



FSC-CBA Older Workers Report

Results of the National Survey
on Attitudes to Older Workers

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FSC Introduction

The FSC CBA Older Workers Report provides an important benchmark on the attitudes of older Australians to their work and how valued they are by their employers and colleagues.

This year, the study has shown there is a significant shift in how employers are embracing older workers for their skills and experience and are beginning to introduce programs to train and retain mature staff.

Older workers – those aged between 50 and 74 – make up a significant number of the 11.5 million Australians in the workforce. The workplace can benefit greatly from the knowledge and skills they bring for training and mentoring younger staff and for their broad range of work and life skills.

The research shows that most people want and need to work longer for financial security and importantly, they are happy to stay in the workforce if they feel they

are making a contribution. They also cited flexible work arrangements as an important incentive to continue to work.

The 2015 Intergenerational Report released by the Federal Treasurer earlier this year made it clear that Australians will be living longer than ever. Because of this, retirement at 60 – unless it is due to poor health or caring responsibilities – is beginning to seem redundant.

Sustaining a comfortable retirement is top-of-mind for older workers. Each additional year we work beyond retirement age adds \$200 billion to national retirement savings. And work delivers flow on effects to the economy through taxes, productivity, and higher levels of consumer spending.

It is encouraging to see that age discrimination in the workplace is decreasing. Thirteen per cent of respondents in this year's survey reported age-related discrimination because they were over 50 – a significant halving of the 2012 response of 28 per cent.

The 2015 FSC CBA Older Workers Report strongly indicates that the time is right for employers, employees and Government to embrace strategies, policies and programs to enable older Australians to continue to contribute to the workforce.



Sally Loane

Chief Executive Officer
Financial Services Council

CBA Introduction



Nicolette Rubinsztein

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Australia's population is going through an unprecedented change. As our demographics shift – more Australians are falling into the category of older workers and the traditional perceptions of older workers are changing.

We're living longer, baby boomers are retiring in greater numbers, and Generation X is on the cusp of being classified as older workers. The debate around Australia's budget has put the focus firmly on the sustainability of our age pension system and, specifically, on how we can encourage Australians to have happier and longer working lives.

The FSC-CBA Older Workers Research Report shows the changing landscape looks positive with older workers more optimistic about continuing to work and people retiring when they feel more financially secure.

But it is important to recognise that every person has their unique journey and there is no 'one-size-fits-all' approach. The report highlights that older workers have varied reasons for continuing to work such as personal enjoyment, a sense of belonging or saving enough money to retire.

Importantly, older workers are experiencing fewer barriers to achieving these goals and are feeling more valued and supported in the workforce. More flexibility in the workplace is an influential factor to keep older workers in the workforce with over half of the respondents in the survey choosing part-time work as a preference for ongoing employment.

Australians attitudes towards retirement are also changing. No longer is the road to retirement such a defined path but providing older workers with the support and flexibility to continue work will allow them to retire at a time that is right for them and for reasons they choose.

Australia's retirement market is expected to grow by \$1 trillion over the next ten years and superannuation continues to be the largest component of retirees' assets, aside from their own home. Supporting older workers in the workforce is paramount to addressing our longevity challenges and maintaining the health of our retirement system.

Report Highlights

Attitudes towards working

71%

have no concerns about being in the workforce

72%

are keen to keep working regardless of their financial situation

Why older workers continue working



38%

Financial security



23%

Not enough money to retire



15%

Personal enjoyment

Flexibility & willingness to work

Over **25%** would like to continue working for **10** more years

Another **25%** want to work for **5+** years

1 in **3** older Australians say flexibility in the workplace will encourage them to continue working



Attitudes towards retirement



66% believe they have enough funds for retirement

Main reasons for retirement



28%

Financially secure



23%

Health reasons



14%

Redundancy

Barriers to working



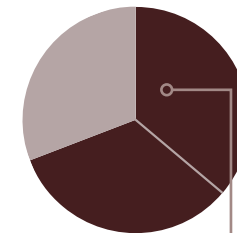
49%

experienced no barriers to continue working past 50

13%

claimed they'd been discriminated against because they were 50+ down from **28%** in 2012

Job transitions & redundancy



69%

have not applied for a new job since turning 50

Of this group, **52%** haven't applied for another job because they're still enjoying their current role

Executive Summary

In 2015, Australia's workforce landscape has never looked more age diverse. Our ageing population is healthier and more active than any generation before it and structural changes are taking place that make it increasingly easier for older workers to participate in the workforce.

According to this year's Intergenerational Report, participation rates among those aged 65 and over are projected to increase from 12.9 per cent in 2014-15 to 17.3 per cent in 2054-55.

While by global standards this rate is relatively low, this growth will have significant implications on the age structure of the workforce. Australia's overall workforce participation rate is about to start falling dramatically, with over one million Australians intending to retire in the coming decade, but the proportion of older workers is going to rise.

Experts continually assert that an ageing workforce is a good thing, as the future of our economy depends on people working much later into their lives. In recent years we have also observed unprecedented shifts in how society values older workers, as employers are increasingly embracing the unique skills that older workers contribute.

But now, as our mature age workforce sits on the cusp of a new generation, Generation X, it has never been more timely to explore the older worker experience of the labour market and what changes are taking place that foster or impede their participation.

This important study, now in its third year, explores public attitudes towards Australia's mature age workforce, from the perspective of employers and older workers themselves. This report details the findings from a national quantitative telephone survey of n=500 respondents aged between 50 and 75 years in July 2015 and ten qualitative in-depth interviews conducted with employers and human resource managers across a range of sectors, including engineering, retail, hospitality and professional services.



Older workers are increasingly valued by both government and business

At the policy level, the Federal Government has made clear that our nation needs older workers to ensure they can sustain an income and achieve a comfortable retirement without placing significant strain on the public purse. The economic argument to maintain the participation of older Australians in the workforce is strong, as the benefits to the economy, community and their wellbeing are indisputable.

This year's research found that employers around the country are increasingly embracing age diversity in the workplace for reasons other than macroeconomic benefits.

According to CEOs and human resource managers at some of the country's top tier firms, older workers are valued for the extensive skills and knowledge they can contribute to their organisations. The wealth of knowledge they have accumulated during their years in the workforce makes them uniquely placed to mentor teams of younger staff through skills training or support them through periods of change, such as economic downturns.

“*As a knowledge-based organisation the wealth of experience and skills the older group brings with them is vitally important. The way we train our graduates shows the real value of the experience of the older member of the workforce. They also have longevity of client relationships that has a positive impact on our ability to generate work, to obtain and grow a client base.*”

HR, legal sector

“*Quite often some of the younger people in an organisation have never lived through a recession, so despite being very smart about what it might look like, they've never actually had to do it, whereas older people have lived through it, so a real advantage is frankly that older workers have been there in good times and bad and know what works and didn't work and can apply that.*”

HR, professional services sector

“*What I've found with some of the older workers who have been in the industry for a long time, they're able to, in most cases, develop their staff and train them more effectively, than say a younger manager who may have not had that background.*”

HR, hospitality sector

Many organisations around the country are taking significant steps to ensure their workplaces are ready to tap into these resources and meet the needs of its older workers.

Age-friendly recruitment practices, mentorship programs, whole-of-company educational programs and flexible working arrangements are just some of the ways organisations are changing and adapting.

“ *We are always working on building inclusion and building diversity into the business. We understand the importance of having a diverse range of people in the workforce.* ”

Partner, legal sector

More and more employers are aware that letting older workers slip away into early retirement means the loss of significant amounts of experience and intellectual capital that cannot be easily replaced.

“ *We are implementing agile working policies. We have some people who are over 50 and they work four days a week and do more flexible hours, come in later and leave earlier.* ”

HR, PR sector

“ *We are looking at our employment value proposition across the board, and present our employment in different ways linked to stage of life. For example, what might I be looking for typically as I enter the workforce, or at the other end, am I considering part time work or a transition to retirement through superannuation?* ”

HR, retail sector

Attitudes towards working have improved



This year's survey revealed that the majority of older workers have no concerns about being in the workforce (71%) and are happier to continue working (up from 53% in 2012 to 72% in 2015).

Although financial security is a major reason older workers continue to keep working, job satisfaction is a key driver of remaining in employment for over half of older workers. In fact, less than a third of older workers have applied for a new job since turning 50, indicating relative job stability amongst this cohort.

“ I’m not very keen on retirement so my default is to keep working until I can’t or other interests take over. I have no ambitions to start something else yet. ”

“ I have no retirement aspirations. I am happy to continue to go on as I am, as long as the organisation I am working for believes I contribute to their success and I am still enjoying what I am doing. ”

The survey found older workers would like to work an average of 6 years longer regardless of their financial situation, while around one quarter (27%) would like to work for ten years or more. One in three 60-64 year olds expects to work for another five years longer but only 10% expect to work for another ten years. While the willingness to keep working drops off slightly with age, over half of older workers 70 to 75 expressed some level of interest in working.

It appears that a sense of enjoyment and desire to contribute to the workforce and/or community are major influencers of older worker job satisfaction and overall happiness. Being more fit and active than any previous generation is also likely to have significant bearing on willingness to work, as is the desire to keep their minds active doing something they enjoy.

Even when asked about their retirement aspirations, several respondents in the sample said work was part of their plans.

Financial security and flexibility

Although they are happy to continue working, the research also shows that the majority of older workers (61%) are predominantly working for financial security or to secure enough funds for their retirement. This figure remains stable since last year, and points to the fact that financial security is a top-of-mind issue for many older workers.

Interestingly, while they work mostly for financial reasons, when it comes to the factors that would most encourage them to continue working, over one third of the sample (36%) felt that more flexibility in the workplace (both hours and remuneration) would be the most influential factor. Less than one in five said financial incentives would encourage them the most.

Yet, despite this desire for flexibility, older workers continue to feel that they should not have to take pay cuts to stay employed, expecting the same or higher salary levels than equivalent younger employees. Forty-one percent of respondents said they expect to be paid exactly the same as any equivalent younger employee, while the same proportion (41%) expect to be paid more because of their experience and knowledge.

Flexible working arrangements clearly have an important role to play in encouraging mature age Australians to stay in the workforce, allowing them to maintain a healthy work/life balance that provides the freedom and financial means to attend to their personal health and family needs.

Certainly the fact that many older workers are happy to continue working says something positive about the environments in which they work. This could be a very encouraging sign that workplaces are becoming more flexible and age-friendly to encourage older workers to stay.

“*They generally look through a traditional lens, generally at full-time work. But we would like them to think along the lines of more flexible hours, acting as a mentor to staff as time moves on.*”

HR, retail sector

“*Flexibility with work – having the ability to take time off from work for quality time with family without the loss of my job.*”

“*Being comfortable in my job and income security. Also have flexibility in hours that I work.*”

Older workers' attitudes towards retirement

Not surprisingly, the key reason older workers retire is because they feel financially secure enough, followed by health reasons. Two thirds of older workers (65%) were satisfied they had sufficient funds put aside to provide comfortably for their retirement. This is consistent with 2014 levels, however significantly higher than the 2012 results where overall satisfaction with retirement savings was below 50%, an indication that the investment landscape has improved since 2012 and workers are becoming more aware of retirement savings.

Older workers between 60-64 years are most likely to retire because they're financially secure enough, however once older workers reach 65 the key reason for retirement is health reasons (35%).

Interestingly older workers between 50-54 are most likely to retire to spend more time with family and friends, while 60-64 year olds are most likely to retire to pursue hobbies and interests. Once over 70, the key reason for retiring is feeling financially secure enough (28%).

Here are some quotes from older workers on their retirement aspirations.

“ I would like to have more time for community work – mostly with empowering men in developing countries and educating youth. ”

“ Financially secure. Living in my house, paid off and in a location I would like to live in. ”

“ It's important to me to keep working but I'd like to travel. I travel for work and I would like to discover more of the opportunities Australia has to offer. ”

“ I'm happy babysitting for my children and just doing the average cooking for dinner. Sometimes I help other people out and at the church. Volunteer at funerals and baking. I like to go on a holiday every now and again. ”

Barriers to working are eroding

From a macro perspective it appears the circumstances are just right to promote the workforce participation of mature age Australians. Our economy needs them to, employers increasingly want them to and more and more of them are aspiring to. But it is important to dig a little deeper to explore the barriers and opportunities that surround their ability to work.

The good news is that age discrimination in the workplace is decreasing. This year's survey found a consistent and significant decrease in the proportion of older workers who claim they have been discriminated against in the workplace because they were over 50. The figure has more than halved since 2012 when 28% of respondents reported age-related discrimination at work down to 13% for the most recent study.

The vast majority have also not observed age-related discrimination towards another co-worker.

Nearly half of those surveyed (49%) have experienced no barriers to continue working. One in five has experienced health-related barriers and just 7% say lack of jobs is a barrier to employment.



Job transitions and dealing with redundancy

Barriers mostly come to the fore when it comes to job transitions, and more specifically with regard to perceived job prospects following redundancies.

Seventeen percent of the older worker sample said they had been made redundant at some point or another since turning 50, and males were significantly more likely to have been made redundant than females.

This could be attributable to the fact that the men in the sample were more likely to be in a managerial position with greater expectation and responsibility placed upon them.

The majority of those who looked for a job after being made redundant said they found it difficult. While the sample size of this group is not large enough to make conclusions about the degree of difficulty surrounding job prospects for older workers (either perceived or real), this does align with the findings from the Household, Income and Labour Dynamics Australia (HILDA) Survey 2015 that, in the event of job loss, those aged over the age of 55+ have significantly lower perceived chances they are able to obtain another job as good as the current job.

“ *When older workers are retrenched it can be very sudden. It affects mental health, so being aware of these things, and having gradual programs, knowing someone is going to retire, you can talk about transitions.* ”

HR, legal sector

“ *There is an unconscious bias, they might be a bit inflexible, they've done things a certain way and they're unable to adapt to change.* ”

HR, engineering sector

Labour market barriers aside, both these findings tell a great amount about how mature-age workers view themselves and their own 'market value', especially following the setback of redundancy. The effects of redundancy or job loss to self-confidence can be devastating, long-lasting and extremely costly, to the extent that it can prevent mature age workers from taking any steps to enter the workforce again. To this end, self-confidence that one is able and valuable is critical to assuring the continued participation of older Australians in the workforce.

To add to the challenge, while many companies embrace diversity and value the contribution and skills of their older employees, there continues to be entrenched negative views of the skills and capacity of older workers across many organisations and sectors. While it is illegal to discriminate on the basis of age, competition can be tough and, more often than not, older candidates lose out to younger, more dynamic and flexible contenders.

As with last year's study, employers noted that older workers can sometimes struggle to keep pace with technological advancements in the workplace. This is not uniformly a problem, however, and often older workers do possess both the technical ability and willingness to learn and adapt. The key is to promote a happy balance of an older workforce who can contribute their years of experience and knowledge and still have a desire to keep pace with modern work practices.

“ *I think it's in the technology side of things where I've seen the gap. When we're introducing new forms of technology, in some cases the older generation are finding it more difficult to cope with the changes in technology, even as simple as when we went to online employee change forms and they were used to the paper format. We found it quite difficult to train them and say 'Ok, it's all online.'* ”

HR manager, hospitality sector

“ *One of the challenges is balancing out the understanding of newer technology implications around business and business strategy with the requirement to have people who have been around for a long time.* ”

HR, executive recruitment sector

“ *People need to keep pace, or fall behind. Those who want to stay up with the technology need help to keep pace. Employers need to make available training programs for older workers.* ”

Partner, legal sector

Structural changes are needed

This year's research shows we are definitely in the midst of a cultural shift. With work-related age discrimination declining, older workers feeling more willing than ever to continue working and strong signs that employers are implementing flexible, age-friendly work practices, one can argue the circumstances have never been better for older Australians to remain in the workforce.

But while the business case and benefits for wellbeing at the individual and community level are clear, significant barriers to workforce participation remain.

Negative attitudes towards older workers continue to persist within workplaces, and some signs point to decreased self-confidence amongst mature-age workers, particularly following redundancy or job loss.

What we can learn from this is the importance of education and challenging entrenched, ageist stereotypes that exacerbate self-doubt and discourage older workers to remain in employment.

For employers it is imperative to create environments that promote age diversity and place emphasis on the value that older employees bring to the organisation.

This can be achieved through mentorship programs, fair and age-inclusive recruitment practices, anti-discrimination policies and restructuring work practices to accommodate for the needs of older workers (e.g. flexible hours or working from home).

However, it is not enough for employers and the under 50 workforce to create age-inclusive environments. Equally important is for the older workers themselves to work on and maintain their own self-worth and confidence in their skills and employability.



Older workers need to recognise the value and irreplaceability of experience and transferability of skills. Most workers today go through more than one career in their lifetime, but encouraging older workers to shift gear completely and try something new can be a big ask.

A social, cultural and institutional change is necessary to ensure organisations, society and older workers themselves shift their thinking on the significant value of older workers to the country. A shift of this kind will require support from business, government and the greater community. Fortunately, it appears we are well on our way to achieving that.

“ *There has to be a future where older workers have the same opportunities as any other worker. We are facing a time where employees will work longer, and organisations need to be flexible in terms of what their needs are. We also need to recognise they have that mastery and build their profile in the organisation. I think a lot of older workers don't maximise their potential. If we can draw on that experience and help them develop their profile, not only will it help their professional development but it also means that younger workers get more exposure.* ”

HR, engineering sector

“ *The whole population is getting older. We all will have to work longer. My feeling is that we won't be using the term 'older worker' in 10–20 years time. We'll all just be 'workers'.* ”

HR, IT sector

“ *I think it's really an education piece. It shouldn't matter how old someone is, it's whether they can do the job or not, and I think unless people are educated about that, older workers will in some industries face a problem.* ”

HR, hospitality sector

“ *The reality is that we have an ageing population. There has to be recognition of need to engage older workers. We are going to face pressures on social infrastructure without their participation.* ”

Partner, legal sector

“ *Older workers are going to have to become more mobile in how they work, as opposed to that traditional 9–5 working at your desk. The workplace is going to become quite fluid, so working from home, working in different locations at different times. I think the workforce will become more progressive in terms of the working environment.* ”

Partner, PR sector

Research Objectives & Background

The Financial Services Council has been measuring attitudes to Australia's older workers since 2012

The current study conducted by independent social and market research company Kreab Research continues to track how older workers view their current employment, the issues they face in the future and also how employers value their contribution.

With a number of government enquiries and reviews including the Intergenerational Report and the Re:think tax discussion paper reviving conversations about retirement age, superannuation tax concessions and the older workers' role in increasing national productivity, the current study provides an opportunity to refresh these insights to reflect recent trends and to explore new topical areas.

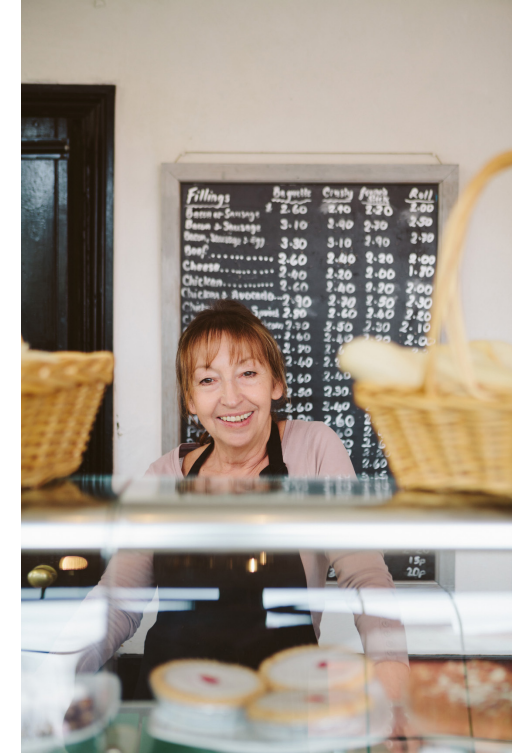


This Report

This report presents the findings from the current 2015 study and where possible compares these results from the 2012 and 2014 surveys

De-identified quotes from the industry interviews have also been included. For some questions percentages will sometimes not add to 100% due to rounding.

In preparing this report we have presented and interpreted information that we believe to be relevant for completing the agreed task in a professional manner. It is important to understand that while we have sought to ensure the accuracy of all the information incorporated into this report, information has been gathered through a sample based survey of the population and qualitative interviews and is therefore an estimate of community and industry sentiment. Margins of error at the 95% confidence level have been shown.



All significant differences reported are significant at the 95% level.

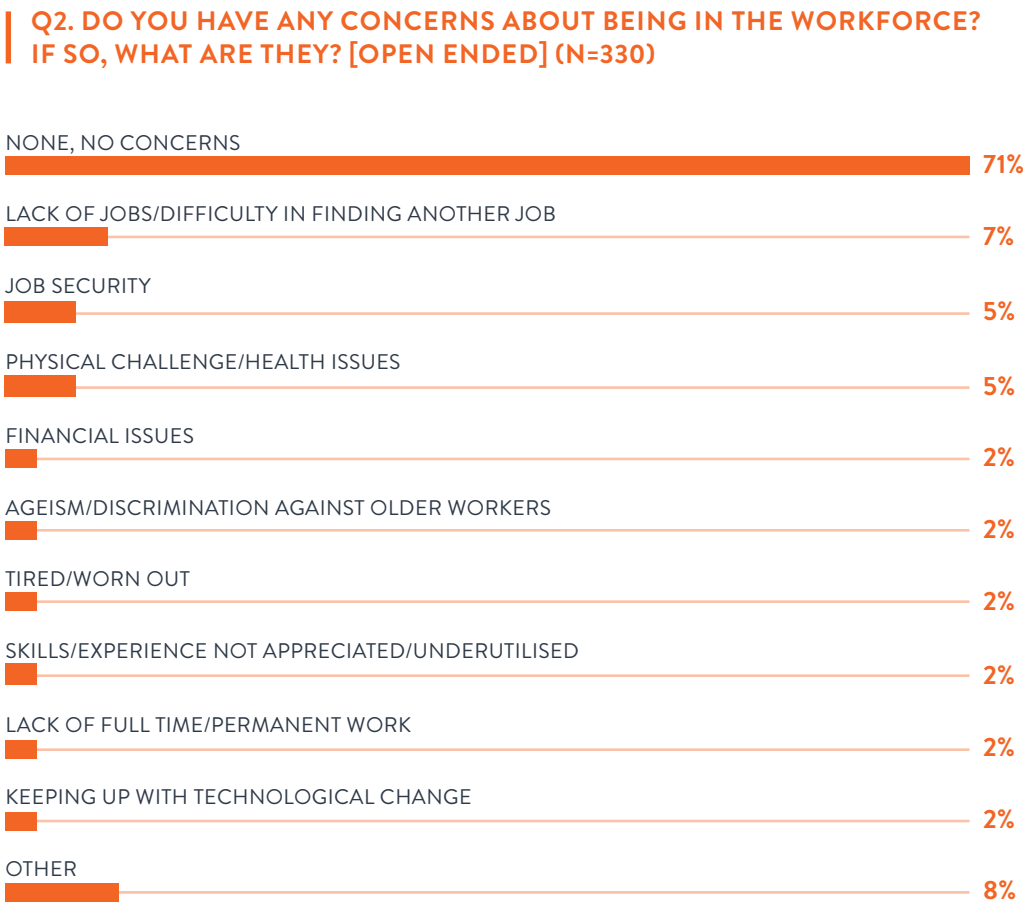
Where we have made assumptions as a part of interpreting the data incorporated in this report, we have sought to make those assumptions clear. Similarly, we have sought to make clear where we are expressing our professional opinion rather than reporting findings. Please ensure that you take these assumptions into account when using our report as the basis for your decision-making.

This project was conducted in compliance with AS: ISO20252:2012 guidelines.

Attitudes to Employment

Older workers have generally low concerns about being in the workforce

A large majority of older worker respondents said they did not have any unprompted concerns about being in the workforce (71%). Of the 29% who did have concerns a range of responses were given from issues around job security and finding another job (5% and 7%), health and financial issues (5% and 2%). Only 2% of the sample said age discrimination was a major concern about being in the workforce.

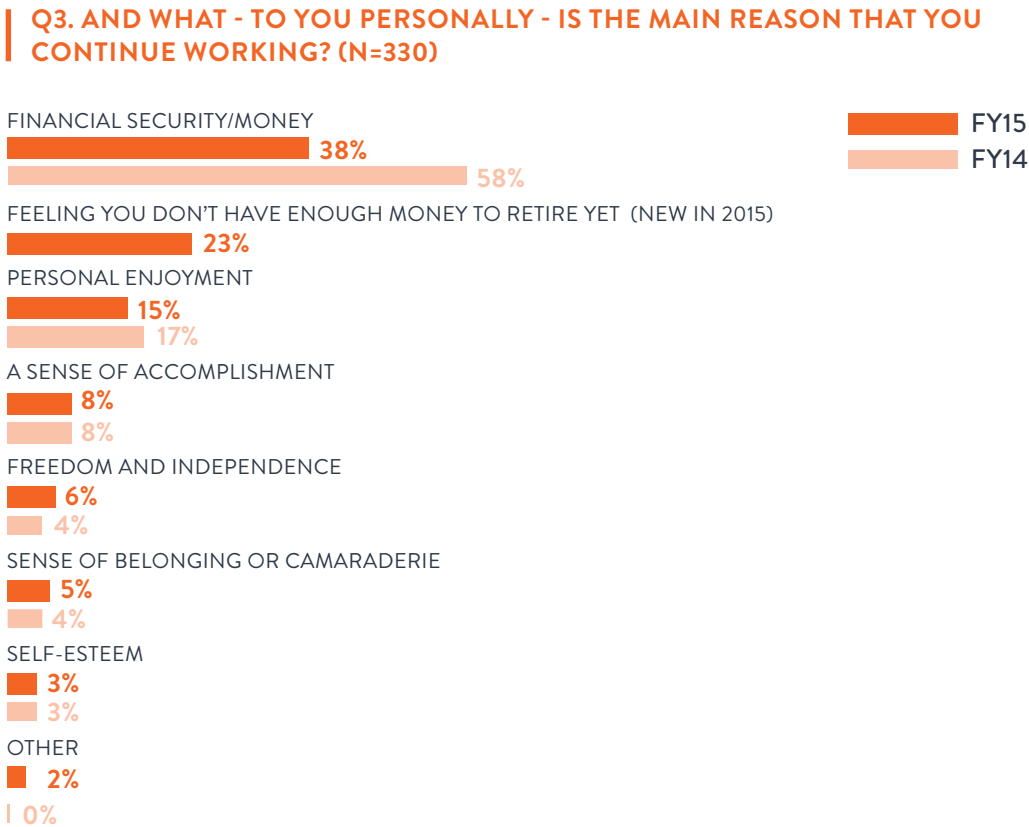


Financial security is still the main reason for working, especially for those aged 50 to 59

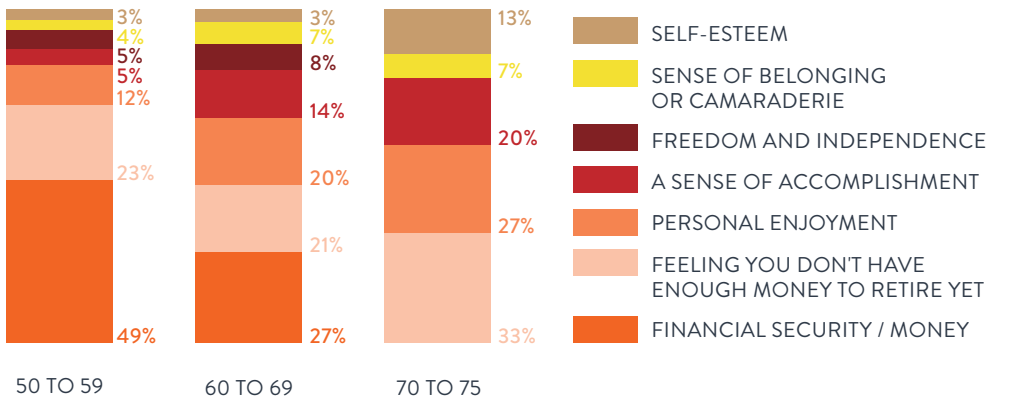
For 38% of the sample financial security was the main reason they kept working. Another 23% also said they don't feel they have enough money to retire yet (NB. This response option was first included in the current study. Combining both these results shows around 50% of the older worker sample keep working for financial reasons, on par with the 58% from 2014).

Other reasons around personal enjoyment (15%), feeling a sense of accomplishment (8%) and freedom and independence (6%) were similar to the 2014 study.

Financial security as a reason to keep working was especially prevalent amongst older workers 50 to 59 years old, as the chart below shows.



REASONS FOR WORKING BY AGE

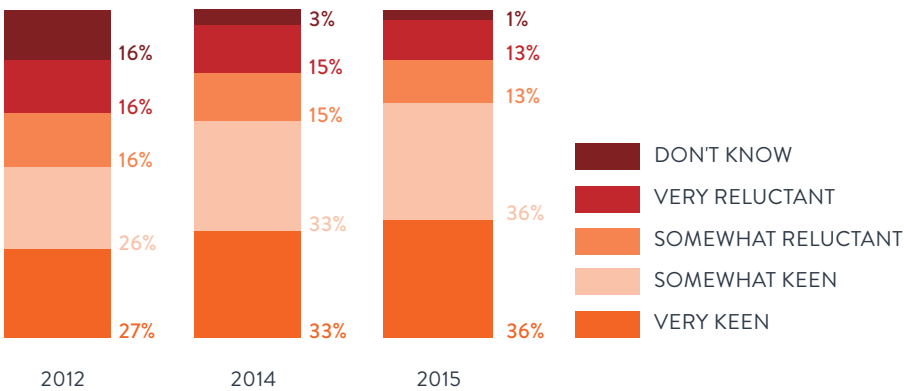


Willingness to keep working has increased

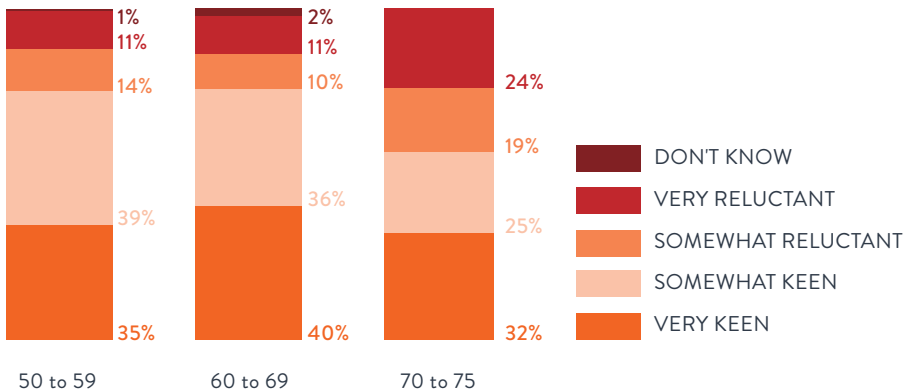
There has been a slight increase in the percentage of older workers who say they are keen to keep working regardless of their financial situation. In 2015, 72% said they were keen to keep working (36% very keen, 35% somewhat keen), compared with 66% in 2014 (33% very keen, 33% somewhat keen).

This willingness to keep working drops off slightly with age, although 57% of those 70 to 75 years still did express some level of keenness to keep working (32% very keen, 25% somewhat keen).

Q6. EVEN IF YOU ARE RETIRED AND REGARDLESS OF YOUR FINANCIAL SITUATION, HOW KEEN WOULD YOU BE TO CONTINUE WORKING FOR AS LONG AS YOU FEEL WILLING AND ABLE? (N=500)



WILLINGNESS TO WORK BY AGE

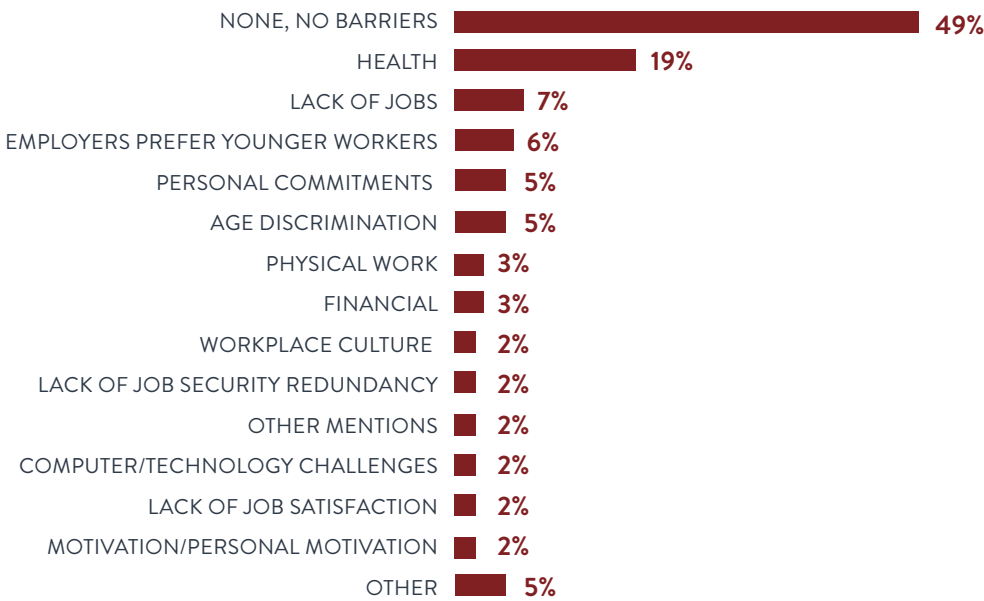


Barriers to Working

Almost half experience no barriers, one in five experience health barriers

Half the sample (49%) claimed there were no barriers to them keeping working since turning 50. The main barrier mentioned was health (9%) followed by lack of job prospects (7%). Age discrimination related issues were generally low and consistent with the other findings, with 6% claiming that their employers prefer younger workers and another 5% saying that age discrimination was a barrier.

Q5. WHAT, IF ANYTHING, WAS/IS THE BIGGEST BARRIER FOR YOU TO CONTINUE TO WORK SINCE TURNING 50? [OPEN ENDED] (N=500)



Job Transitions

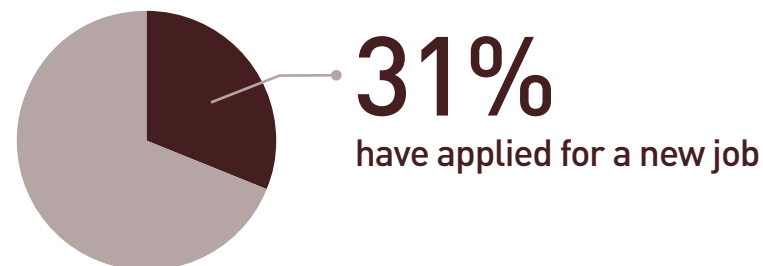
Most older workers have not applied for a new job since turning 50

Just under one third of the sample (31%) had applied for a new job in another organisation at the age of 50 or over. There were no significant age differences in this rate of job applications, although males were significantly more likely to have applied for a new job than females (39% to 26%).

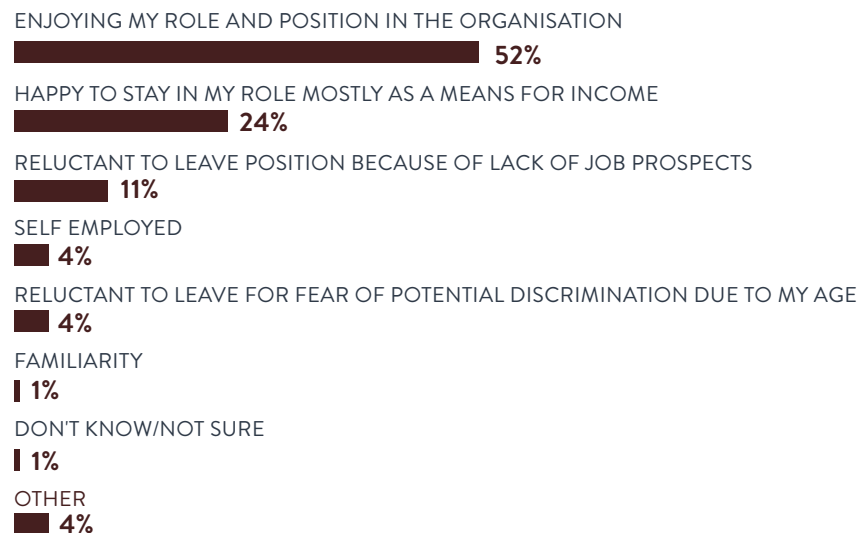
Majority of those who stay in role enjoy their role

Although financial security is a major reason older workers say they keep working, job satisfaction also remains a key driver with 52% of those who have not applied for a new job saying that enjoying their role was the main reason they decided to stay where they are. This finding was consistent across gender and age groups.

Q7. WHILE STILL EMPLOYED, HAVE YOU EVER APPLIED FOR A NEW JOB IN ANOTHER ORGANISATION AT THE AGE OF 50 OR OVER? (N=500)



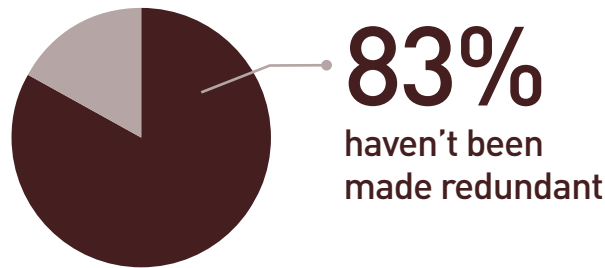
Q9 - IF NO, WHAT WAS THE MAIN REASON YOU DECIDED TO STAY IN THAT ROLE? (N=450)



Just under a fifth of older workers had been made redundant, males more likely

Seventeen percent of the older worker sample said they had been made redundant since turning 50. This level was consistent across age groups, although more prevalent amongst males (23%).

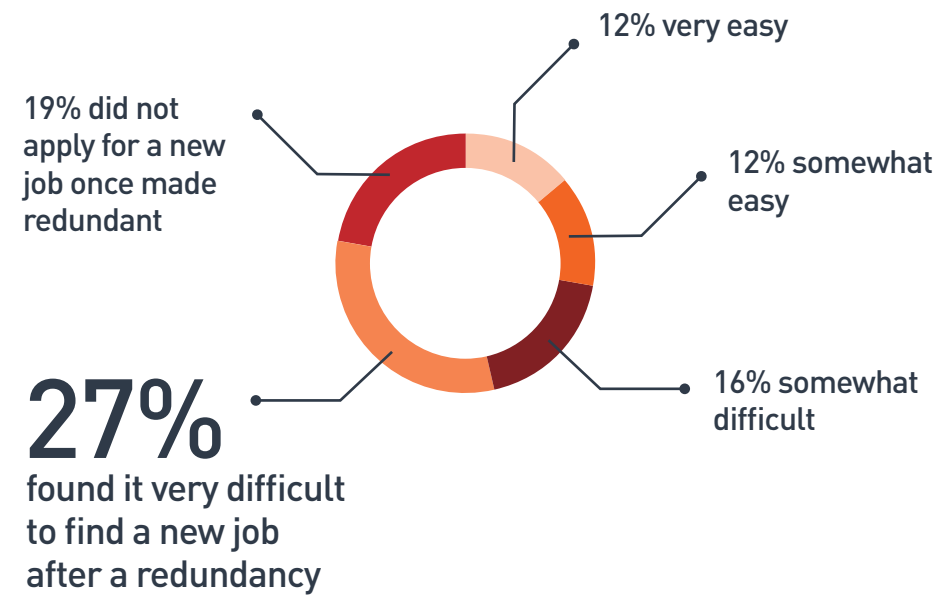
Q10 - HAVE YOU EVER BEEN MADE REDUNDANT WHEN WORKING AT THE AGE OF 50 OR OVER? (N=500)



Difficulty in finding new job once made redundant

Finding a new job was generally seen as more difficult for those made redundant (27% very difficult and 16% quite difficult), while around one quarter said they found it easy (12% very easy and 12% somewhat easy). There were no major age differences in these figures, although females were more likely than males to not apply for a job once they were made redundant (28% to 17%). (NB these results based on a small sample so should be viewed with caution).

Q11 - IF YES, HOW EASY OR DIFFICULT WAS IT TO FIND A NEW JOB? (N=86)



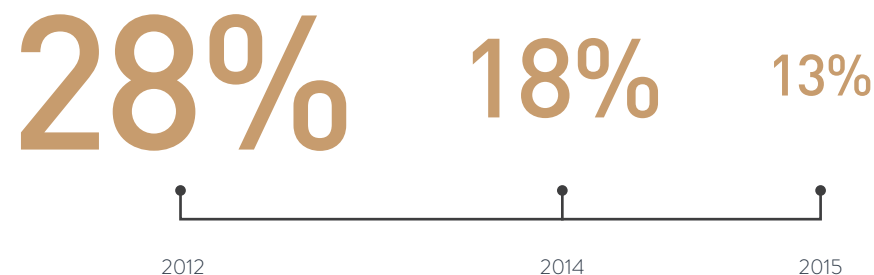
Age Discrimination

Discrimination in the workplace is decreasing, halved since 2012

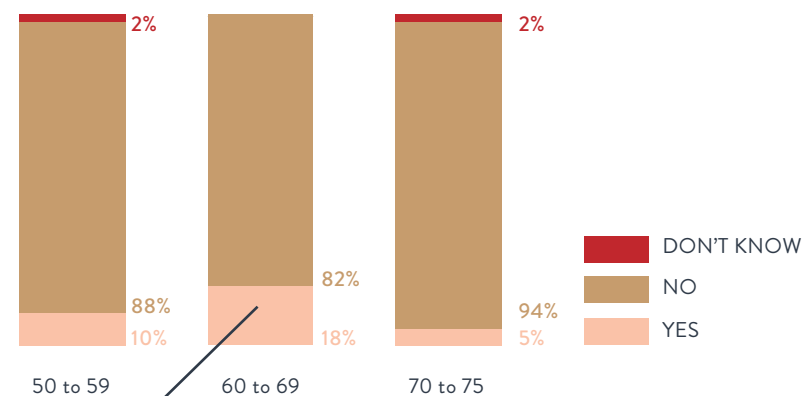
There has been a consistent decrease in the percentage of older workers who claim they have been discriminated against in the workplace because they were over 50, dropping to 13% in 2015 from 28% in 2012.

These levels were consistent across gender although those aged 60 to 69 years were slightly more likely to say they had experienced discrimination (18%).

Q12. HAVE YOU EVER FELT DISCRIMINATED AGAINST IN THE WORKPLACE – IN ANY WAY – BECAUSE YOU WERE OVER 50? (N=500,500,500).



REPORTED DISCRIMINATION BY AGE



Those aged 60 to 69 years were more likely to say they had experienced discrimination

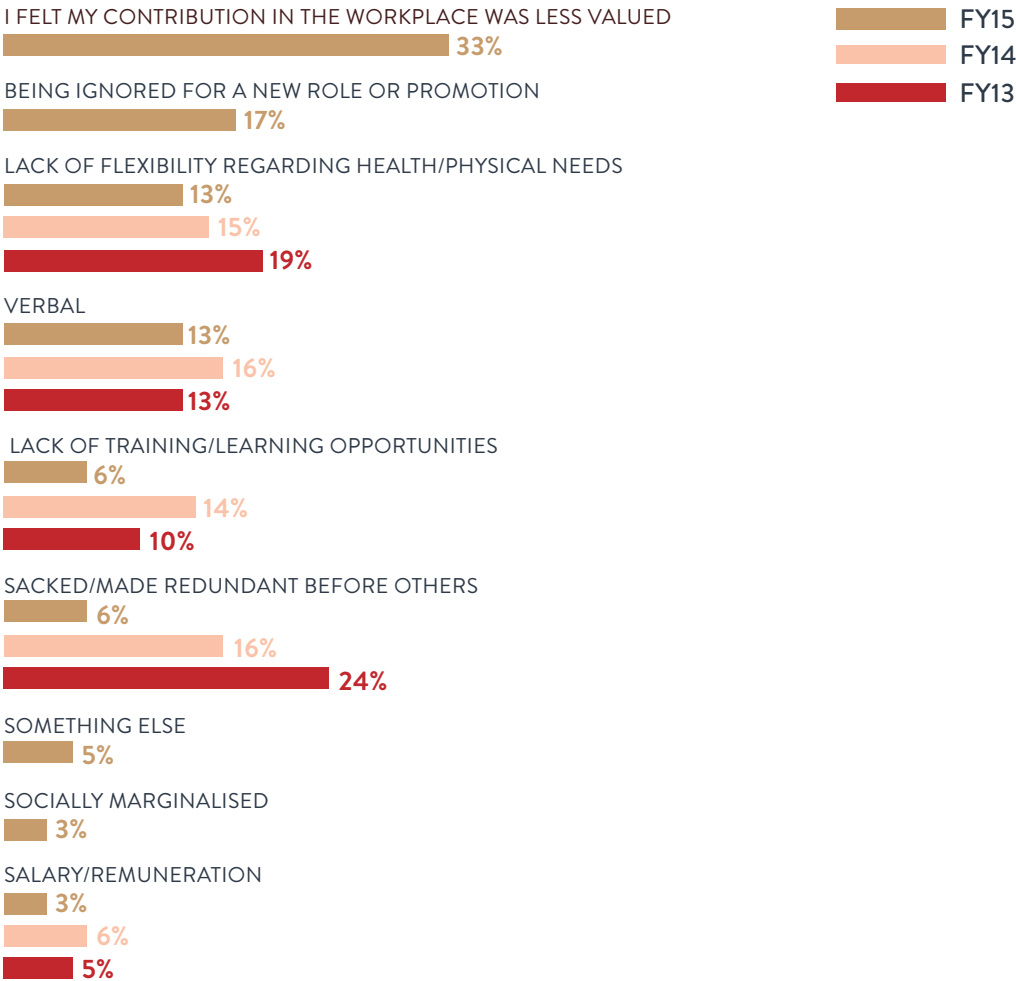
The main form of discrimination was feeling less valued, followed by being ignored for a new role or promotion

Of those who had experienced age discrimination in the workforce, one third (33%) said they felt their contribution was less valued and another 17% said they felt they were ignored for a new role or promotion. As percentages of the total sample these figures translate to 4% and 2%, respectively.

Although based on small sample bases, reports of employers being inflexible with health needs, verbal discrimination, lack of training and being sacked because of age seemed to have decreased

Of those older worker respondents who have applied for a new job since turning 50 (31%), 31% felt discriminated against because of their age. This equates to around 10% of the total sample.

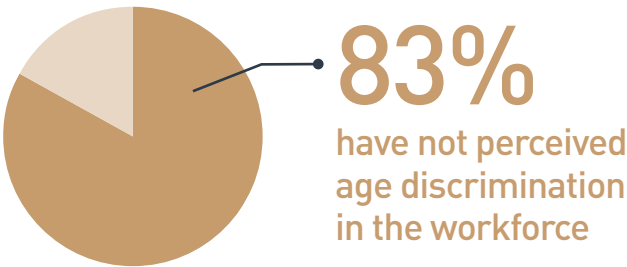
Q13 - AND WHAT FORM OF DISCRIMINATION WAS THAT? IF YOU HAVE EXPERIENCED MORE THAN ONE INSTANCE OF DISCRIMINATION, PLEASE THINK OF THE MOST RECENT. WAS IT...? (N=140, 91,63)



The majority of older workers have not observed age discrimination towards others

Age discrimination against other older workers was observed by 17% of the sample.

Q14 - HAVE YOU EVER FELT THAT ANOTHER PERSON YOU WORKED WITH WAS DISCRIMINATED AGAINST BECAUSE OF THEIR AGE, BEING 50 OR OVER? (N=500)



One quarter of observed discrimination was that the worker’s contribution was less valued, followed by lack of flexibility regarding health needs

The forms of discrimination amongst other older workers was similar to self-reported incidences of age discrimination.

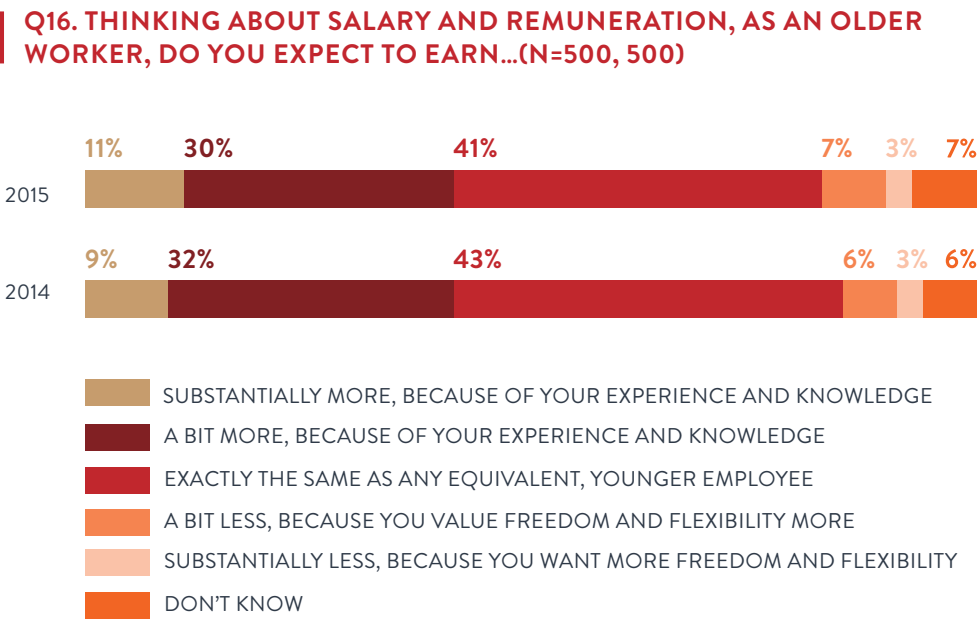
Q15. WHAT FORM OF DISCRIMINATION TO THIS OTHER PERSON WAS THAT? (N=83)



Work Opportunities

Older workers expect the same or higher salary levels than equivalent younger employees

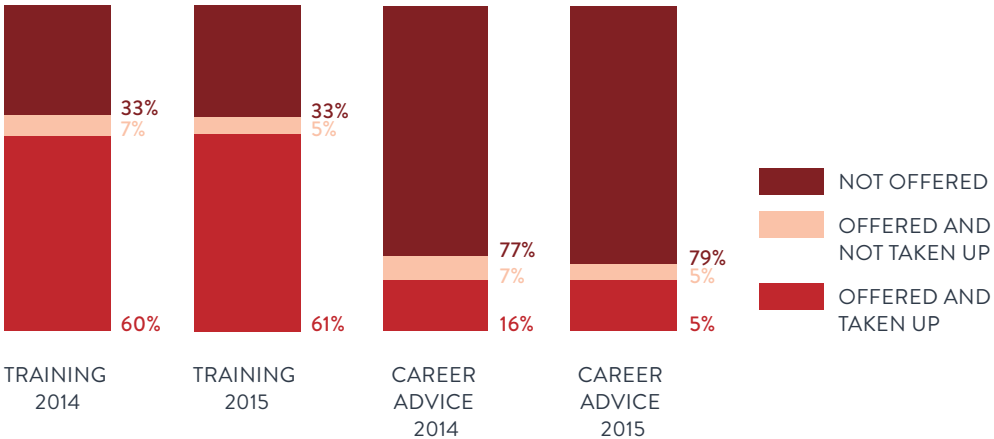
The most common expectation around salary and remuneration amongst the older worker sample was that they felt they should receive exactly the same as any equivalent younger employee (41%). Similar proportions to 2014 felt that as an older worker they should earn more because of their experience and knowledge (11% substantially more, 30% a bit more). These expectations were consistent across gender and age groups.



Training and counselling uptake constant

The offering and uptake of training and career counselling services was similar to 2014. Almost two thirds (61%) said they had been offered training/upskilling services at the workplace and taken them up. Sixteen percent said they had been offered career advice/counselling services at the workplace and taken them up.

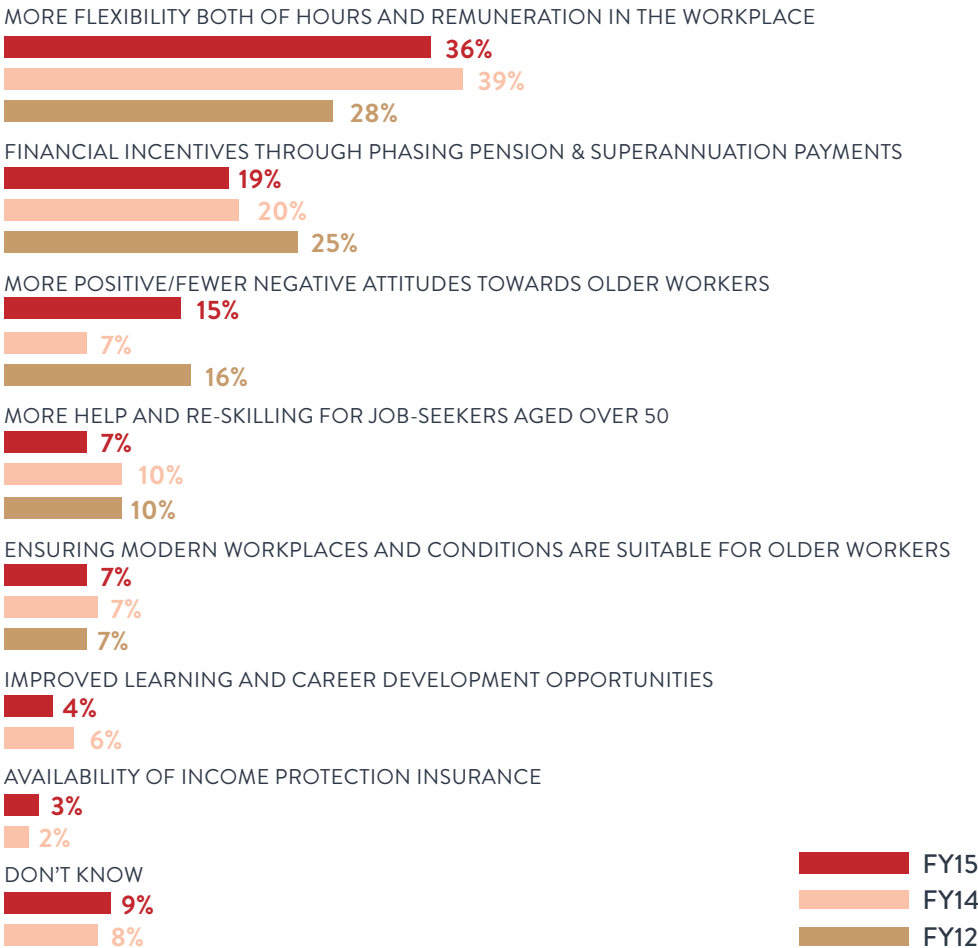
Q17. HAVE YOU EVER BEEN OFFERED THE FOLLOWING IN YOUR WORKPLACE, AND DID YOU TAKE UP THOSE OFFERS? (N=500,500)



Flexibility of hours is a stronger motivator to keep working than financial incentives

Just over one third of the sample (36%) felt that more flexibility in the workplace (both hours and remuneration) would be the most influential factor to encourage them to keep working. Financial incentives were seen as less influential (19%), similar to 2014 levels (20%) and lower than 2012 responses (25%).

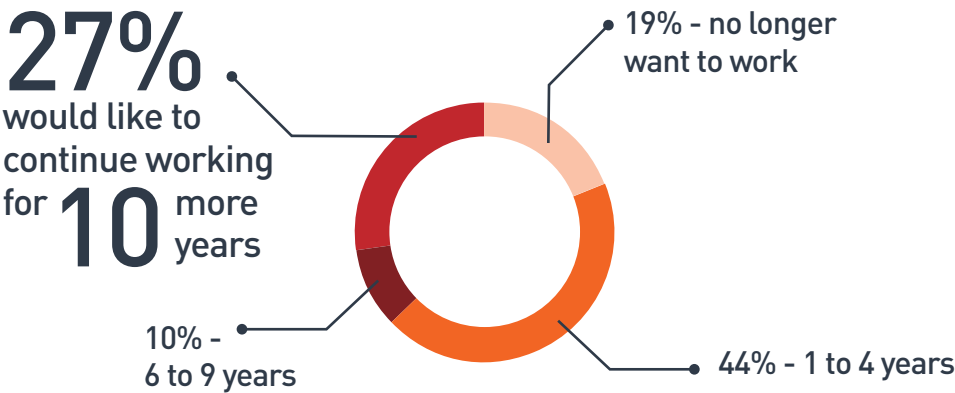
Q18. THINKING ABOUT ENCOURAGING OLDER WORKERS – SUCH AS YOURSELF – TO STAY IN THE WORKFORCE, WHICH OF THE FOLLOWING FACTORS WOULD BE MOST INFLUENTIAL TO YOU IN HELPING YOU DECIDE TO CARRY ON WORKING? (N=500,500,500)



One fifth don't want to continue working, while over a quarter want to work for 10 years or more

Older worker respondents say they would like to work an average of 6 years, regardless of their financial situation or whether they are currently working. Around one quarter (27%) would like to work for 10 years or more, while another quarter (24%) would like to work for five years. One fifth (19%) would ideally like to stop working (mostly those in the 70 to 75 year old age group).

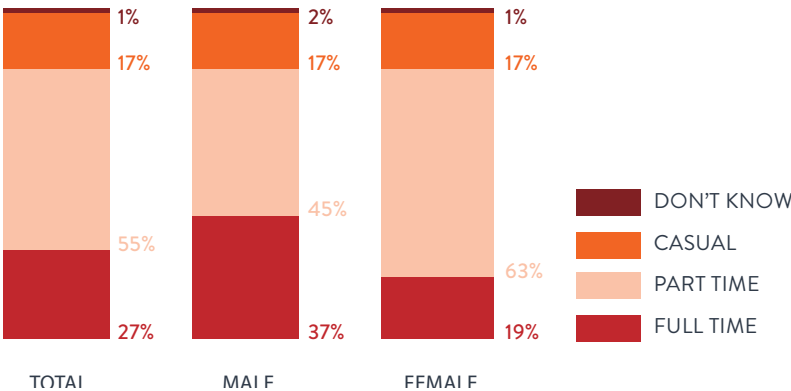
Q19 - REGARDLESS OF YOUR FINANCIAL SITUATION OR WHETHER YOU ARE CURRENTLY WORKING OR NOT, HOW MANY MORE YEARS WOULD YOU LIKE TO CONTINUE WORKING? (N=500)



Majority would prefer to work part time for their remaining working life, especially females

Part time work was the common preference for ongoing employment (55%). Two thirds of female respondents (63%) said they would like to work part time.

Q20. IDEALLY, WOULD YOU LIKE THE REMAINING OF YOUR WORKING LIFE TO BE...(N=407)



Retirement

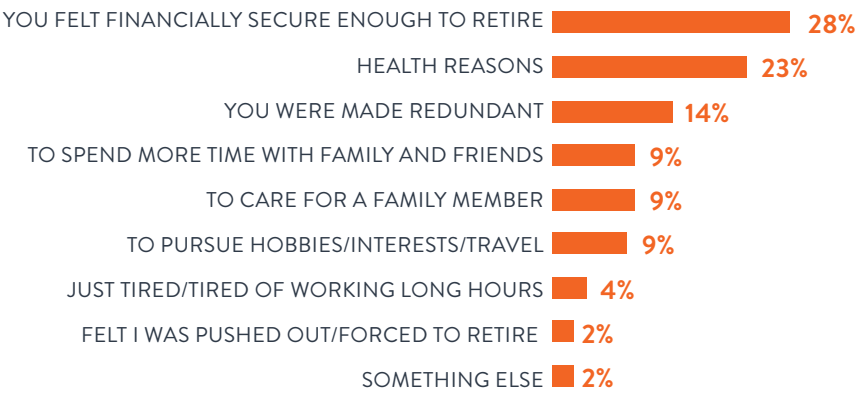
Main reasons for retirement are reaching financial security and health reasons, followed by redundancy

As with the main reasons respondents gave for continuing work, financial security was the key factor in deciding to retire. Of those respondents who had retired (25%), 28% said they felt financially secure enough to not have to work anymore, followed by health reasons (23%). Redundancy accounted for 14% of the retired group.

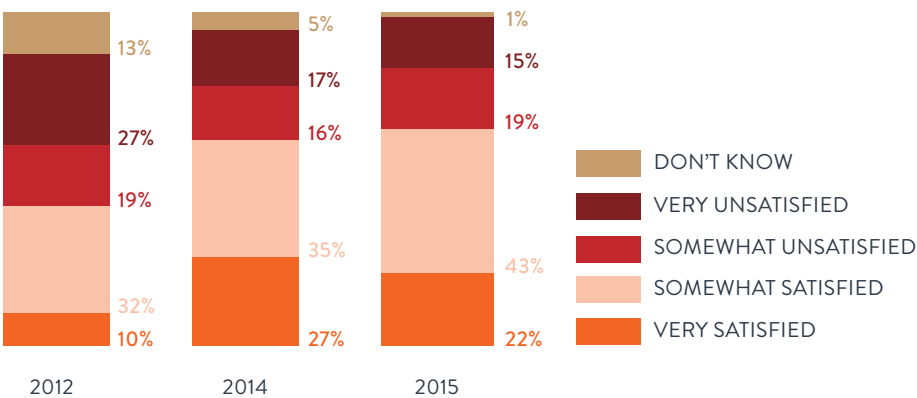
Older worker satisfaction with retirement funds is stable

Two thirds of the older worker sample (65%) were satisfied they had sufficient funds put aside to provide comfortably for their retirement (22% very satisfied, 43% somewhat satisfied). This is consistent with 2014 levels and still significantly higher than the 2012 results where overall satisfaction was below 50%.

Q4. AND WHAT - TO YOU PERSONALLY - IS THE MAIN REASON THAT YOU RETIRED? MANY OR ALL MAY BE IMPORTANT, BUT I'D LIKE YOU TO CHOOSE THE MOST IMPORTANT REASON. IS IT PRIMARILY BECAUSE ... (N=127)



Q22. THINKING ABOUT YOUR INVESTMENTS, SUPERANNUATION AND OTHER SAVINGS YOU MAY HAVE, HOW SATISFIED ARE YOU THAT YOU HAVE SUFFICIENT FUNDS PUT ASIDE TO PROVIDE COMFORTABLY FOR YOUR RETIREMENT? (N=500,500,500)



Retirement aspirations are about financial security, travel, contribution to community, being healthy and pursuing own creative interests

“ Being able to enjoy life while I still can. Being physically able to travel around Australia, while I am able. Without having the burden of work. ”



“ Just to have income security – the house completely paid off and a little bit put aside. ”

“ Well I haven't really thought about this as I want to work for as long as I can. But enough money in the bank to last till I die would be great. ”

“ Maybe retire in about 3 years and have some part time employment for income. I would have more time for community work – mostly with empowering men in developing countries and educating youth. ”

Q21. THINKING ABOUT YOUR RETIREMENT, PLEASE DESCRIBE YOUR CURRENT RETIREMENT ASPIRATIONS OR WHAT YOU'D IDEALLY LIKE TO ACHIEVE IN YOUR RETIREMENT. (N=500)

“ Live as long as I can and have the best time of my life with my friends and family. ”

“ Travel. Do some volunteering in a people-orientated organisation – maybe helping in an aged care facility. Spend time with my grandson. ”

“ Financial independence – access to \$70,000 per year. Fit and healthy enough to look after grandchildren and still ride my BMX. ”

“ Live comfortably, so I can have take away once a week, buy whatever groceries I like and so I can pay the bills. Probably \$40,000 per year. ”

“ Financially secure. Living in my house, paid off and in a location I would like to live in. Would like to duplicate my current income as a pension. ”

“ I would like to be able to semi-retire first, going part-time for a few years and I hope I would be financially secure enough to help my children and grandchildren, and maybe travel. ”

Research Methodology

Qualitative Research Methodology

To gain a snapshot of employer views on this issue, Kreab Research conducted n=10 in-depth interviews between 20-60 mins in duration amongst human resource managers and other senior executives across a broad range of sectors, including major corporations, SMEs, peak bodies and other organisations. Interviews were conducted in July 2015.

The interviews explored current workforce management strategies, the perceived benefits and concerns about hiring older Australians and views on workplace age discrimination.

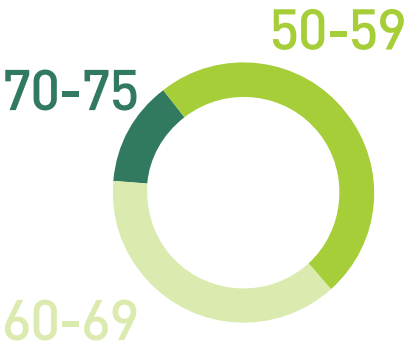
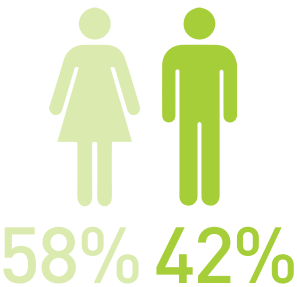
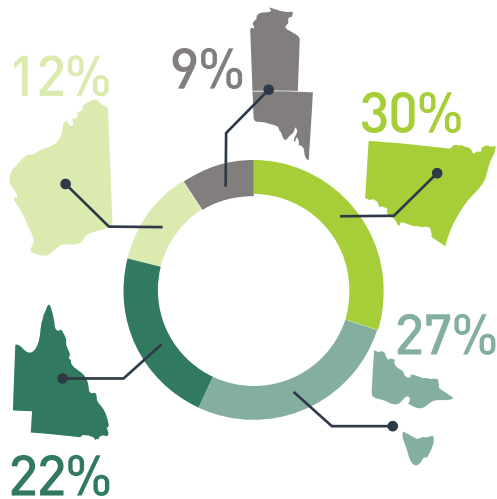
Participants were recruited and told they were participating in research on issues around workers.

Where relevant, comparison results are reported compared to similar research conducted in 2012 and 2014.

Quantitative Research Methodology

Telephone surveys were conducted by interviewers at AFS Smart Askers between 25 June to 12 July 2015 using a questionnaire by Kreab Research based on a similar questionnaire used in 2014 with some modifications and additions (the full questionnaire is shown in the Appendix). The average time taken to complete the survey was 10.35 minutes. Interviewers contacted respondents with fixed line and mobile numbers.

The survey was conducted amongst n=500 people across Australia between the ages of 50 and 75 years, with a margin of error of +/- 4.4% at a 95% confidence level. Age gender and locations quotas were set based on census data to ensure the sample was representative of the population of interest.



LOCATION	n =	%
NSW / ACT	151	30%
VIC / TAS	134	27%
QLD	109	22%
WA	60	12%
SA / NT	46	9%

GENDER	n =	%
Male	208	42%
Female	292	58%

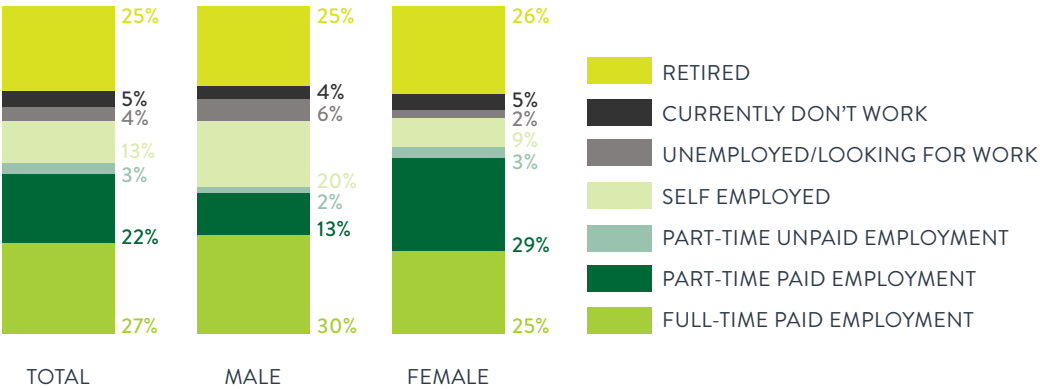
AGE	n =	%
50-59	246	49%
60-69	191	38%
70-75	63	13%

Employment Status

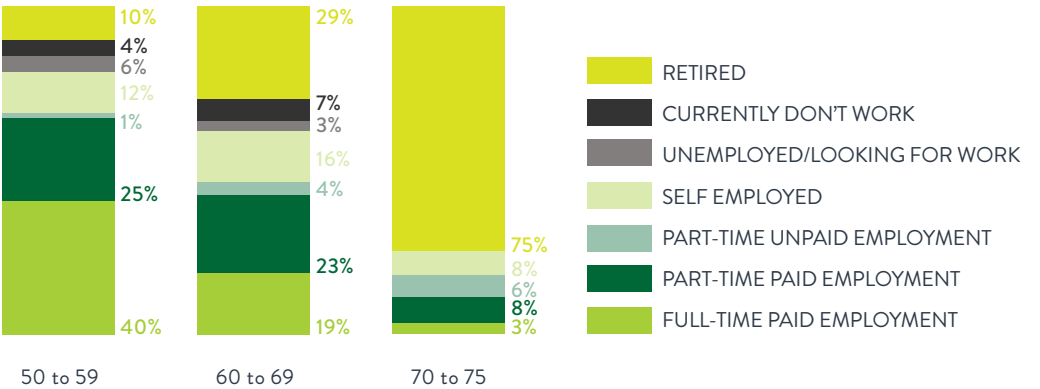
27%
 reported they were
in full-time
employment

22% in
part-time
employment

I AGE GROUP



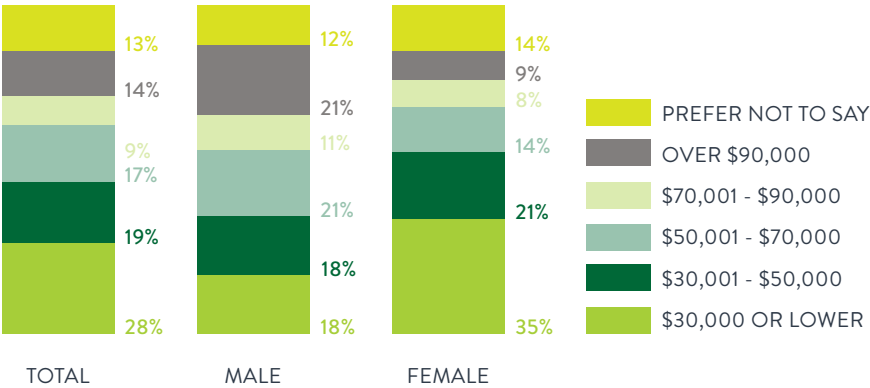
I GENDER



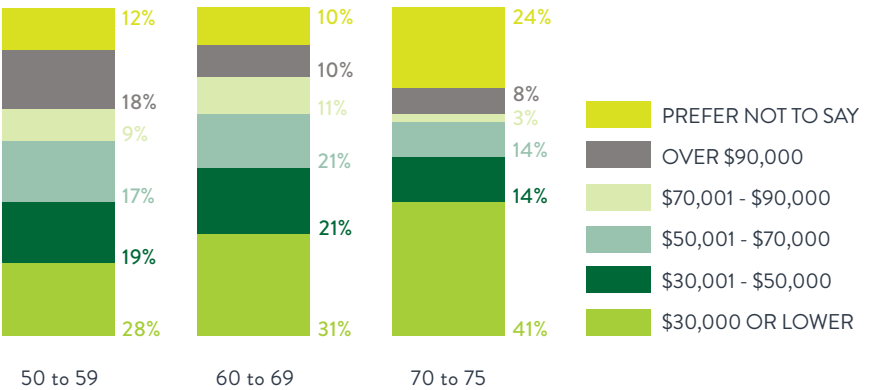
Average Annual Income

7 in 10
earn less
than \$80k
per annum

I AGE GROUP



I GENDER



Professions

28% report their current or previous occupation was as a professional

14% clerical & administrative

13% technicians & trade workers

I PROFESSIONS

OCCUPATION	TOTAL	MALE	FEMALE
MANAGER	13%	18%	10%
PROFESSIONAL	28%	25%	29%
TECHINICIANS & TRADE WORKERS	13%	25%	5%
COMMUNITY & PERSONAL SERVICE WORKER	11%	4%	16%
CLERICAL & ADMINISTRATIVE WORKERS	14%	4%	21%
SALES WORKERS	6%	4%	8%
MACHINERY OPERATORS & DRIVERS	4%	7%	1%
LABOURERS	6%	7%	4%
PREFER NOT TO SAY	1%	1%	1%
SELF EMPLOYED / BUSINESS OWNER	4%	5%	3%

About the Financial Services Council

The Financial Services Council represents Australia's retail and wholesale funds management businesses, superannuation funds, life insurers, financial advisory networks, trustee companies and Public Trustees. The Council has over 110 members who are responsible for investing more than \$2.5 trillion on behalf of 11.5 million Australians. The pool of funds under management is larger than Australia's GDP and the capitalisation of the Australian Securities Exchange and is the fourth largest pool of managed funds in the world. The Financial Services Council promotes best practice for the financial services industry by setting mandatory Standards for its members and providing Guidance Notes to assist in operational efficiency.

About the Commonwealth Bank

The Commonwealth Bank is Australia's leading provider of integrated financial services, including retail, premium, business and institutional banking, funds management, superannuation, insurance, investment and share-broking products and services.

As Australia's largest bank, we have more branches, ATMs, EFTPOS networks, agencies and 24/7 call centres, as well as an internationally-recognised internet banking service. The Bank's vision is to excel at securing and enhancing the financial wellbeing of people, businesses and communities. The Commonwealth Bank is a long-standing supporter of the community and contributes to individuals, schools, communities and organisations through the Staff Community Fund, sponsorship programs, volunteering and community grants.

Commonwealth Bank commenced operations in 1912 and today the Group has grown to a business with over 800,000 shareholders, 52,000 employees and offers a full range of financial services to help Australians build and manage their wealth, with established businesses in New Zealand, US, Europe and the Asia-Pacific region.

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