



RACV Have Your Say

My Home

2024

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Foreword by Nicole Brasz

RACV was delighted to see thousands of Victorians and RACV members take part in the inaugural *My Home* survey. The survey asked Victorians about the safety of their homes, what's important to them, and what they think homes of the future might look like. We heard from over 7,000 homeowners, renters, and people who live with family or friends.

Some of the key insights from the survey are:

- Personal safety is most important for Victorians, rating significantly higher than housing affordability, ease of getting around, or proximity to services.
- Not all rental properties are safe enough, with some landlords taking too long to make urgent repairs.
- Of all Victorians, people over 70 feel safest in their homes but are often the most vulnerable to home safety incidents such as trips and falls.
- Most Victorians expect future homes will be solar powered but cost of living pressures are stopping many from making the switch to cleaner energy.

RACV will use the results to create awareness about home safety and provide people with practical tips to help them make their homes safer. We will also share the results with government to look at ways we can work together to support people to be safe in their homes and build a cleaner energy future.

I'd like to thank everyone who participated, your support will help all Victorians to be safer in their homes.



Nicole Brasz

Executive General Manager
Home and Energy



RACV invited homeowners, renters, and people who live with family or friends to have their say about their home.

Who we spoke to

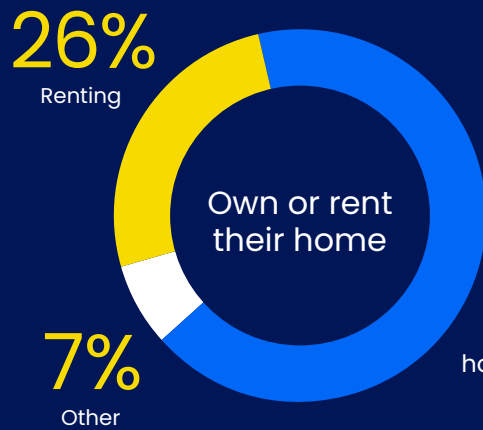
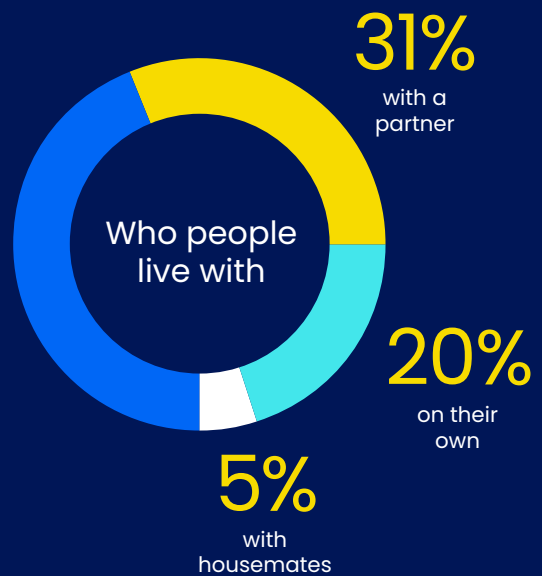


53%
Female



46%
Male

44%
with family



73%
Metro



27%
Regional



74%
live in a house

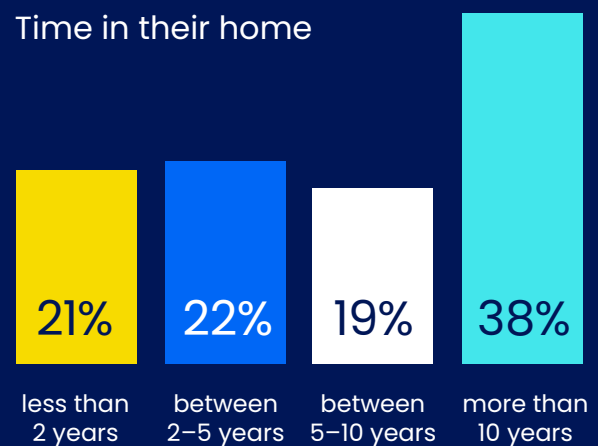


18%
live in an apartment or unit



8%
live in a townhouse or villa

Time in their home

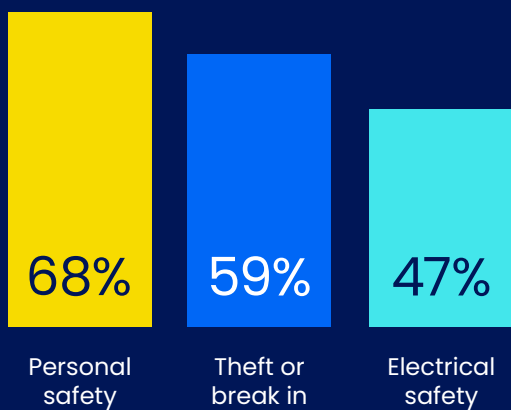




Home safety rated higher than housing affordability or proximity to services

- Personal safety in the home matters most across all demographic groups in both metro and regional parts of Victoria.
- 92 per cent of survey participants agree personal safety is important, compared to 86 per cent for ease of getting around and 75 per cent for housing affordability.
- Survey participants ranked their safety at home 4.2 out of 5.
- Participants told us falls from ladders are the most common incident while performing tasks in the home. Victorian Injury data indicates that between 2019 and 2022 ladder falls increased by 9 per cent.¹
- 71 per cent of households do their own home safety maintenance.
- 57 per cent of participants agree they could do more or be more proactive to make their homes safer.
- Cost of living pressures are impacting home safety. 41 per cent of participants say doing tasks to keep their home safe are too expensive with cost being the top barrier.
- A third of homeowners have difficulty finding someone to do safety maintenance jobs around their homes.

What does home safety mean?



Participants described their neighbourhood as...

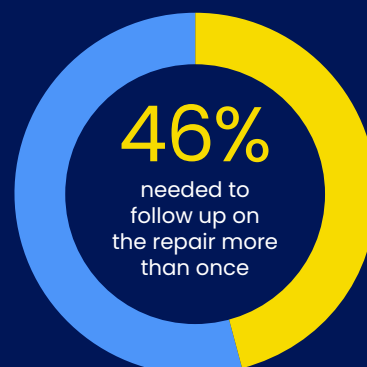
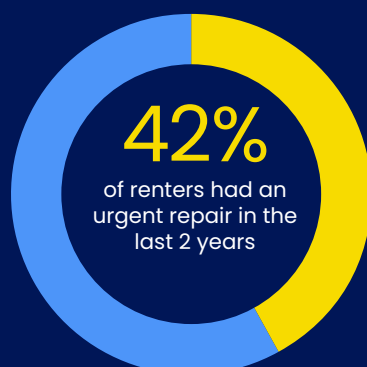
- 1 Walkable
- 2 Close to what I need
- 3 Safe
- 4 Access to green spaces *Higher for those in metro areas*
- 5 Friendly *Higher for people living in regional areas*

¹ Monash University Accident Research Centre's Victorian Injury Surveillance Unit. More data has been featured in this article.

Renters are less satisfied with their neighbourhoods

- Renters rate their neighbourhoods lower on safety, affordability and proximity to services than any other survey participants.
- Not all rental properties are safe enough, with some landlords taking too long to make urgent repairs.
- 42 per cent of renters indicated that they needed an urgent repair in the last two years. Of these, 46 per cent waited more than a week for urgent repairs that require 'immediate attention'.
- Gen Zs / millennials made up the largest proportion of participants who rent (59 per cent).
- Renters are more mobile than homeowners, with 44 per cent living in their home for less than 2 years, compared to only 21 per cent of other home dwellers living in their home for less than 2 years.
- Two in ten renters indicated that they had made a request to their rental provider to upgrade an appliance or make an energy efficiency upgrade. 53 per cent of those renters indicated that one or more upgrades have been made.

Urgent repairs must be done immediately because the property would otherwise remain unsafe or difficult to live in. The law defines a list of urgent repairs, for more information visit Consumer Affairs Victoria.²



² <https://www.consumer.vic.gov.au/housing/renting/repairs-alterations-safety-and-pets/repairs/repairs-in-rental-properties>



People over 70 feel the safest in their home but are the most likely to experience home safety incidents

- People over 70 rate their homes safest compared to all other age groups. They are highly motivated by enjoyment and comfort and seek to keep ahead of possible problems. This age group is more likely, than any other group, to outsource their home maintenance jobs to tradespeople.
- High perceptions of safety at home amongst older Victorians is in marked contrast to the fact that they are the most likely to experience home safety incidents such as trips and falls.
- Data from the Victorian Department of Health shows that:
 - 1 in 3 older people (aged 65+) experience a fall each year³
 - Falls presentations to hospitals are increasing by around 4.4 per cent each year⁴
 - More than half of falls injuries that require hospitalisation, occurred in the home.⁵
- People over 70 are highly satisfied with where they live, rating their neighbourhoods as being safe, close to health services and having a positive community feel.

The Victorian Falls Injury Atlas (Monash University) indicates that between 2019-21:

70+

More than half of all falls occurring in the period were people aged over 70

52%

Of falls of people aged 70+ occurred in the home

21%

Of falls of people aged 70+ required surgery

65%

Of falls were women, who are more likely to have a fall than men.

³ <https://www.health.vic.gov.au/your-health-report-of-the-chief-health-officer-victoria-2018/injury-prevention/falls-prevention>

⁴ <https://www.health.vic.gov.au/your-health-report-of-the-chief-health-officer-victoria-2018/injury-prevention/falls-prevention>

⁵ Victorian Falls Injury Atlas, Monash University, <https://vicinjuryatlas.org.au/falls/#>

Victorians living in the regions feel safer than people in metropolitan Melbourne

- Regional Victorians rate their neighbourhoods' performance higher on personal safety and housing affordability than people in metropolitan Melbourne.
- Regional Victorians are also more satisfied with their neighbourhoods, rate their homes as safer, and are more likely to complete tasks in their homes themselves.
- People in regional areas also shared that they experienced less incidents while doing a maintenance task, or as a result of delaying doing the task, than people in metro areas.

Regional neighbourhood performance



83%

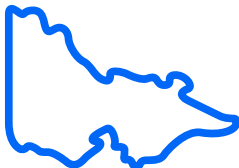
positively rate their neighbourhood on personal safety



52%

positively rate their neighbourhood on housing affordability

Regional safety maintenance



75%

of households in regional Victoria do their own safety maintenance (compared to 69 per cent in metropolitan Melbourne)





Most Victorians expect future homes will be solar powered

- Cost of living pressures are stopping many Victorians from making the switch to cleaner energy.
- 9 per cent of homeowners indicated that they have converted to electricity. Around half of homeowners indicate that cost is a barrier to converting from gas to electricity or getting solar installed.
- Victorians see solar panels and sustainable design as the top standards for homes in the future, this is even higher for people who live in regional areas.
- 10 per cent of homeowners indicated that they either have an electric vehicle charger or are planning on getting one installed. People living in regional areas are less likely to be considering an electric vehicle charger.
- Victorians aged under 30 are more likely to say cost is a barrier to installing solar.
- Those aged 50+ have a higher preference for gas with around half citing cost as the biggest barrier to making the shift to electricity. Some Victorians aged 50+ still see gas as the cheap, clean and efficient option.
- Victorians aged 60+ are less likely to see electric vehicle chargers, solar and converting from gas to electricity as relevant to them.



65%

expect solar panels to be standard for new homes in the future



44%

expect electric vehicle chargers to be standard in 10 years' time

Regional Victorians are more likely to have made energy efficiency upgrades, where as people in metropolitan Melbourne are more likely to still be thinking about it.

Top 10 suburbs with roof top solar

1	Ballarat region
2	Cranbourne
3	Werribee / Point Cook
4	Eppalock region
5	Hoppers Crossing / Tarnet / Truganina
6	Wodonga
7	Croydon
8	Grovedale / Highton / Waurin Ponds
9	Ferntree Gully
10	Frankston

Regional Victoria and outer metropolitan Melbourne dominated the top 10 areas adopting cleaner energy in the home.

We identified four different attitudes and approaches to home safety. Which one are you?



Disengaged dwellers

Disengaged when it comes to home safety and have little knowledge on what to do.

Most likely to be Gen Z, live in an apartment or unit, a renter and live alone. Likely to have a greater focus on other parts of their lives and feel constrained by time and budget. When they do attend to the home, they prefer to get external help. They tend to be least satisfied with their neighbourhood.



Outsourcing occupiers

See their home as an investment to protect and feel they should be more proactive but lack a maintenance routine.

Not very confident and have little motivation to do things themselves. More likely to be millennials, have a mortgage and living with partners, kids or parents. They are unlikely to have a home maintenance routine and are reactive to maintenance issues. They see home safety as being protection from break ins, and extreme weather.



Hands-on habituals

Are more hands-on with home safety and seek tips on how to DIY.

More likely to be men, millennials or Gen Z, mortgage holders and to have children. They like to be hands-on and do tasks themselves with high motivation to future-proof their home. They prioritise family amenities in their neighbourhood such as proximity to childcare and parks.



Proactive protectors

Are engaged in home safety and maintenance and have pride in their homes.

More likely to be older empty nesters, live in a house and own it outright. They rate their home safety very high and place greater emphasis on their neighbourhood and suburb reputation. A reflection of their stage of life, they prioritise proximity to health care over other amenities.

To view the RACV Have Your Say survey series visit
[racv/haveyoursay.com.au](https://racv.haveyoursay.com.au)

