at the moment’ (13% Wave 1, 12% Wave 2, 11% Wave 3, 11% Wave 4, 15% Wave 5).



Source: F33. Could you please tell us how strongly you agree or disagree with each statement regarding your own financial situation? (single response)

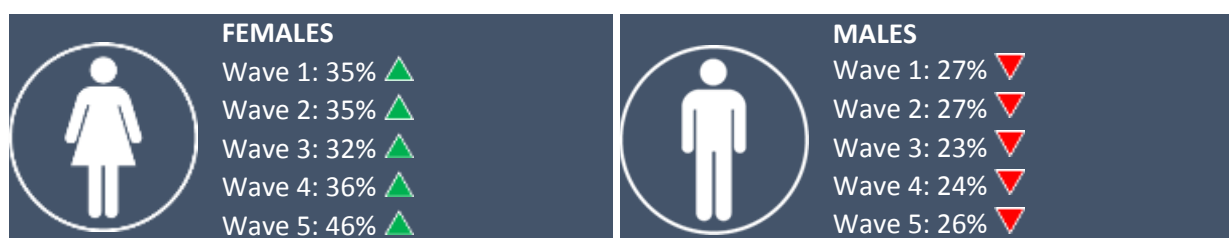
Base: All respondents Wave 1 (Mar-Aug 14), n=1,379; Wave 2 (Sep 14-Feb 15), n=1,357; Wave 3 (Mar-Aug 15), n=1,364; Wave 4 (Sep 15-Feb 16), n=1,363; Wave 5 (Sep 16-Feb 17), n=1,375

↑↓ Statistically significant difference to previous Wave

More likely to agree with the statement ‘I have difficulty understanding financial matters’ in Wave 5



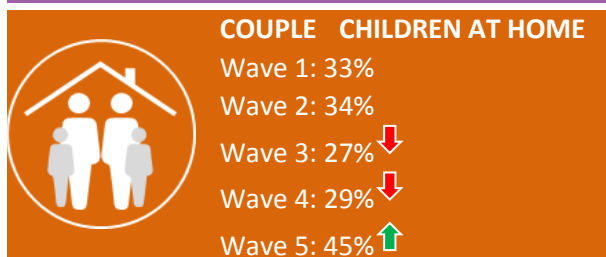
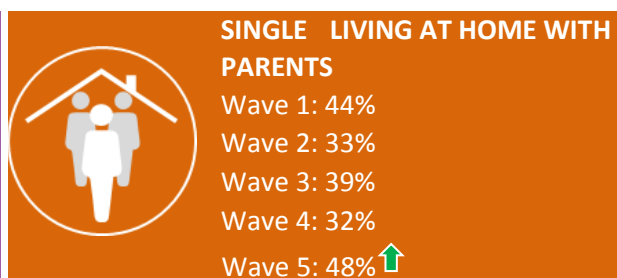
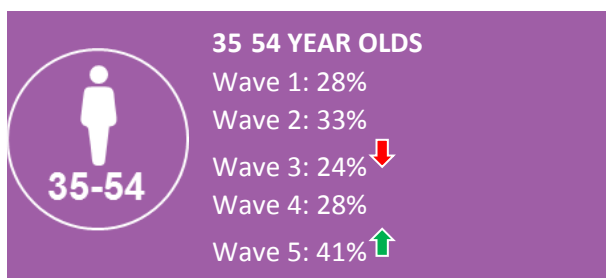
Females continue to be more likely than males to agree with the statement ‘Dealing with money is stressful and overwhelming’







More likely to agree with the statement 'Dealing with money is stressful and overwhelming' in Wave 5





# Keeping track of finances

This section analyses some of the main techniques surveyed Australians reported using to keep track of their personal and household finances.

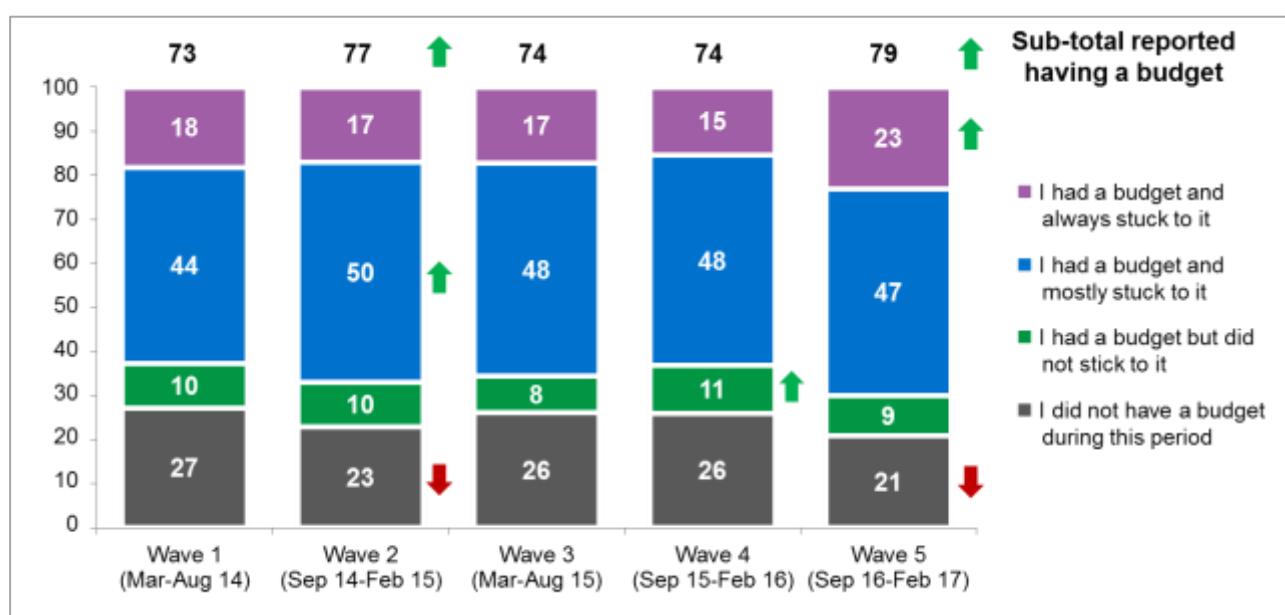




# Budgeting

## Reported approach to budgeting over the last 6 months (%)

The chart below compares all surveyed Australians' reported approach to budgeting over the last six months, for Waves 1 to 5 of the research. Almost 8 out of 10 Australians reported they had a budget in the last six months, increasing significantly after a period of stability (74% Wave 3, 74% Wave 4, 79% Wave 5). There was a significant increase in the proportion of those who said that they always stuck to their budget (17% Wave 3, 15% Wave 4, 23% Wave 5) with a large proportion indicating that they mostly stuck to their budget (44% Wave 1, 50% Wave 2, 48% Wave 3, 48% Wave 4, 47% Wave 5). There was a decrease in the proportion of Australians who did not have a budget (27% Wave 1, 23% Wave 2, 26% Wave 3, 26% Wave 4, 21% Wave 5).



Source: F2. Which of the following best describes your approach to your personal finances over the last 6 months? (single response)  
 Base: All respondents Wave 1 (Mar-Aug 14), n=1,379; Wave 2 (Sep 14-Feb 15), n=1,357; Wave 3 (Mar-Aug 15), n=1,364; Wave 4 (Sep 15-Feb 16), n=1,363; Wave 5 (Sep 16-Feb 17), n=1,375

↑↓ Statistically significant difference to previous Wave

More likely to have a budget in Wave 5





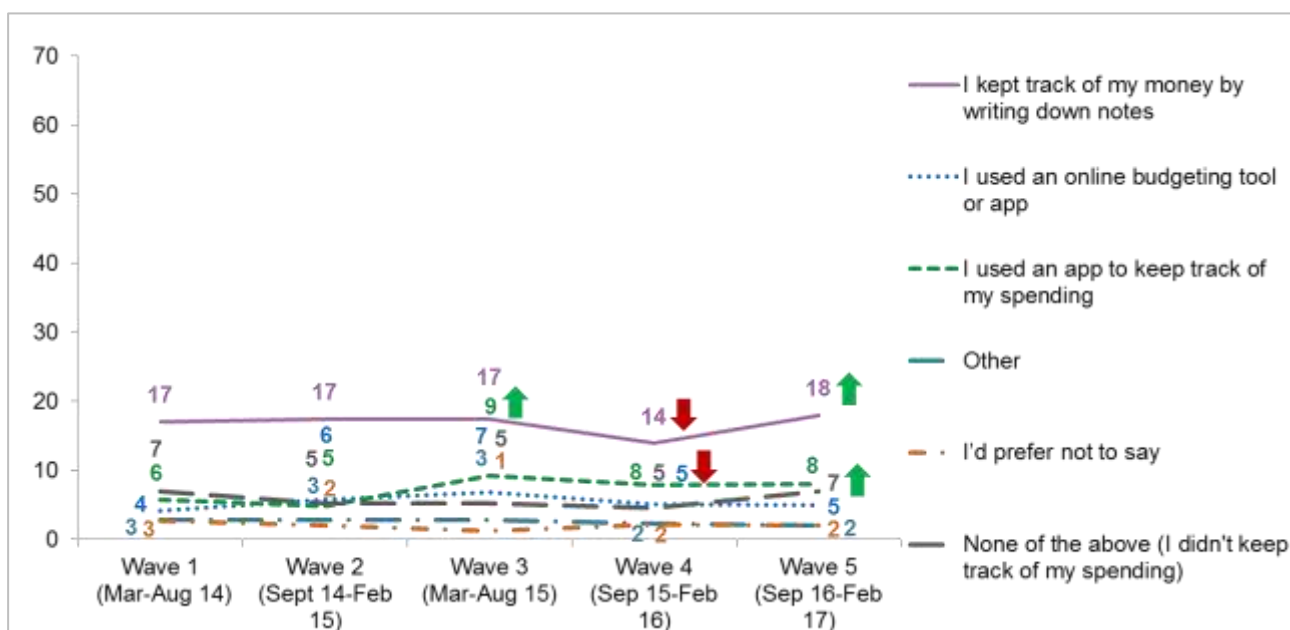
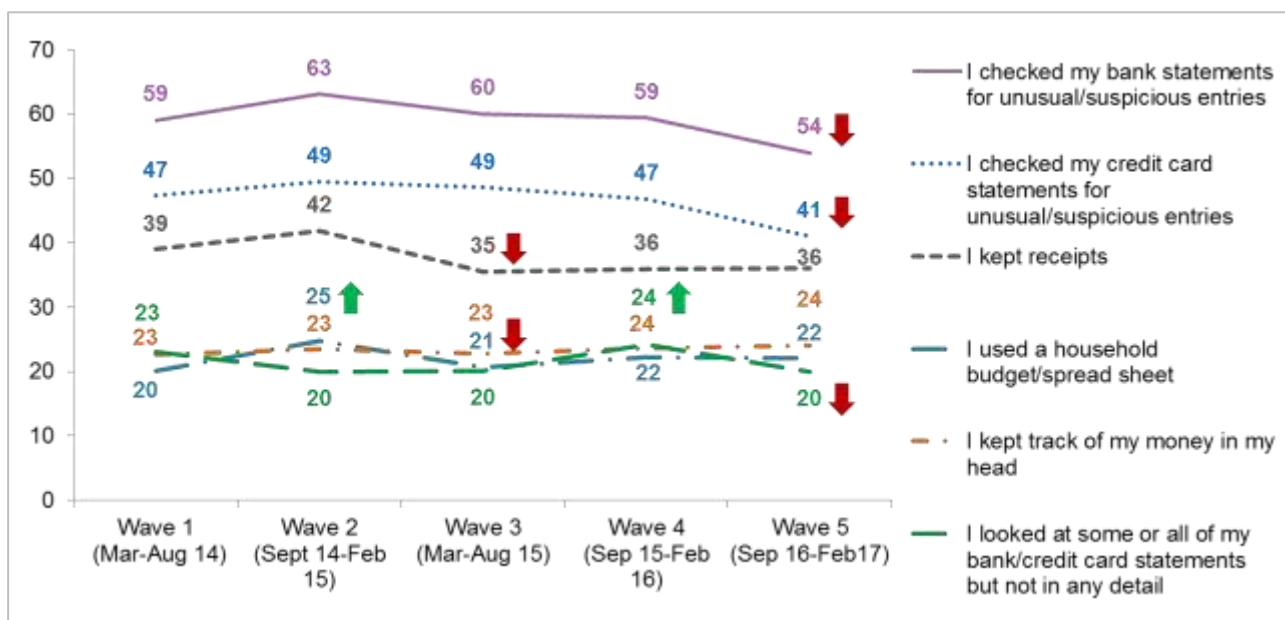
# Keeping track of money

## Reported methods to keep track of money (%)

The charts below compare the reported methods used by all surveyed Australians to keep track of their money over the last six months, for Waves 1 to 5 of the research. The proportion of Australians who reported that they kept track of their money in some way over the last six months has remained relatively unchanged (90% Wave 1, 93% Wave 2, 94% Wave 3, 93% Wave 4, 91% Wave 5).

The two most common tracking methods reported across all Waves significantly dropped in Wave 5: 'checking bank statements for unusual/suspicious entries' (59% Wave 1, 63% Wave 2, 60% Wave 3, 59% Wave 4, **54%** Wave 5) and 'checking credit card statements for unusual/suspicious entries' (47% Wave 1, 49% Wave 2, 49% Wave 3, 47% Wave 4, **41%** Wave 5).

The proportion who reported they had looked at some or all of their bank or credit card statements decreased in Wave 5, after a momentary increase in Wave 4 (23% Wave 1, 20% Wave 2, 20% Wave 3, **24%** Wave 4, **20%** Wave 5). Following a decline in Wave 4, there was an increase in the proportion who reported that they kept track of their money by writing down notes in Wave 5 (17% Wave 1, 17% Wave 2, 17% Wave 3, **14%** Wave 4, **18%** Wave 5).





Source: F16. Which of the following methods have you used in the last 6 months to keep track of your money? (multiple response)  
Base: All respondents Wave 1 (Mar-Aug 14), n=1,379; Wave 2 (Sep 14-Feb 15), n=1,357; Wave 3 (Mar-Aug 15), n=1,364; Wave 4 (Sep 15-Feb 16), n=1,363; Wave 5 (Sep 16-Feb 17), n=1,375

↑↓ Statistically significant difference to previous Wave

Males more likely than females to report they checked credit card statements for unusual/suspicious entries in the last six months





# Planning ahead

This section examines some of the ways surveyed Australians reported planning ahead financially.

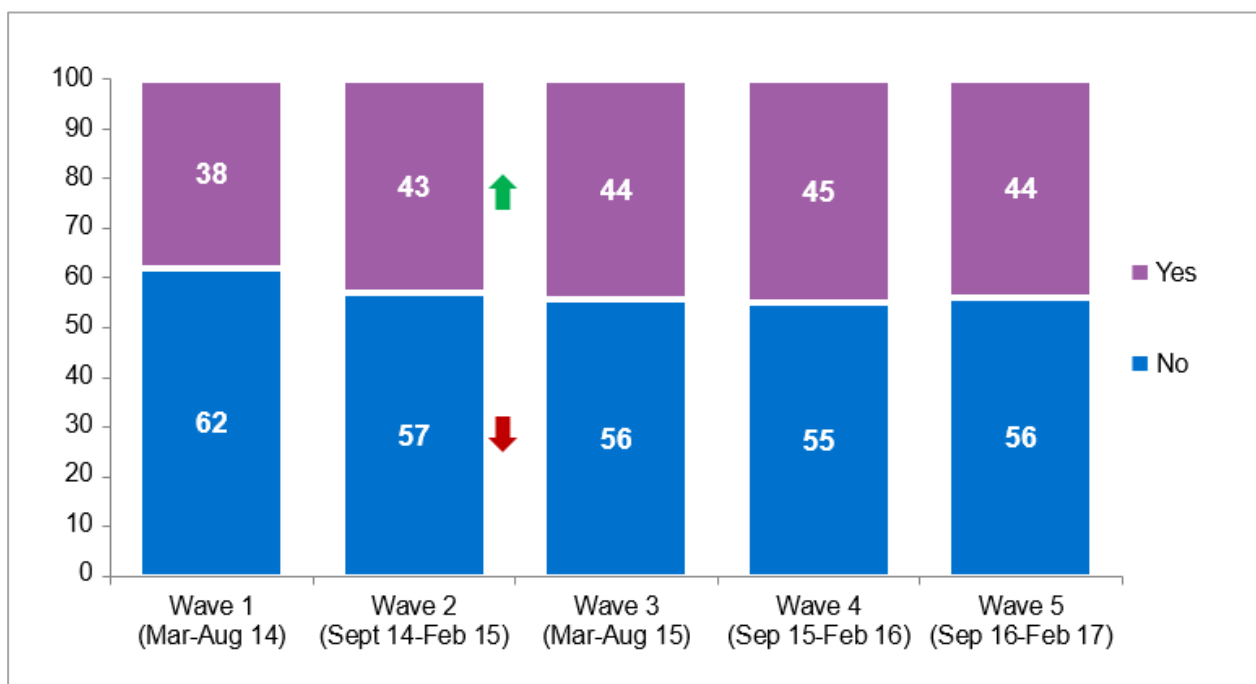




# Financial planning

## Reported usage of a 3-5 year financial plan (%)

The chart below displays the reported use of a short term (3-5 year) financial plan amongst all surveyed Australians in Waves 1 to 5 of the research. Overall, more than two fifths of Australians reported having a short term (3-5 year) financial plan (38% Wave 1, 43% Wave 2, 44% Wave 3, 45% Wave 4, 44% Wave 5).

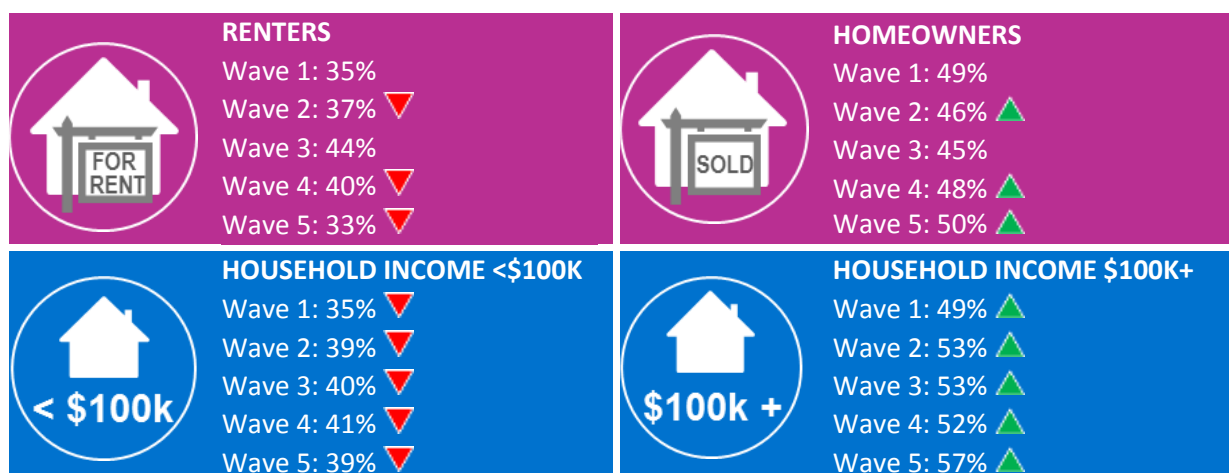


Source: F3. Do you have a 3-5 year financial plan? (single response)

Base: All respondents Wave 1 (Mar-Aug 14), n=1,379; Wave 2 (Sep 14-Feb 15), n=1,357; Wave 3 (Mar-Aug 15), n=1,364; Wave 4 (Sep 15-Feb 16), n=1,363; Wave 5 (Sep 16-Feb 17) n=1,375

↑↓ Statistically significant difference to previous Wave

Homeowners and those with household income above \$100k were more likely to report having a 3-5 year financial plan

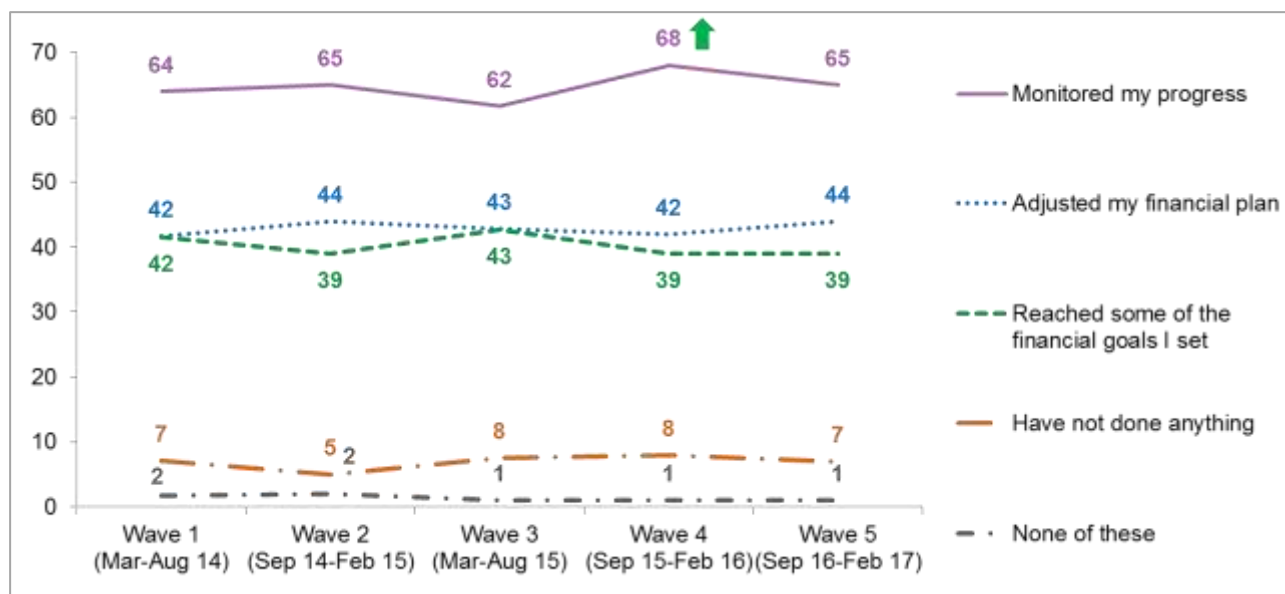




## Reported actions taken by those with a 3-5 year financial plan in the last 6 months (%)

The chart below compares reported actions taken on their plan amongst surveyed Australians with a short term (3-5 year) financial plan in Waves 1 to 5 of the research.

Almost two thirds of Australians reported monitoring their progress in the last six months across all waves (64% Wave 1, 65% Wave 2, 62% Wave 3, 68% Wave 4, 65% Wave 5). Over two fifths made changes or adjustments (42% Wave 1, 44% Wave 2, 43% Wave 3, 42% Wave 4, 44% Wave 5) with just under two in five reporting that they reached some of the financial goals they had set themselves (42% Wave 1, 39% Wave 2, 43% Wave 3, 39% Wave 4, 39% Wave 5).



Source: F5. Which of the following have you done on your 3-5 year financial plan within the last 6 months? (multiple response)  
 Base: Respondents with a 3-5 year financial plan Wave 1 (Mar-Aug 14), n=586; Wave 2 (Sep 14-Feb 15), n=639, Wave 3 (Mar-Aug 15), n=600; Wave 4 (Sep 15-Feb 16), n=672; Wave 5 (Sep 16-Feb 17), n=671

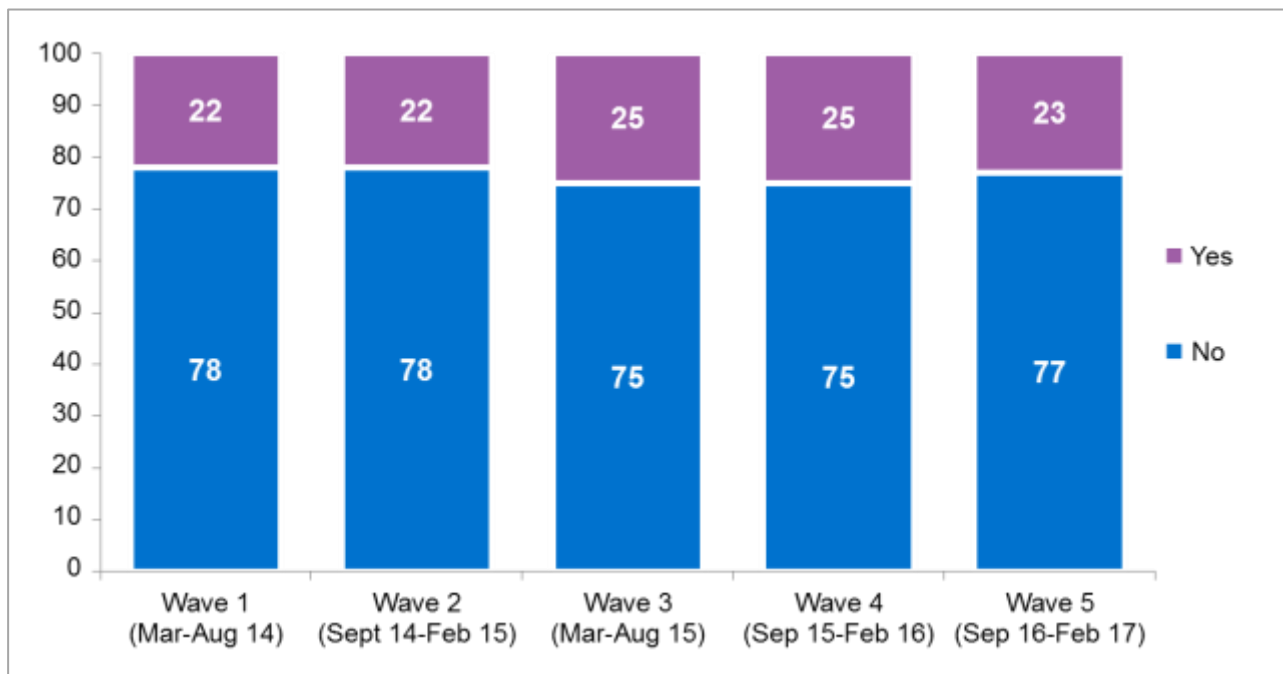
↑↓ Statistically significant difference to previous Wave





## Reported usage of a 15-20 year financial plan (%)

The chart below shows the reported usage of a long term (15-20 year) financial plan amongst surveyed Australians across Waves 1 to 5 of the research. Around one quarter reported having a long term (15-20 year) financial plan (22% Wave 1, 22% Wave 2, 25% Wave 3, 25% Wave 4, 23% Wave 5). The proportion who reported having a long term (15-20 year) financial plan has remained relatively steady across all five Waves.



Source: F6. Do you have a 15-20 year financial plan? (single response)

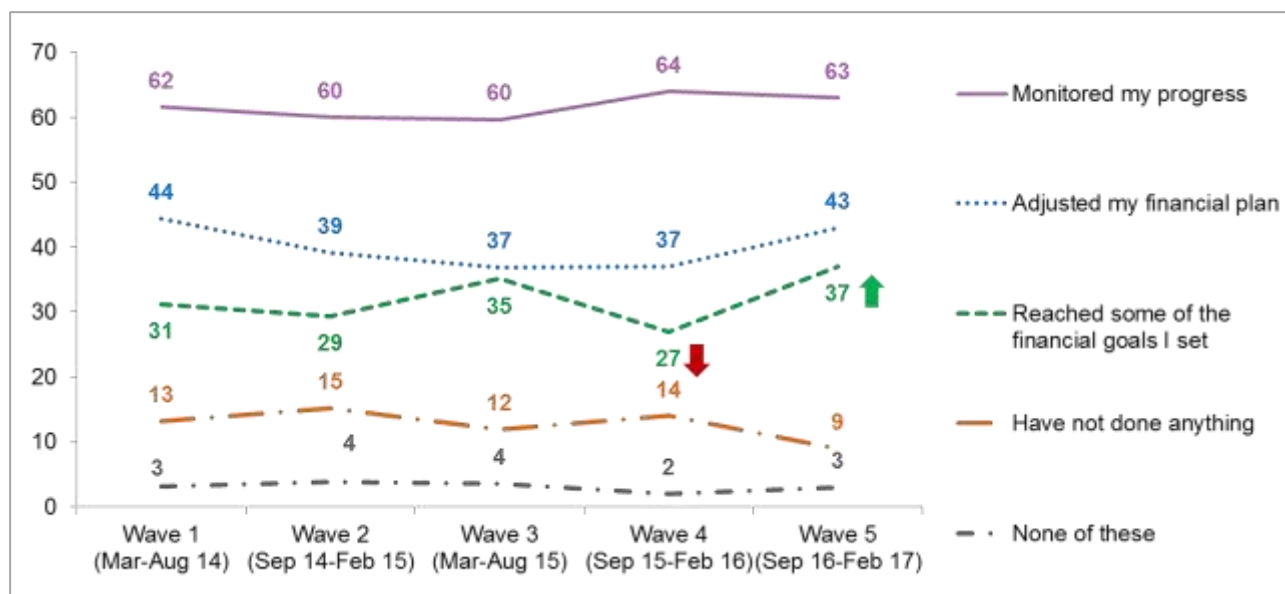
Base: All respondents Wave 1 (Mar-Aug 14), n=1,379; Wave 2 (Sep 14-Feb 15), n=1,357; Wave 3 (Mar-Aug15), n=1,364; Wave 4 (Sep 15-Feb 16), n=1,363; Wave 5 (Sep 16-Feb 17) n=1,375



## Reported actions taken by those with a 15-20 year financial plan in the last 6 months (%)

The chart below compares reported actions taken in the last six months by surveyed Australians with a long term (15-20 year) financial plan in Waves 1 to 5 of the research. Nearly two thirds reported monitoring their progress in the last six months (62% Wave 1, 60% Wave 2, 60% Wave 3, 64% Wave 4, 63% Wave 5) and over two fifths had made adjustments to their financial plan (44% Wave 1, 39% Wave 2, 37% Wave 3, 37% Wave 4, 43% Wave 5).

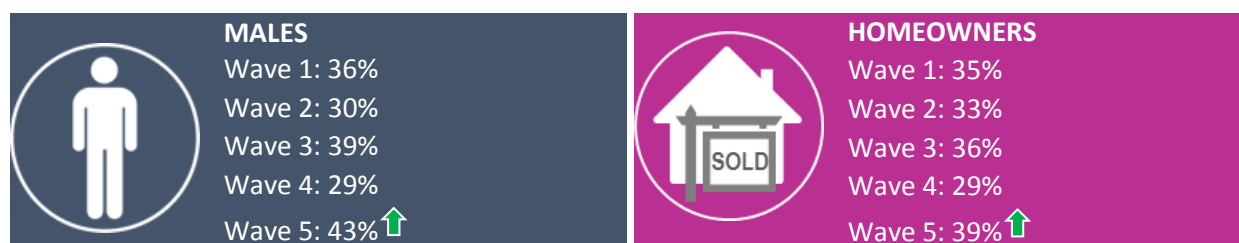
Following a significant fall last wave (Wave 4), the proportion of those who reached some of the financial goals they had set they had set themselves bounced back with a significant increase this wave (31% Wave 1, 29% Wave 2, 35% Wave 3, 27% Wave 4, 37% Wave 5).



Source: F8. Which of the following have you done on your 15-20 year financial plan in the last 6 months? (multiple response)  
 Base: Respondents with a 15-20 year financial plan Wave 1 (Mar-Aug 14), n=352; Wave 2 (Sep 14-Feb 15), n=330; Wave 3 (Mar-Aug 15), n=338; Wave 4 (Sep 15-Feb 16), n=372; Wave 5 (Sep 16-Feb 17), n=360

↑↓ Statistically significant difference to previous Wave

More likely to report in Wave 5 that they had reached some of the financial goals they had set



More likely to report in Wave 5 that they had made adjustments to their financial plan



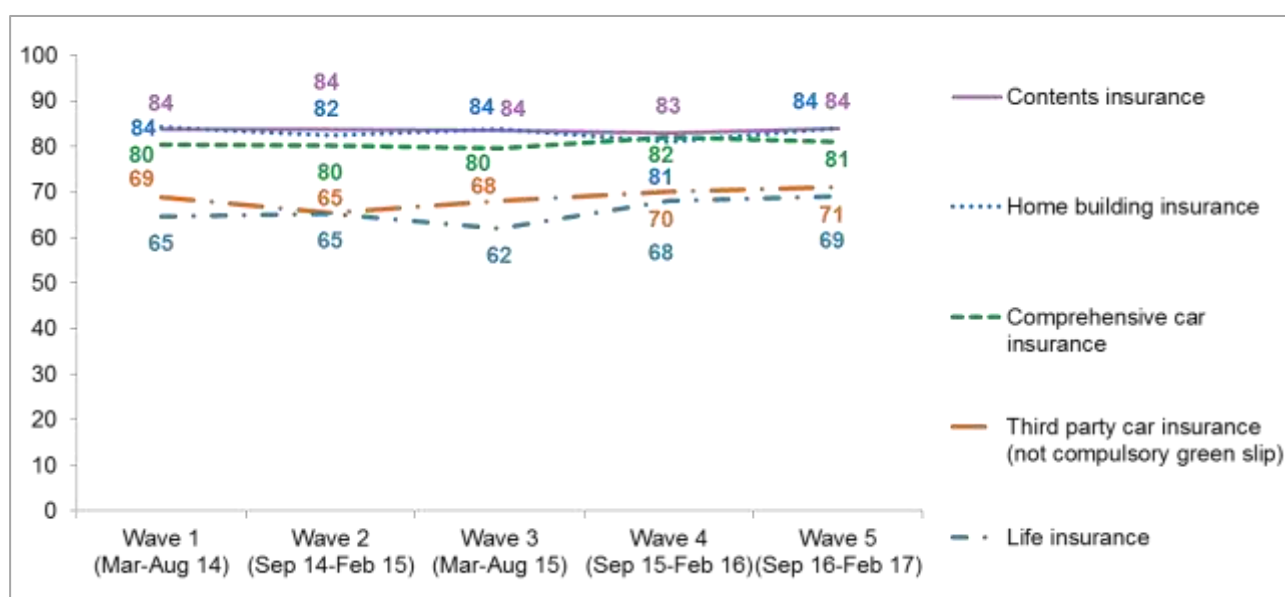


# Insurance

## Reported review of insurance cover over the last 12 months (%)

Almost nine in ten of all surveyed Australians continued to report that they held at least one insurance policy (87% Wave 1, 87% Wave 2, 87% Wave 3, 88% Wave 4, 86% Wave 5). Of these, the proportion of insurance policy holders who reported they had reviewed their level of cover for each insurance product within the last 12 months is shown in the chart below, across Waves 1 to 5 of the research.

The most commonly reviewed products were contents insurance (84% Wave 1, 84% Wave 2, 84% Wave 3, 83% Wave 4, 84% Wave 5), home building insurance (84% Wave 1, 82% Wave 2, 84% Wave 3, 81% Wave 4, 84% Wave 5) and comprehensive car insurance (80% Wave 1, 80% Wave 2, 80% Wave 3, 82% Wave 4, 81% Wave 5).



Source: F20. When taking out or renewing your insurance cover for the last 12 months, did you check that the level of cover was still appropriate for your situation? (multiple response)

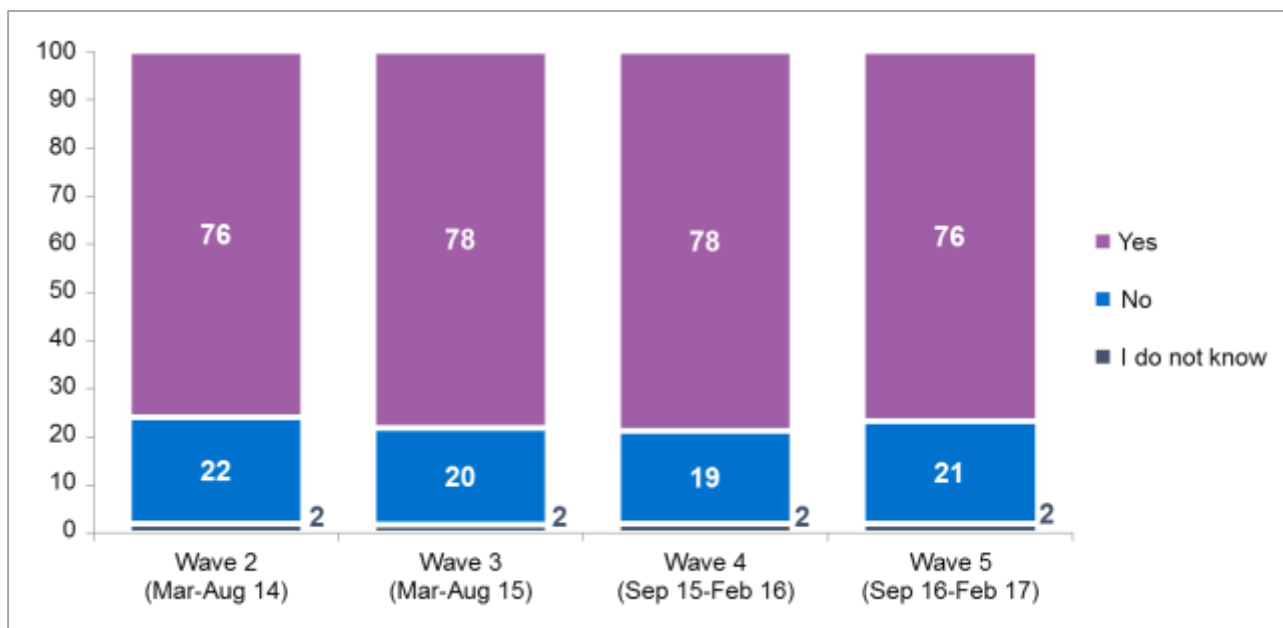
Base: Respondents with each insurance type in Wave 1 (Mar-Aug 14) home building insurance, n=676; contents insurance, n=794; comprehensive car insurance, n=940; third party car insurance, n=464; life insurance, n=384; Wave 2 (Sep 14-Feb 15), home building insurance, n=701; contents insurance, n=834; comprehensive car insurance, n=974; third party car insurance, n=443; life insurance, n=386; Wave 3 (Mar-Aug 15), home building insurance, n=736; contents insurance, n=878; comprehensive car insurance, n=1,012; third party car insurance, n=422; life insurance, n=373; Wave 4 (Sep 15-Feb 16), home building insurance, n=721; contents insurance, n=823; comprehensive car insurance, n=995; third party car insurance, n=487; life insurance, n=381; Wave 5 (Sep 16-Feb 17), home building insurance, n=729; contents insurance, n=820; comprehensive car insurance, n=958; third party car insurance, n=449; life insurance, n=373



# Superannuation

## Reported ownership of a superannuation fund (%)

The chart below shows the proportion of all surveyed Australians who reported they had a superannuation fund [including those with a Self-Managed Super Fund (SMSF)] across Waves 2 to 5 of the research. Overall, more than three-quarters of surveyed Australians reported they have a superannuation fund, a proportion relatively unchanged since Wave 2 (76% Wave 2, 78% Wave 3, 78% Wave 4, 76% Wave 5).



Source: F22B. Do you have a superannuation fund? (single response)

Base: All respondents Wave 2 (Sep 14-Feb 15), n=1,357; Wave 3 (Mar-Aug 15), n=1,364; Wave 4 (Sep 15-Feb 16), n=1,363; Wave 5 (Sep 16-Feb 17) n=1,375

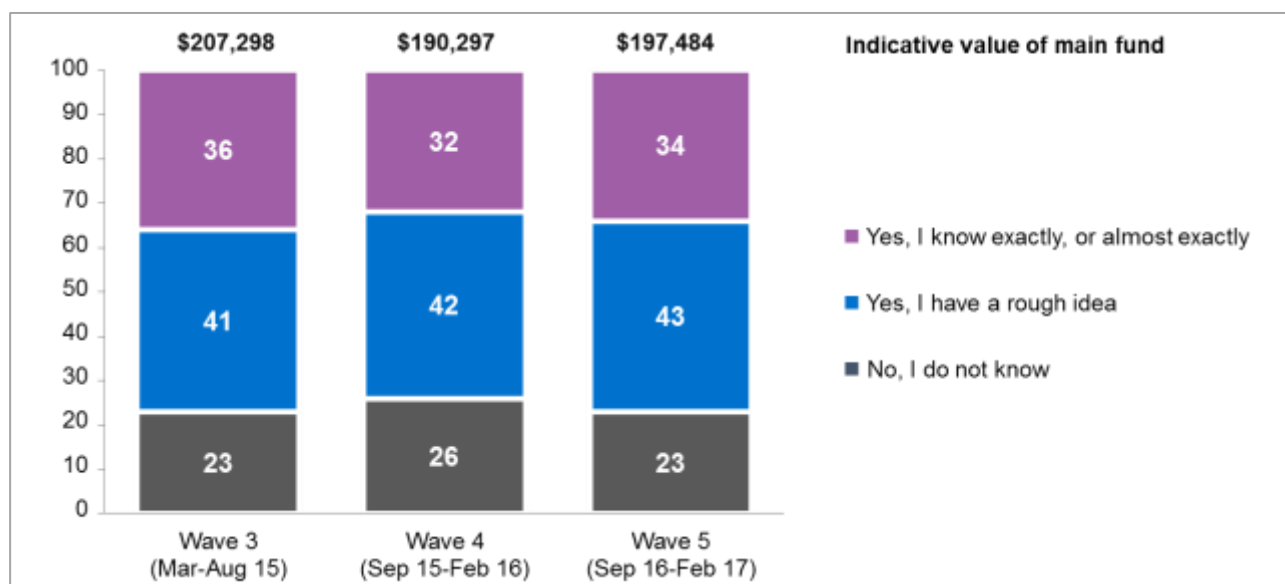
Note: question altered in Wave 2 (Sept 14-Feb 15) to be an independent question, rather than part of Q1. Results are not comparable from Wave 2 to Wave 1.

↑↓ Statistically significant difference to previous Wave



## Reported knowledge of value of main super fund [excluding SMSF] (%)

The chart below shows reported knowledge surveyed Australians held about the value of their main superannuation fund [excluding SMSF]. Of those with superannuation, the majority had at least some idea of their balance (77% Wave 3, 74% Wave 4, 77% Wave 5). About a third (36% Wave 3, 32% Wave 4, 34% Wave 5) said they knew the balance of their main fund exactly, or almost exactly, while two fifths had a rough idea (41% Wave 3, 42% Wave 4, 43% Wave 5). Around a quarter (23% Wave 3, 26% Wave 4, 23% Wave 5) did not know their balance.



Source: F23. Do you know the current dollar value of your main fund? (single response). F25. What is the current value of your main fund? (single response)

Base: Survey respondents who reported their superannuation fund is their main fund, Wave 3 (Mar-Aug 15), n=912; Wave 4 (Sep 15-Feb 16), n=966; Wave 5 (Sep 16-Feb 17), n=951

Note: Question F24B added in Wave 3 (Mar-Aug 15) asked respondents to specify their main fund, where previous analysis in Wave 2 (Sept 14-Feb 15) filters were used as a proxy to determine respondents main fund. Results are therefore not comparable with Wave 2.

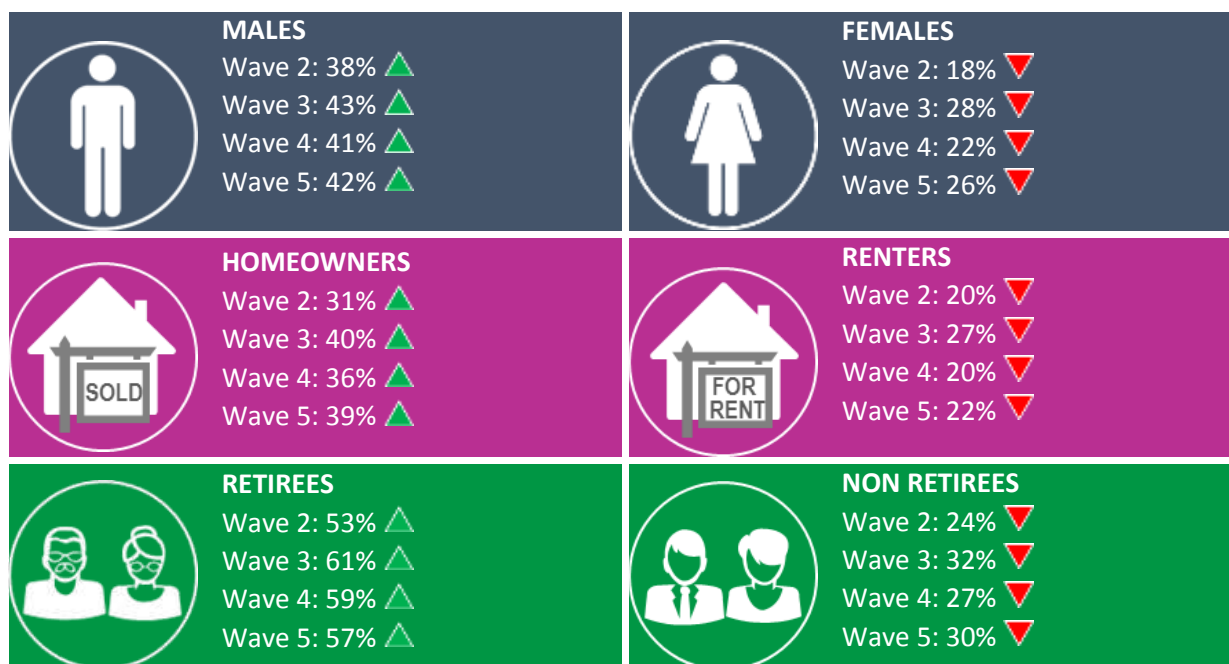
Note: the indicative value is based on specific \$ value bands (self-reported) and subsequent estimation using midpoints of these \$ value bands, an approach likely to result in higher average \$ figures than, for instance, fund value statistics obtained from the ATO or ASFA



Statistically significant difference to previous Wave



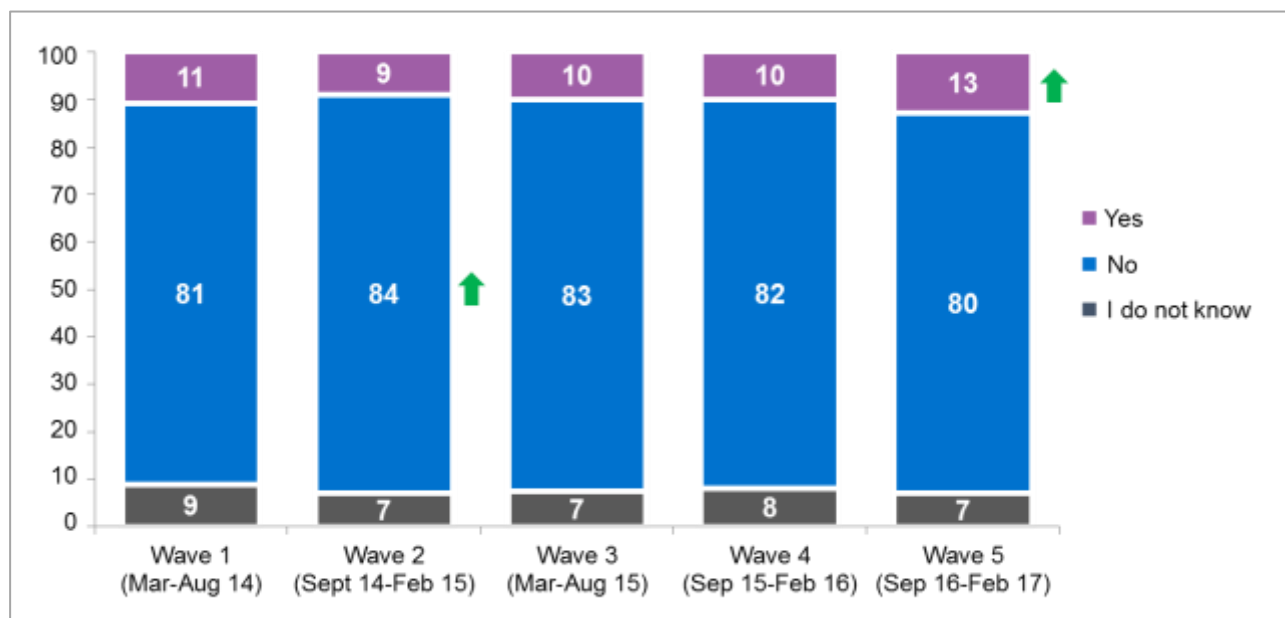
Males, homeowners and retirees more likely to say they knew the exact value in their main superannuation fund





## Reported ownership of a SMSF (%)

The chart below compares the proportion of all surveyed Australians who reported they had a SMSF across Waves 1 to 5 of the research. Overall, around one in ten reported having a SMSF. After a period of stability, the proportion of SMSF ownership increased significantly this wave (11% Wave 1, 9% Wave 2, 10% Wave 3, 10% Wave 4, 13% Wave 5).

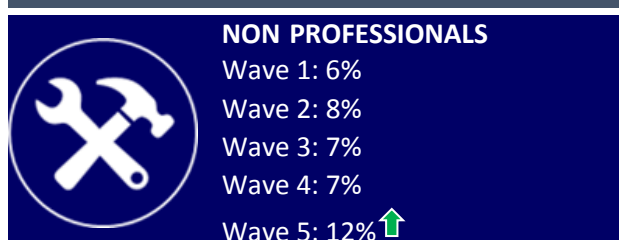
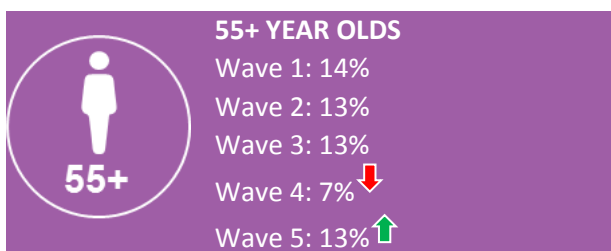
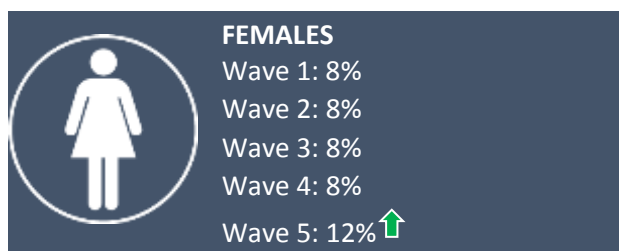


Source: F24. Do you have a self-managed super fund (SMSF)? (single response)

Base: All respondents Wave 1 (Mar-Aug 14), n=1,379; Wave 2 (Sep 14-Feb 15), n=1,357; Wave 3 (Mar-Aug 15), n=1,364; Wave 4 (Sep 15-Feb 16), n=1,363; Wave 5 (Sep 16-Feb 17) n=1,375

↑↓ Statistically significant difference to previous Wave

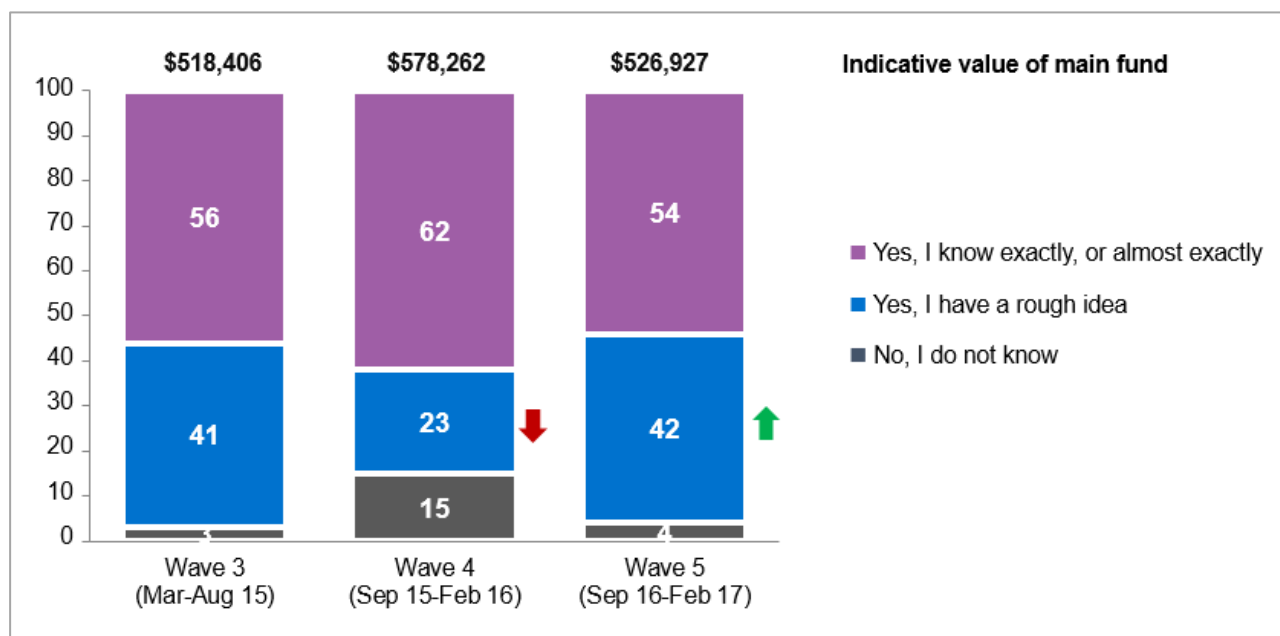
More likely to say they had an SMSF fund in Wave 5





## Reported knowledge of value of main SMSF (%)

The chart below shows the reported knowledge surveyed Australians held about the value of their main SMSF. Of those with a SMSF, almost all had at least some idea of their balance (97% Wave 3, 85% Wave 4, 96% Wave 5). Over half (56% Wave 3, 62% Wave 4, 54% Wave 5) said they knew the balance of their main fund exactly, or almost exactly. After a decline in Wave 4, the proportion who said they have a rough idea of their balance returned to its initial level (41% Wave 3, 23% Wave 4, 42% Wave 5), with an associated decline in the proportion who said they do not know the value of their main SMSF (3% Wave 3, 15% Wave 4, 4% Wave 5).



Source: F23. Do you know the current dollar value of your main fund? F25. What is the current value of your main fund? (single response)  
Base: Survey respondents who reported their SMSF is their main fund at F24B Wave 3 (Mar-Aug 15), n=74; Wave 4 (Sep 15-Feb 16), n=83, Wave 5 (Sep 16-Feb 17), n=75.

Note: Question F24B added in Wave 3 (Mar-Aug 15) asked respondents to specify their main fund, where previous analysis in Wave 2 (Sept 14-Feb 15) filters were used as a proxy to determine respondents main fund. Results are therefore not comparable with Wave 2.

Note: the indicative value is based on specific \$ value bands (self-reported) and subsequent estimation using midpoints of these \$ value bands, an approach likely to result in higher average \$ figures than, for instance, fund value statistics obtained from the ATO or ASFA

↑↓ Statistically significant difference to previous Wave





## Choosing financial products

This section analyses the many ways in which Australian consumers research and select their financial products (e.g. banking products, insurance or investments). Surveyed Australians were also tested on their level of understanding of several key investing concepts.



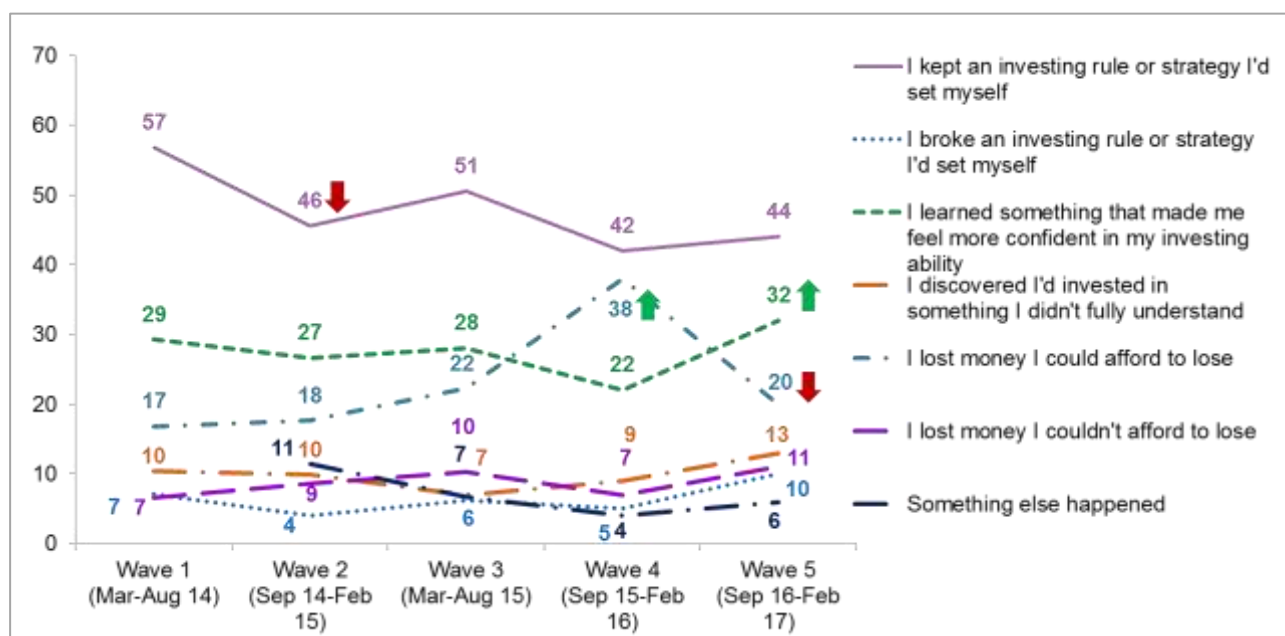


# Investments outside of superannuation and home

## Investing experience over the last 6 months (%)

Over a third of surveyed Australians indicated they held investments other than their own home and/or superannuation across all five Waves of the research (35% Wave 1, 37% Wave 2, 38% Wave 3, 36% Wave 4, 36% Wave 5). The chart below shows their reported experiences, with opposing experiences paired then ordered from most commonly to least commonly experienced.

In Wave 5 the proportion of respondents who reported to have lost money they could afford to lose in the past 6 months decreased back to longer term trend levels after a significant increase in Wave 4 had seen it reaching nearly two fifths (17% Wave 1, 18% Wave 2, 22% Wave 3, 38% Wave 4, 20% Wave 5). There was a significant increase in the proportion of respondents who reported that they had learned something that made them feel more confident in their investing ability (29% Wave 1, 27% Wave 2, 28% Wave 3, 22% Wave 4, 32% Wave 5).



Source: F27. Which of the following things have happened with your investments over the last 6 months? (multiple response)

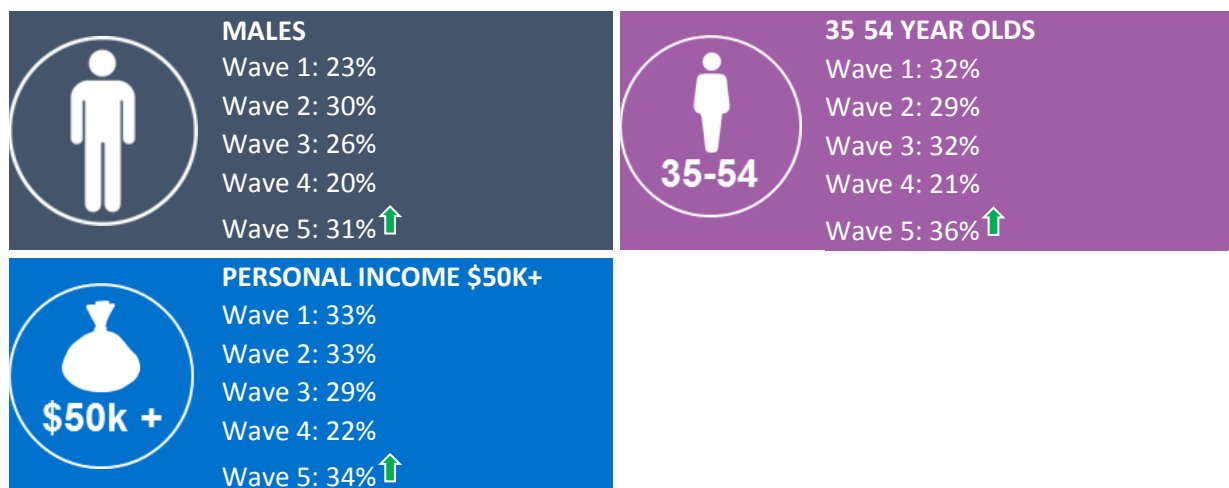
Base: Those who had investments outside of their own home and superannuation and reported at least one of these experiences Wave 1 (Mar-Aug 14), n=283; Wave 2 (Sep 14-Feb 15), n=259; Wave 3 (Mar-Aug 15), n=233; Wave 4 (Sep 15-Feb 16), n=309; Wave 5 (Sep 16-Feb 17), n=299

Note: Code added in Wave 2 – “Something else happened”

↑↓ Statistically significant difference to previous Wave



More likely to report in Wave 5 that they have learned something that makes them feel more confident in their investing ability



In Wave 5, under 35 year olds were significantly more likely to report have broken an investing rule they had set themselves compared to over 35 year olds



In Wave 5, under 35 year olds were significantly more likely to report having lost money they couldn't afford to lose compared to over 35 year olds

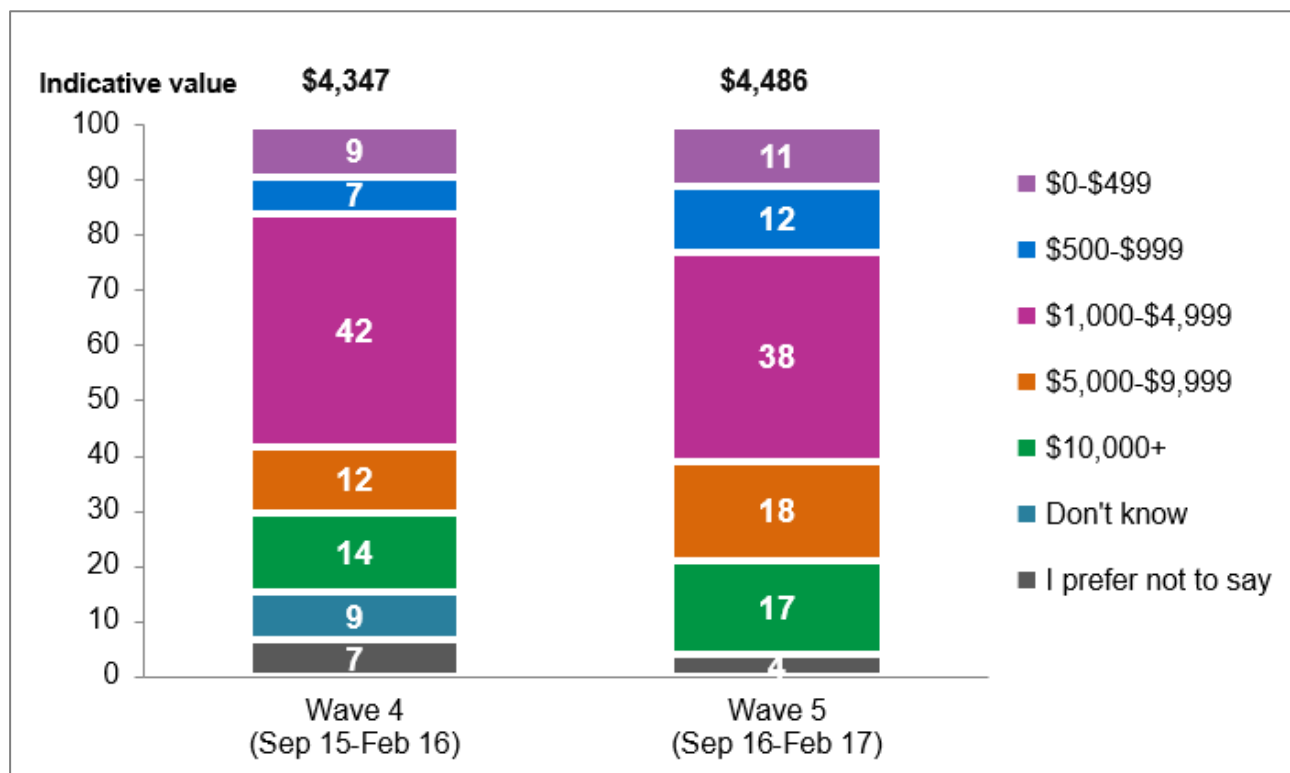




## Money lost on investments over the last 6 months

### Amount of money lost on investments over the last 6 months by those who reported losing money they could afford to lose (%)

The chart below shows the amount of money lost among those who reported losing money they could afford to lose on their investments in the past 6 months in Wave 4 and Wave 5 of the research. Around one in five (23%) reported losing less than a thousand dollars, over half (55%) lost between one thousand and ten thousand dollars, and one in six (17%) reported losing ten thousand dollars or more.



Source: F27A. How much money did you lose?\* (single response)

Base: Respondents who lost money they could afford to lose on their investments in the past 6 months. Wave 4 (Sep 15-Feb 16) n=81; Wave 5 (Sep 16-Feb 17) n=59

\* New question added in Wave 4

Note: the indicative value is based on specific \$ value bands (self-reported) and subsequent estimation using midpoints of these \$ value bands

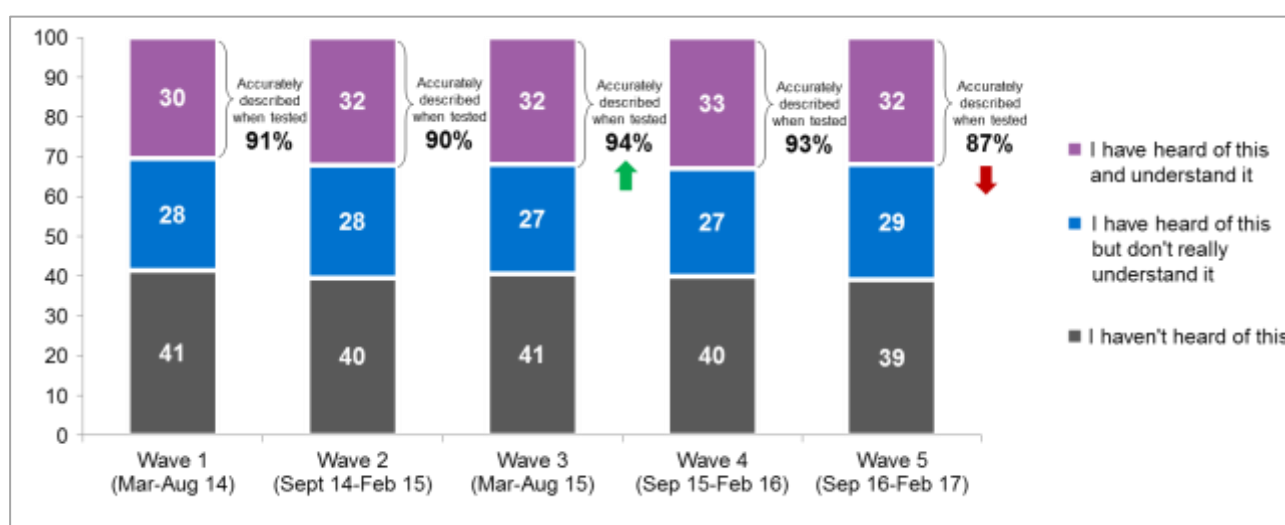


# Understanding of investment concepts

## Reported and tested understanding of the risk/return trade-off principle (%)

The chart below outlines the reported understanding of the 'risk/return trade-off' investing principle among all surveyed Australians across Waves 1 to 5 of the research. The level of understanding of the concept has remained consistent. One third reported they had heard of and understood the risk/return trade-off (30% Wave 1, 32% Wave 2, 32% Wave 3, 33% Wave 4, 32% Wave 5), over a quarter reported they had heard of the concept but didn't really understand it (28% Wave 1, 28% Wave 2, 27% Wave 3, 27% Wave 4, 29% Wave 5), and two fifths were unaware of it (41% Wave 1, 40% Wave 2, 41% Wave 3, 40% Wave 4, 39% Wave 5).

However, of those who said they had heard of and understood the risk/return trade-off, the proportion able to accurately describe the concept when tested significantly decreased in Wave 5 (91% Wave 1, 90% Wave 2, 94% Wave 3, 93% Wave 4, 87% Wave 5).



Source: F28. Which of the following statements best describes your understanding of these investing principles? (single response)

Base: All respondents Wave 1 (Mar14-Aug 14), n=1,379; Wave 2 (Sep 14-Feb 15), n=1,357, Wave 3 (Mar-Aug 15), n=1,364; Wave 4 (Sep 15-Feb 16), n=1,363; Wave 5 (Sep 16-Feb 17), n=1,375

F30. An investment with a high rate of return is more likely to have...? (single response)

Base: Respondents who indicated they understood the risk/return trade-off principle. Wave 1 (Mar-Aug 14) n=434; Wave 2 (Sep 14-Feb 15) n=442; Wave 3 (Mar-Aug 15) n=435; Wave 4 (Sep 15-Feb 16), n=474; Wave 5 (Sep 16-Feb 17), n=458

↑↓ Statistically significant difference to previous Wave



Males were more likely than females to report they had heard of and understood the risk/return trade-off



Adults aged 35+ years were more likely than those under 35 years to report they had heard of and understood the risk/return trade-off

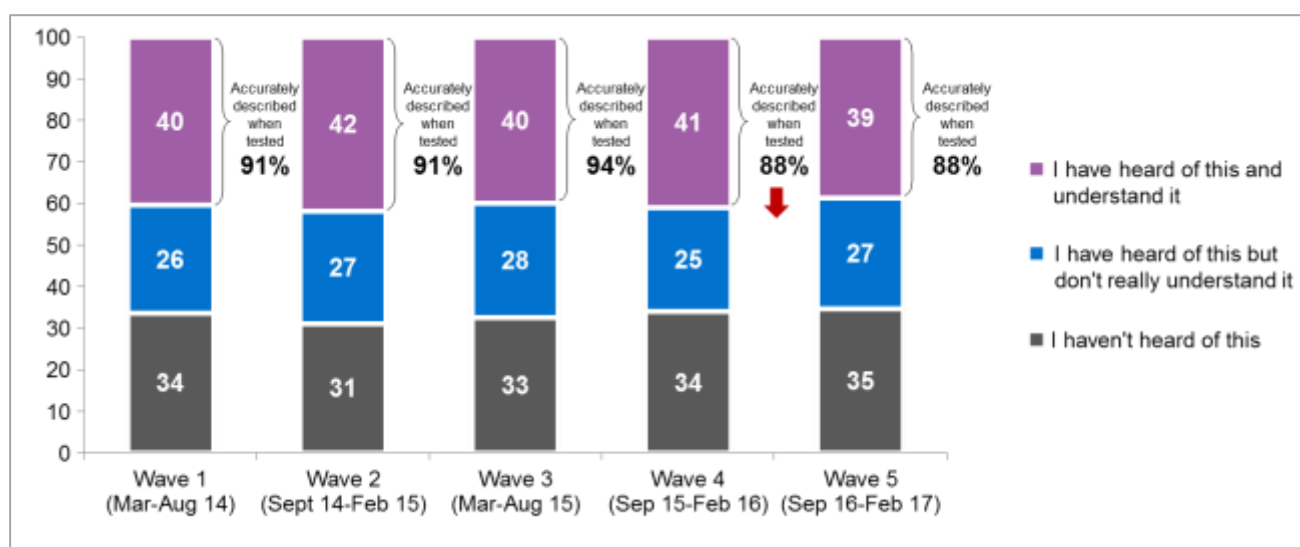




## Reported and tested understanding of diversification (%)

The chart below outlines surveyed Australians' reported understanding of the investing principle of 'diversification' across Waves 1 to 5 of the research. The proportion of those who had heard of and understood the concept remained consistent (40% Wave 1, 42% Wave 2, 40% Wave 3, 41% Wave 4, 39% Wave 5), as did the proportion of those who had heard of, but did not understand the concept (26% Wave 1, 27% Wave 2, 28% Wave 3, 25% Wave 4, 27% Wave 5). Around one third were unaware of it (34% Wave 1, 31% Wave 2, 33% Wave 3, 34% Wave 4, 35% Wave 5).

Respondents who indicated that they had heard of and understood diversification were asked to identify examples from a series of investment scenarios. Consistently with Wave 4, 88% correctly identified the concept (i.e. investing all your money across different investment choices, such as shares, property and cash) in Wave 5.



Source: F28. Which of the following statements best describes your understanding of these investing principles? (single response)

Base: All respondents Wave 1 (Mar14-Aug 14), n=1,379; Wave 2 (Sep 14-Feb 15), n=1,357; Wave 3 (Mar-Aug 15), n=1,364; Wave 4 (Sep 15-Feb 16), n=1,363; Wave 5 (Sep 16-Feb 17), n=1,375

Source: F29. Which of the following are examples of diversification? (multiple response)

Base: Respondents who indicated they understood diversification: Wave 1 (Mar-Aug 14) n=550; Wave 2 (Sep 14-Feb 15) n=541. Wave 3 (Mar-Aug 15) n=548; Wave 4 (Sep 15-Feb 16), n=592; Wave 5 (Sep 16-Feb 17), n=554

↑↓ Statistically significant difference to previous Wave



Males were more likely than females to report they had heard of and understood the concept of diversification



Adults aged 35+ years were more likely than those under 35 years to report they had heard of and understood the concept of diversification



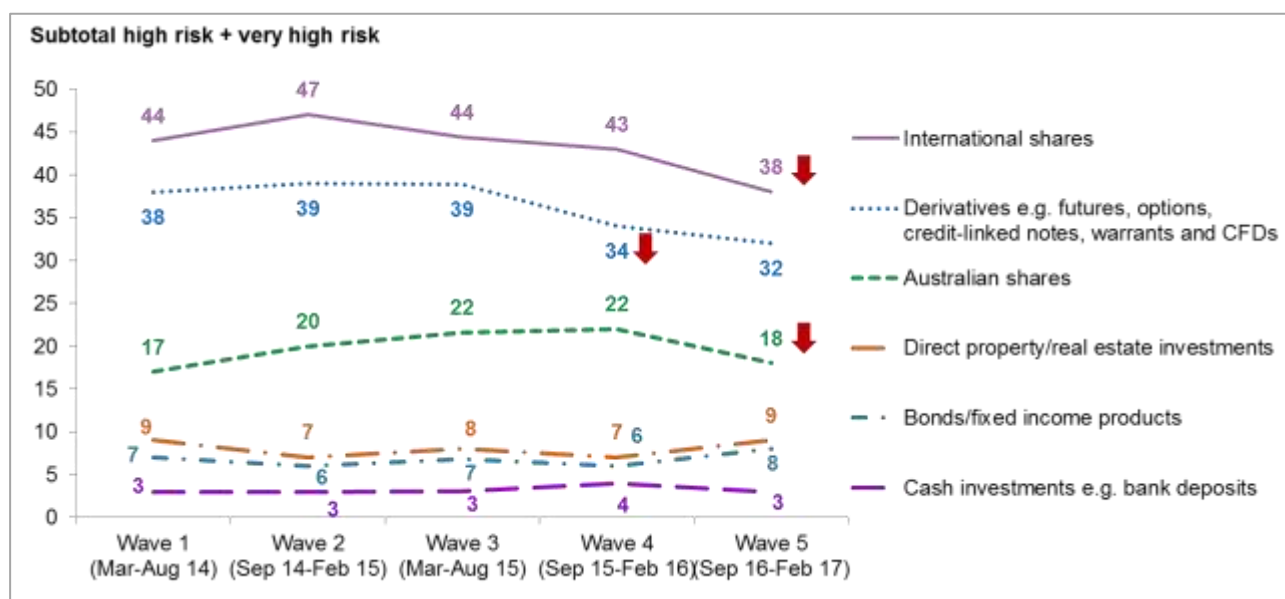




## Reported high risk (subtotal high risk + very high risk) associated with various investment types (%)

All surveyed Australians were asked to assess the level of risk associated with various types of investments, using a five-point Likert scale (ranging from 'very low risk' to 'very high risk'). The chart below outlines the perceived risk (subtotal high risk + very high risk) associated with a variety of investment types across Waves 1 to 5 of the research.

There is a significant decline in the proportion who view international shares as higher risk investments (44% Wave 1, 47% Wave 2, 44% Wave 3, 43% Wave 4, **38%** Wave 5). There was also a significant fall in the proportion who perceived Australian shares as higher risk (17% Wave 1, 20% Wave 2, 22% Wave 3, 22% Wave 4, **18%** Wave 5).



Source: F31. How much risk do you associate with each of the following investment types? (single response, scale type: 5-point Likert)  
Base: Wave 1 (Mar14-Aug 14), Associated some level of risk with each product, International shares, n=1,095; Derivatives, n=942; Australian shares, n=1,127; Direct property, n=1,168; Bonds, n=1,050; Cash, n=1,175; Wave 2 (Sep 14-Feb 15), Associated some level of risk with each product International shares, n=1,115; Derivatives, n=907; Australian shares, n=1,128; Direct property, n=1,157; Bonds, n=1,048; Cash, n=1,182; Wave 3 (Mar-Aug 15), Associated some level of risk with each product International shares, n=1,079; Derivatives, n=834; Australian shares, n=1,126; Direct property, n=1,135; Bonds, n=1,022; Cash, n=1,197; Wave 4 (Sep 15-Feb 16), Associated some level of risk with each product International shares, n=1,044; Derivatives, n=806; Australian shares, n=1,081; Direct property, n=1,116; Bonds, n=974; Cash, n=1,152; Wave 5 (Sep 16-Feb 17), Associated some level of risk with each product International shares, n=1054; Derivatives, n=872; Australian shares, n=1,091; Direct property, n=1104; Bonds, n=1,007; Cash, n=1138

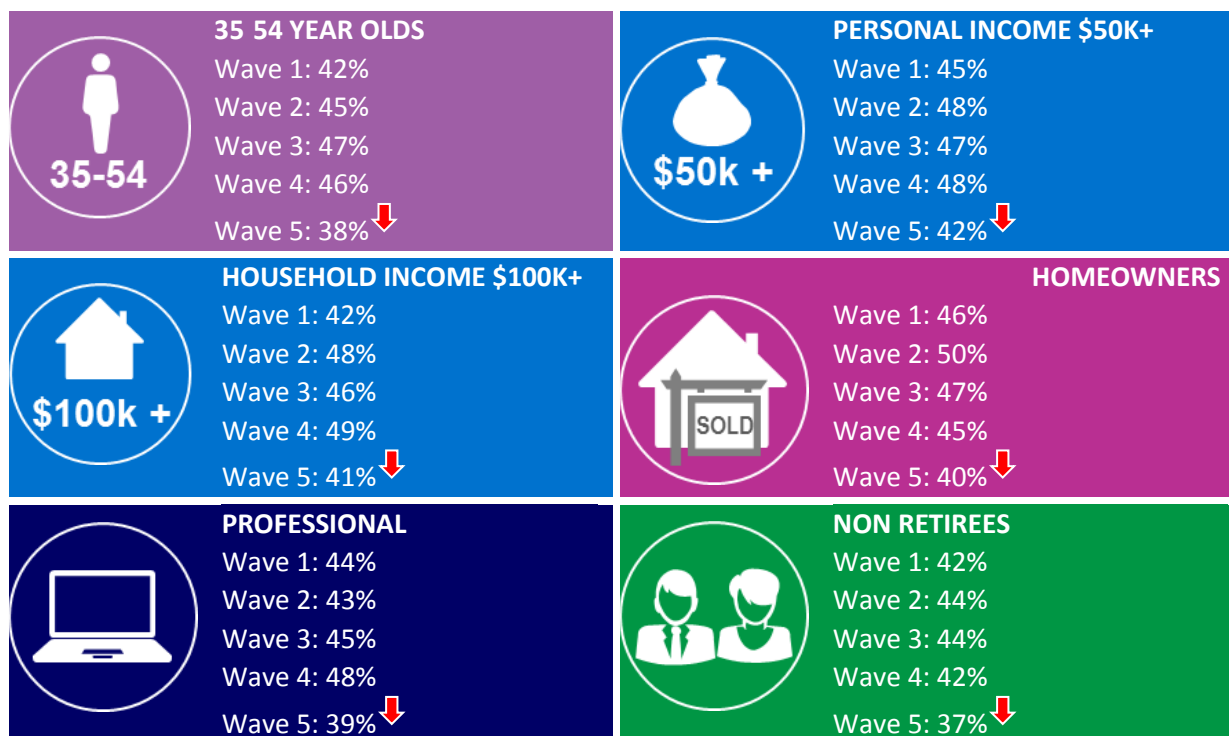
↑↓ Statistically significant difference to previous Wave

Females and homeowners are less likely to report perceiving Australian shares as high risk in Wave 5





Less likely to report perceiving International shares as High risk in Wave 5





## Staying informed

This section outlines the information sources surveyed Australians reported using to help inform their financial purchases and behaviours.



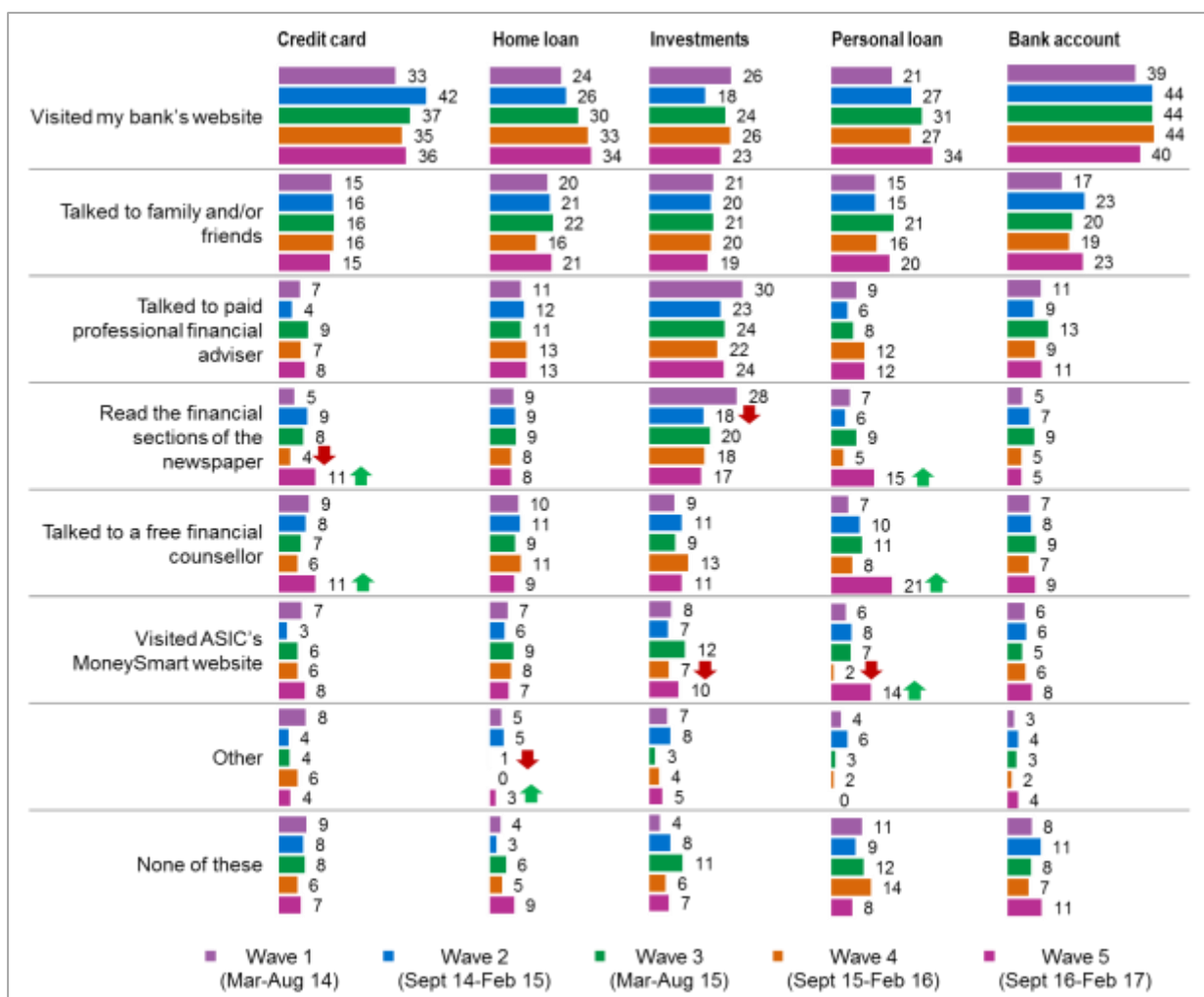


## Information sources

### Reported information sources used when deciding to purchase/obtain or make changes to financial products in the last 6 months (%)

The chart below compares the reported information sources used by surveyed Australians when deciding to purchase/obtain or make changes to their financial products in the last six months, across Waves 1 to 5 of the research.

Bank websites continued to be the most common source of information Australians consulted in the last six months across bank accounts (39% Wave 1, 44% Wave 2, 44% Wave 3, 44% Wave 4, 40% Wave 5), credit cards (33% Wave 1, 42% Wave 2, 37% Wave 3, 35% Wave 4, 36% Wave 5), home loans (24% Wave 1, 26% Wave 2, 30% Wave 3, 33% Wave 4, 34% Wave 5) and personal loans (21% Wave 1, 27% Wave 2, 31% Wave 3, 27% Wave 4, 34% Wave 5).



Source: F18. When you were deciding to [INSERT ACTION] for your [INSERT PRODUCT], which of the following best describes what you did? (Single response per product)

Base: Survey respondents who have purchased/obtained or made changes to a financial product in the past 6 months Wave 1 (Mar 14-Aug 14): credit cards n=310; home loans n=232; investments n=272; personal loan n=173; bank account n=412. Wave 2 (Sep 14-Feb 15): credit cards n=294; home loans n=242; investments n=282; personal loans n=175; bank account n=397; Wave 3 (Mar-Aug 15), credit cards n=250; home loans n=153; investments n=248; personal loan n=109; bank account n=312; Wave 4 (Sep 15-Feb 16): credit cards n=336; home loans n=202; investments n=260; personal loans n=155; bank account n=397; Wave 5 (Sep 16-Feb 17): credit cards n=334; home loans n=241; investments n=316; personal loans n=195; bank account n=406

↑↓ Statistically significant difference to previous Wave



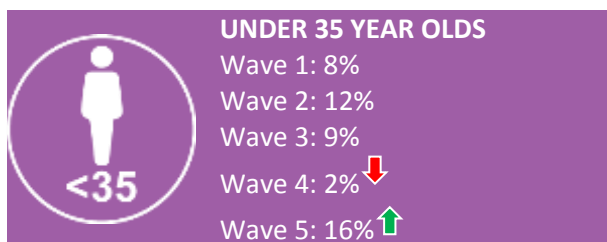
When choosing an investment product Australians are similarly likely to consult a paid professional financial adviser (30% Wave 1, 23% Wave 2, 24% Wave 3, 22% Wave 4, 24% Wave 5) as visit their banks' website (26% Wave 1, 18% Wave 2, 24% Wave 3, 26% Wave 4, 23% Wave 5).

This wave saw an increase in information gathering from free sources in relation to credit cards and personal loans. In Wave 5, there was a significant increase in the number of Australians who read financial sections of the newspaper when choosing a credit card (5% Wave 1, 9% Wave 2, 8% Wave 3, 4% Wave 4, 11% Wave 5) or a personal loan (7% Wave 1, 6% Wave 2, 9% Wave 3, 5% Wave 4, 15% Wave 5). The number of Australians who consulted free financial counsellors also increased significantly in Wave 5 for credit cards (9% Wave 1, 8% Wave 2, 7% Wave 3, 6% Wave 4, 11% Wave 5) and personal loans (7% Wave 1, 10% Wave 2, 11% Wave 3, 8% Wave 4, 21% Wave 5). Visiting ASIC's MoneySmart website was significantly more common in relation to personal loans (6% Wave 1, 8% Wave 2, 7% Wave 3, 2% Wave 4, 14% Wave 5).

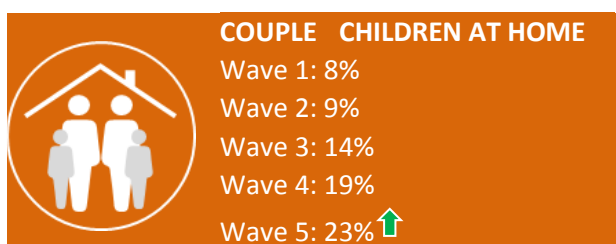
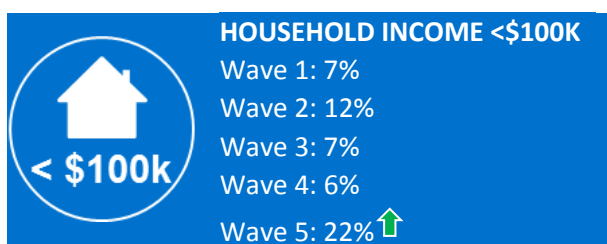
The younger cohort were more likely to have read the financial sections of the newspaper when choosing a personal loan



The younger cohorts were also more likely to visit ASIC's MoneySmart website when choosing a personal loan



Those with lower household incomes and couples with children at home were more likely to have talked with a free financial counsellor when choosing a personal loan product



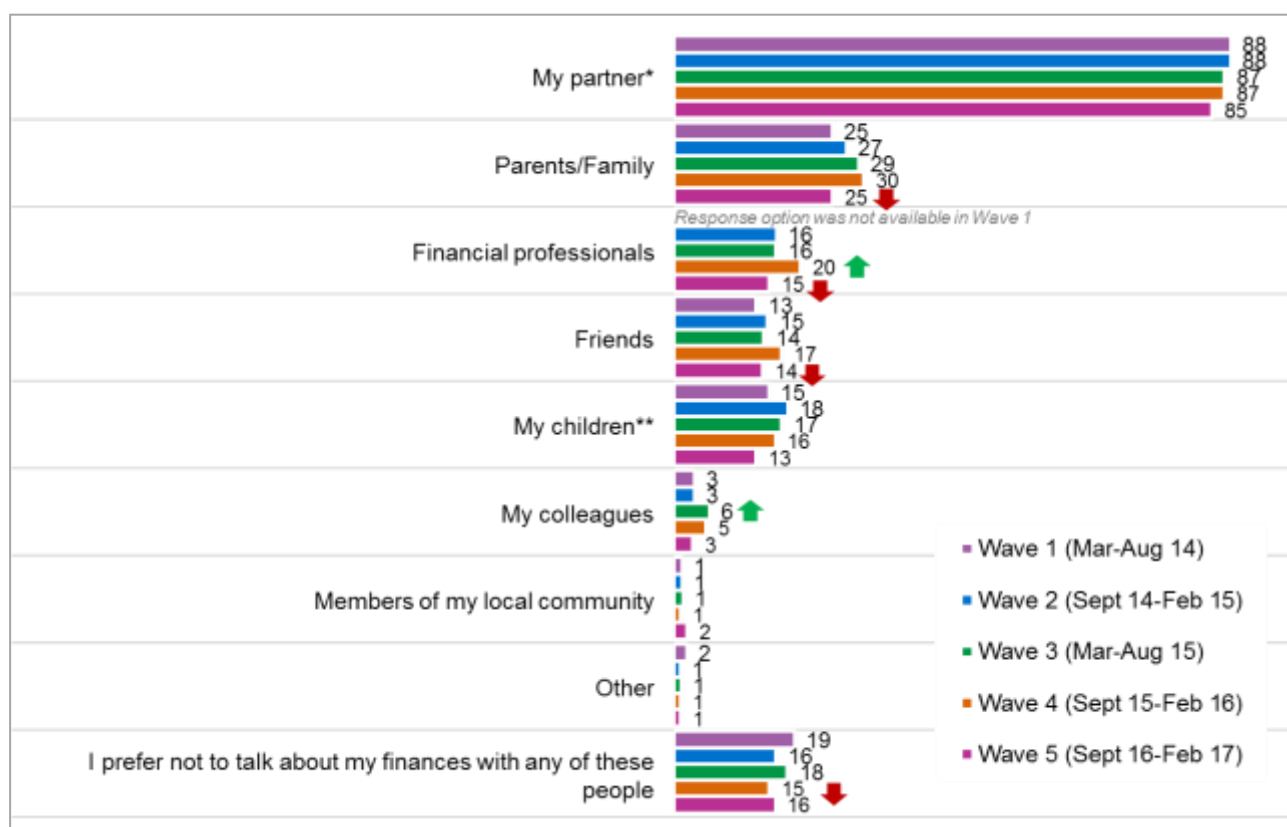


## People with whom household finances are reportedly openly discussed (%)

The chart below shows the people with whom surveyed Australians reportedly openly discussed their household finances across Waves 1 to 5 of the research. The level of comfort around discussing finances with others varied depending on household structure.

The majority of couples openly discussed their household finances with their partner (88% Wave 1, 88% Wave 2, 87% Wave 3, 87% Wave 4, 85% Wave 5). However, in Wave 5 a significantly smaller proportion of Australians reported discussing their household finances with their parents or wider family (25% Wave 1, 27% Wave 2, 29% Wave 3, 30% Wave 4, **25%** Wave 5), with their friends (13% Wave 1, 15% Wave 2, 14% Wave 3, 17% Wave 4, **14%** Wave 5) or with financial professionals (16% Wave 2, 16% Wave 3, **20%** Wave 4, **15%** Wave 5).

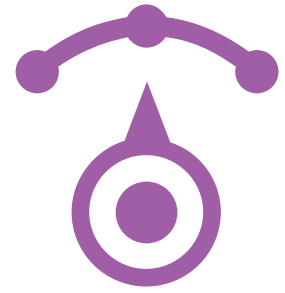
The decrease in the proportion of those who reported discussing their household finances with their parents or wider family was seen across a wide range of demographic groups.



Source: F22. Do you discuss your household finances openly with any of the following people? (multiple response)

Base: All respondents Wave 1 (Mar 14-Aug 14), n=1,379; \*Couples, n=858; \*\*Living with their children, n=533; Wave 2 (Sep 14-Feb 15), n=1,357; \*Couples, n=870; \*\*Living with their children, n=546; Wave 3 (Mar-Aug 15), n=1,364; \*Couples, n=816; \*\*Living with their children, n=377; Wave 4 (Sep 15-Feb 16), n=1,363; \*Couples, n=920; \*\*Living with their children, n=535; Wave 5 (Sep 16-Feb 17), n=1,375; \*Couples, n=917; \*\*Living with their children, n=524

↑↓ Statistically significant difference to previous Wave



# Financial control

This section outlines the reported views and approach of surveyed Australians when it comes to controlling their personal finances.

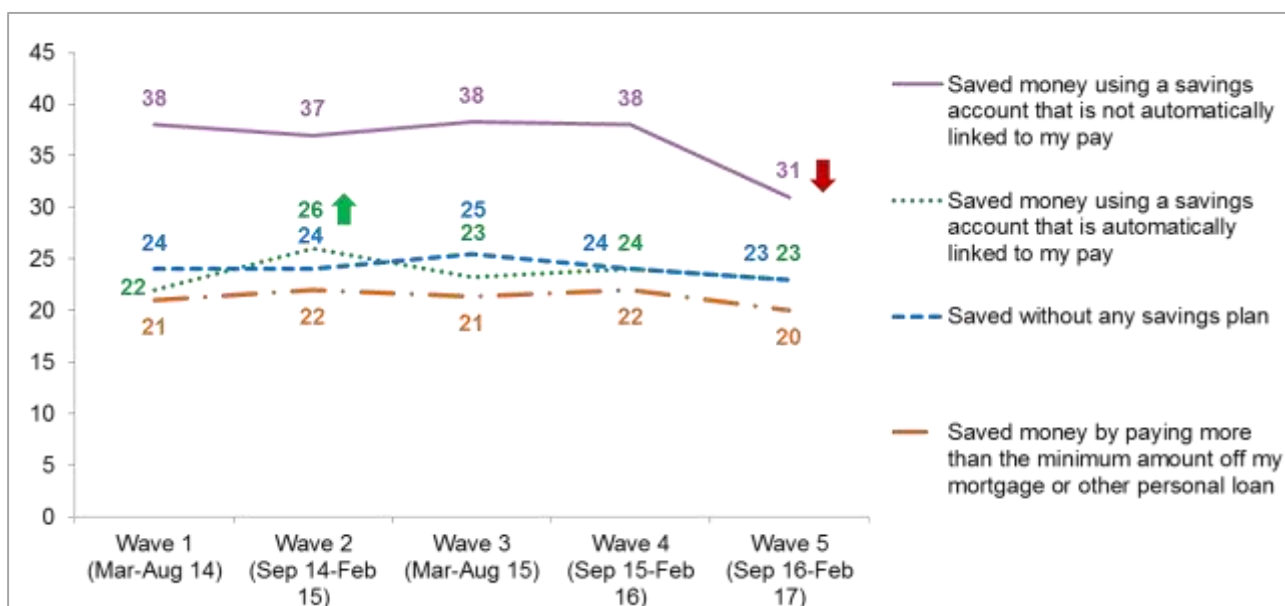




# Methods to save money

## Reported methods used to save money over the last 6 months (%)

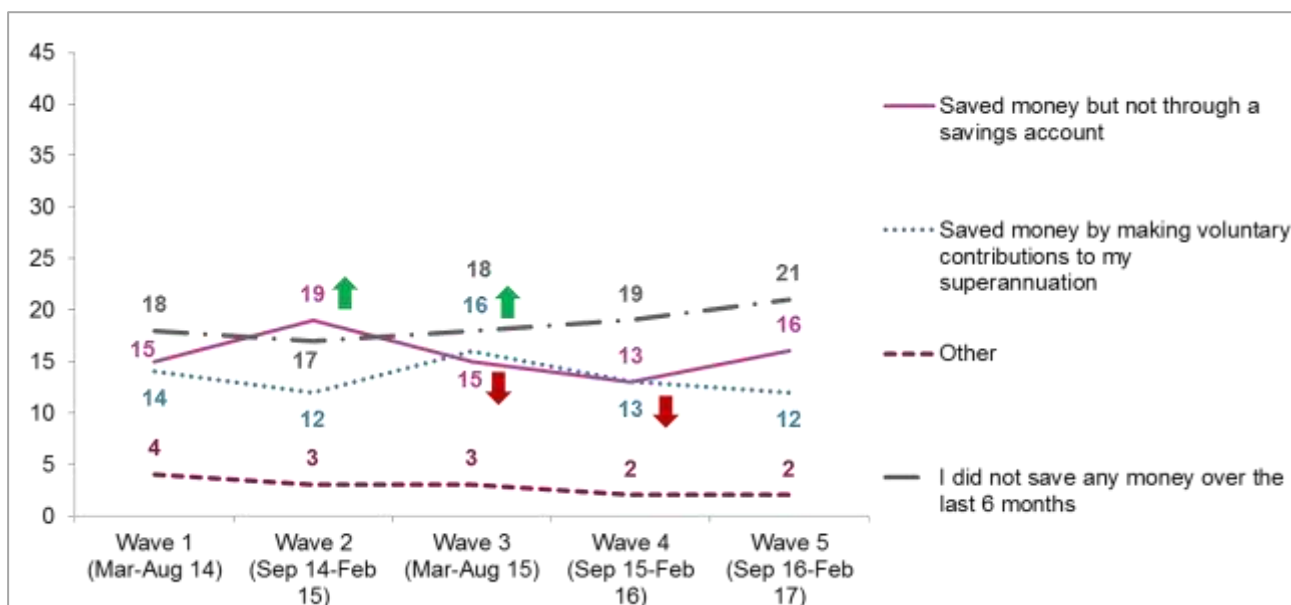
The charts below compare the methods used by all surveyed Australians to save money across Waves 1 to 5 of the research. Consistent with previous waves, just under one quarter (22% Wave 1, 26% Wave 2, 23% Wave 3, 24% Wave 4, 23% Wave 5) saved money via a savings account that was automatically linked to their pay, and the same proportion saved money without having a savings plan (such as a savings account) in place (24% Wave 1, 24% Wave 2, 25% Wave 3, 24% Wave 4, 23% Wave 5). However, the proportion of respondents who reported saving money using a saving account that was not automatically linked to their pay over the last six months decreased significantly (38% Wave 1, 37% Wave 2, 38% Wave 3, 38% Wave 4, 31% Wave 5).







Those who reported saving money but not through a savings account increased marginally in Wave 5 following a significant decline in Wave 3 (15% Wave 1, 19% Wave 2, 15% Wave 3, 13% Wave 4, 16% Wave 5). The proportion who reported that they did not save any money over the last six months increased for the third consecutive wave, reaching a high point of over one in five (18% Wave 1, 17% Wave 2, 18% Wave 3, 19% Wave 4, 21% Wave 5).

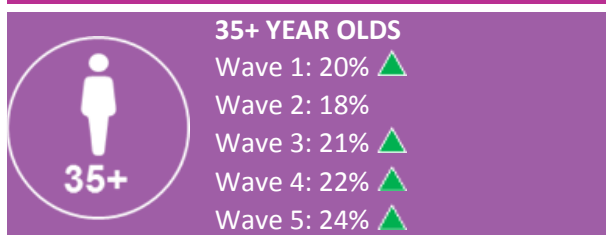
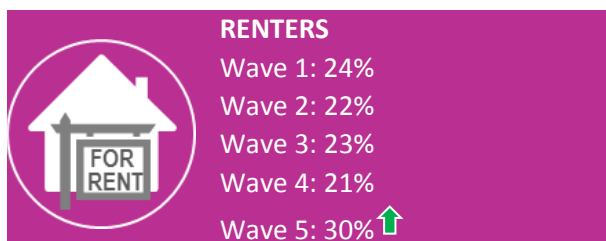


Source: F9. Now thinking about savings, which of the following have you done over the last 6 months? (multiple response)

Base: All respondents Wave 1 (Mar-Aug 14), n=1,379; Wave 2 (Sep 14-Feb 15), n=1,357; Wave 3 (Mar-Aug 15), n=1,364; Wave 4 (Sep 15-Feb 16), n=1,363; Wave 5 (Sep 16-Feb 17), n=1,375

↑↓ Statistically significant difference to previous Wave

Renters more likely to report they did not save any money in Wave 5, and those aged over 35 years more likely to report not saving money compared to those aged under 35 years



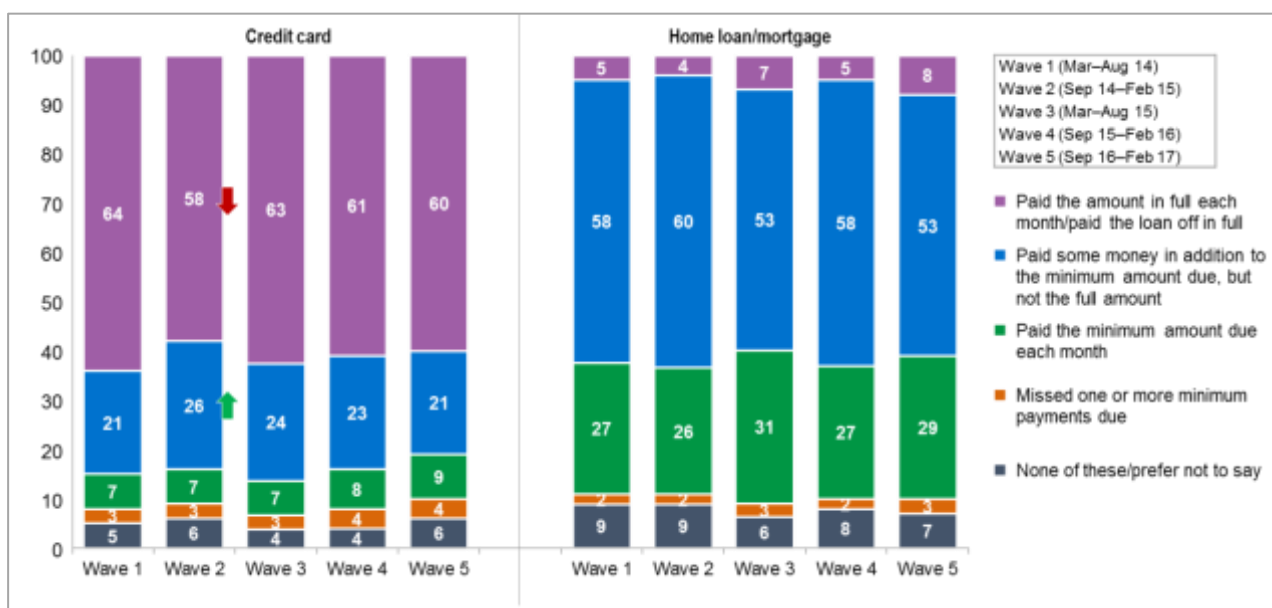


## Reported repayment behaviour over the last 6 months (%)

The chart below shows the reported repayment behaviour of surveyed Australians across Waves 1 to 5 of the research. For each financial product owned, respondents were asked what repayment behaviour they had engaged in over the last six months.

Of those Australians with a credit card, the majority reported paying the balance in full each month (64% Wave 1, **58%** Wave 2, 63% Wave 3, 61% Wave 4, 60% Wave 5), and approximately 1 in 5 reported having paid some money in addition to the minimum amount due (21% Wave 1, **26%** Wave 2, 24% Wave 3, 23% Wave 4, 21% Wave 5).

Over half of Australians with a home loan/mortgage reported paying some money in addition to the minimum amount due, but not the full amount (58% Wave 1, 60% Wave 2, 53% Wave 3, 58% Wave 4, 53% Wave 5).



Source: F11. Thinking about your main [INSERT PRODUCT FROM F1] over the last 6 months have you...

Base: Those who owned each financial product Wave 1 (Mar–Aug 14): credit card n=933, a home loan/mortgage n=529; Wave 2 (Sep 14–Feb 15): credit card n=954, home loan/mortgage n=497; Wave 3 (Mar–Aug 15): credit card n=995, home loan/mortgage n=413; Wave 4 (Sep 15–Feb 16): credit card n=964, home loan/mortgage n=477; Wave 5 (Sep 16–Feb 17): credit card n=923, home loan/mortgage n=472

Note: Question wording changed from “Thinking about your [INSERT PRODUCT FROM F1] over the last 6 months have you...” Added the word “main” to the question. Products other than credit card and home loan/mortgage are not shown

↑↓ Statistically significant difference to previous Wave

Less likely to pay some money in addition to the minimum amount due for their home loan, mortgage

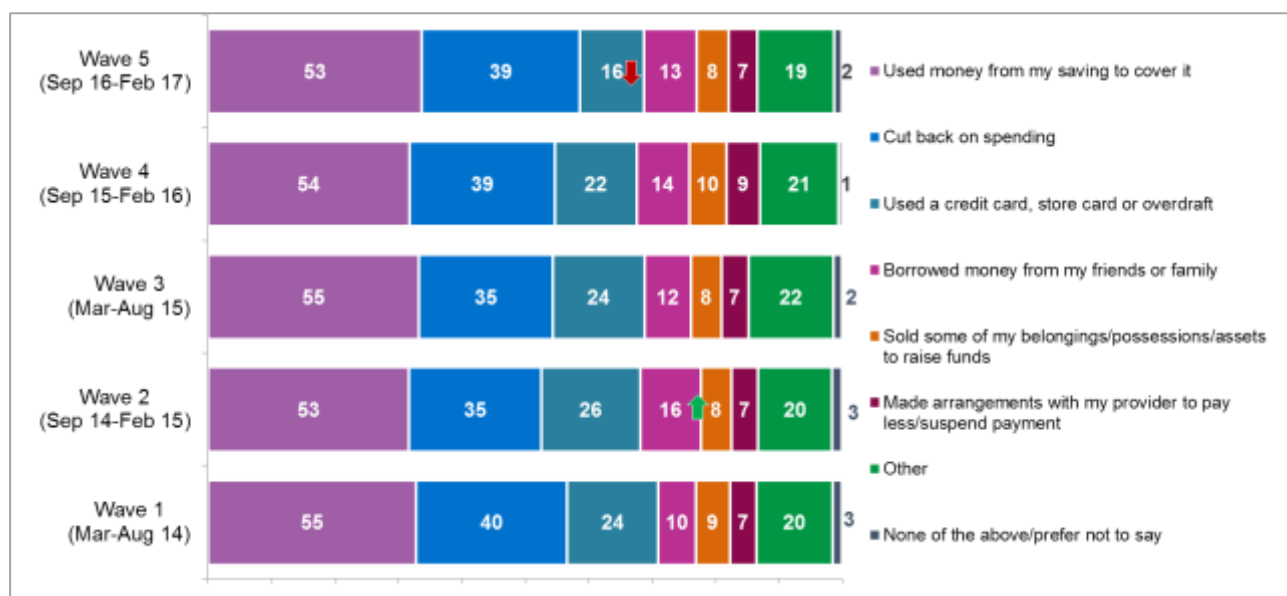




# Strategies for handling unexpected large bills

## Reported strategies for handling unexpectedly large bills/expenses (%)

The chart below compares the strategies reportedly used by surveyed Australians to handle unexpectedly large bills/expenses across Waves 1 to 5 of the research. Respondents who had received unexpectedly large bills/expenses in the last six months were asked how they had covered the increased cost. Consistently across all waves, over half (55% Wave 1, 53% Wave 2, 55% Wave 3, 54% Wave 4, 53% Wave 5) used money from savings, while around two fifths (40% Wave 1, 35% Wave 2, 35% Wave 3, 39% Wave 4, 39% Wave 5) cut back on spending. In Wave 5, significantly fewer Australians used a credit card, store card or overdraft to cover the cost (24% Wave 1, 26% Wave 2, 24% Wave 3, 22% Wave 4, 16% Wave 5).

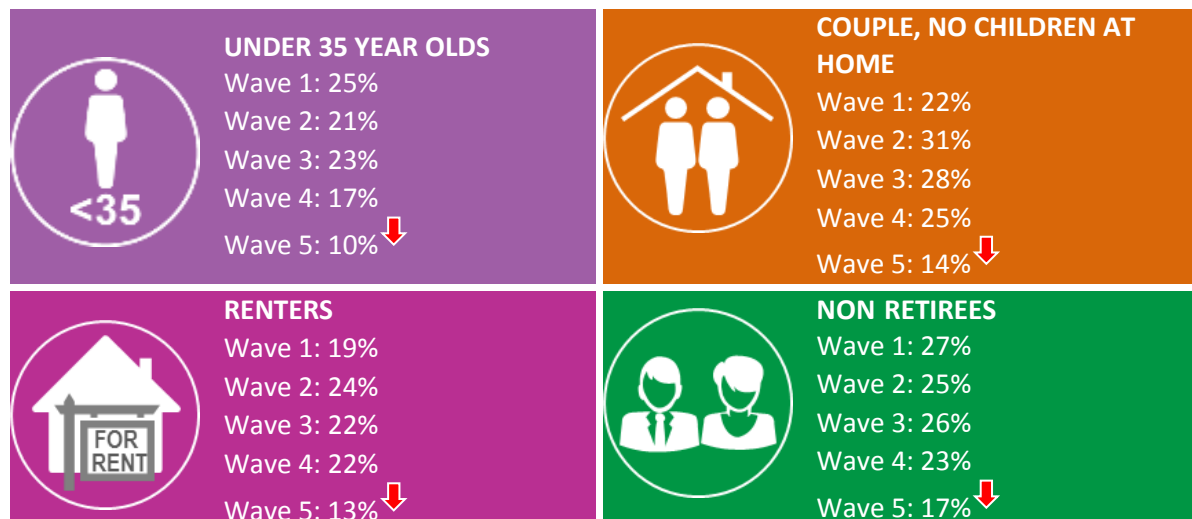


Source: F14. How did you cover the cost increase of this unplanned large bill/expense? (multiple response)

Base: Those who had an unplanned large bill or expense Wave 1 (Mar-Aug 14); n=569; Wave 2 (Sep 14-Feb 15); those who had an unplanned large bill or expense, n=583; Wave 3 (Mar-Aug 15); those who had an unplanned large bill or expense, n=551; Wave 4 (Sep 15-Feb 16); those who had an unplanned large bill or expense, n=605; Wave 5 (Sep 16-Feb 17), n=581

↑↓ Statistically significant difference to previous Wave

Significantly less likely to report having used a credit card, store card or overdraft to cover the cost





# Strategies for handling a sudden loss of income

## Handling of a potential sudden loss of income (%)

The chart below compares the strategies that surveyed Australians reported they would use to cover three months' living expenses if faced with a sudden loss of income, across Waves 1 to 5 of the research. In Wave 5, almost half of Australians reported they would access money through their own savings and investments (54% Wave 1, 51% Wave 2, 59% Wave 3, 52% Wave 4, 49% Wave 5), whilst almost 1 in 5 reported they would sell something (20% Wave 1, 18% Wave 2, 18% Wave 2, 18% Wave 4, 19% Wave 5).

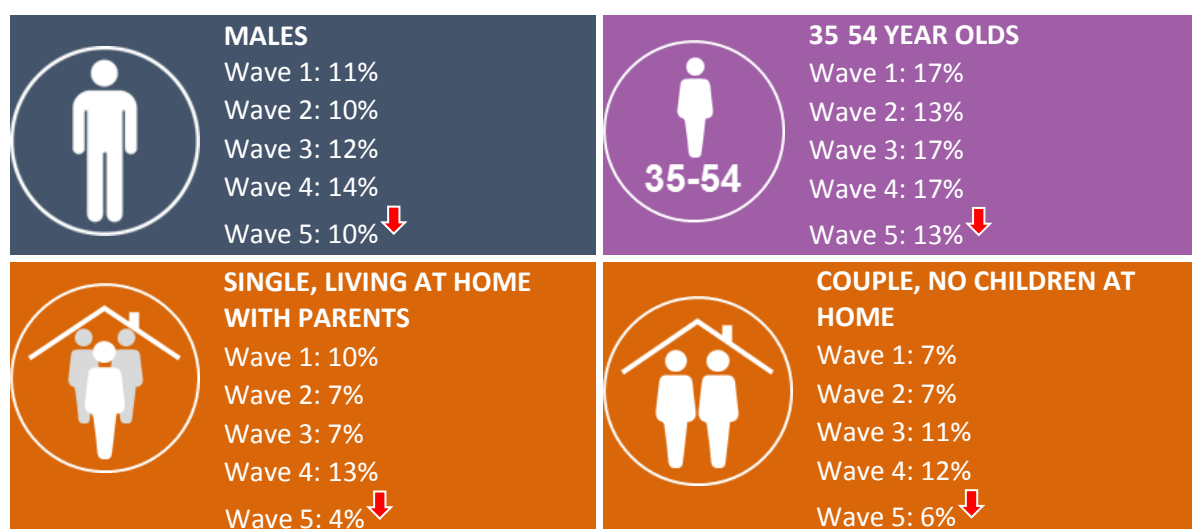


Source: F15. Which of the following statements best describes how you would manage if you suffered a sudden loss of income and had to cover three months' living expenses? (single response)

Base: All respondents Wave 1 (Mar-Aug 14), n=1,379; Wave 2 (Sep 14-Feb 15), n=1,357; Wave 3 (Mar-Aug 15), n=1,364; Wave 4 (Sep 15-Feb 16), n=1,363; Wave 5 (Sep 16-Feb 17), n=1,375

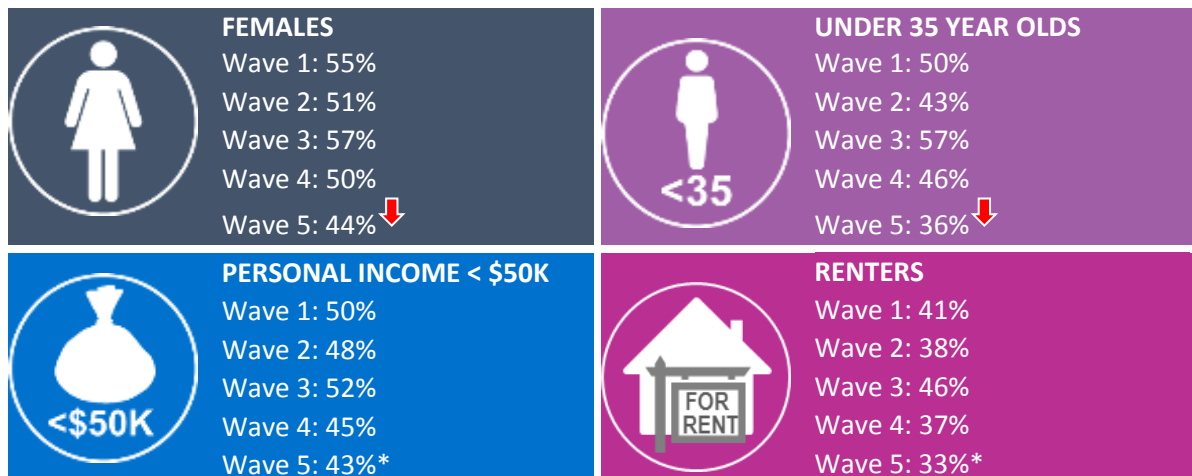
↑↓ Statistically significant difference to previous Wave

Less likely to report they would use some form of income replacement insurance in Wave 5



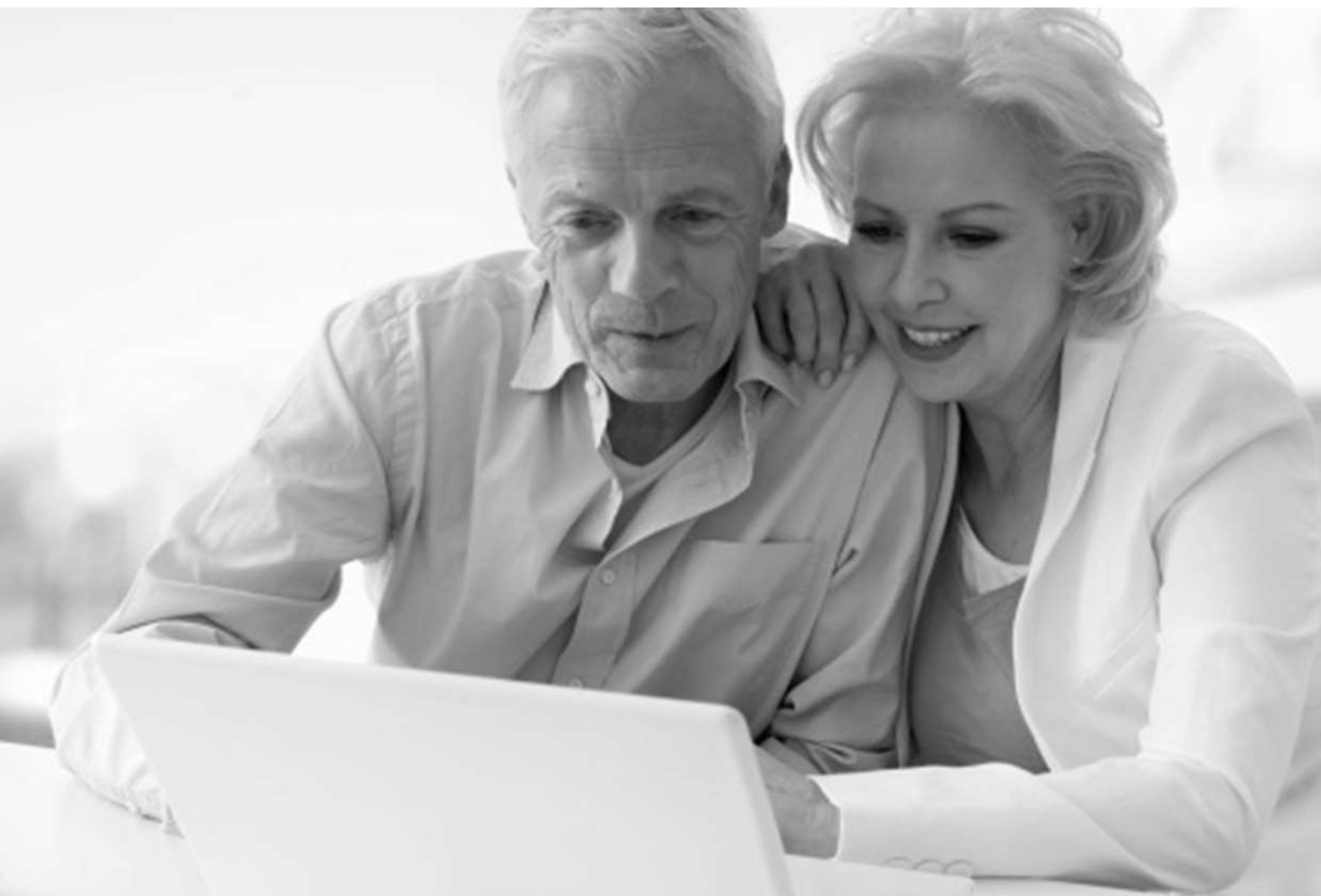


Less likely to report they would access money through their own savings and investments in Wave 5



\*Low point compared to overall long-term average

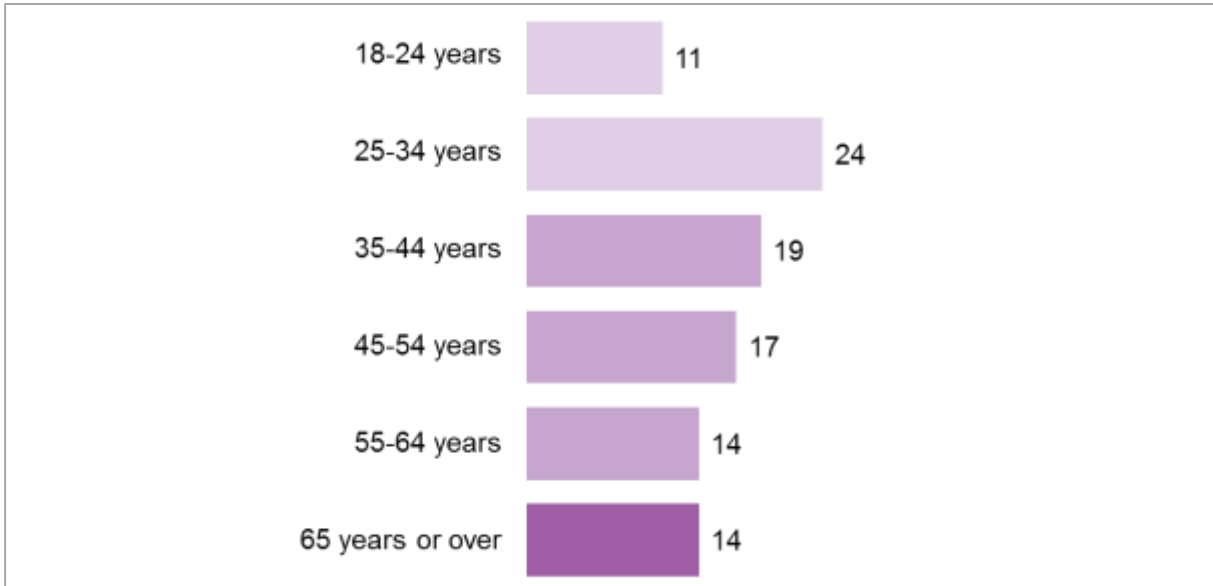
# Appendix



# Sample profile: Wave 5 demographic breakdown

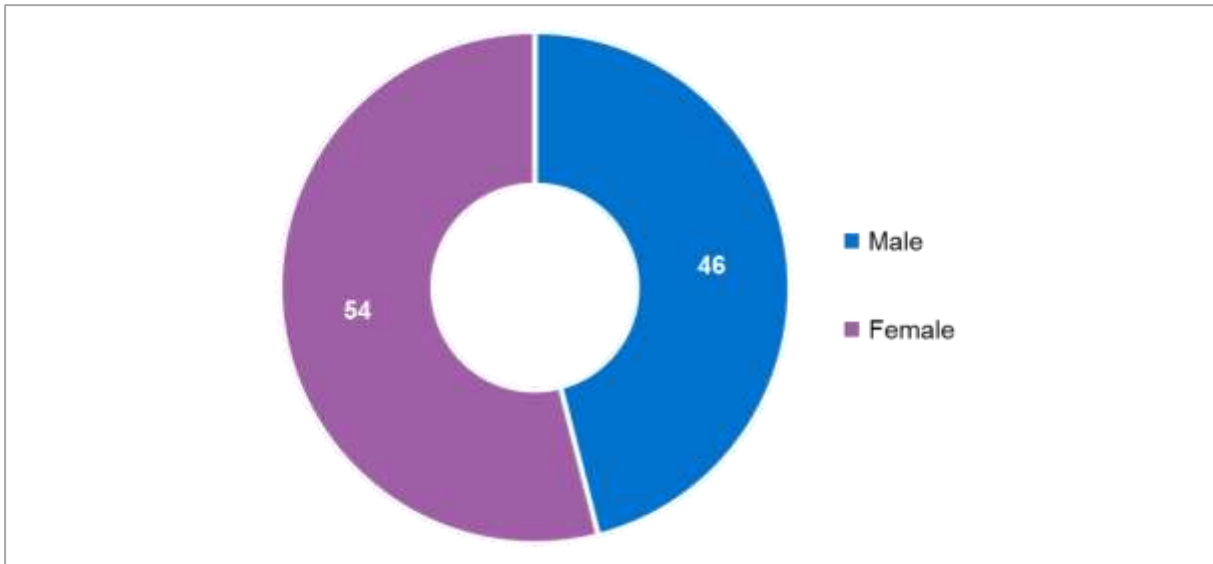
The following section outlines the demographic breakdown of Australians surveyed in Wave 5 of the *Australian Financial Attitudes and Behaviour Tracker* research (September 2016 to February 2017).

## Reported age (%)



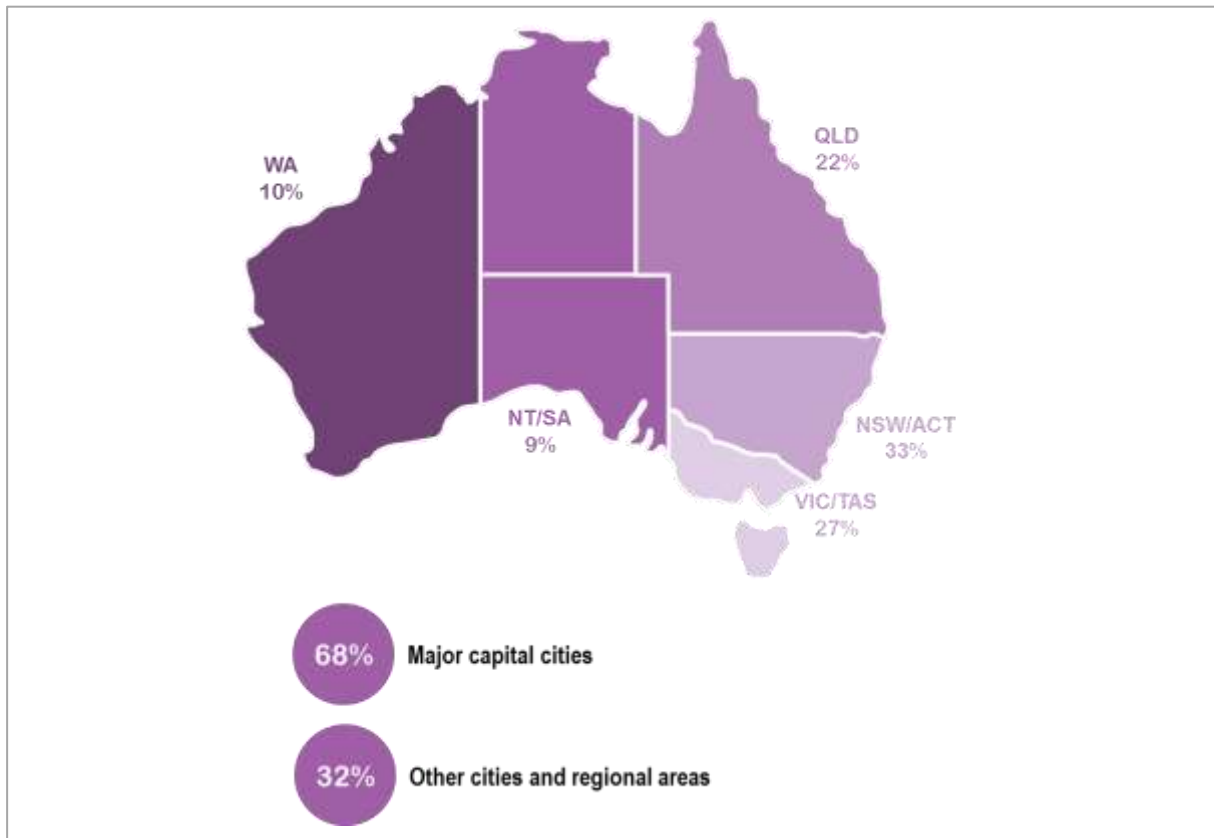
Source: S3. Which of the following age groups do you fall into? (single response)  
Base: All respondents Wave 5 (Sep 16-Feb 17), n=1,375  
All values shown as percentages; unweighted data

## Reported gender (%)



Source: S2. Are you...? (single response)  
Base: All respondents Wave 5 (Sep 16-Feb 17), n=1,375  
All values shown as percentages; unweighted data

## Reported location of main residence (%)

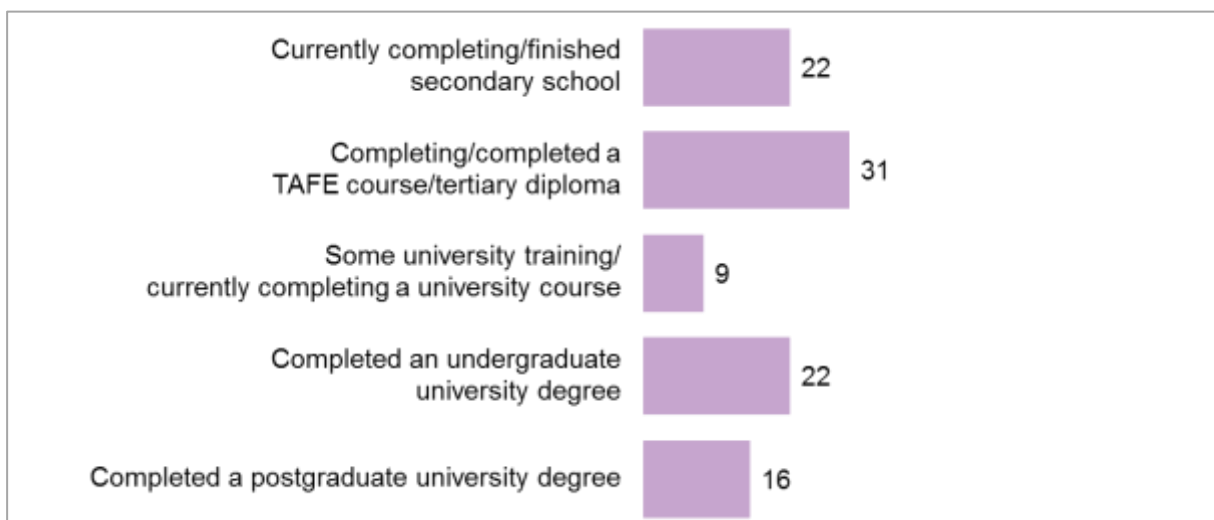


Source: S4. Where do you currently live? (single response)

Base: All respondents Wave 5 (Sep 16-Feb 17), n=1,375

All values shown as percentages; unweighted data

## Reported highest education level achieved (%)



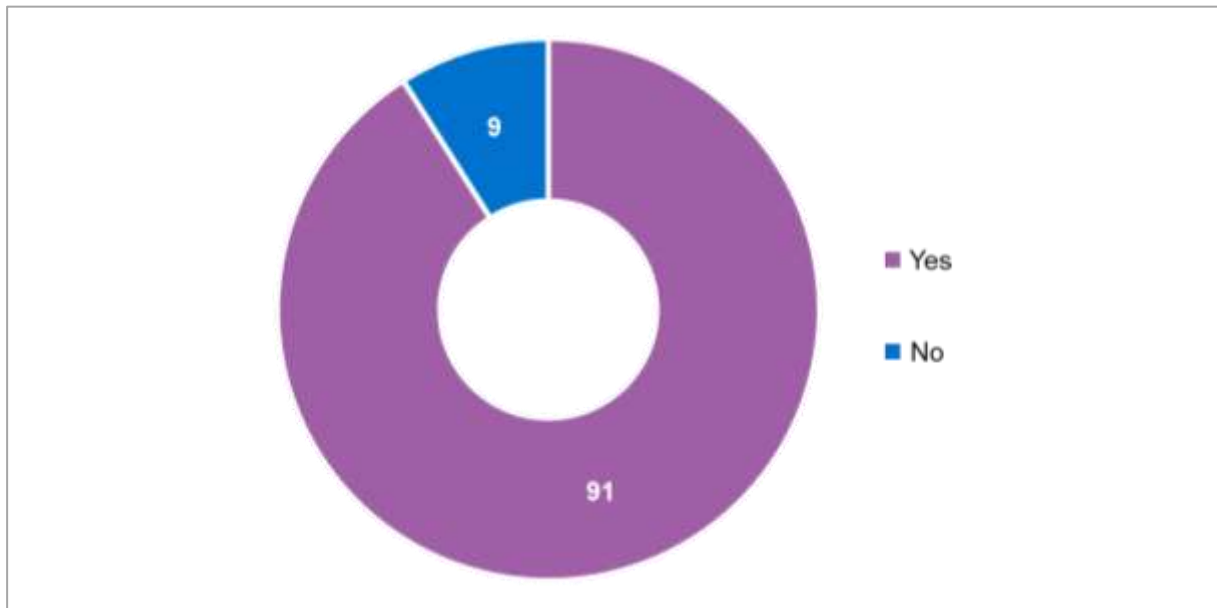
Source: D11. What is the highest level of education you have completed? (single response)

Base: All respondents Wave 5 (Sep 16-Feb 17), n=1,375

All values shown as percentages; unweighted data



## Reported English as main language spoken at home (%)

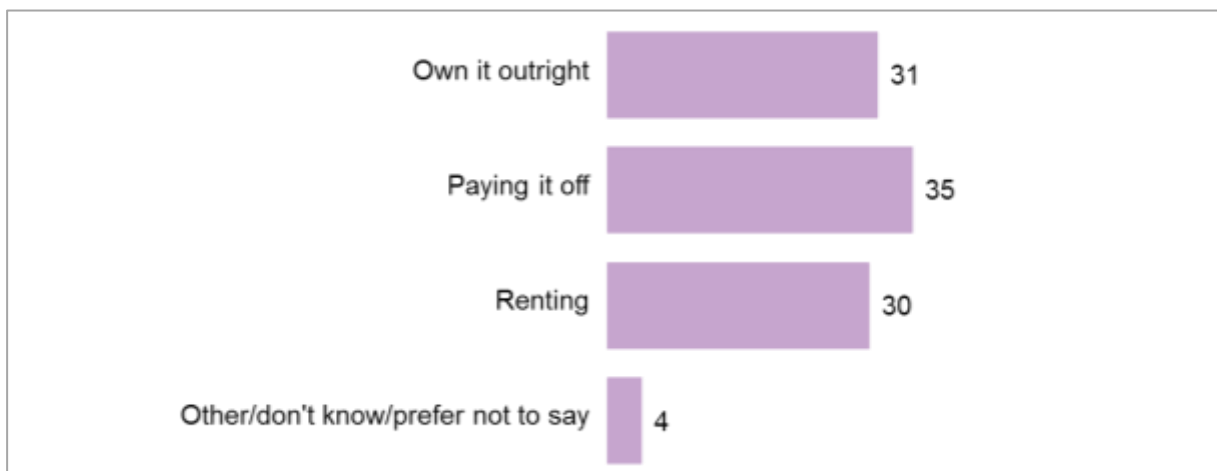


Source: D12. Is English your main language spoken at home? (single response)

Base: All respondents Wave 5 (Sep 16-Feb 17), n=1,375

All values shown as percentages; unweighted data

## Reported home ownership status (%)

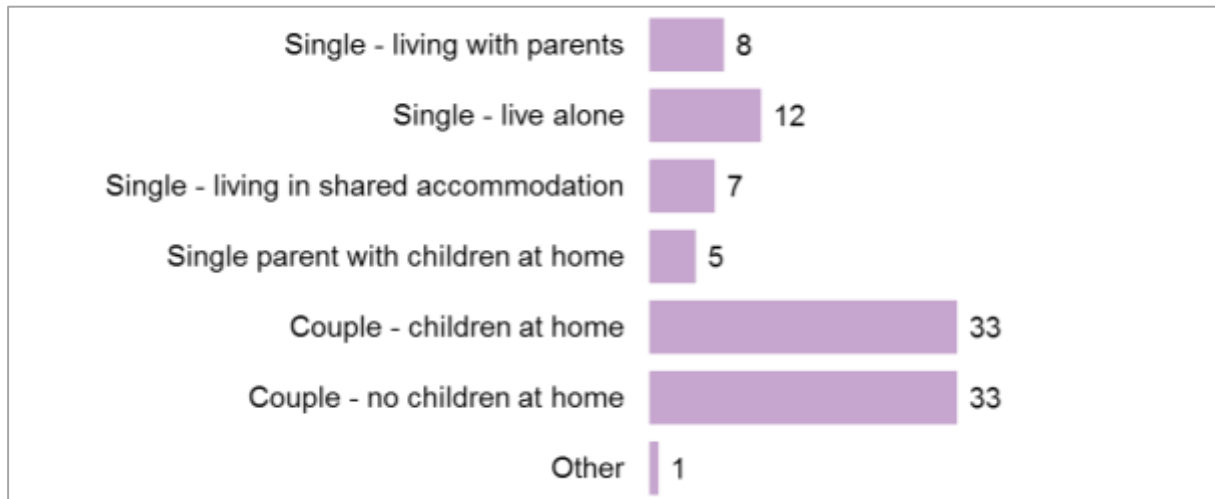


Source: D2. Do you or your household own your own residence outright, are you paying it off or renting it? (single response)

Base: All respondents Wave 5 (Sep 16-Feb 17), n=1,375

All values shown as percentages; unweighted data

## Reported family composition (%)

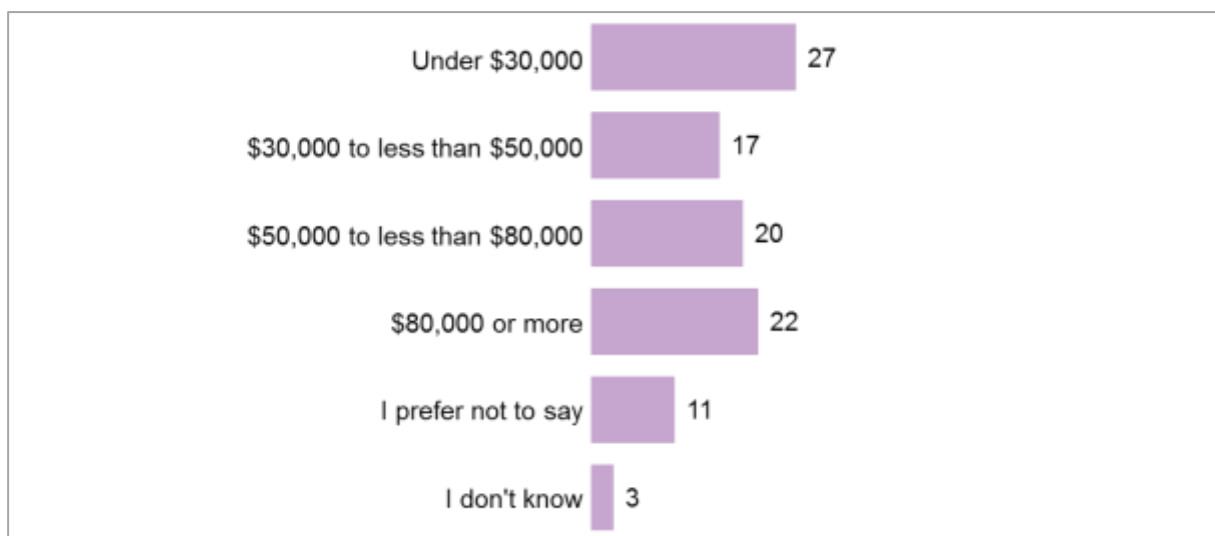


Source: D1. Which of the following best describes your family status? (single response)

Base: All respondents Wave 5 (Sep 16-Feb 17), n=1,375

All values shown as percentages; unweighted data

## Reported personal income (%)

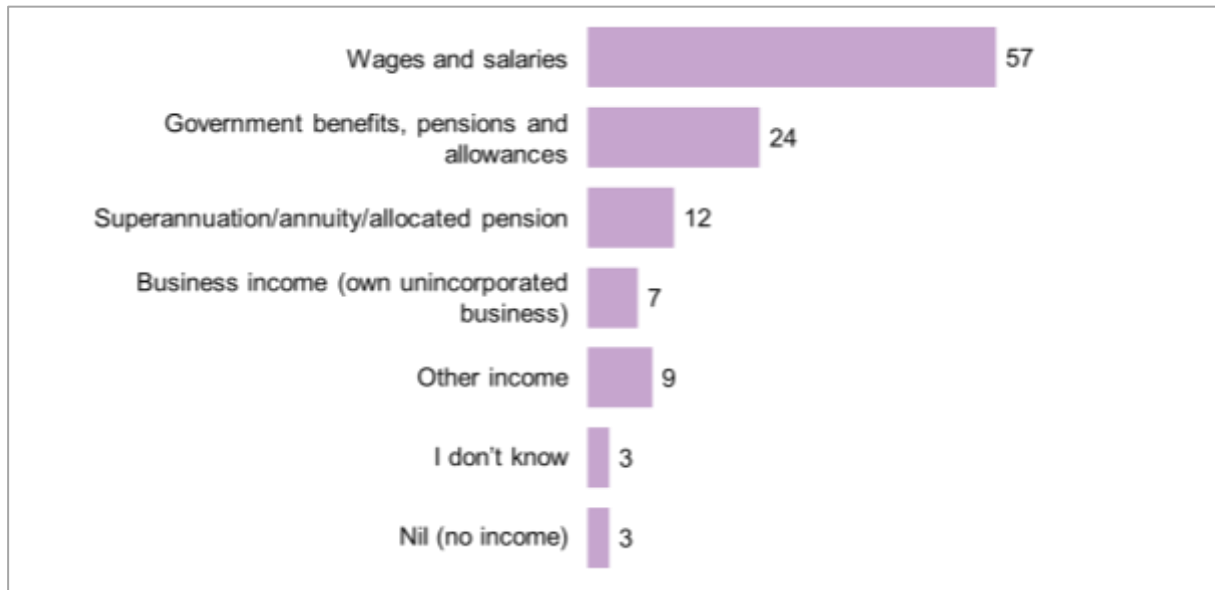


Source: D14. Into which of the following income brackets does your total personal annual income before tax fall? It does not matter if you do not know the exact amount, we are interested in your approximate level of income. (single response)

Base: All respondents Wave 5 (Sep 16-Feb 17), n=1,375

All values shown as percentages; unweighted data

## Reported main source(s) of personal income (%)

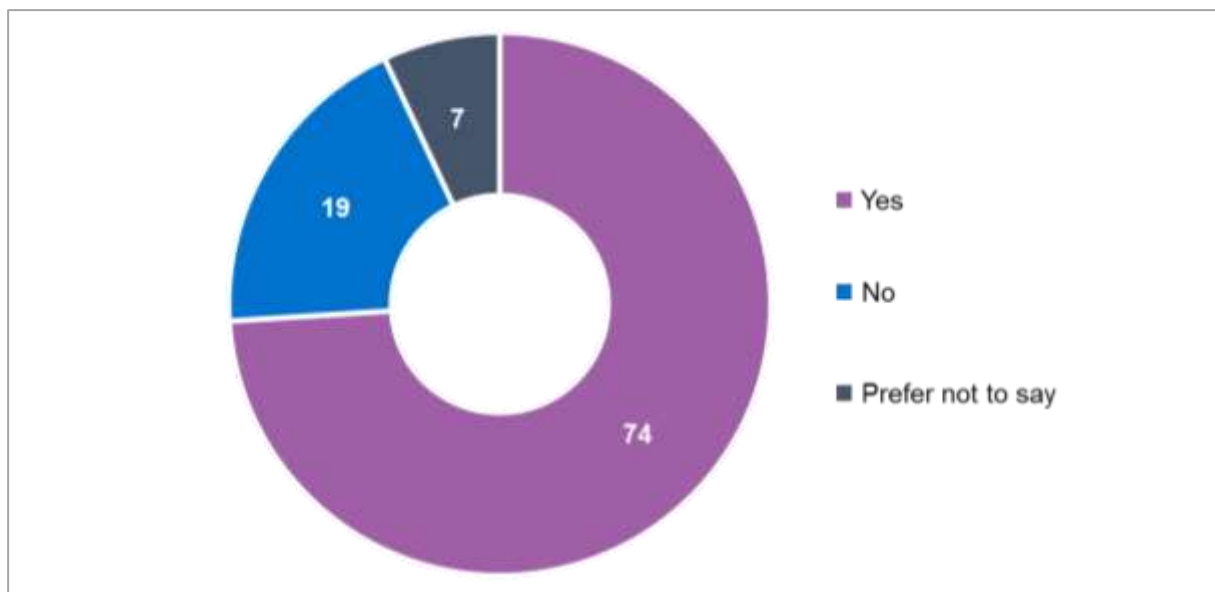


Source: D18. What is the main source(s) of your personal income? (single response)

Base: All respondents Wave 5 (Sep 16-Feb 17), n=1,375

All values shown as percentages; unweighted data

## Reported proportion of Government benefits, pensions and allowances that is more than half (50%) of personal income (%)



Source: D19. Are the Government benefits, pensions and allowances more than half (50%) of your personal income? (single response)

Base: Those whose main source of personal income is Government benefits, pensions and allowances Wave 5 (Sep 16- Feb 17), n=328

All values shown as percentages; unweighted data

## Reported household income (%)

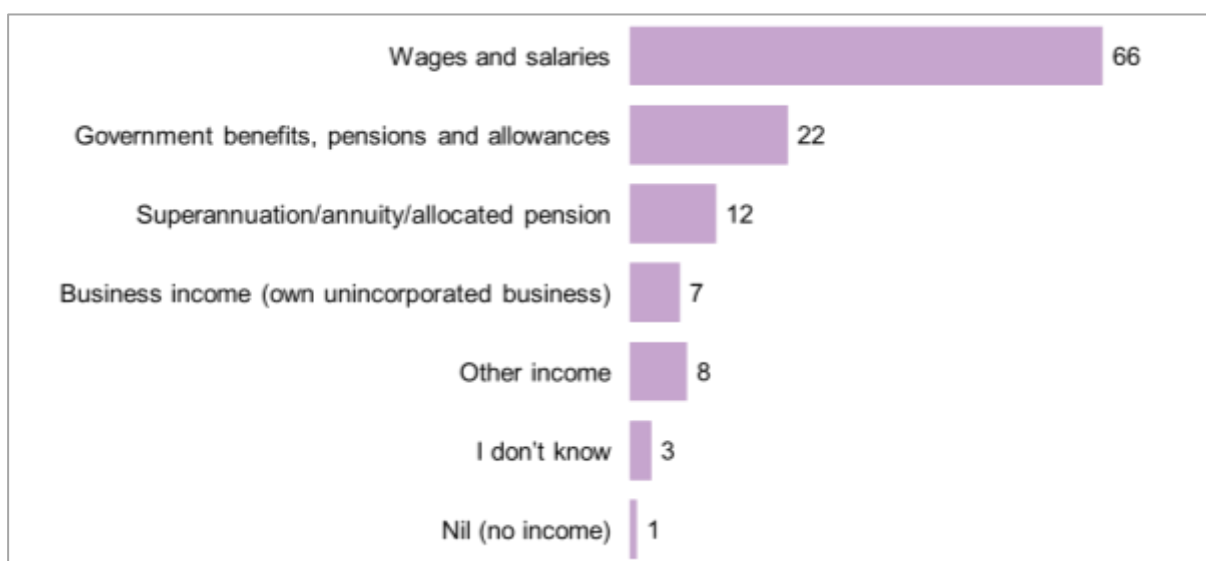


Source: D16. Into which of the following income brackets does your approximate household income before tax fall? It does not matter if you do not know the exact amount, we are interested in your approximate household income. (single response)

Base: All respondents Wave 5 (Sep 16-Feb 17), n=1,375

All values shown as percentages; unweighted data

## Reported main source(s) of household income (%)

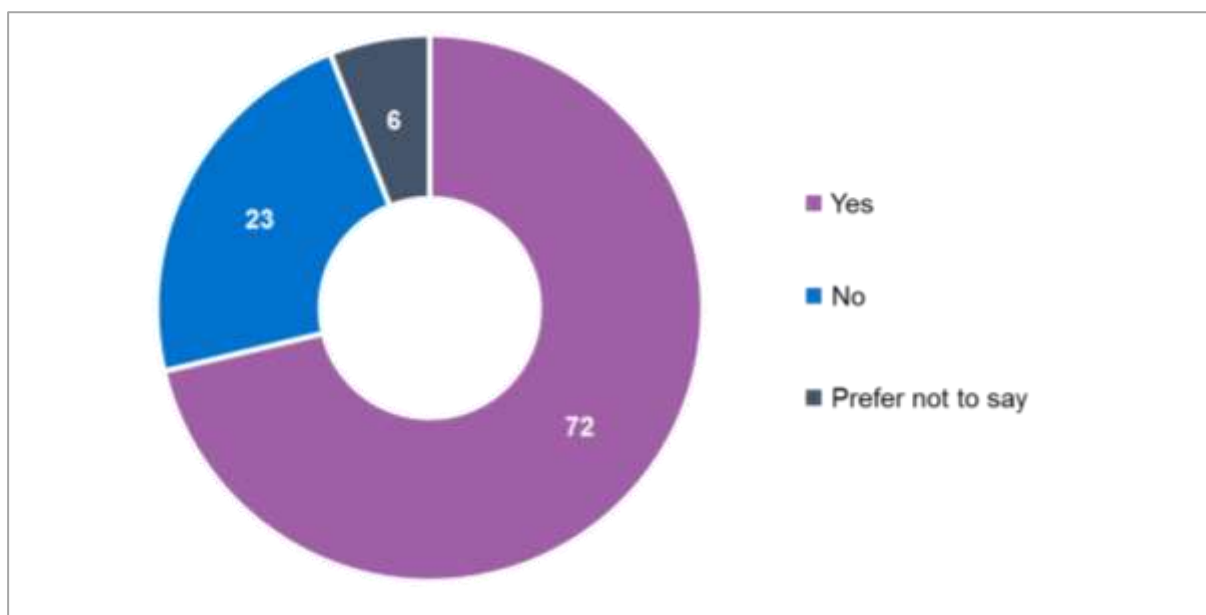


Source: D18. What is the main source(s) of your household income? (single response)

Base: All respondents Wave 5 (Sep 16-Feb 17), n=1,375

All values shown as percentages; unweighted data

**Reported proportion of Government benefits, pensions and allowances that is more than half (50%) of household income (%)**



Source: D21. Are the Government benefits, pensions and allowances more than half (50%) of your household income? (single response)

Base: Those whose main source of household income is Government benefits, pensions and allowances Wave 5 (Sep 16- Feb 17), n=296

All values shown as percentages; unweighted data

# Defining key subgroups

For comparisons between Waves 1 to 5, demographic sub-group analysis has been conducted. The definitions for cohorts within each sub-group are as follows:

Subgroup	Definition
<b>Age</b>	
Under 35 year olds	Those aged less than 35 years.
Over 35 year olds	Those aged 35 years or more.
35-54 year olds	Those aged between 35 and 54 years.
55+ year olds	Those aged 55 years or more.
<b>Gender</b>	
Male	Gender was male.
Female	Gender was female.
<b>Personal income (per annum)</b>	
Personal income <\$50,000	Total annual income of less than \$50,000 per annum. Note this is distinctive of household income.
Personal income \$50,000+	Total annual income of \$50,000 or greater per annum. Note this is distinctive of household income.
<b>Household income (per annum)</b>	
Household income <\$100,000	Total household income of less than \$100,000 per annum. Note this is distinctive of personal income.
Household income \$100,000+	Total household income of \$100,000 or greater per annum. Note this is distinctive of personal income.
<b>Household composition</b>	
Singles, live with parents	A single person who lives in their parents' home with one or both parents.
Singles, live alone	A single person who lives on their own with no other people.
Singles, live in shared accomm	A single person who lives with other adults in shared accommodation (but not their parents).
Single parents	A single parent with a child that lives with them at home.
Couples, children at home	A couple who live together and have children at home.
Couples, no children at home	A couple who live together but do not have any children at home.

Home ownership status	
Homeowners	Those who own their residence outright or are paying it off via a mortgage.
Mortgage holders	Those who are paying off their property via a mortgage.
Renters	Those people who are renting their residence.
Work status	
Professionals	Those who indicated they are senior managers/leaders/qualified professionals or other business managers, arts/media/sportsperson and associated professionals.
Non-professionals	Those who indicated they are technicians, trades workers/clerks, skilled office workers/service staff or machinery operators, drivers, labourers or assistants.
Employment status	
Employed	Those employed, in any industry, full or part time.
Unemployed	Those currently looking for work, non-workers, conducting home-duties and students.
Non-employed	Those currently looking for work, non-workers, conducting home-duties, students and retired persons.
Retirees	Those who indicate their working status as retired.
Non-retirees	Those who do not indicate their working status as retired.

# Survey questions

The following is a list of all questions asked of surveyed Australians who completed the Tracker survey in Wave 5 (September 2016 – February 2017) of the research.

## SECTION 1: SURVEY ELIGIBILITY

S1. Firstly, just to ensure we are speaking to a wide range of people, can you tell me whether you work in any of the following areas?

(PLEASE SELECT ALL THAT APPLY)

Banking/Finance	CONTINUE	_ 01
Advertising/Marketing/PR	CONTINUE	_ 02
Education	CONTINUE	_ 03
Car manufacturer/Dealer	CONTINUE	_ 04
Manufacturing/Distribution of food	CONTINUE	_ 05
Market research	TERMINATE	_ 06
None of these	CONTINUE	_ 07

S2. Are you...?

(PLEASE SELECT ONE RESPONSE ONLY)

Male	_ 01
Female	_ 02

S3. Which of the following age groups do you fall into?

(PLEASE SELECT ONE RESPONSE ONLY)

Under 18 years	TERMINATE	_ 01
18-24 years		_ 02
25-29 years		_ 03
30-34 years		_ 04
35-39 years		_ 05
40-44 years		_ 06
45-49 years		_ 07
50-54 years		_ 08
55-59 years		_ 09
60-64 years		_ 10
65 years or over		_ 11

S4. Where do you currently live?

(PLEASE SELECT ONE RESPONSE ONLY)

NSW - Sydney	_ 01
NSW - Other	_ 02
ACT	_ 03
VIC - Melbourne	_ 04
VIC - Other	_ 05
TAS	_ 06
QLD - Brisbane	_ 07
QLD - Other	_ 08
SA - Adelaide	_ 09
SA - Other	_ 10
NT	_ 11
WA - Perth	_ 12
WA - Other	_ 13
Other	TERMINATE 14

## SECTION 2: FINANCIAL BEHAVIOUR

The next few questions are about your recent financial experiences. Remember that all your responses are anonymous and cannot be linked to you, so please be as honest as possible.

F1. Which of the following financial products do you currently have for your own personal use?

(PLEASE SELECT ALL THAT APPLY)

General transaction account(s)	_ 01
Savings account or term deposit	_ 02
Credit card(s)	_ 03
Personal loan(s) – other than home loans and car loans	_ 04
Home loan(s) - not including investment property loans	_ 05
Car loan	_ 10
Shares	_ 07



- Investments such as managed funds or unit trusts (excluding superannuation) \_ 08  
None of these \_ 09
- F2. Which of the following best describes your approach to your personal finances over the last 6 months?  
(PLEASE SELECT ONE RESPONSE ONLY)  
I had a budget and always stuck to it \_ 01  
I had a budget and mostly stuck to it \_ 02  
I had a budget but did not stick to it \_ 03  
I did not have a budget during this period \_ 04
- F3. Do you have a 3-5 year financial plan?  
By financial plan we mean a series of actions to achieve a financial goal or goals; these may be written or not.  
(PLEASE SELECT ONE RESPONSE ONLY)  
Yes \_ 01  
No \_ 02
- ASK IF F3=1
- F4. How long ago did you make this 3-5 year plan?  
(PLEASE SELECT ONE RESPONSE ONLY)  
In the past 6 months \_ 01  
Between 6 months and a year \_ 02  
1 to 2 years ago \_ 03  
3 to 4 years ago \_ 04  
5 years or more \_ 05
- ASK IF F3=1
- F5. Which of the following have you done on your 3-5 year financial plan within the last 6 months?  
(PLEASE SELECT ALL THAT APPLY)  
Monitored my progress \_ 01  
Reached some of the financial goals I set \_ 02  
Adjusted my financial plan \_ 03  
Have not done anything \_ 04  
None of these \_ 05
- F6. Do you have a 15-20 year financial plan?  
By financial plan we mean a series of actions to achieve a financial goal or goals; these may be written or not.  
(PLEASE SELECT ONE RESPONSE ONLY)  
Yes \_ 01  
No \_ 02
- ASK IF F6=1
- F7. How long ago did you make this 15-20 year financial plan?  
(PLEASE SELECT ONE RESPONSE ONLY)  
In the past 6 months \_ 01  
Between 6 months and a year \_ 02  
1 to 2 years ago \_ 03  
3 to 4 years ago \_ 04  
5 years or more \_ 05
- ASK IF F6=1
- F8. Which of the following have you done on your 15-20 year financial plan within the last 6 months?  
(PLEASE SELECT ALL THAT APPLY)  
Monitored my progress \_ 01  
Reached some of the financial goals I set \_ 02  
Adjusted my financial plan \_ 03  
Have not done anything \_ 04  
None of these \_ 05
- F9. Now thinking about savings, which of the following have you done over the last 6 months?  
(PLEASE SELECT ALL THAT APPLY)  
Saved money using a savings account that is not automatically linked to my pay (i.e. manually place money into this account when I have extra cash) \_ 01  
Saved money using a savings account that is automatically linked to my pay (i.e. money is automatically placed into this account when I get paid) \_ 02  
Saved money but not through a savings account (e.g. I put money in an envelope or money box and did not touch it) \_ 03

- I saved money without having a savings plan in place (i.e. I earned more money than what I spent) \_ 04
- Saved money by making voluntary contributions to my superannuation \_ 05
- Saved money by paying more than the minimum amount off my mortgage or other personal loan \_ 06
- Other, please specify \_ 07
- I did not save any money over the last 6 months \_ 08

ASK FOR EACH F1=3, 4, 5, 10

F11. Thinking about your main *[INSERT FROM F1]* over the last 6 months have you...

(PLEASE SELECT ONE RESPONSE ONLY)

- Missed one or more minimum payments due \_ 01
- Paid the minimum amount due each month \_ 02
- Paid some money in addition to the minimum amount due, but not the full amount \_ 03
- [FOR F1=3 OR 4]* Paid the amount due in full each month \_ 04
- [FOR F1=5 OR 10]* Paid the loan off in full \_ 04
- None of the above \_ 05
- I'd prefer not to say \_ 06

ASK FOR EACH CODE IN F11 THAT=1

F12. Why did you miss the repayment(s) for your *[INSERT FROM F11]*?

(PLEASE SELECT ALL THAT APPLY)

- I had reduced income due to a change in circumstances \_ 01
- I forgot / too much else going on \_ 02
- I didn't budget for it properly \_ 03
- I overspent on other things \_ 04
- I had some unexpected expenses \_ 05
- Other (Please specify) \_ 06

F13. Over the last 6 months, can you remember receiving any unplanned large bills or expenses?

(PLEASE SELECT ONE RESPONSE ONLY)

- Yes \_ 01
- No \_ 02
- Don't remember \_ 03

ASK IF F13=1

F14. How did you cover the cost increase of this unplanned large bill/expense?

(PLEASE SELECT ALL THAT APPLY)

- I cut back on my spending \_ 01
- I got a job / I got a second job/ I worked additional hours in my existing job \_ 02
- I used money from my savings to cover it \_ 03
- I sold some of my belongings/possessions/assets to raise funds \_ 04
- I borrowed money from my friends or family \_ 05
- I used a credit card, store card or overdraft to pay for it \_ 06
- I made arrangements with my provider so that I could pay less/ suspend payment \_ 07
- I took out a short term loan \_ 08
- I claimed the expense on insurance \_ 09
- I sought help from a charity \_ 10
- I reduced voluntary payments for my mortgage or other personal loan \_ 11
- I reduced voluntary payments to my superannuation \_ 12
- Other (Please specify) \_ 13
- None of the above (I did not take action) \_ 14
- I'd prefer not to say \_ 15

F15. Which of the following statements best describes how you would manage if you suffered a sudden loss of income and had to cover three months' living expenses?

(PLEASE SELECT ALL THAT APPLY)

- I would access money through my own savings and investments \_ 01
- I would sell something \_ 02
- I would access credit from a financial institution \_ 03
- I would use some form of income replacement insurance \_ 04
- I would get a loan from friends and family \_ 05
- I would get a gift from friends / family \_ 06
- I would access the money in some other way (please specify...) \_ 07
- I would not be able to cover three months living expenses \_ 08
- I don't know how I would manage but I would find a way \_ 09

F16. Which of the following methods have you used in the last 6 months to keep track of your money?

(PLEASE SELECT ALL THAT APPLY)

- I kept track of my money in my head \_ 01
- I kept track of my money by writing down notes \_ 02
- I kept receipts \_ 03
- I used a household budget/spread sheet \_ 04
- I used an online budgeting tool or app \_ 05
- I used an app to keep track of my spending \_ 06
- I checked my bank statements for unusual/suspicious entries \_ 07
- I checked my credit card statements for unusual/suspicious entries \_ 08
- I looked at some or all of my bank/credit card statements but not in any detail \_ 09
- Other (Please specify...) \_ 10
- None of the above (I didn't keep track of my spending) \_ 11
- I'd prefer not to say \_ 12

F17. In the past 6 months, have you purchased/obtained or made changes to any of the following?

(PLEASE SELECT ALL THAT APPLY)

(1) Purchased/obtained

(3) Made changes to an existing product

(4) I do not have one of these products

(5) I have not made changes to an existing product

- |   |     |     |     |     |
|---|-----|-----|-----|-----|
| Credit card                                     | _ 1 | _ 3 | _ 4 | _ 5 |
| Home loan                                       | _ 1 | _ 3 | _ 4 | _ 5 |
| Investments excluding super                     |     |     |     |     |
| e.g. shares, investment properties              | _ 1 | _ 3 | _ 4 | _ 5 |
| Personal loan e.g. car                          | _ 1 | _ 3 | _ 4 | _ 5 |
| Bank account e.g. bank deposit, savings account | _ 1 | _ 3 | _ 4 | _ 5 |

ASK FOR EACH CODE IN F17 THAT=1 or 3

F18. When you were deciding to [INSERT COLUMN TEXT FROM F17 AS CURRENT TENSE] for your [INSERT PRODUCT], which of the following best describes what you did?

(PLEASE SELECT ALL THAT APPLY)

- Read the product disclosure document to review product features and terms and conditions \_ 01
- Talked to a paid professional financial adviser (e.g. accountant, financial adviser) \_ 02
- Talked to a free financial counsellor \_ 03
- Talked to family and/or friends \_ 04
- Talked to my partner \_ 05
- Read the financial sections of the newspaper \_ 06
- Used a comparison website \_ 07
- Visited ASIC's "MoneySmart" website \_ 08
- Visited my bank's website \_ 09
- Talked to a representative of the product company \_ 11
- Responded to an advertisement promotion \_ 12
- Talked to a finance/mortgage broker \_ 13
- Other (Please specify) \_ 14
- None of the above \_ 15

F19. Do you have any of the following insurance products?

(PLEASE SELECT ALL THAT APPLY)

- Home building insurance \_ 01
- Contents insurance \_ 02
- Life insurance \_ 03
- Third party car insurance (not compulsory green slip) \_ 04
- Comprehensive car insurance \_ 05
- None of the above \_ 06

ASK FOR ALL CODES SELECTED IN F19. DON'T ASK IF F19=6 (NONE)

F20. When taking out or renewing your insurance cover for the last 12 months, did you check that the level of cover was still appropriate for your situation?

(PLEASE SELECT ONE OPTION PER ROW)

- |   | Yes | No, I didn't check the level of cover |
|---|-----|---------------------------------------|
| Home building insurance                               | _ 1 | _ 2                                   |
| Contents insurance                                    | _ 1 | _ 2                                   |
| Life insurance  | _ 1 | _ 2                                   |
| Third party car insurance (not compulsory green slip) | _ 1 | _ 2                                   |
| Comprehensive car insurance                           | _ 1 | _ 2                                   |

ASK IF F19=6

F21. In the last 12 months have you reviewed your situation to check if it is appropriate not to have insurance products?

(PLEASE SELECT ONE RESPONSE ONLY)

- Yes \_ 01
- No \_ 02

F22. Do you discuss your household finances openly with any of the following people?

(PLEASE SELECT ALL THAT APPLY)

- Friends \_ 01
- My partner \_ 02
- Parents/Family \_ 03
- My children \_ 04
- My colleagues \_ 05
- Members of my local community (e.g. religious groups, mothers groups, etc.) \_ 06
- Financial professionals (e.g. accountants, financial advisers, financial counsellors) \_ 09
- Other, please specify... \_ 07
- I prefer not to talk about my finances with any of these people \_ 08

F22.B Do you have a superannuation fund?

(PLEASE SELECT ONE RESPONSE ONLY)

- Yes \_ 01
- No \_ 02
- I do not know \_ 03

ASK IF F22.B=1

F22.C How many superannuation funds do you have?

(PLEASE SELECT ONE RESPONSE ONLY)

- 1 \_ 01
- 2 \_ 02
- 3 \_ 03
- 4 \_ 04
- 5 \_ 05
- More than 5 \_ 06
- I do not know \_ 07

F24. Do you have a self-managed super fund (SMSF)?

To see a definition of a SMSF please place your cursor here

(PLEASE SELECT ONE RESPONSE ONLY)

- Yes \_ 01
- No \_ 02
- Not sure \_ 03

ASK IF F24=1

F24.A How many SMSFs do you have?

(PLEASE SELECT ONE RESPONSE ONLY)

- 1 \_ 01
- 2 \_ 02
- 3 \_ 03
- 4 \_ 04
- 5 \_ 05
- More than 5 \_ 06
- I do not know \_ 07

ASK IF F22.B=1 AND F24=1

F24B. What do you consider to be your main fund?

(PLEASE SELECT ONE RESPONSE ONLY)

- Superannuation fund \_ 01
- SMSF \_ 02

ASK IF F22.B=1 OR F24=1

F23. Do you know the current dollar value of your main fund?

(PLEASE SELECT ONE RESPONSE ONLY)

- Yes, I know exactly, or almost exactly \_ 01
- Yes, I have a rough idea \_ 02
- No, I do not know \_ 03

ASK IF F23=1 or 2

F25. What is the current value of your main fund, to the best of your knowledge?

(PLEASE SELECT ONE RESPONSE ONLY)

- |                      |                             |
|----------------------|-----------------------------|
| \$1-49,000           | <input type="checkbox"/> 08 |
| \$50,000-99,000      | <input type="checkbox"/> 09 |
| \$100,000-199,000    | <input type="checkbox"/> 02 |
| \$200,000-299,000    | <input type="checkbox"/> 10 |
| \$300,000-399,000    | <input type="checkbox"/> 11 |
| \$400,000-499,000    | <input type="checkbox"/> 12 |
| \$500,000-599,000    | <input type="checkbox"/> 13 |
| \$600,000-699,000    | <input type="checkbox"/> 14 |
| \$700,000-799,000    | <input type="checkbox"/> 15 |
| \$800,000-899,000    | <input type="checkbox"/> 16 |
| \$900,000-999,000    | <input type="checkbox"/> 17 |
| \$1,000,000+         | <input type="checkbox"/> 05 |
| Not sure             | <input type="checkbox"/> 06 |
| Prefer not to answer | <input type="checkbox"/> 07 |

ASK IF F22.B=1 OR F24=1

F25.A Do you know the current dollar value of your superannuation in total (including all funds you may have)?

(PLEASE SELECT ONE RESPONSE ONLY)

- |  |                             |
|--|-----------------------------|
| Yes, I know exactly, or almost exactly | <input type="checkbox"/> 01 |
| Yes, I have a rough idea               | <input type="checkbox"/> 02 |
| No, I do not know                      | <input type="checkbox"/> 03 |

ASK IF F25.A = 1, 2

F25.B What is the current value of your superannuation in total (including all funds you may have), to the best of your knowledge?

(PLEASE SELECT ONE RESPONSE ONLY)

- |                      |                             |
|----------------------|-----------------------------|
| \$1-49,000           | <input type="checkbox"/> 08 |
| \$50,000-99,000      | <input type="checkbox"/> 09 |
| \$100,000-199,000    | <input type="checkbox"/> 02 |
| \$200,000-299,000    | <input type="checkbox"/> 10 |
| \$300,000-399,000    | <input type="checkbox"/> 11 |
| \$400,000-499,000    | <input type="checkbox"/> 12 |
| \$500,000-599,000    | <input type="checkbox"/> 13 |
| \$600,000-699,000    | <input type="checkbox"/> 14 |
| \$700,000-799,000    | <input type="checkbox"/> 15 |
| \$800,000-899,000    | <input type="checkbox"/> 16 |
| \$900,000-999,000    | <input type="checkbox"/> 17 |
| \$1,000,000+         | <input type="checkbox"/> 05 |
| Not sure             | <input type="checkbox"/> 06 |
| Prefer not to answer | <input type="checkbox"/> 07 |

The next few questions are about investments, etc.

F26. Do you currently have any investments other than superannuation and your own home?

(PLEASE SELECT ONE RESPONSE ONLY)

- |          |                             |
|----------|-----------------------------|
| Yes      | <input type="checkbox"/> 01 |
| No       | <input type="checkbox"/> 02 |
| Not sure | <input type="checkbox"/> 03 |

ASK IF F26=1

F27. Which of the following things have happened with your investments over the last 6 months?

(PLEASE SELECT ALL THAT APPLY)

- |  |                             |
|--|-----------------------------|
| I learned something that made me feel more confident in my investing ability | <input type="checkbox"/> 01 |
| I discovered I'd invested in something I didn't fully understand             | <input type="checkbox"/> 02 |
| I lost money I could afford to lose  | <input type="checkbox"/> 03 |
| I lost money I couldn't afford to lose                                       | <input type="checkbox"/> 04 |
| I broke an investing rule or strategy I'd set myself                         | <input type="checkbox"/> 05 |
| I kept an investing rule or strategy I'd set myself                          | <input type="checkbox"/> 06 |
| Something else happened (please provide further detail)                      | <input type="checkbox"/> 08 |
| Nothing happened   | <input type="checkbox"/> 07 |

ASK IF F27=3 OR 4

F27A. How much money did you lose?

(PLEASE SELECT ONE RESPONSE ONLY)

- |                     |      |
|---------------------|------|
| \$0-\$499           | _ 01 |
| \$500-\$999         | _ 02 |
| \$1,000-\$4,999     | _ 03 |
| \$5,000-\$9,999     | _ 04 |
| \$10,000+           | _ 05 |
| Don't know          | _ 06 |
| I prefer not to say | _ 07 |

F28. Which of the following statements best describes your understanding of these investing principles?

(PLEASE SELECT ONE OPTION PER ROW)

- |   |     |     |     |
|---|-----|-----|-----|
| (1) I haven't heard of this                             |     |     |     |
| (2) I have heard of this but don't really understand it |     |     |     |
| (3) I have heard of this and understand it              |     |     |     |
| Risk/return trade off                                   | _ 1 | _ 2 | _ 3 |
| Diversification   | _ 1 | _ 2 | _ 3 |

ASK IF F28=3

F29. Which of the following strategies are examples of diversification?

(PLEASE SELECT ONE OPTION PER ROW)

- |   |     |     |     |
|---|-----|-----|-----|
| (1) Is diversification  |     |     |     |
| (2) Not diversification   |     |     |     |
| (3) Unsure  |     |     |     |
| Investing all your money among shares in different industries                                   | _ 1 | _ 2 | _ 3 |
| Investing all your money in government bonds  | _ 1 | _ 2 | _ 3 |
| Investing all your money in a technology company that has recently reported very high returns   | _ 1 | _ 2 | _ 3 |
| Investing all your money across different investment choices such as shares, property and cash  | _ 1 | _ 2 | _ 3 |
| Investing all your money in shares in a blue chip company that has performed well over 10 years | _ 1 | _ 2 | _ 3 |
| Investing all your money between two or three fund managers                                     | _ 1 | _ 2 | _ 3 |

ASK IF F28=3

F30. An investment with a high rate of return is more likely to have...

(PLEASE SELECT ONE RESPONSE ONLY)

- |   |      |
|---|------|
| A higher level of risk                      | _ 01 |
| A lower level of risk                       | _ 02 |
| The same level of risk as other investments | _ 03 |
| Unsure                                      | _ 04 |

ASK ALL

F31. How much risk do you associate with each of the following investment types?

Please move your mouse pointer over the investment type for a definition of each investment.

If you are not familiar with the investment type, please select 'not sure'.

(PLEASE SELECT ONE RESPONSE ONLY)

- |   |     |     |     |     |     |     |
|---|-----|-----|-----|-----|-----|-----|
| (6) Not sure  |     |     |     |     |     |     |
| (1) Very low risk   |     |     |     |     |     |     |
| (2) Low risk  |     |     |     |     |     |     |
| (3) Medium risk   |     |     |     |     |     |     |
| (4) High risk   |     |     |     |     |     |     |
| (5) Very high risk  |     |     |     |     |     |     |
| Direct property /real estate investments                                  | _ 6 | _ 1 | _ 2 | _ 3 | _ 4 | _ 5 |
| Bonds/fixed income products   | _ 6 | _ 1 | _ 2 | _ 3 | _ 4 | _ 5 |
| Australian shares   | _ 6 | _ 1 | _ 2 | _ 3 | _ 4 | _ 5 |
| International shares  | _ 6 | _ 1 | _ 2 | _ 3 | _ 4 | _ 5 |
| Derivatives e.g. futures, options, credit-linked notes, warrants and CFDs | _ 6 | _ 1 | _ 2 | _ 3 | _ 4 | _ 5 |
| Cash investments e.g. bank deposits                                       | _ 6 | _ 1 | _ 2 | _ 3 | _ 4 | _ 5 |

F32. Which of the following statements best describes your current financial situation?

(PLEASE SELECT ONE RESPONSE ONLY)

- I never seem to have enough money to cover my expenses \_ 01  
 I manage to meet all my expenses but there's nothing left over  
 to save \_ 02  
 I meet my expenses and have a little bit left over to spend or save \_ 03  
 I comfortably meet my expenses and can easily save or spend if  
 I want to \_ 04

F33. Listed below are a number of statements various people have used to describe their financial situation. Could you please tell us how strongly you agree or disagree with each statement regarding your own financial situation?

- (1) Strongly Agree  
 (2) Agree  
 (3) Neither Agree nor Disagree  
 (4) Disagree  
 (5) Strongly Disagree

- Dealing with money is stressful and  
 overwhelming \_ 1 \_ 2 \_ 3 \_ 4 \_ 5  
 Financially, I like to live for today and not think  
 too much about tomorrow \_ 1 \_ 2 \_ 3 \_ 4 \_ 5  
 Dealing with money is interesting \_ 1 \_ 2 \_ 3 \_ 4 \_ 5  
 I have difficulty understanding financial matters \_ 1 \_ 2 \_ 3 \_ 4 \_ 5  
 I spend a lot of time thinking about financial  
 information before I make a decision \_ 1 \_ 2 \_ 3 \_ 4 \_ 5  
 Nothing I do will make much difference to my  
 financial situation \_ 1 \_ 2 \_ 3 \_ 4 \_ 5  
 I try to stay informed about money matters  
 and finance \_ 1 \_ 2 \_ 3 \_ 4 \_ 5  
 I am too busy to sort out my finances at  
 the moment \_ 1 \_ 2 \_ 3 \_ 4 \_ 5  
 I often buy things on impulse \_ 1 \_ 2 \_ 3 \_ 4 \_ 5  
 My family and friends often come to  
 me for advice about financial decisions \_ 1 \_ 2 \_ 3 \_ 4 \_ 5  
 I am confident when it comes to  
 managing my money \_ 1 \_ 2 \_ 3 \_ 4 \_ 5

F34. Below are some statements people have made about the Australian financial system. Can you please indicate how much you agree or disagree with each of the following?

Please note, the Australian financial system is the system that covers financial transactions and the exchange of money between savers, investors, lenders and borrowers

- (1) Strongly Agree  
 (2) Agree  
 (3) Neither Agree nor Disagree  
 (4) Disagree  
 (5) Strongly Disagree

- The Australian financial system has safeguards  
 to protect people who are treated unfairly • 1 • 2 • 3 • 4 • 5  
 Overall, Australians are treated fairly when they  
 borrow money from banks and other financial  
 institutions • 1 • 2 • 3 • 4 • 5  
 Overall, Australia has a financial system that I  
 feel confident in • 1 • 2 • 3 • 4 • 5

F35. In the past six months, have you had a bad experience or felt unfairly treated by a financial service provider from any of the following areas?

(PLEASE SELECT ALL THAT APPLY)

- Banking, credit or loan provider (bank/credit union/building society, credit card issuer) • 01  
 Accountant or tax • 02  
 Financial adviser • 03  
 Mortgage broker • 04  
 Insurance company • 05  
 Superannuation provider • 06  
 Other (please specify) • 11  
 No, I have not had a bad experience with any of these in the last 6 months • 99

ASK IF F36≠99 (No). SHOW CODES SELECTED IN F36 ACROSS THE TOP (DO NOT SHOW OTHER)

F36. Can you please indicate what bad experiences you have had with each of these financial service providers over the last 6 months? Please note, you can select more than one bad experience for each service provider

(PLEASE SELECT ALL THAT APPLY)

(1) Accountant

(2) Bank

(n) All codes selected at F35

Poor customer service	• 1	• 2	• n
Overcharged or received an unexpected bill or fee	• 1	• 2	• n
I was told something which was untrue/incorrect	• 1	• 2	• n
The service provider didn't take the time to understand my needs	• 1	• 2	• n
Slow response times	• 1	• 2	• n
Other (please specify)	• 1	• 2	• n
None of these			

### SECTION 3: SOCIOECONOMIC CLASSIFICATION

D1. Which of the following best describes your family status?

(PLEASE SELECT ONE RESPONSE ONLY)

Single – living at home with parents	_ 01
Single – live alone	_ 02
Single – live in shared accommodation with other adults (not parents)	_ 03
Single parent with children at home	_ 04
Couple – children at home	_ 05
Couple – no children at home	_ 06
Other (please specify)	_ 07

D2. Do you or your household own your own residence outright, or are you paying it off or renting it?

(PLEASE SELECT ONE RESPONSE ONLY)

Own it outright	_ 01
Paying it off	_ 02
Renting	_ 03
Other (please specify)	_ 04
Don't know	_ 05
I prefer not to say	_ 06

ASK IF D1=5,6

D3. Who would you say mostly manages the day-to-day financial issues for your household?

(PLEASE SELECT ONE RESPONSE ONLY)

I mostly manage the day-to-day financial issues	_ 01
My partner and I jointly manage the day-to-day financial issues	_ 02
My partner mostly manages the day-to-day financial issues	_ 03

ASK IF D1=5,6

D4. Who would you say mostly manages the major financial issues like the mortgage, investments or superannuation?

(PLEASE SELECT ONE RESPONSE ONLY)

I mostly manage the major financial issues	_ 01
My partner and I jointly manage the major financial issues	_ 02
My partner mostly manages the major financial issues	_ 03

ASK IF D1=4,5,7

D5. How many children aged under 18 live in your household?

(PLEASE SELECT ONE RESPONSE ONLY)

1	_ 01
2	_ 02
3	_ 03
4	_ 04
5	_ 05
6	_ 06
7	_ 07
8+	_ 08
None	_ 09



- D6. What is your main working status?  
(PLEASE SELECT ONE RESPONSE ONLY)
- Working full time (35 hours/week or more) \_ 01
  - Working part time (less than 35 hours/week) \_ 02
  - Currently looking for work \_ 03
  - Retired \_ 04
  - Secondary student \_ 05
  - Tertiary student (e.g. university, TAFE) \_ 06
  - Non-worker (i.e. currently not working and not looking for work) \_ 07
  - Home duties \_ 08

ASK IF D6=1-3

- D7. Have you changed jobs in the past 6 months?  
(PLEASE SELECT ONE RESPONSE ONLY)
- Yes \_ 01
  - No \_ 02

ASK IF D7=1

- D8. When you last changed your employer, which of the following best describes what you did when selecting a superannuation fund for your superannuation to be paid into?  
(PLEASE SELECT ONE RESPONSE ONLY)
- I stayed with a fund I had prior to joining my new employer \_ 01
  - I chose a new fund that was not offered by my current employer \_ 02
  - I went with the fund my current employer offered \_ 03
  - I am not entitled to superannuation in my current role \_ 04
  - I did something else \_ 05
  - Not sure \_ 06

ASK IF D8=1,2,3 or 5

- D9. And when you made the decision about where your superannuation would be paid into, did you do any of the following?  
(PLEASE SELECT ALL THAT APPLY)
- Compared super funds by using an online comparison webpage \_ 01
  - Compared super funds by reading their Product Disclosure Statements (PDSs) \_ 02
  - Sought professional financial advice on my super fund choices \_ 03
  - Sought informal financial advice on my super fund choices (e.g. from family or colleagues) \_ 04
  - None of these \_ 06

ASK IF D6=1-3

- D10. Which of the following best describes your main occupation?  
(PLEASE SELECT ONE ONLY)
- EXAMPLES
- Senior Managers/Leaders/Qualified Professional Chief Executives, General Managers, Directors, Sector Heads, School Principal/Dean, Divisional Manager, Specialist Manager, accountants, auditors, doctors
  - Other business managers, arts/media/sportsperson and associate professionals Arts and Media Professionals, Business, Human Resource Professionals, Small business owners, Design, Engineering, Science and Transport Professionals, Education Professionals, Health Professionals, Legal professionals, restaurant managers, data analysts
  - Technicians and Trades Workers/ Clerks and skilled office workers/Service staff Engineering, ICT and Science Technicians, Automotive and Engineering Trades Workers, Construction Trades Workers, Electrotechnology and Telecommunications Trades Workers, Food Trades Workers, Skilled Animal and Horticultural Workers, Other Technicians and Trades Workers), office sales staff, service workers, travel agents, secretaries, personal assistants, book keeper, payroll clerk, flight attendant, fitness instructor, parking inspector
  - Machinery Operators, Drivers, labourers, assistants Machine and Stationary Plant Operators, Mobile Plant Operators, Road and Rail Drivers, Store persons, Cleaners and Laundry Workers, Construction and Mining Labourers, Factory Process Workers, Farm, Forestry and Garden Workers, Farm, Forestry and Garden Workers, Other Labourers, retail sales assistant, shelf stacker
- Senior Managers/Leaders/Qualified Professionals \_ 01
  - Other business managers, arts/media/sportsperson and associate professionals \_ 02
  - Technicians and Trades Workers/Clerks and skilled office workers/ Service Staff \_ 03
  - Machinery Operators, drivers, labourers, assistants \_ 04

- D11. What is the highest level of education you have completed?  
(PLEASE SELECT ONE ONLY)
- Some primary school \_ 01
  - Finished primary school \_ 02
  - Some secondary school \_ 03
  - Some TAFE \_ 04
  - Finished TAFE \_ 05
  - Finished/Now studying HSC/VCE Equiv. \_ 06
  - Some university training \_ 07
  - Tertiary Diploma \_ 08
  - Now at university \_ 09
  - Undergraduate university degree \_ 10
  - Postgraduate university degree \_ 11
- D12. Is English your main language spoken at home?  
(PLEASE SELECT ONE RESPONSE ONLY)
- Yes \_ 01
  - No \_ 02

ASK IF D12=2

- D13. Please can you tell us what your main language spoken at home is?  
(PLEASE SELECT ONE ONLY)
- Arabic \_ 01
  - Bengali \_ 02
  - Cantonese \_ 03
  - Chinese \_ 04
  - Chinese (other) \_ 05
  - Croatian \_ 06
  - French \_ 07
  - German \_ 08
  - Greek \_ 09
  - Hindu-Urdu \_ 10
  - Hungarian \_ 11
  - Indonesian \_ 12
  - Italian \_ 13
  - Japanese \_ 14
  - Korean \_ 15
  - Macedonian \_ 16
  - Malay \_ 17
  - Maltese \_ 18
  - Mandarin \_ 19
  - Marahi \_ 20
  - Portuguese \_ 21
  - Polish \_ 22
  - Punjabi \_ 23
  - Russian \_ 24
  - Samoan \_ 25
  - Serbian \_ 26
  - Spanish \_ 27
  - Sudanese \_ 28
  - Tamil \_ 29
  - Thai \_ 30
  - Turkish \_ 31
  - Ukrainian \_ 32
  - Vietnamese \_ 33
  - Other (please specify) \_ 34

- D14. Into which of the following income brackets does your total personal annual income before tax fall? It does not matter if you do not know the exact amount, we are interested in your approximate level of income.  
(PLEASE SELECT ONE RESPONSE ONLY)
- Under \$6,000 \_ 01
  - \$6,000 - \$9,999 \_ 02
  - \$10,000 - \$14,999 \_ 03
  - \$15,000 - \$19,999 \_ 04
  - \$20,000 - \$24,999 \_ 05
  - \$25,000 - \$29,999 \_ 06
  - \$30,000 - \$34,999 \_ 07
  - \$35,000 - \$39,999 \_ 08
  - \$40,000 - \$44,999 \_ 09
  - \$45,000 - \$49,999 \_ 10

\$50,000 - \$59,999	_ 11
\$60,000 - \$69,999	_ 12
\$70,000 - \$79,999	_ 13
\$80,000 - \$89,999	_ 14
\$90,000 - \$99,999	_ 15
\$100,000 - \$119,999	_ 16
\$120,000 - \$139,999	_ 17
\$140,000 - \$149,999	_ 18
\$150,000 or more	_ 19
I prefer not to say	_ 98
I don't know	_ 99

ASK IF D14=98 OR 99

D15. Could you tell us whether your income would be over \$50,000 or under \$50,000 per annum?

(PLEASE SELECT ONE RESPONSE ONLY)

Under \$50,000	_ 01
\$50,000 or more	_ 02
I prefer not to say	_ 03

D18. What is the main source(s) of your personal income?

(PLEASE SELECT ALL THAT APPLY)

Wages and salaries	_ 01
Business income (own unincorporated business)	_ 02
Government benefits, pensions and allowances	_ 03
Superannuation/annuity/allocated pension	_ 04
Other income	_ 05
Nil (no income)	_ 06
I don't know	_ 07

ASK IF D18=3

D19. Are the Government benefits, pensions and allowances more than half (50%) of your personal income?

(PLEASE SELECT ONE RESPONSE ONLY)

Yes	_ 01
No	_ 02
I prefer not to say	_ 03

D16. Into which of the following income brackets does your approximate household income before tax fall? It does not matter if you do not know the exact amount, we are interested in your approximate household income.

(PLEASE SELECT ONE RESPONSE ONLY)

Under \$6,000	_ 01
\$6,000 - \$9,999	_ 02
\$10,000 - \$14,999	_ 03
\$15,000 - \$19,999	_ 04
\$20,000 - \$24,999	_ 05
\$25,000 - \$29,999	_ 06
\$30,000 - \$34,999	_ 07
\$35,000 - \$39,999	_ 08
\$40,000 - \$44,999	_ 09
\$45,000 - \$49,999	_ 10
\$50,000 - \$59,999	_ 11
\$60,000 - \$69,999	_ 12
\$70,000 - \$79,999	_ 13
\$80,000 - \$89,999	_ 14
\$90,000 - \$99,999	_ 15
\$100,000 - \$119,999	_ 16
\$120,000 - \$139,999	_ 17
\$140,000 - \$149,999	_ 18
\$150,000 - \$179,999	_ 19
\$180,000 - \$199,000	_ 20
\$200,000 or more	_ 21
I prefer not to say	_ 98
I don't know	_ 99

ASK IF D16=98 OR 99

D17. Could you tell us whether your household income would be over \$100,000 or under \$100,000 per annum?

(PLEASE SELECT ONE RESPONSE ONLY)

Under \$100,000	_ 01
\$100,000 or more	_ 02
I prefer not to say	_ 03

D20. What is the main source(s) of your household income?

(PLEASE SELECT ALL THAT APPLY)

- |   |      |
|---|------|
| Wages and salaries                            | – 01 |
| Business income (own unincorporated business) | – 02 |
| Government benefits, pensions and allowances  | – 03 |
| Superannuation/annuity/allocated pension      | – 04 |
| Other income                                  | – 05 |
| Nil (no income)                               | – 06 |
| I don't know                                  | – 07 |

ASK IF D20=3

D21. Are the Government benefits, pensions and allowances more than half (50%) of your household income?

(PLEASE SELECT ONE RESPONSE ONLY)

- |                     |      |
|---------------------|------|
| Yes                 | – 01 |
| No                  | – 02 |
| I prefer not to say | – 03 |

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