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Australian Government
Asbestos Safety and Evaluation Agency
www.asbestos-safety.gov.au



REAL ESTATE AGENTS & PROPERTY MANAGERS RESEARCH

ASEA

NOVEMBER 2020

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BACKGROUND & OBJECTIVES

BACKGROUND

- + The Asbestos Safety and Eradication Agency (ASEA) requires an understanding of real estate agents' and property managers' knowledge and attitudes towards managing asbestos risks, with a particular focus on how this influences their engagement with buyers, sellers and tenants.
- + Under the *National strategic plan (NSP) for asbestos awareness and management 2019-2023* ASEA aims to support all jurisdictions (both Federal and State) in making tangible progress towards nine national targets.
- + Target 1 of the NSP is an increased awareness of the health risks of ACMs to 80 per cent of property managers and real estate agents.
- + Baseline data is required to develop strategies, tools and communications to enhance the awareness of the health risks of ACMs among these cohorts.

RESEARCH OBJECTIVES

- + This research aimed to explore the following awareness and attitudinal indicators among real estate agents and property managers:
 - Awareness of the dangers of asbestos;
 - Knowledge of where asbestos is present and in what states it presents greatest risk;
 - Extent to which asbestos is raised/discussed with buyers/sellers/tenants;
 - Asbestos information sources aware of and used;
 - Property types dealt with and where an asbestos register is required;
 - Actions undertaken when asbestos is present; and
 - Participation in formal asbestos training.
- + For the purpose of this study, real estate agents are those with a licence to operate as a real estate agent in any Australian jurisdiction, while property managers are those working professionally in the field of property management.



METHODOLOGY

A mix of qualitative and quantitative data collection processes were used across this project.



Depth interviews

- + All state-based Real Estate Institutes approached to participate in a 45-minute depth interview
- + 4 depths conducted – REINSW, REIV, REIT and REIACT.
- + Depths conducted 27 October – 6 November.



Online survey

(Sample from Qualtrics panel)

- + Fieldwork completed between 23 October – 5 November.
- + n=216 total completes, including n=110 real estate agents and n=106 property managers.



CATI

(Computer-assisted telephone interviewing)

- + Fieldwork completed between 23 October – 3 November.
- + n=200 total completes, all real estate managers.



Survey distributed by REI

- + A generic survey link was distributed by the Real Estate Institute to members.
- + n=27 total completes, including n=21 real estate agents and n=6 property managers. Fieldwork completed between 23 October – 5 November.

REPORTING NOTES

- + Significance testing has been conducted by comparing the results between real estate agents and property managers throughout the main section of the report; further significance testing has been conducted across demographics in the Appendix section.
- + Differences that are significantly high have been shaded in blue in tables or marked with an upwards arrow (↑), and conversely, significantly low differences are shaded in red in tables or marked with a downwards arrow (↓).
- + Due to rounding, the percentage labels displayed in charts may not always add exactly to 100% (instead summing to 99% or 101%).

KEY FINDINGS



REAL ESTATE AGENTS AND PROPERTY MANAGERS ARE MOSTLY AWARE OF ASBESTOS ISSUES

- + Overall, this benchmark study suggests that as a cohort regularly interfacing with property buyers, sellers and renters, both real estate agents and property managers are broadly aware of asbestos exposure dangers and are managing asbestos presence in a mostly open and transparent manner.
- + Property managers were observed to have a slightly higher level of practical knowledge on asbestos, most likely due to having to manage repairs or maintenance tasks involving asbestos.
- + There is little evidence that either cohort are not meeting their respective asbestos disclosure obligations.



REAL ESTATE AGENTS ARE MORE MINDFUL ABOUT THE HEALTH RISKS OF ASBESTOS

- + More than half of real estate agents 'strongly disagree' that 'removing a little bit of asbestos by yourself does not put you in danger' (56% vs. 33% for property managers).
- + While property managers are far from blasé about the health risks of asbestos, it is not clear if their greater practical knowledge is reflected in lower levels of concern regarding the health risks of exposure.
- + With some 17% of agents and 34% of property managers believing breathing in asbestos is not harmful there is a need for additional messaging and training.



SOME DO REPORT AVOIDING ADVISING POTENTIAL BUYERS / TENANTS ABOUT ASBESTOS BEING PRESENT

- + While most agents and property managers do the right thing, around one in five real estate agents (21%) report 'never' or 'rarely' advising prospective buyers or tenants that a property they are interested in contains asbestos.
- + A significant proportion of respondents believe a pre-sale property inspection covers the presence of asbestos – potentially relying on this assumption as opposed to making an overt and proactive disclosure to a purchaser or tenant themselves.
- + There is a role for additional education normalising the sale and rental of properties with asbestos containing materials present.



SCOPE TO PARTNER WITH REI STATE CHAPTERS TO DELIVER TAILORED AND RELEVANT ASBESTOS TRAINING

- + Almost half (49%) of property managers had participated in formal asbestos training before – compared to just 25% of real estate agents surveyed.
- + Property managers were also more likely to have completed this training more recently – i.e. in the past two years (87% vs. 71% for real estate agents).
- + With agents and property managers commonly reporting they are likely to google asbestos information when needed – and a strong willingness among at least some REI State chapters to partner with ASEA on training end education – we believe there is scope to ensure such training links both cohorts to more accurate, consistent and up-to-date asbestos information resources.



01

QUALITATIVE FINDINGS

QUALITATIVE SUMMARY: N=4 REI CEO DEPTH INTERVIEWS

KNOWLEDGE & AWARENESS OF ASBESTOS

- + Asbestos awareness was felt to vary between agents and between jurisdictions. Participants suggested asbestos awareness and knowledge likely varies by age (with older agents believed to be more likely aware) and whether the agents engage in any DIY renovation work themselves (with those engaging in such activities believed to be more likely aware of asbestos and its related health dangers).
- + Asbestos is seen as an ongoing issue – stakeholders felt there have been few specific incidents (either from a regulatory, transactional or health perspective) in recent times that have warranted any form or additional regulatory or system-level change. As such, any additional improvements in knowledge and behaviours was slated largely as an educational and training challenge as opposed to further regulatory reform.
- + However, there was some frustration evident about information provided by government agencies in response to requests for advice on what agents need to do to comply with WH&S requirements relating to asbestos. Information received was felt to be far too generic and not directive enough in terms of what specific steps an agent needed to take at a practical level to meet their obligations.

PROACTIVE ASBESTOS DISCLOSURE

- + Most felt the vast majority of agents would know of their disclosure obligations if asbestos is known to be present and are adhering to these. However, this is very different to knowing or suspecting where ACMs might be in a specific property – and for most any expectation that agents should be placed in a position to require this knowledge was considered quite unreasonable.
- + The issue of proactive disclosure was considered far more advanced in the ACT given the 'Mr Fluffy' historical context. While this jurisdiction had pre-sale disclosure obligations prior to the large buy-back and remediation program, a lot of training was done at the time (2014) to ensure agents understood their legal obligations, and few incidents involving asbestos issues have surfaced since.
- + While there are various disclosure obligations on agents (including both jurisdiction specific requirements and under Australian Consumer Law at a Federal level), it was noted that compliance with such obligations is not overtly visible and is something that would ultimately need to be tested in law.
- + In Victoria, vendors or agents who have knowledge of material facts relating to a property for sale (e.g. asbestos presence) cannot rely on purchasers becoming aware of them through making 'usual inquiries' or following the Due Diligence Checklist to avoid disclosure.



QUALITATIVE SUMMARY: REI CEO DEPTH INTERVIEWS

ASBESTOS TRAINING & KEY INFORMATION NEEDS

- + While stakeholders were open to partnering with ASEA in delivering asbestos awareness training to their members, it was clearly noted that content needs to be couched in very practical terms (e.g. not just legal obligations but ensuring this information is made accessible and relatable through case study examples).
- + There was also a need to ensure the agent's role was appropriately considered in the training materials themselves – stakeholders argued there is very little appetite nor capacity for agents to become experts on asbestos or asbestos containing materials. Given this, there is an expectation that if asbestos is present, an agent would be able to refer a vendor or purchaser to relevant and useful information – ideally produced (and clearly branded) by a government agency to ensure perceived independence, authority and legitimacy.
- + While training and education is an important endeavour, some stakeholders noted that possibly the only way to ensure asbestos presence is always noted in a property sale process would be to make a formal asbestos assessment a legislative requirement in any sales process of a building built within the relevant timeframes. The resultant report would then be somehow incorporated into the sales contact (as per the current loose fill disclosure requirement in NSW & ACT).

PROPERTY MANAGERS

- + Some stakeholders noted that property managers possibly required even further training on asbestos issues than agents because a lot of the work they authorise on behalf of property owners can trigger an asbestos exposure risk (such as repainting of asbestos tiles, or replacing asbestos containing gutters) if undertaken without sufficient asbestos awareness.
- + Again though, education on its own was not considered sufficient. An example was cited where a property manager may seek quotes from a series of tradespeople to undertake repair work. Part of the due diligence of the property manager is to check any tradesperson quoting for the job is both appropriately licenced in that field and also that they carry the appropriate insurances to perform such work. However, these two conditions don't assess whether the tradesperson has had any asbestos awareness training. It was argued that some form of recognised asbestos awareness training certificate should also need to be produced for this risk to also be appropriately mitigated.
- + In terms of training, it was suggested this cohort may benefit from something more specifically tailored to their role and how asbestos issues could become an issue they need to be wary of in commissioning or authorising property repairs.

QUALITATIVE SUMMARY: REI CEO DEPTH INTERVIEWS

PARTNERING WITH ASEA INTO THE FUTURE

- + Encouragingly all of the stakeholders interviewed indicated a strong willingness to forge a closer working relationship with ASEA into the future. It was readily accepted that asbestos presents a significant and ongoing public health issue and that both real estate agents and property managers need to be aware both of the prevalence of asbestos in the built environment and their legal obligations across sales, leasing and property management.
- + Stakeholders would welcome speakers with specialist knowledge (either from ASEA or organised by ASEA) to speak to their members and be part of training seminars/webinars.
- + Others flagged a willingness to include ASEA authored articles in regular newsletters to members. Ideally, stakeholders feel agents and property managers will readily refer vendors or potential buyers to government branded information on where asbestos containing materials are likely located in residential buildings of a specific age. Such materials should note that asbestos can be hazardous but can be managed safely through proactive identification, risk assessment and appropriate action to mitigate the risks (including engagement of licenced professionals where appropriate).

NEXT STEPS

- + We would encourage ASEA to engage with the respective state-based Real Estate Institute chapters (at least across NSW, Victoria, Tasmania and the ACT) and aim to develop a combination of national and jurisdiction specific training programs for agents and property managers.
- + Training content should be clearly focussed on legal obligations and how these can be best achieved. Case study examples and practical scenarios are likely to resonate best in terms of knowledge that can be more readily applied.
- + The risk profile of different asbestos types needs to be a key part of this content also, with loose fill insulation clearly differentiated from bonded materials in reasonable state of repair. We need to normalise the fact that properties containing ACMs are being bought and sold almost everyday, and that commonly no immediate risk to a prospective buyer is present. The goal is to ensure a buyer is aware certain activities (such as future renovations) could change this risk profile in future and would need to be managed appropriately.
- + Beyond education, we'd encourage examination of whether a formal asbestos assessment report for properties built highlighting where asbestos could be introduced. Such a change would require consideration of benefits vs. additional transaction costs this could impose.





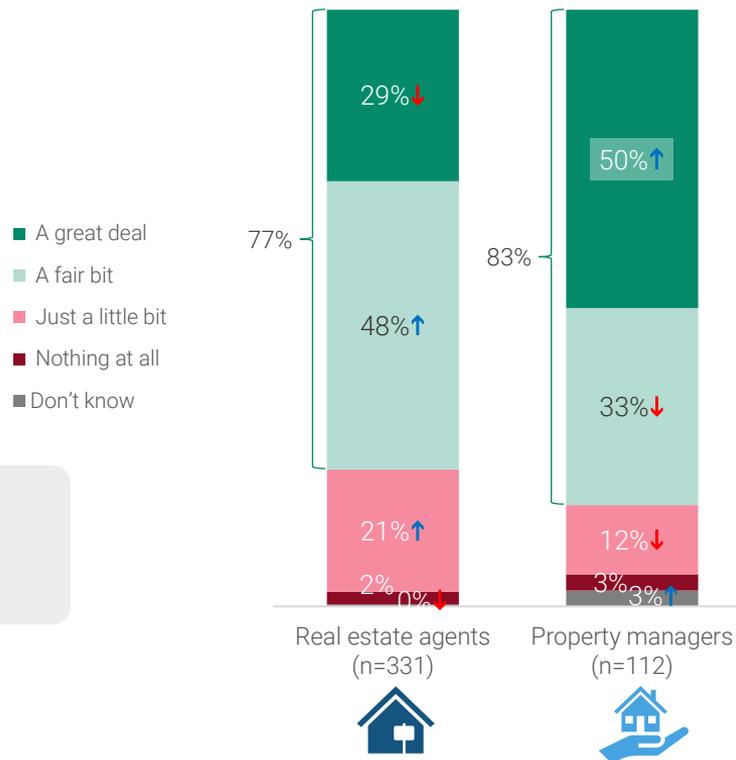
02

QUANTITATIVE FINDINGS

KNOWLEDGE OF ASBESTOS HEALTH IMPACTS REASONABLY STRONG

- + At an overall level, most real estate agents and property managers feel they know either a 'great deal' or a 'fair bit' about the health impact of asbestos (77% and 83% respectively).
- + However, property managers were significantly more likely to feel they know a 'great deal' about this (50%) compared to real estate agents (29%) – possibly due to needing to manage actions (property repairs, maintenance, etc.) that could involve asbestos containing materials.

HOW MUCH WOULD YOU SAY YOU KNOW ABOUT THE IMPACT ASBESTOS CAN HAVE ON YOUR HEALTH?

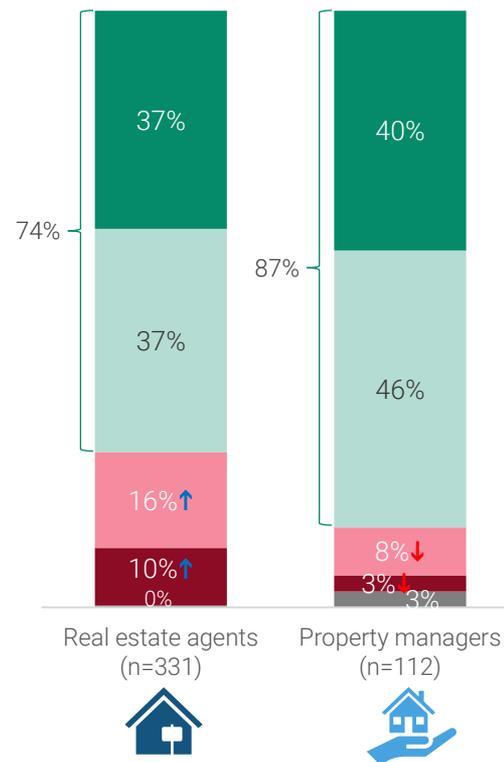


MOST CLAIM TO KNOW HOW TO SAFELY HANDLE MATERIALS THAT MIGHT CONTAIN ASBESTOS

- + Encouragingly most real estate agents and property managers (74% and 87% respectively) indicated they know how to safely handle materials that do or may contain asbestos.
- + Real estate agents were significantly more likely to indicate they 'probably' or 'definitely' don't know how to safely handle materials that do or may contain asbestos (26%).
 - In comparison, just 11% of property managers indicated they 'probably' or 'definitely' don't know how to handle these materials.
- + Overconfidence could be a possible issue here – for future waves of the study it might be worth probing deeper to understand why confidence is as high as reported.



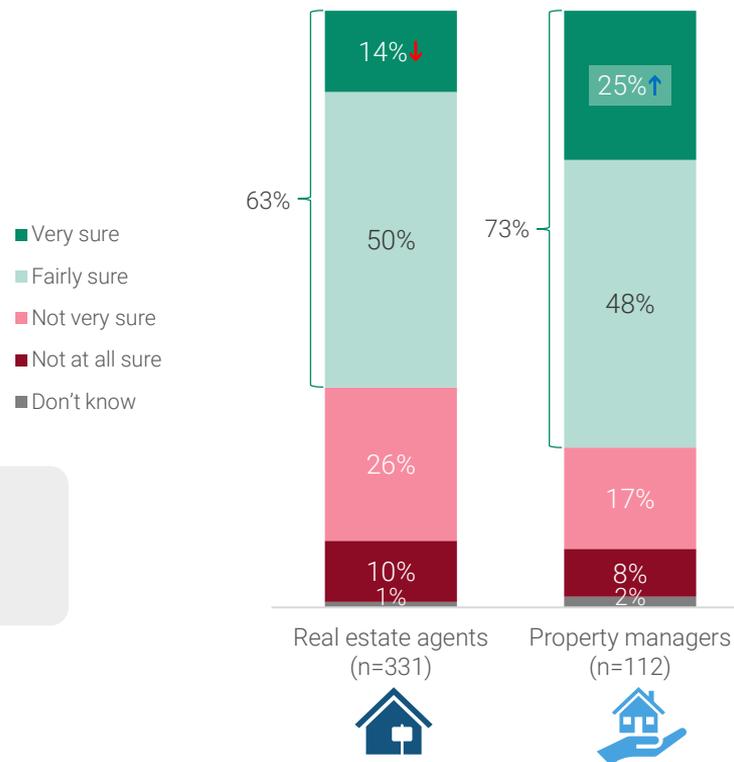
DO YOU KNOW HOW TO SAFELY HANDLE MATERIALS THAT DO OR MIGHT CONTAIN ASBESTOS?



MOST ARE 'FAIRLY SURE' ABOUT THEIR ABILITY TO IDENTIFY ASBESTOS CONTAINING MATERIALS

- + Property managers were significantly more likely to be 'very sure' about their ability to identify materials containing asbestos (25%), compared to 14% for real estate agents (noting specific types of ACMs were not prompted in the survey – these can range from the obvious like fibro cladding through to places that would require more specialist knowledge).
- + This contributed to around three-quarters of property managers feeling confident (i.e. 'very sure' or 'fairly sure') about their ability to identify these materials; compared to 63% of real estate agents who provided these responses.
- + Again, we hypothesise that there may well be a degree of overconfidence here – for future studies it may be useful to include an actual list of residential items/features/fittings that do and don't commonly contain asbestos to further test these self-assessed rating.

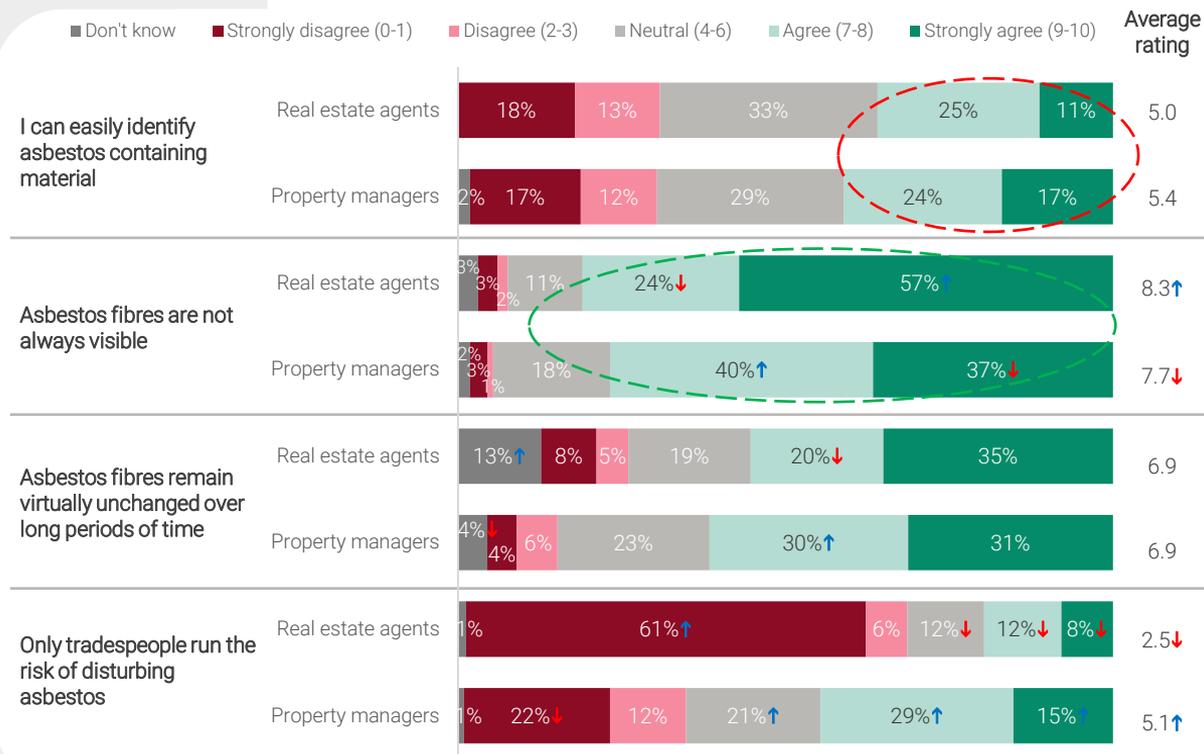
HOW SURE ARE YOU THAT YOU COULD IDENTIFY ANY KIND OF MATERIAL CONTAINING ASBESTOS?



STRONG AGREEMENT THAT ASBESTOS FIBRES ARE NOT ALWAYS VISIBLE

- + A positive result was the high agreement among both agents and property managers that asbestos fibres are not always visible – ideally this can be leveraged to drive more cautious behaviour in terms of any assessment of where ACMs may be present in a property they are selling, renting or managing.
- + Real estate agents were significantly more likely to disagree that only tradespeople run the risk of disturbing asbestos (67%) than property managers (34%).
- + Educative and training efforts need to continue to focus on the fact asbestos had many applications across the built environment – not just in readily identifiable sheeting form but also in many lesser known places such as glues and adhesives used in bathrooms and kitchens.

AGREEMENT STATEMENTS



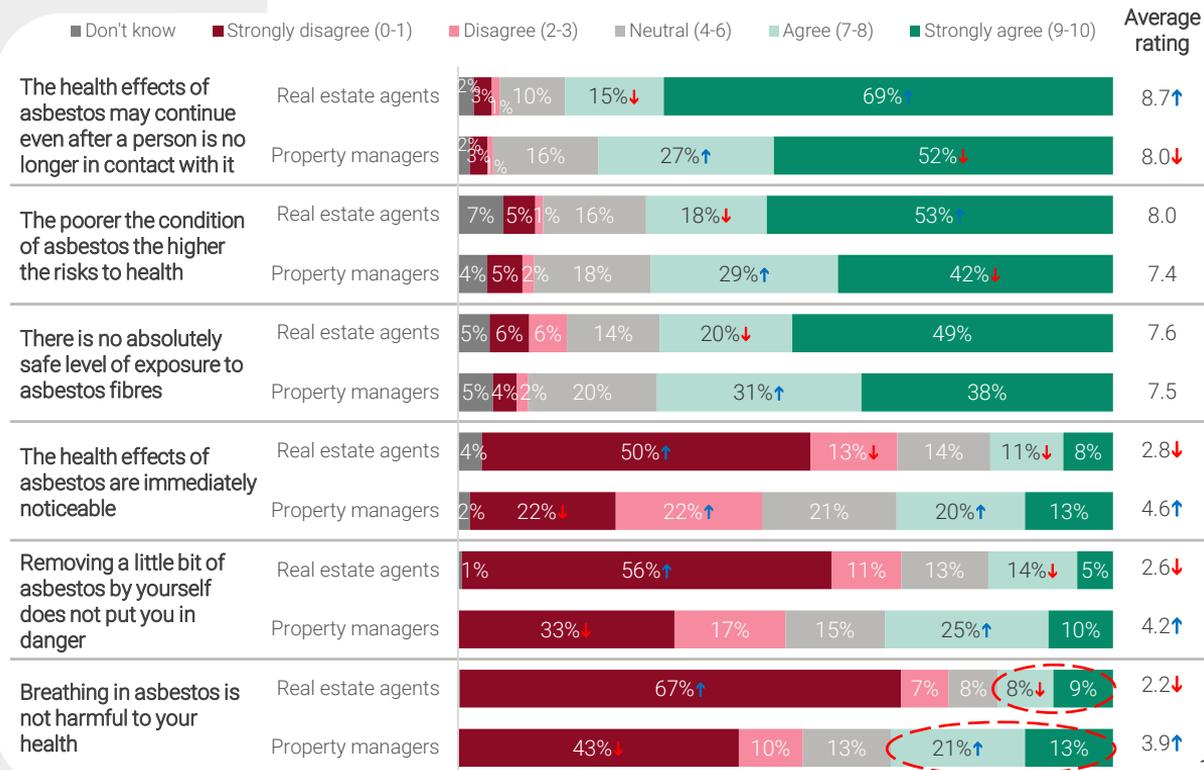
QB6. Please indicate your level of agreement with the following statements on a scale of 0 to 10, where 0 is disagree very strongly and 10 is agree very strongly.

Base: All respondents (n=443)

PROPERTY MANAGERS MORE LIKELY TO DOWNPLAY POTENTIAL EXPOSURE HEALTH RISKS

- + Overall, these findings suggest most real estate agents and property managers have quite a reasonable understanding of the health risks posed by asbestos exposure.
- + Of particular concern, however, was the relatively high proportion of real estate agents and property managers (17% and 34% respectively) that agreed with the proposition that 'breathing in asbestos is not harmful for your health'.
- + Property managers were significantly more likely to agree with the statement 'removing a little bit of asbestos by yourself does not put you in danger' (4.2 vs 2.6 for real estate agents) – potentially driven by greater practical experience in managing properties with asbestos containing materials present.

AGREEMENT STATEMENTS

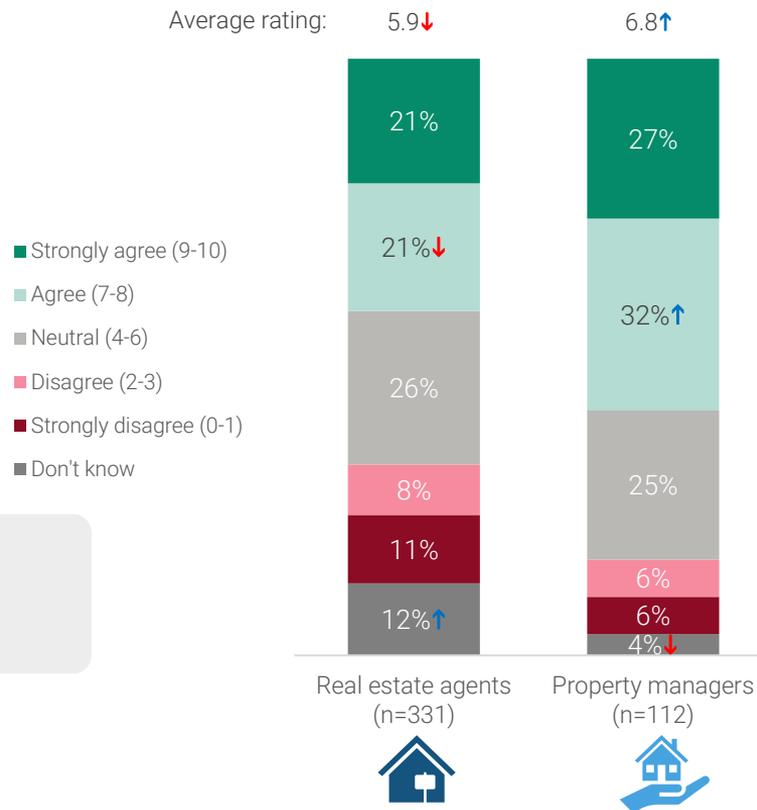


QB6. Please indicate your level of agreement with the following statements on a scale of 0 to 10, where 0 is disagree very strongly and 10 is agree very strongly.
Base: All respondents (n=443)

COST OF UNDERTAKING ASBESTOS ASSESSMENTS IS MORE WIDELY FELT BY PROPERTY MANAGERS

- + Property managers were significantly more likely to agree (on average) that the cost of undertaking asbestos assessments is too high (6.8 vs. 5.9 for real estate agents) – possibly because they are more likely to have needed to commission one.
- + These property managers may well also be reflecting negative feedback received from property owners when discussing the need for an asbestos assessment and the associated costs.

AGREEMENT WITH 'THE COST OF UNDERTAKING ASBESTOS ASSESSMENTS IS TOO HIGH'

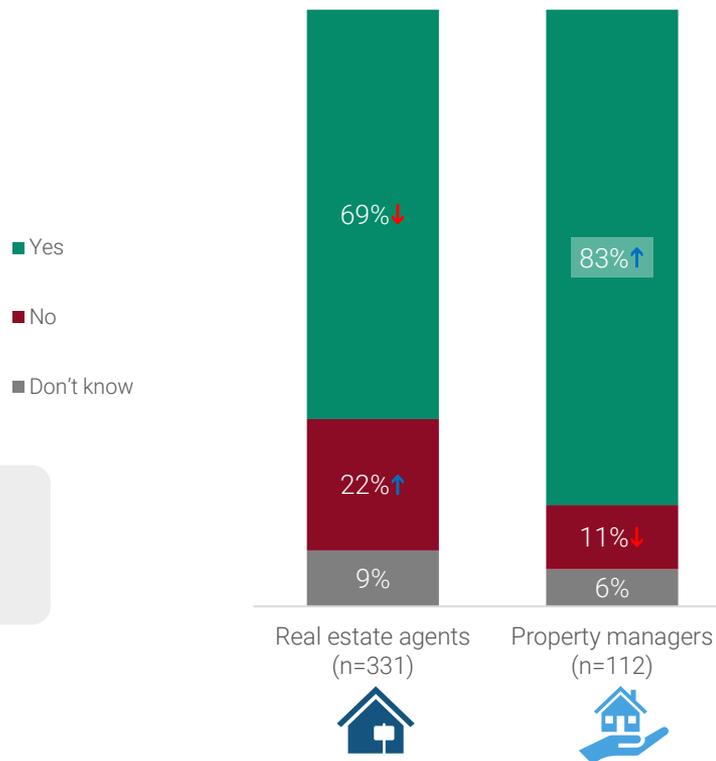


QB6. Please indicate your level of agreement with the following statements on a scale of 0 to 10, where 0 is disagree very strongly and 10 is agree very strongly.
Base: All respondents (n=443)

NEED FOR CLARITY AND EDUCATION ON WHETHER A PRE-SALE BUILDING INSPECTION REPORT WILL INDICATE IF ASBESTOS IS PRESENT

- + While a pre-sale building inspection is an option for property purchasers, such inspections have historically focused more on the structural integrity of the building rather than the likely presence of asbestos containing materials.
- + Given this, it was interesting to see most property managers (83%) and real estate agents (69%) agreeing that a pre-sale building inspection report usually tells them if asbestos is present in a building.
- + We suggest this issue needs to be further clarified, ideally through a detailed market scan of building inspection providers (and their qualifications) across each jurisdiction. While it would be ideal for the assessment of asbestos presence to be included in such reports, this may require further education or training among building inspectors to equip them with the required skills and/or knowledge to perform this task.

WILL A PRE-SALE BUILDING INSPECTION REPORT USUALLY TELL YOU IF ASBESTOS IS PRESENT IN A BUILDING?



SOME CONFUSION EVIDENT AROUND WHICH BUILDINGS REQUIRE AN ASBESTOS REGISTER

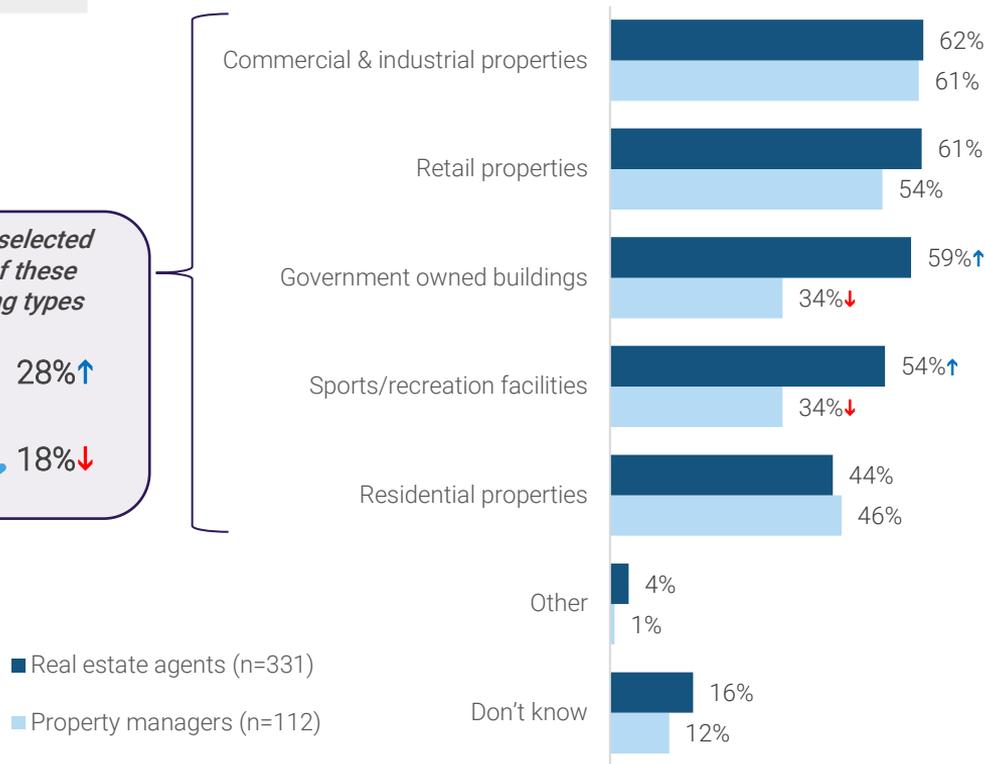
- + Respondents were shown a list of buildings and were asked to identify which types of buildings require an asbestos register if built before 2003.
- + Almost two-thirds from each cohort correctly identified commercial buildings as requiring a register, yet almost half of each group also thought a register was required for residential properties (which is incorrect).
- + Real estate agents were significantly more likely to answer 'government owned buildings' (59% vs. 34% for property managers) and 'sports/recreation facilities' (54% vs. 34% for property managers).
- + Any future education activities targeting these cohorts should cover asbestos register requirements in each jurisdiction.

% who selected ALL of these building types

 28%↑

 18%↓

WHAT TYPE OF BUILDINGS ARE REQUIRED TO HAVE AN ASBESTOS REGISTER IF BUILT BEFORE 2003?



PROPERTY MANAGERS MORE LIKELY TO HAVE AN ASBESTOS MANAGEMENT PLAN FOR ALL COMMERCIAL PROPERTIES

- + Among those who have been involved (in the past 12 months) in the sale, lease or management of commercial buildings before 2003, 84% of property managers had an asbestos management plan for these properties compared to just 53% of real estate agents.
- + Despite this gap, most real estate agents and property managers felt like they knew what their responsibilities are when dealing with these types of properties (75% and 85% respectively) – suggesting there is a need to educate agents further on this issue.

QC2. Over the past 12 months, have you been involved in the sale, lease or management of any commercial buildings built before 2003?

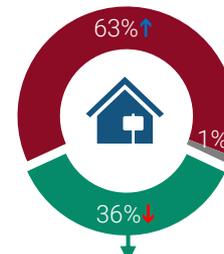
Base: All respondents (n=443)

QC4. You mentioned earlier that you have been involved in the sale, lease or management of any commercial buildings built before 2003.

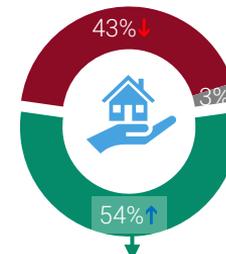
Base: Answered 'Yes' at QC2 (Real estate agents n=120, Property managers n=61)

Over the past 12 months, have you been involved in the sale, lease or management of any commercial buildings built before 2003?
(Real estate agents, n=331
Property managers, n=112)

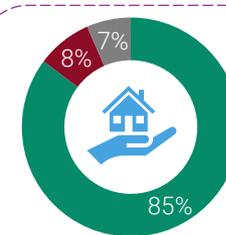
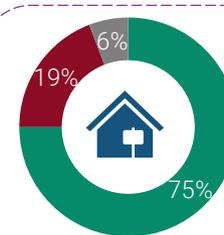
Real estate agents



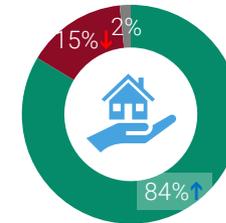
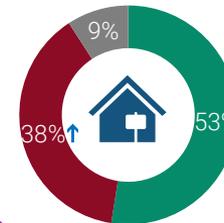
Property managers



Do you know what your responsibilities are in relation to the properties that contain asbestos?
(Real estate agents, n=120
Property managers, n=61)



Do you have an asbestos management plans for all of your commercial properties built before 2003?
(Real estate agents, n=120
Property managers, n=61)



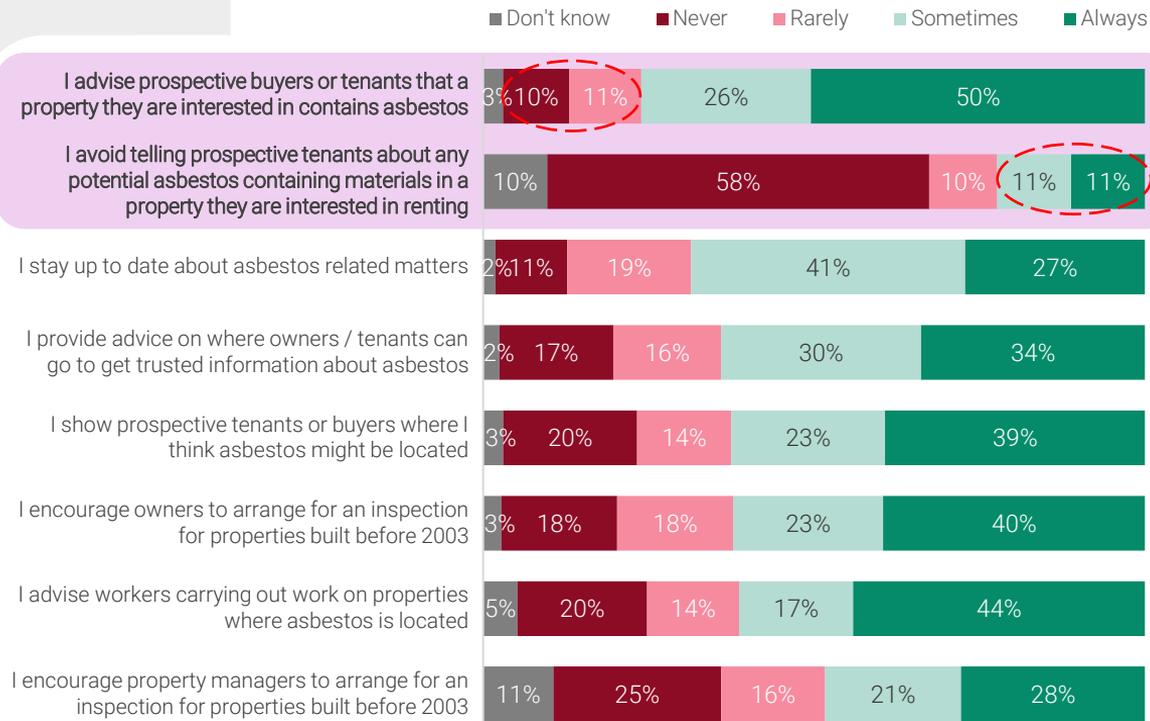
■ Yes ■ No ■ Not sure

INTERACTIONS WITH BUYERS OR TENANTS ON ASBESTOS MATTERS QUITE POSITIVE

- + Overall, these findings suggest the majority of real estate agents are engaged on asbestos issues and are advising clients on asbestos presence and where they can get further information if needed.
- + Of note, however, was the 10% of real estate agents who reported they 'never' advise prospective buyers or tenants that the property they are interested in contains asbestos, and a further 11% who said they 'rarely' do this.
- + There is significant scope for future asbestos education efforts to specifically address any agent fears associated with open and transparent dialogue with prospective buyers or tenants – including highlighting that properties containing asbestos containing materials are being sold and leased very frequently without issue or impact on the sale or selling price.

QC8. How often do you do the following things in relation to buildings that you are managing or selling?
Base: Real estate agents (n=331)

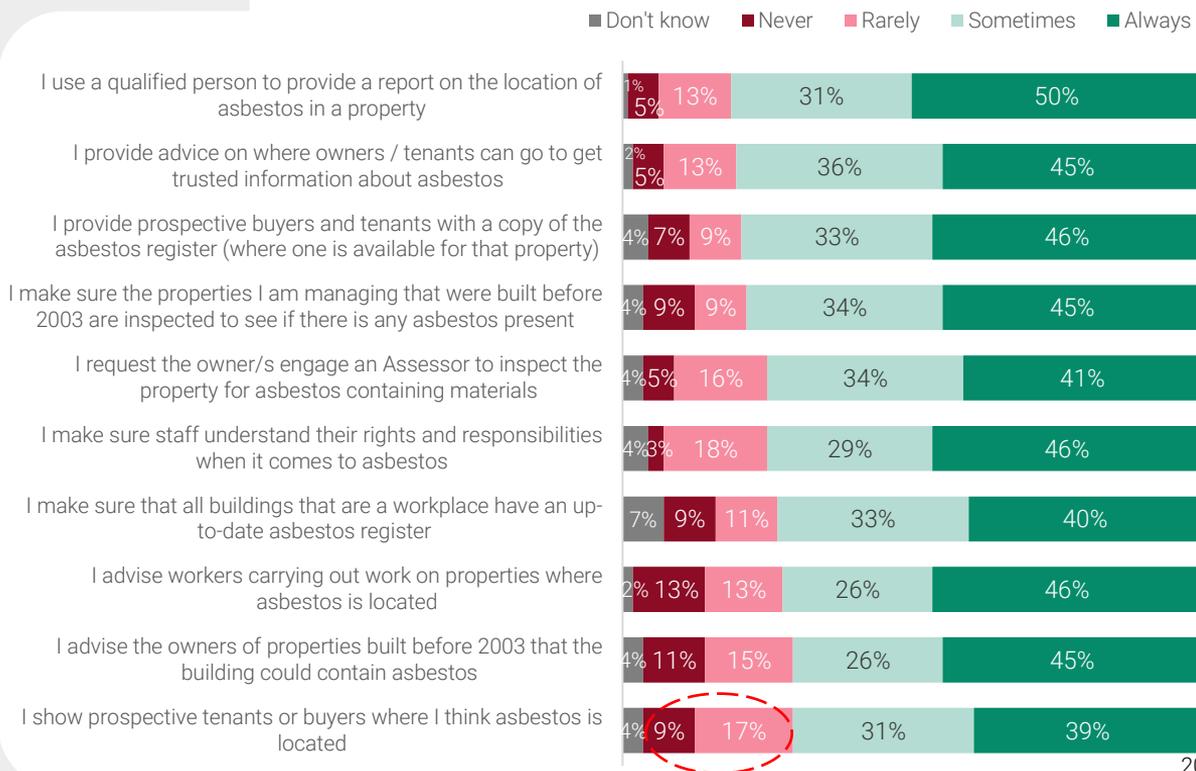
HOW OFTEN DO YOU... REAL ESTATE AGENTS ONLY (n=331)



MOST PROPERTY MANAGERS SHOW POTENTIAL TENANTS & TRADESPEOPLE WHERE ASBESTOS MAY BE LOCATED

- + As with real estate agents, the survey findings suggest most property managers appreciate the potential danger of asbestos containing materials and act in ways to ensure tenants and tradespeople working on properties containing asbestos are appropriately informed of such risks.
- + However – there is further work to do from an education perspective with this cohort. Some 9% of property managers ‘never’ show prospective buyers or tenants where they think asbestos may be located, plus a further 17% ‘rarely’ do this.

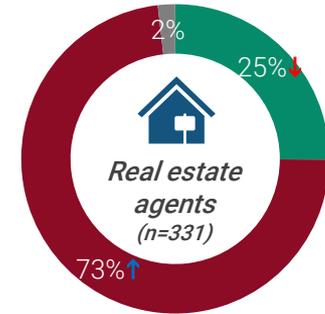
HOW OFTEN DO YOU... PROPERTY MANAGERS ONLY (n=112)



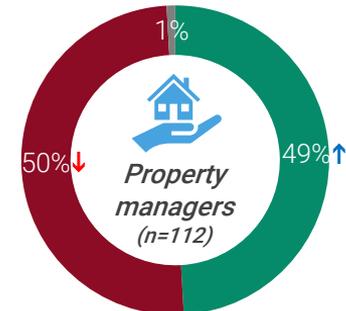
PROPERTY MANAGERS WERE TWICE AS LIKELY TO HAVE PARTICIPATED IN FORMAL ASBESTOS TRAINING THAN AGENTS

- + Around half of the property managers surveyed (49%) had participated in formal asbestos training.
- + This figure was significantly higher than the 25% recorded for real estate agents who have undertaken formal asbestos training in the past.
- + These results indicate that much of the knowledge on asbestos presence and its health dangers is either guessed or has been developed through informal (and potentially misleading) channels. Additional formal training across these two cohorts is clearly warranted.

HAVE YOU EVER PARTICIPATED IN FORMAL TRAINING ABOUT ASBESTOS?



■ Yes ■ No ■ Not sure



PROPERTY MANAGERS ALSO MORE LIKELY TO HAVE ATTENDED FORMAL ASBESTOS TRAINING MORE RECENTLY

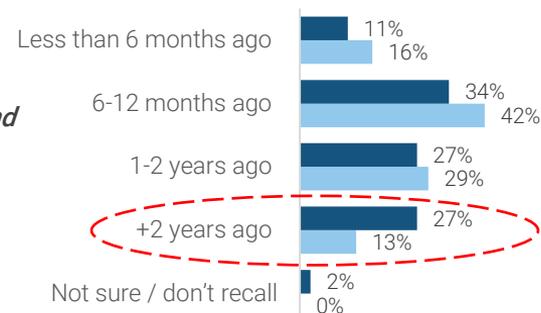
- + Among those who have participated in formal asbestos training, property managers were significantly more likely to have completed this in the past two years (87%) compared to real estate agents (71%).
- + The most common type of asbestos training was from a special course being provided through work (49% for real estate agents and 56% for property managers).

QE2. What training did you do? Please select all that apply.
 QE3. When did you most recently attend any formal asbestos training?
 Base: Those who have participated in formal training about asbestos
 (Real estate agents n=83, Property managers n=55)

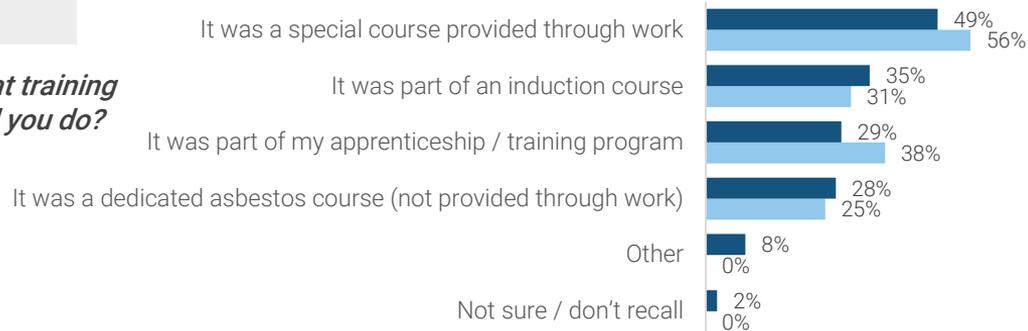
ASBESTOS TRAINING – WHAT & WHEN THOSE WHO HAVE PARTICIPATED IN FORMAL ASBESTOS TRAINING

■ Real estate agents (n=83) ■ Property managers (n=55)

When did you most recently attend any formal asbestos training?



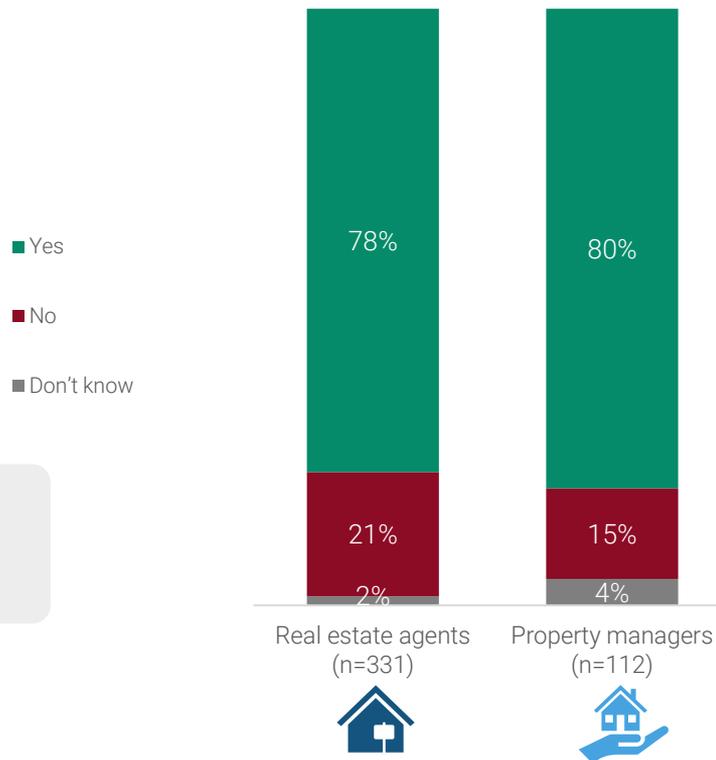
What training did you do?



4 IN 5 BELIEVE THEY KNOW WHERE TO GET INFORMATION ABOUT ASBESTOS FROM

- + Most real estate agents and property managers indicated that they know where to get information about asbestos from if they needed to (78% and 80% respectively).
- + No statistically significant differences were observed between these cohorts.
- + When viewed in the context of only a quarter of agents and half of property managers having attended any formal asbestos training, a key question (and concern) is whether both cohorts would be using credible, accurate and up-to-date information channels.

DO YOU KNOW WHERE TO GET INFORMATION ABOUT ASBESTOS FROM IF YOU NEEDED TO?

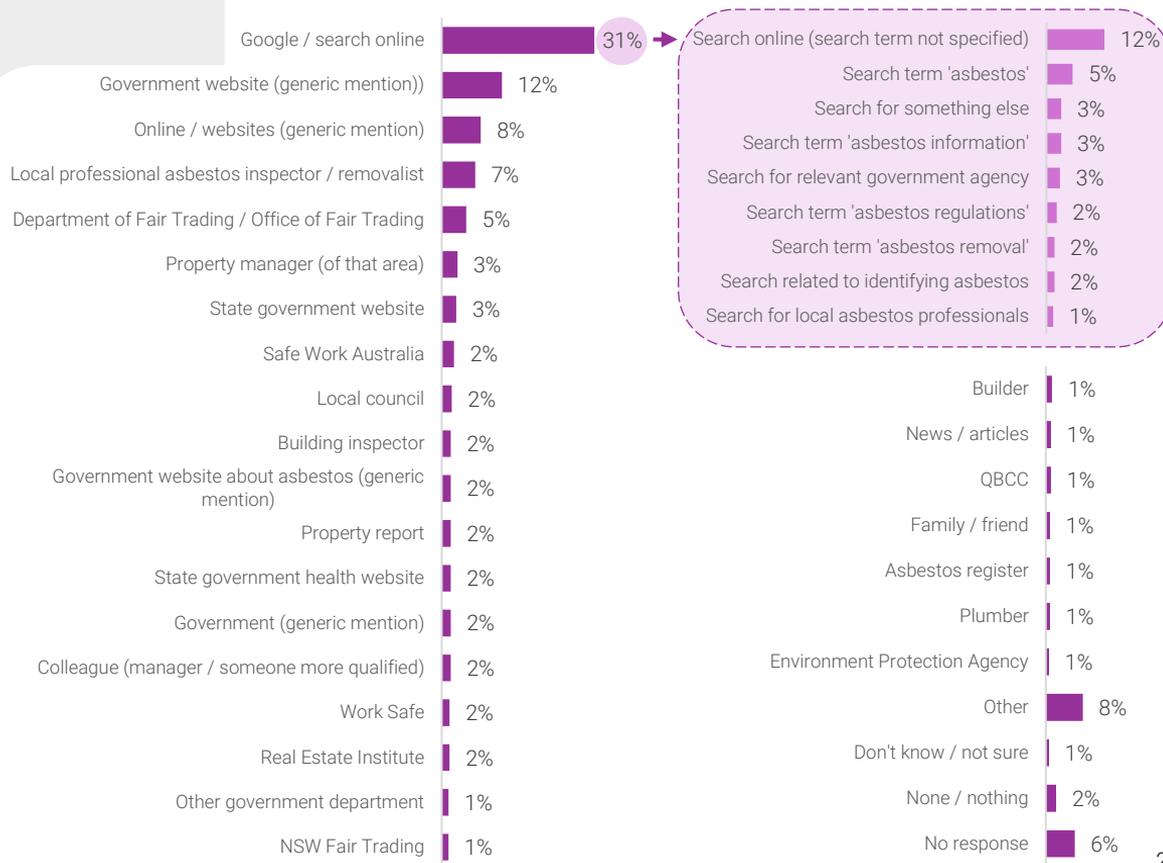


1 IN 3 WOULD SEARCH ONLINE FOR INFORMATION ON ASBESTOS

- + At an overall level, the most common action for seeking information online would be to search online (31%); 8% also made a generic mention of 'internet' or 'online'.
 - Real estate agents were significantly more likely to 'google /search online' (36%) compared to property managers (15%) – highlighting the importance of this channel as a key starting point for this cohort.
- + The high response to 'Google / search online' suggests that many do not have a single, trusted source which is top-of-mind – this presents both a challenge and an opportunity for Government to develop and promote the pre-eminent resource for trusted and to date asbestos information.
- + Of note, very few respondents considered their employer/colleagues as a source to get information about asbestos from.

SEEKING INFORMATION ON ASBESTOS IN THE FUTURE

TOTAL SAMPLE (n=443)



QD4. If you needed information on asbestos in future, where would you be most likely to specifically go to source this from?
[Open-text response]

Base: All respondents (n=443)



03

APPENDIX: DEMOGRAPHIC ANALYSIS

DEMOGRAPHIC ANALYSIS

APPENDIX

QB1 - How much would you say you know about the impact asbestos can have on your health?	TOTAL	Know someone who has an asbestos related disease	Don't know anyone with an asbestos related disease	Real estate agents	Property managers	In role for <12 months
	n=443	181	262	331	112	21
A great deal	34%	49% ↑	24% ↓	29% ↓	50% ↑	38%
A fair bit	44%	41%	47%	48% ↑	33% ↓	19%
Just a little bit	18%	10% ↓	24% ↑	21% ↑	12% ↓	19%
Nothing at all	2%	1%	3%	2%	3%	14% ↑
Don't know	1%	0%	2%	0% ↓	3% ↑	10% ↑
A great deal + A fair bit	79%	90% ↑	71% ↓	77%	83%	57%

QB2 - How sure are you that you could identify any kind of material containing asbestos?	TOTAL	Male	Female	50-59 years	Live in capital city	Outside capital city	Know someone who has an asbestos related disease	Don't know anyone with an asbestos related disease	Real estate agents	Property managers	Mostly residential properties	A mix between residential and commercial/industrial properties	20-50 people in agency	In role for 4-10 years
	n=443	257	186	85	297	146	181	262	331	112	287	156	77	149
Very sure	16%	19%	13%	12%	20% ↑	10% ↓	27% ↑	10% ↓	14% ↓	25% ↑	11% ↓	26% ↑	22%	20%
Fairly sure	49%	53%	44%	40%	49%	49%	51%	48%	50%	48%	46%	56%	60%	54%
Not very sure	23%	19% ↓	30% ↑	32%	22%	27%	15% ↓	29% ↑	26%	17%	28% ↑	16% ↓	13%	21%
Not at all sure	10%	7%	13%	13%	8%	12%	6%	12%	10%	8%	14% ↑	2% ↓	5%	3% ↓
Don't know	1%	2%	1%	4%	1%	2%	1%	1%	1%	2%	2%	0%	0%	1%
Very sure + Fairly sure	66%	72% ↑	56% ↓	52% ↓	69%	59%	78% ↑	57% ↓	63%	73%	57% ↓	82% ↑	82% ↑	74%
Not very sure + Not at all sure	33%	26% ↓	43% ↑	45%	30%	39%	21% ↓	42% ↑	36%	25%	41% ↑	18% ↓	18% ↓	25%

Note: Results only shown for demographics where significant differences were observed.

DEMOGRAPHIC ANALYSIS

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QB3 - Will a pre-sale building inspection report usually tell you if asbestos is present in a building?	TOTAL	Male	Female	50-59 years	TAS	LOTE	Know someone who has an asbestos related disease	Don't know anyone with an asbestos related disease	Real estate agents	Property managers	Mostly residential properties	A mix between residential and commercial /industrial properties	5-9 people in agency	20-50 people in agency	In role for >20 years
	n=443	257	186	85	24	105	181	262	331	112	287	156	110	77	86
Yes	72%	73%	71%	58% ↓	29% ↓	80%	77%	69%	69% ↓	83% ↑	67% ↓	83% ↑	61% ↓	86% ↑	63%
No	19%	21%	17%	29% ↑	54% ↑	10% ↓	19%	19%	22% ↑	11% ↓	22% ↑	13% ↓	25%	10%	29% ↑
Don't know	9%	6% ↓	12% ↑	13%	17%	10%	4% ↓	11% ↑	9%	6%	11% ↑	4% ↓	14%	4%	8%

QB4 - Do you know how to safely handle materials that do or might contain asbestos?	TOTAL	50-59 years	VIC	Know someone who has an asbestos related disease	Don't know anyone with an asbestos related disease	Real estate agents	Property managers	Mostly residential properties	A mix between residential and commercial/industrial properties
	n=443	85	76	181	262	331	112	287	156
Definitely	37%	41%	20% ↓	46% ↑	31% ↓	37%	40%	32% ↓	47% ↑
Probably	40%	25% ↓	59% ↑	44%	37%	37%	46%	41%	38%
Probably not	14%	15%	16%	8% ↓	18% ↑	16%	8%	14%	13%
Definitely not	8%	15% ↑	3%	2% ↓	12% ↑	10%	3%	11% ↑	2% ↓
Don't know	1%	4% ↑	3%	0%	2%	0%	3%	1%	0%
Definitely + Probably	77%	66% ↓	79%	90% ↑	68% ↓	74%	87%	73% ↓	85% ↑
Probably not + Definitely not	22%	31%	18%	10% ↓	30% ↑	26% ↑	11% ↓	25% ↑	15% ↓

QB5 - Do you know where to get information about asbestos from if you needed to?	TOTAL	Know someone who has an asbestos related disease	Don't know anyone with an asbestos related disease
	n=443	181	262
Yes	78%	86% ↑	73% ↓
No	19%	13% ↓	24% ↑
Don't know	2%	1%	3%

Note: Results only shown for demographics where significant differences were observed.

DEMOGRAPHIC ANALYSIS

APPENDIX

QB6. Please indicate your level of agreement with the following statements on a scale of 0 to 10, where 0 is disagree very strongly and 10 is agree very strongly.

	TOTAL	30-39 years	40-49 years	50-59 years	60+ years	VIC	WA	TAS	Live in capital city	Outside capital city	LOTE	Know someone who has an asbestos related disease	Don't know anyone with an asbestos related disease	Real estate agents	Property managers	Mostly residential properties	A mix between residential and commercial/industrial properties	1-4 people in agency	10-19 people in agency	More than 50 people in agency	In role for <12 months	In role for 4-10 years	In role for 11-20 years	In role for >20 years	
	n=443	122	96	85	66	76	56	24	297	146	105	181	262	331	112	287	156	110	113	26	21	149	102	86	
The health effects of asbestos may continue even after a person is no longer in contact with it	Average	8.5	8.3	8.3	8.8	9.1 ↑	7.6 ↓	9.0	8.4	8.7	8.5	8.2 ↓	8.7 ↑	8.7 ↑	8.0 ↓	8.9 ↑	7.8 ↓	9.0 ↑	8.5	8.2	7.6	8.2	9.2 ↑	8.9	
	4 + 5 + 6	12%	16%	16%	5%	2%	18%	9%	4%	12%	10%	8%	17% ↑	8% ↓	10%	16%	6% ↓	21% ↑	5%	11%	23%	19%	15%	6%	3%
	7 + 8	18%	27% ↑	22%	8%	11%	36% ↑	13%	8%	20%	14%	22%	18%	18%	15% ↓	27% ↑	16%	22%	8% ↓	25%	31%	38%	24%	15%	8%
	9 + 10 (Strongly agree)	64%	55%	58%	78% ↑	79%	39% ↑	77%	83%	62%	69%	64%	59%	68%	69% ↑	52% ↓	72% ↑	49% ↓	79% ↑	62%	46%	33% ↓	57%	75%	79% ↑
Asbestos fibres are not always visible	Average	8.2	8.0	7.5 ↓	8.7	8.9 ↑	7.8	8.4	8.0	8.0	8.5	7.7	7.9	8.4	8.3 ↑	7.7 ↓	8.6 ↑	7.4 ↓	8.5	8.0	8.0	7.6	7.8 ↓	8.4	9.1 ↑
	0 (Strongly disagree) + 1	3%	1%	4%	5%	5%	0%	2%	13% ↑	3%	3%	5%	3%	3%	3%	3%	3%	5%	1%	4%	0%	4%	2%	2%	
	4 + 5 + 6	13%	17%	22% ↑	8%	3%	16%	16%	4%	14%	11%	18%	15%	11%	11%	18%	8% ↓	22% ↑	12%	17%	12%	24%	16%	14%	3% ↓
	7 + 8	28%	36%	29%	15% ↓	17%	50% ↑	13% ↓	8%	33% ↑	18% ↓	33%	34%	24%	24% ↓	40% ↑	25%	33%	15% ↓	37%	35%	43%	33%	25%	15% ↓
	9 + 10 (Strongly agree)	52%	45%	41%	66% ↑	73% ↑	30% ↓	66%	67%	47% ↓	62% ↑	39% ↓	45%	56%	57% ↑	37% ↓	61% ↑	35% ↓	65% ↑	42%	50%	29%	42% ↓	57%	76% ↑
The poorer the condition of asbestos the higher the risks to health	2 + 3	1%	2%	1%	1%	0%	5% ↑	0%	0%	1%	1%	1%	2%	1%	2%	1%	3%	0%	2%	0%	0%	3%	1%	0%	
	7 + 8	21%	24%	30%	14%	9%	45% ↑	13%	8%	23%	18%	26%	25%	18%	18%	29%	19%	24%	13%	29%	46% ↑	38%	21%	18%	13%
	9 + 10 (Strongly agree)	50%	51%	42%	49%	67%	32% ↓	64%	50%	51%	49%	49%	47%	52%	53%	42%	50%	51%	64% ↑	43%	38%	33%	49%	52%	62%
There is no absolutely safe level of exposure to asbestos fibres	Average	7.6	7.1 ↓	7.4	8.2	8.2	7.4	7.2	6.9	7.5	7.7	7.2	7.7	7.5	7.6	7.5	7.8	7.3	8.2	7.2	7.6	6.9	7.3	7.6	8.4 ↑
	Don't know	5%	3%	2%	7%	8%	5%	4%	17%	4%	8%	5%	3%	6%	5%	5%	7% ↑	2% ↓	7%	4%	8%	0%	3%	9%	5%
	4 + 5 + 6	16%	17%	17%	9%	11%	17%	16%	21%	16%	15%	14%	19%	13%	14%	20%	13% ↓	21% ↑	5% ↓	24% ↑	19%	24%	19%	12%	9%
	7 + 8	23%	33% ↑	29%	15%	11%	32%	23%	13%	27%	16%	26%	29%	19%	20%	31%	18% ↓	31% ↑	13% ↓	26%	31%	43%	27%	17%	15%
	9 + 10 (Strongly agree)	46%	34% ↓	41%	59%	64% ↑	37%	43%	38%	44%	51%	41%	43%	48%	49%	38%	52% ↑	37% ↓	64% ↑	37%	38%	24%	40%	50%	64% ↑

Note: Results only shown for demographics where significant differences were observed.

DEMOGRAPHIC ANALYSIS

APPENDIX

QB6. Please indicate your level of agreement with the following statements on a scale of 0 to 10, where 0 is disagree very strongly and 10 is agree very strongly.

	TOTAL	Male	Female	30-39 years	40-49 years	50-59 years	60+ years	VIC	QLD	SA	TAS	Know someone who has an asbestos related disease	Don't know anyone with an asbestos related disease	Real estate agents	Property managers	Mostly residential properties	A mix between residential and commercial/industrial properties	1-4 people in agency	5-9 people in agency	10-19 people in agency	20-50 people in agency	More than 50 people in agency	In role for <12 months	In role for 4-10 years	In role for 11-20 years	In role for >20 years
Asbestos fibres remain virtually unchanged over long periods of time	n=443	257	186	122	96	85	66	76	73	34	24	181	262	331	112	287	156	110	110	113	77	26	21	149	102	86
Average	6.9	7.2	6.5	7.0	7.1	6.1	8.1 ↑	7.0	6.1	7.9 ↑	6.6	7.4 ↑	6.5 ↓	6.9	6.9	6.7	7.3	7.8 ↑	6.2	7.0	6.5	6.8	7.0	6.7	6.7	7.6
Don't know	11%	9%	13%	8%	6%	16%	14%	4%	14%	12%	21%	7% ↓	13% ↑	13%	4%	15% ↑	3% ↓	15%	10%	12%	8%	4%	10%	8%	17%	12%
Strongly disagree (0-1)	7%	7%	8%	6%	6%	14%	6%	4%	14%	0%	13%	4% ↓	10% ↑	8%	4%	10% ↑	2% ↓	5%	14%	4%	8%	8%	0%	6%	10%	9%
Agree (7-8)	23%	25%	20%	34% ↑	28%	12%	11%	32%	18%	29%	4%	25%	21%	20%	30%	19% ↓	29% ↑	15%	17%	28%	27%	35%	38%	30%	14%	16%
Strongly agree (9-10)	34%	39%	27%	28%	36%	31%	58% ↑	36%	30%	38%	38%	41% ↑	29% ↓	35%	31%	32%	37%	47% ↑	33%	28%	27%	31%	24%	28%	37%	48% ↑
The cost of undertaking asbestos assessments is too high	6.1	6.0	6.3	6.3	6.2	5.8	6.2	6.7	5.3	6.3	4.8	6.2	6.1	5.9 ↓	6.8 ↑	5.8 ↓	6.8 ↑	5.9	6.1	6.2	6.1	6.8	7.0	6.1	5.6	6.2
Don't know	10%	8%	12%	4%	7%	16%	15%	1%	14%	6%	21%	4% ↓	14% ↑	12%	4%	13% ↑	4% ↓	18% ↑	8%	6%	9%	4%	14%	7%	9%	15%
Strongly disagree (0-1)	10%	11%	9%	7%	8%	14%	14%	5%	16%	6%	21%	11%	10%	11%	6%	14% ↑	3% ↓	17% ↑	8%	7%	12%	0%	5%	8%	18%	10%
Agree (7-8)	24%	26%	21%	31%	29%	16%	17%	33%	19%	21%	17%	23%	25%	21%	32%	19% ↓	33% ↑	8% ↓	24%	34% ↑	26%	46% ↑	29%	26%	22%	16%
I can easily identify asbestos containing material	5.1	5.3	4.8	5.7 ↑	5.1	4.4	4.6	5.5	4.5	4.1	4.6	5.5 ↑	4.8 ↓	5.0	5.4	4.8 ↓	5.6 ↑	4.2 ↓	4.6	5.5	5.8	7.0 ↑	5.9	5.7 ↑	4.8	4.3 ↓
Average	5.1	5.3	4.8	5.7 ↑	5.1	4.4	4.6	5.5	4.5	4.1	4.6	5.5 ↑	4.8 ↓	5.0	5.4	4.8 ↓	5.6 ↑	4.2 ↓	4.6	5.5	5.8	7.0 ↑	5.9	5.7 ↑	4.8	4.3 ↓
Strongly disagree (0-1)	18%	18%	17%	11%	17%	22%	27%	14%	22%	26%	21%	14%	20%	18%	17%	22% ↑	10% ↓	27% ↑	20%	13%	13%	0%	14%	10% ↓	18%	31% ↑
Agree (7-8)	25%	24%	26%	29%	24%	15%	23%	25%	21%	12%	25%	25%	24%	25%	24%	23%	27%	15% ↓	23%	28%	30%	38%	24%	28%	22%	16%
Strongly agree (9-10)	13%	16% ↑	8% ↓	16%	13%	11%	9%	16%	10%	9%	8%	17%	10%	11%	17%	11%	15%	8%	7%	16%	16%	31% ↑	29%	14%	12%	10%
The health effects of asbestos are immediately noticeable	3.2	3.2	3.3	4.1 ↑	4.0 ↑	1.6 ↓	1.8 ↓	5.3 ↑	2.0 ↓	3.3	1.8	3.7 ↑	2.9 ↓	2.8 ↓	4.6 ↑	2.6 ↓	4.5 ↑	1.9 ↓	2.3 ↓	3.8	4.3 ↑	6.0 ↑	5.6 ↑	4.0 ↑	2.7	1.5 ↓
Average	3.2	3.2	3.3	4.1 ↑	4.0 ↑	1.6 ↓	1.8 ↓	5.3 ↑	2.0 ↓	3.3	1.8	3.7 ↑	2.9 ↓	2.8 ↓	4.6 ↑	2.6 ↓	4.5 ↑	1.9 ↓	2.3 ↓	3.8	4.3 ↑	6.0 ↑	5.6 ↑	4.0 ↑	2.7	1.5 ↓
Don't know	3%	3%	3%	2%	2%	6%	5%	1%	5%	0%	13% ↑	1%	5%	4%	2%	4%	2%	5%	4%	2%	1%	8%	0%	3%	4%	5%
Strongly disagree (0-1)	43%	46%	40%	31% ↓	35%	61% ↑	59% ↑	17% ↓	52%	35%	67%	37%	47%	50% ↑	22% ↓	53% ↑	24% ↓	56% ↑	57% ↑	35%	29% ↓	15% ↓	10% ↓	35%	45%	66% ↑
Disagree (2-3)	16%	14%	18%	14%	14%	18%	20%	13%	21%	29%	4%	16%	15%	13% ↓	22% ↑	12% ↓	22% ↑	20%	14%	16%	17%	0%	19%	15%	23%	14%
Neutral (4-6)	16%	14%	18%	23% ↑	18%	8%	9%	28% ↑	15%	12%	8%	18%	15%	14%	21%	15%	18%	12%	12%	20%	19%	23%	29%	17%	13%	8%
Agree (7-8)	13%	15%	11%	21% ↑	18%	4% ↓	2% ↓	24% ↑	5%	15%	0%	18%	10%	11% ↓	20% ↑	10% ↓	20% ↑	1% ↓	7%	19%	19%	38% ↑	29%	19%	8%	3% ↓
Strongly agree (9-10)	9%	9%	10%	8%	14%	4%	6%	17% ↑	1%	9%	8%	10%	8%	8%	13%	6% ↓	14% ↑	6%	6%	8%	14%	15%	14%	12%	8%	3%

Note: Results only shown for demographics where significant differences were observed.

DEMOGRAPHIC ANALYSIS

APPENDIX

QB6. Please indicate your level of agreement with the following statements on a scale of 0 to 10, where 0 is disagree very strongly and 10 is agree very strongly.

	TOTAL	18-29 years	30-39 years	40-49 years	50-59 years	60+ years	VIC	QLD	TAS	Live in capital city	Outside capital city	LOTE	Know someone who has an asbestos related disease	Don't know anyone with an asbestos related disease	Real estate agents	Property managers	Mostly residential properties	A mix between residential and commercial/industrial properties	1-4 people in agency	5-9 people in agency	10-19 people in agency	20-50 people in agency	More than 50 people in agency	In role for <12 months	In role for 1-3 years	In role for 4-10 years	In role for 11-20 years	In role for >20 years	
	n=443	70	122	96	85	66	76	73	24	297	146	105	181	262	331	112	287	156	110	110	113	77	26	21	85	149	102	86	
Only tradespeople run the risk of disturbing asbestos	Average	3.2	3.9	4.3↑	4.1↑	1.2↓	1.1↓	5.3↑	2.2↓	0.1↓	3.7↑	2.1↓	4.4↑	4.2↑	2.5↓	2.5↓	5.1↑	2.0↓	5.3↑	1.8↓	2.9	3.5	3.9	5.3↑	4.4	3.9	4.4↑	2.3↓	0.9↓
	Don't know	1%	0%	0%	2%	2%	0%	1%	0%	2%	0%	3%	1%	2%	1%	1%	1%	1%	1%	4%↑	1%	0%	0%	0%	0%	1%	0%	3%	1%
	Strongly disagree (0-1)	51%	37%↓	36%↓	40%↓	80%↑	77%↑	22%↓	63%	96%↑	45%↓	63%↑	36%↓	40%↓	59%↑	61%↑	22%↓	66%↑	24%↓	71%↑	55%	44%	40%	27%↓	24%↓	39%↓	36%↓	65%↑	81%↑
	4 + 5 + 6	14%	20%	17%	17%	5%↓	6%	21%	4%↓	0%	16%	10%	15%	16%	13%	12%↓	21%↑	10%↓	22%↑	4%↓	16%	18%	18%	12%	33%↑	20%	19%	5%↓	6%↓
	7 + 8	16%	17%	25%↑	27%↑	1%↓	3%↓	29%↑	10%	0%	18%	12%	21%	27%↑	9%↓	12%↓	29%↑	7%↓	33%↑	7%↓	10%	21%	25%	38%↑	19%	21%	22%↑	15%	2%↓
9 + 10 (Strongly agree)	10%	13%	13%	10%	6%	3%	18%↑	8%	0%	12%↑	4%↓	17%↑	12%	8%	8%↓	15%↑	7%↓	15%↑	9%	11%	8%	9%	15%	10%	9%	17%↑	6%	2%↓	
Removing a little bit of asbestos by yourself does not put you in danger	Average	3.0	3.5	3.9↑	3.7	1.3↓	1.6↓	4.7↑	2.4	0.5↓	3.3↑	2.2↓	3.1	3.8↑	2.4↓	2.6↓	4.2↑	2.3↓	4.2↑	1.8↓	2.5	3.3	3.8	5.5↑	4.9↑	3.3	4.0↑	2.3↓	1.3↓
	Strongly disagree (0-1)	51%	43%	34%↓	40%	80%↑	70%↑	28%↓	58%	88%↑	46%↓	60%↑	48%	41%↓	57%↑	56%↑	33%↓	61%↑	31%↓	69%↑	58%	40%↓	40%	23%↓	19%↓	46%	37%↓	58%	78%↑
	2 + 3	12%	11%	15%	15%	8%	11%	11%	14%	8%	11%	14%	14%	12%	13%	11%	17%	10%	16%	12%	9%	19%	10%	8%	19%	13%	11%	18%	5%
	4 + 5 + 6	14%	14%	19%	18%	2%↓	12%	21%	11%	4%	15%	10%	18%	15%	13%	13%	15%	11%	18%	7%	15%	17%	18%	12%	19%	13%	20%↑	7%	10%
	7 + 8	16%	21%	27%↑	18%	2%↓	6%	30%↑	12%	0%	18%	13%	10%	25%↑	11%↓	14%↓	25%↑	10%↓	28%↑	4%↓	13%	20%	25%	38%↑	38%↑	20%	23%↑	11%	3%↓
9 + 10 (Strongly agree)	7%	9%	4%	10%	7%	2%	9%	4%	0%	8%	3%	10%	8%	6%	5%	10%	6%	8%	8%	5%	4%	5%	19%↑	5%	7%	9%	6%	3%	
Breathing in asbestos is not harmful to your health	Average	2.6	3.1	3.3↑	3.5↑	1.0↓	1.4↓	4.8↑	2.5	0.8↓	3.0↑	1.9↓	3.0	3.5↑	2.1↓	2.2↓	3.9↑	2.0↓	3.7↑	1.9↓	1.7↓	2.9	3.4	5.7↑	4.9↑	3.3	3.4↑	1.7↓	1.2↓
	Strongly disagree (0-1)	61%	54%	51%↓	49%↓	84%↑	80%↑	28%↓	66%	92%↑	57%↓	70%↑	57%	51%↓	68%↑	67%↑	43%↓	71%↑	43%↓	75%↑	72%↑	55%	52%	23%↓	29%↓	51%	51%↓	73%↑	84%↑
	Disagree (2-3)	8%	10%	10%	6%	7%	6%	14%	8%	0%	9%	5%	9%	7%	8%	7%	10%	5%↓	13%↑	6%	10%	10%	4%	12%	14%	8%	8%	9%	5%
	Neutral (4-6)	9%	6%	11%	18%↑	4%	3%	16%	7%	0%	8%	12%	7%	9%	9%	8%	13%	5%↓	16%↑	5%	10%	9%	17%↑	0%	14%	13%	11%	6%	3%
	Agree (7-8)	12%	16%	17%	17%	1%↓	0%↓	28%↑	5%	0%	14%	7%	17%	21%↑	5%↓	8%↓	21%↑	8%↓	17%↑	3%↓	4%↓	19%↑	17%	35%↑	24%	19%	15%	7%	0%↓
Strongly agree (9-10)	10%	13%	11%	10%	5%	11%	14%	14%	8%	12%	5%	10%	11%	10%	9%	13%	10%	11%	12%	5%	7%	10%	31%↑	19%	9%	13%	6%	8%	

Note: Results only shown for demographics where significant differences were observed.

DEMOGRAPHIC ANALYSIS

APPENDIX

QC1 - What type of buildings are required to have an asbestos register if built before 2003?	TOTAL	30-39 years	40-49 years	60+ years	NSW	VIC	QLD	WA	TAS	Asian language	European language	Know someone who has an asbestos related disease	Don't know anyone with an asbestos related disease	a real estate agent	a property manager	Mostly residential properties	A mix between residential and commercial/industrial properties	1-4 people in agency	20-50 people in agency	In role for 4-10 years	In role for >20 years
	n=443	122	96	66	162	76	73	56	24	37	57	181	262	331	112	287	156	110	77	149	86
Commercial & industrial properties	61%	66%	66%	56%	60%	61%	70%	43% ↓	50%	46% ↓	77% ↑	55% ↓	66% ↑	62%	61%	56% ↓	71% ↑	56%	73%	68%	57%
Government owned buildings	53%	53%	38% ↓	53%	59%	37% ↓	60%	41%	54%	46%	49%	39% ↓	62% ↑	59% ↑	34% ↓	58% ↑	43% ↓	55%	53%	52%	57%
Sports/recreation facilities	49%	52%	39%	55%	54%	26% ↓	66% ↑	39%	50%	38%	51%	41% ↓	55% ↑	54% ↑	34% ↓	54% ↑	39% ↓	55%	43%	44%	57%
Residential properties	44%	48%	40%	33%	58% ↑	41%	45%	32%	13% ↓	57%	54%	33% ↓	52% ↑	44%	46%	47%	39%	44%	51%	43%	34%
Don't know	15%	5% ↓	10%	36% ↑	12%	9%	22%	27%	38% ↑	16%	7%	11%	18%	16%	12%	20% ↑	6% ↓	25% ↑	4% ↓	7% ↓	31% ↑

QC1 - What type of buildings are required to have an asbestos register if built before 2003?	TOTAL	Male	Female	40-49 years	NSW	VIC	Know someone who has an asbestos related disease	Don't know anyone with an asbestos related disease	Real estate agents	Property managers	Mostly residential properties	A mix between residential and commercial/industrial properties	In role for 11-20 years
	n=443	257	186	96	162	76	181	262	331	112	287	156	102
% who selected ALL building types listed at QC1	26%	22% ↓	31% ↑	16% ↓	35% ↑	11% ↓	14% ↓	33% ↑	28% ↑	18% ↓	30% ↑	17% ↓	36% ↑

Note: Results only shown for demographics where significant differences were observed.

DEMOGRAPHIC ANALYSIS

APPENDIX

QC2 - Over the past 12 months, have you been involved in the sale, lease or management of any commercial buildings built before 2003?	TOTAL	18-29 years	60+ years	VIC	QLD	SA	LOTE	Know someone who has an asbestos related disease	Don't know anyone with an asbestos related disease	Real estate agents	Property managers	Mostly residential properties	A mix between residential and commercial/industrial properties	1-4 people in agency	20-50 people in agency	More than 50 people in agency	In role for <12 months	In role for 4-10 years
	n=443	70	66	76	73	34	105	181	262	331	112	287	156	110	77	26	21	149
Yes	41%	40%	26% ↓	61% ↑	22% ↓	18% ↓	51% ↑	55% ↑	31% ↓	36% ↓	54% ↑	29% ↓	63% ↑	25% ↓	58% ↑	62%	48%	50% ↑
No	58%	54%	74% ↑	38% ↓	77% ↑	82% ↑	48% ↓	44% ↓	67% ↑	63% ↑	43% ↓	69% ↑	36% ↓	75% ↑	42% ↓	35% ↓	43%	48% ↓
Don't know	2%	6% ↑	0%	1%	1%	0%	1%	1%	2%	1%	3%	2%	1%	0%	0%	4%	10% ↑	2%

QC4 - You mentioned earlier that you have been involved in the sale, lease or management of any commercial buildings built before 2003...	TOTAL	40-49 years	50-59 years	60+ years	VIC	WA	Know someone who has an asbestos related disease	Don't know anyone with an asbestos related disease	Real estate agents	Property managers	Mostly residential properties	A mix between residential and commercial/industrial properties	1-4 people in agency	5-9 people in agency	In role for 4-10 years	In role for >20 years	
	n=181	49	27	17	46	28	100	81	120	61	83	98	28	35	74	29	
Do you know what your responsibilities are in relation to the properties that contain asbestos?	Yes	78%	82%	70%	53%	80%	57% ↓	83%	73%	75%	85%	71%	85%	57% ↓	80%	89% ↑	59% ↓
	No	15%	10%	19%	35%	13%	32% ↑	14%	17%	19%	8%	20%	11%	32%	9%	9%	31%
	Don't know	6%	8%	11%	12%	7%	11%	3%	10%	6%	7%	8%	4%	11%	11%	1%	10%
Do you have an asbestos management plans for all of your commercial properties built before 2003?	Yes	63%	82% ↑	41% ↓	24% ↓	76%	57%	69%	56%	53% ↓	84% ↑	53% ↓	71% ↑	43%	43% ↓	78% ↑	21% ↓
	No	30%	14% ↓	52% ↑	65% ↑	15% ↓	36%	29%	32%	38% ↑	15% ↓	36%	26%	54% ↑	43%	19% ↓	69% ↑
	Don't know	7%	4%	7%	12%	9%	7%	2% ↓	12% ↑	9%	2%	11%	3%	4%	14%	3%	10%

Note: Results only shown for demographics where significant differences were observed.

DEMOGRAPHIC ANALYSIS

APPENDIX

QC8. How often do you do the following things in relation to buildings that you are managing or selling? (Real estate agents only)		TOTAL	30-39 years	40-49 years	50-59 years	60+ years	VIC	QLD	LOTE	Know someone who has an asbestos related disease	Don't know anyone with an asbestos related disease	Mostly residential properties	A mix between residential and commercial/industrial properties	1-4 people in agency	5-9 people in agency	More than 50 people in agency	In role for 1-3 years	In role for 4-10 years	In role for >20 years
		n=331	85	56	74	63	40	66	72	118	213	241	90	93	87	18	56	96	85
I advise prospective buyers or tenants that a property they are interested in contains asbestos	Rarely	11%	16%	9%	7%	8%	18%	15%	13%	10%	11%	10%	12%	6%	11%	11%	25% ↑	9%	6%
	Always + Sometimes	76%	75%	79%	78%	68%	75%	61% ↓	79%	76%	76%	74%	82%	72%	78%	78%	68%	85%	71%
I stay up to date about asbestos related matters	Always	27%	27%	25%	26%	32%	33%	23%	28%	36% ↑	23% ↓	24%	37%	24%	26%	44%	20%	34%	28%
	Sometimes	41%	45%	39%	46%	33%	38%	44%	40%	32% ↓	46% ↑	41%	42%	44%	45%	28%	41%	35%	44%
	Sometimes	30%	31%	32%	28%	22%	45%	20%	29%	29%	31%	29%	33%	24%	30%	33%	18%	45% ↑	28%
I provide advice on where owners / tenants can go to get trusted information about asbestos	Never	17%	13%	21%	20%	24%	3%	18%	14%	14%	19%	21% ↑	8% ↓	25%	14%	11%	16%	5% ↓	27% ↑
	Don't know	2%	0%	5%	0%	8% ↑	0%	8%	1%	3%	2%	3%	1%	6%	2%	0%	2%	1%	6%
	Always + Sometimes	64%	69%	54%	69%	49%	80%	55%	71%	70%	61%	61%	71%	56%	66%	72%	59%	77% ↑	53%
	Always	39%	39%	23% ↓	57% ↑	33%	45%	36%	51% ↑	45%	36%	36%	49%	43%	34%	33%	34%	42%	38%
I show prospective tenants or buyers where I think asbestos might be located	Sometimes	23%	32%	41% ↑	11% ↓	19%	25%	24%	13% ↓	27%	21%	24%	22%	15%	26%	28%	25%	29%	21%
	Don't know	3%	1%	4%	1%	10% ↑	3%	6%	0%	3%	3%	4%	0%	6%	3%	0%	0%	0%	6%
	Always	40%	46%	45%	42%	30%	28%	39%	49%	44%	37%	40%	38%	39%	39%	33%	41%	49%	25% ↓
	Sometimes	23%	22%	25%	20%	21%	40%	15%	18%	23%	23%	19% ↓	32% ↑	14%	26%	17%	18%	28%	21%
I encourage owners to arrange for an inspection for properties built before 2003	Never	18%	13%	13%	20%	29%	8%	27%	7% ↓	13%	20%	21% ↑	9% ↓	28% ↑	15%	11%	11%	7% ↓	29% ↑
	Always + Sometimes	62%	68%	70%	62%	51%	68%	55%	67%	67%	59%	59%	70%	53%	66%	50%	59%	77% ↑	46% ↓
	Sometimes	17%	19%	25%	12%	8%	38% ↑	20%	14%	23%	14%	15%	24%	10%	20%	28%	29%	25%	9%
	Never	20%	16%	18%	19%	33% ↑	5%	26%	14%	16%	22%	24% ↑	8% ↓	25%	15%	6%	18%	9% ↓	28%
I encourage property managers to arrange for an inspection for properties built before 2003	Always	28%	35%	34%	24%	17%	40%	24%	44% ↑	33%	25%	22% ↓	44% ↑	30%	23%	33%	36%	31%	21%
	Sometimes	21%	25%	30%	16%	10%	30%	18%	17%	25%	18%	18%	28%	10% ↓	22%	28%	21%	26%	16%
	Never	25%	19%	25%	30%	33%	8%	33%	15%	20%	28%	31% ↑	11% ↓	30%	25%	17%	20%	21%	32%
	Don't know	11%	6%	4%	14%	24% ↑	5%	12%	6%	6%	13%	14% ↑	1% ↓	14%	16%	0%	7%	4%	16%
	Always + Sometimes	48%	60%	64%	41%	27% ↓	70% ↑	42%	61%	58%	43%	39% ↓	72% ↑	40%	45%	61%	57%	57%	38%
I avoid telling prospective tenants about any potential asbestos containing materials in a property they are interested in renting	Always	11%	12%	16%	7%	11%	20%	11%	19%	16%	8%	7% ↓	21% ↑	13%	5%	11%	14%	16%	6%
	Sometimes	11%	24% ↑	9%	1% ↓	2% ↓	20%	8%	7%	19% ↑	7% ↓	7% ↓	22% ↑	1% ↓	10%	33% ↑	20%	20% ↑	1% ↓
	Rarely	10%	11%	13%	3%	14%	18%	5%	13%	14%	8%	7% ↓	18% ↑	6%	7%	28% ↑	11%	14%	11%
	Never	58%	48%	52%	76% ↑	59%	35% ↓	64%	57%	42% ↓	66% ↑	65% ↑	38% ↓	71% ↑	61%	28% ↓	46%	48%	68%
	Don't know	10%	6%	11%	14%	14%	8%	14%	4%	8%	11%	13% ↑	1% ↓	9%	17% ↑	0%	9%	3%	14%
	Always + Sometimes	22%	35% ↑	25%	8% ↓	13%	40% ↑	18%	26%	36% ↑	15% ↓	15% ↓	43% ↑	14%	15%	44%	34%	35% ↑	7% ↓

Note: Results only shown for demographics where significant differences were observed.

DEMOGRAPHIC ANALYSIS

APPENDIX

QC7. How often do you do the following? (Property managers only)		TOTAL	Male	Female	30-39 years	Live in capital city	Outside capital city	Know someone who has an asbestos related disease	Don't know anyone with an asbestos related disease	Mostly residential properties	A mix between residential and commercial/industrial properties
		n=112	63	49	37	88	24	63	49	46	66
I use a qualified person to provide a report on the location of asbestos in a property	Never	5%	0% ↓	12% ↑	5%	5%	8%	2%	10%	11%	2%
	Sometimes	36%	37%	35%	41%	39%	25%	46% ↑	22% ↓	35%	36%
I provide advice on where owners / tenants can go to get trusted information about asbestos	Never	5%	3%	8%	3%	5%	8%	2%	10%	13% ↑	0% ↓
	Sometimes	33%	37%	29%	30%	33%	33%	43% ↑	20% ↓	28%	36%
I provide prospective buyers and tenants with a copy of the asbestos register (where one is available for that property)	Rarely	9%	10%	8%	0%	9%	8%	2% ↓	18% ↑	9%	9%
	Never	7%	3%	12%	5%	6%	13%	2% ↓	14% ↑	17% ↑	0% ↓
	Don't know	4%	0% ↓	10% ↑	3%	2%	13%	5%	4%	11% ↑	0% ↓
	Always + Sometimes	79%	87%	69%	92%	83%	67%	92% ↑	63% ↓	63% ↓	91% ↑
I make sure the properties I am managing that were built before 2003 are inspected to see if there is any asbestos present	Always	45%	56% ↑	31% ↓	54%	49%	29%	40%	51%	43%	45%
	Never	9%	3% ↓	16% ↑	8%	7%	17%	5%	14%	17% ↑	3% ↓
	Don't know	4%	0% ↓	8% ↑	0%	2%	8%	3%	4%	7%	2%
	Always + Sometimes	79%	86%	69%	78%	85% ↑	54% ↓	83%	73%	67%	86%
I request the owner/s engage an Assessor to inspect the property for asbestos containing materials	Never	5%	2%	10%	3%	5%	8%	3%	8%	13% ↑	0% ↓
	Don't know	4%	0%	8%	3%	1% ↓	13% ↑	6%	0%	7%	2%
I make sure staff understand their rights and responsibilities when it comes to asbestos	Don't know	4%	2%	8%	0%	2%	13%	3%	6%	11% ↑	0% ↓
I make sure that all buildings that are a workplace have an up-to-date asbestos register	Always	40%	48%	31%	59% ↑	47% ↑	17% ↓	43%	37%	37%	42%
	Sometimes	33%	40%	24%	19%	32%	38%	35%	31%	20% ↓	42% ↑
	Never	9%	2% ↓	18% ↑	8%	7%	17%	5%	14%	20% ↑	2% ↓
	Don't know	7%	0% ↓	16% ↑	3%	3% ↓	21% ↑	6%	8%	11%	5%
	Always + Sometimes	73%	87% ↑	55% ↓	78%	78% ↑	54% ↓	78%	67%	57% ↓	85% ↑
I advise workers carrying out work on properties where asbestos is located	Sometimes	26%	32%	18%	19%	26%	25%	22%	22%	13% ↓	35% ↑
	Never	13%	5% ↓	22% ↑	11%	13%	13%	10%	16%	22% ↑	6% ↓
	Don't know	2%	0%	4%	0%	0% ↓	8% ↑	2%	2%	4%	0%
	Always + Sometimes	72%	84% ↑	57% ↓	78%	76%	58%	79%	63%	57% ↓	83% ↑
I advise the owners of properties built before 2003 that the building could contain asbestos	Always	45%	54% ↑	33% ↓	49%	50%	25%	43%	47%	39%	48%
	Never	11%	3% ↓	20% ↑	11%	9%	17%	6%	16%	17%	6%
	Don't know	4%	0% ↓	8% ↑	3%	1% ↓	13% ↑	5%	2%	9%	0%
	Always + Sometimes	71%	78%	61%	70%	77% ↑	46% ↓	73%	67%	61%	77%
I show prospective tenants or buyers where I think asbestos is located	Don't know	4%	0%	8%	0%	1% ↓	13% ↑	5%	2%	9%	0%
	Always + Sometimes	71%	81%	57%	78%	78% ↑	42% ↓	81%	57%	57%	80%

Note: Results only shown for demographics where significant differences were observed.

DEMOGRAPHIC ANALYSIS

APPENDIX

QD4 - If you needed information on asbestos in the future, where would you be most likely to specifically go to source this from?

(Open text response)

	TOTAL	30-39 years	40-49 years	60+ years	NSW	QLD	SA	TAS	Know someone who has an asbestos related disease	Don't know anyone with an asbestos related disease	Real estate agents	Property managers	Mostly residential properties	A mix between residential and commercial/industrial properties	More than 50 people in agency	In role for >20 years
	n=443	122	96	66	162	73	34	24	181	262	331	112	287	156	26	86
Search term 'asbestos'	5%	2%	5%	14% ↑	7%	11%	6%	0%	4%	6%	7%	1%	7% ↑	1% ↓	0%	13% ↑
Search term 'asbestos information'	3%	3%	0%	3%	4%	5%	3%	0%	2%	3%	4%	0%	3%	2%	0%	3%
Search for relevant government agency	3%	5%	2%	0%	2%	7%	0%	4%	1%	4%	3%	1%	4%	1%	0%	1%
Search term 'asbestos regulations'	2%	1%	1%	5%	2%	4%	3%	0%	1%	3%	3%	0%	2%	2%	0%	6%
Google / search online	31%	27%	15% ↓	47%	31%	49% ↑	35%	25%	22% ↓	37% ↑	36% ↑	15% ↓	37% ↑	20% ↓	12%	47% ↑
Online / websites (generic mention)	8%	7%	11%	11%	7%	5%	6%	17%	10%	6%	7%	11%	7%	9%	12%	5%
Department of Fair Trading / Office of Fair Trading	5%	4%	6%	6%	13% ↑	1%	0%	0%	3%	6%	7%	0%	6%	3%	0%	12%
Property manager (of that area)	3%	7%	2%	0%	1%	0%	18% ↑	0%	7% ↑	0% ↓	2% ↓	8% ↑	0% ↓	9% ↑	0%	0%
State government website	3%	2%	1%	3%	2%	3%	6%	0%	0% ↓	5% ↑	4%	0%	4%	1%	4%	6%
State government health website	2%	2%	2%	3%	1%	3%	0%	0%	1%	2%	2%	1%	2%	2%	0%	2%
Work Safe	2%	2%	1%	2%	0%	0%	0%	13% ↑	1%	2%	1%	3%	2%	1%	0%	1%
NSW Fair Trading	1%	0%	1%	0%	4% ↑	0%	0%	0%	1%	2%	2%	0%	2%	0%	0%	1%
QBCC	1%	1%	2%	0%	0%	7% ↑	0%	0%	2%	1%	2%	0%	2%	0%	0%	2%
Plumber	1%	3% ↑	0%	0%	1%	0%	0%	0%	2%	0%	1%	1%	0%	3%	0%	0%
Other	8%	13%	11%	3%	6%	3%	15%	4%	9%	8%	6%	13%	3% ↓	17% ↑	12%	3%
None / nothing	2%	3%	3%	0%	3%	0%	0%	0%	4%	1%	2%	4%	3%	1%	19% ↑	0%
No response	6%	7%	9%	2%	8%	5%	3%	8%	8%	5%	5%	10%	4%	10%	0%	0%

Note: Results only shown for demographics where significant differences were observed.

DEMOGRAPHIC ANALYSIS

APPENDIX

QE1 - Have you ever participated in formal training about asbestos?	TOTAL	30-39 years	50-59 years	60+ years	TAS	Live in capital city	Outside capital city	LOTE	Know someone who has an asbestos related disease	Don't know anyone with an asbestos related disease	a real estate agent	a property manager	Mostly residential properties	A mix between residential and commercial/industrial properties	1-4 people in agency	10-19 people in agency	In role for 4-10 years	In role for >20 years
	n=443	122	85	66	24	297	146	105	181	262	331	112	287	156	110	113	149	86
Yes	31%	48% ↑	15% ↓	3% ↓	8% ↓	36% ↑	21% ↓	41% ↑	50% ↑	18% ↓	25% ↓	49% ↑	19% ↓	53% ↑	16% ↓	43% ↑	40% ↑	7% ↓
No	67%	50% ↓	85% ↑	97% ↑	92% ↑	61% ↓	79% ↑	59%	49% ↓	80% ↑	73% ↑	50% ↓	79% ↑	45% ↓	84% ↑	56% ↓	59% ↓	93% ↑
Don't know	2%	2%	0%	0%	0%	2%	0%	0%	2%	2%	2%	1%	1%	2%	0%	1%	1%	0%

QE2 - What training did you do?	TOTAL	Live in capital city	Outside capital city
	n=138	108	30
It was a dedicated asbestos course (not provided through work)	27%	20% ↓	50% ↑

QE3 - When did you most recently attend any formal asbestos training?	TOTAL	Know someone who has an asbestos related disease	Don't know anyone with an asbestos related disease	Mostly residential properties	A mix between residential and commercial/industrial properties
	n=138	90	48	55	83
Less than 6 months ago	13%	17%	6%	9%	16%
6 to 12 months ago	37%	41%	29%	31%	41%
Between 12 months and 2 years ago	28%	31%	21%	18%	34%
More than 2 years ago	21%	11% ↓	40% ↑	42% ↑	7% ↓
Not sure / don't recall	1%	0%	4%	0%	2%
Less than 6 months ago + 6 to 12 months ago	50%	58%	35%	40%	57%

Note: Results only shown for demographics where significant differences were observed.



FOR ANY QUESTIONS,
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THANK YOU!