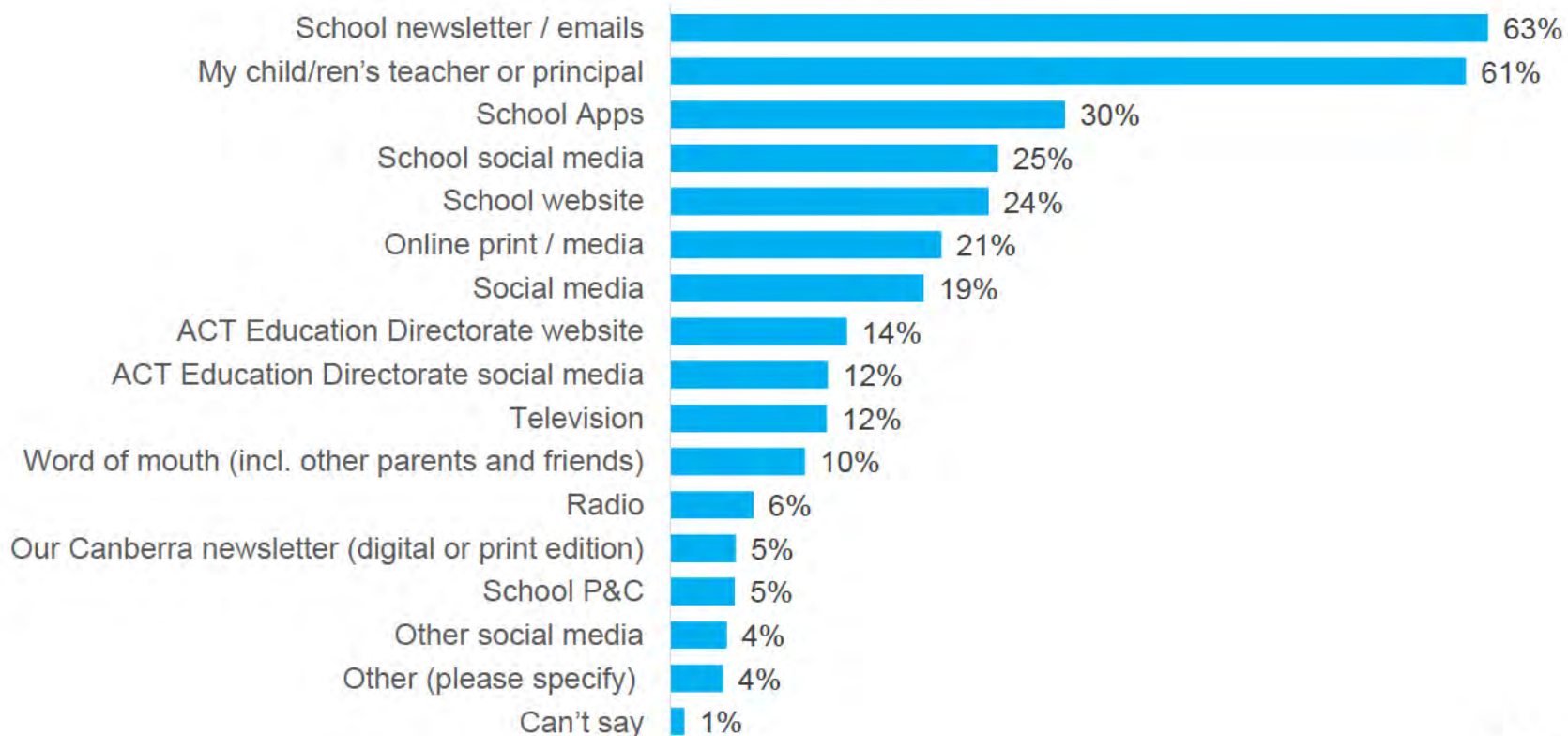




Communication channels

Q. What channels have you been using MOST to keep informed about the move to remote learning?

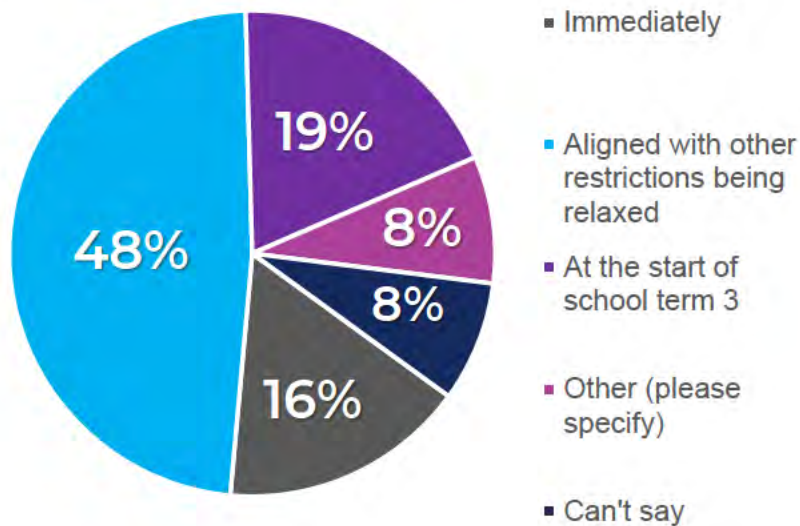


n = 412



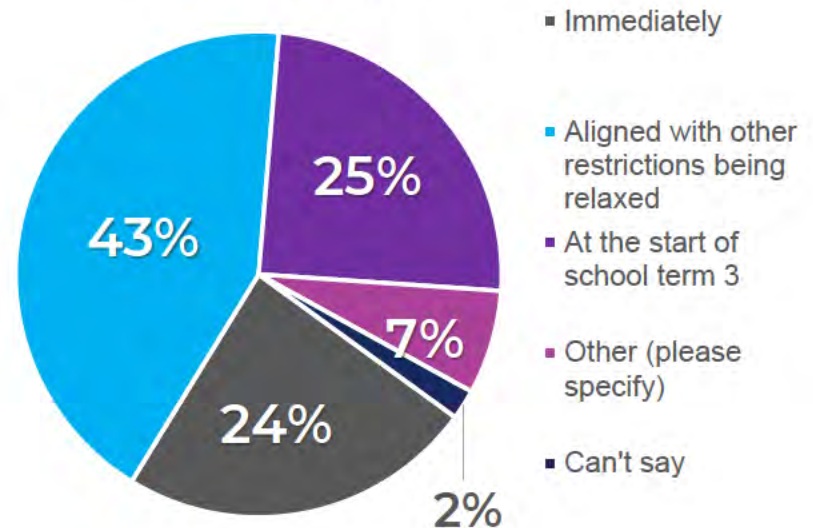
Returning to schools (when)

Q. When do you think ACT schools should return to on-campus learning?



n = 1,828

Q. When do you think ACT schools should return to on-campus learning?
By parents who have children in school*

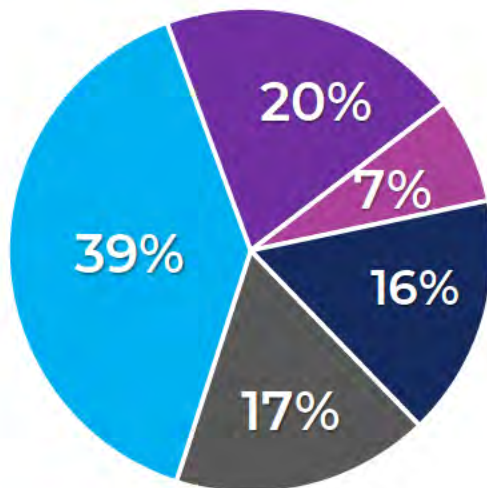


n = 456, *figures rebased



Returning to schools (how)

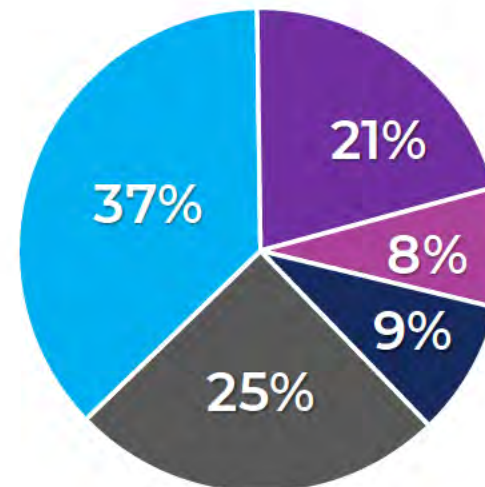
Q. How do you think ACT schools should return to on-campus learning?



- All grades full-time at once
- Staged by year levels
- All grades staged on different days of the week
- Other (please specify)
- Can't say

n = 1,828

Q. How do you think ACT schools should return to on-campus learning?
*By parents who have children in school**



- All grades full-time at once
- Staged by year levels
- All grades staged on different days of the week
- Other (please specify)
- Can't say

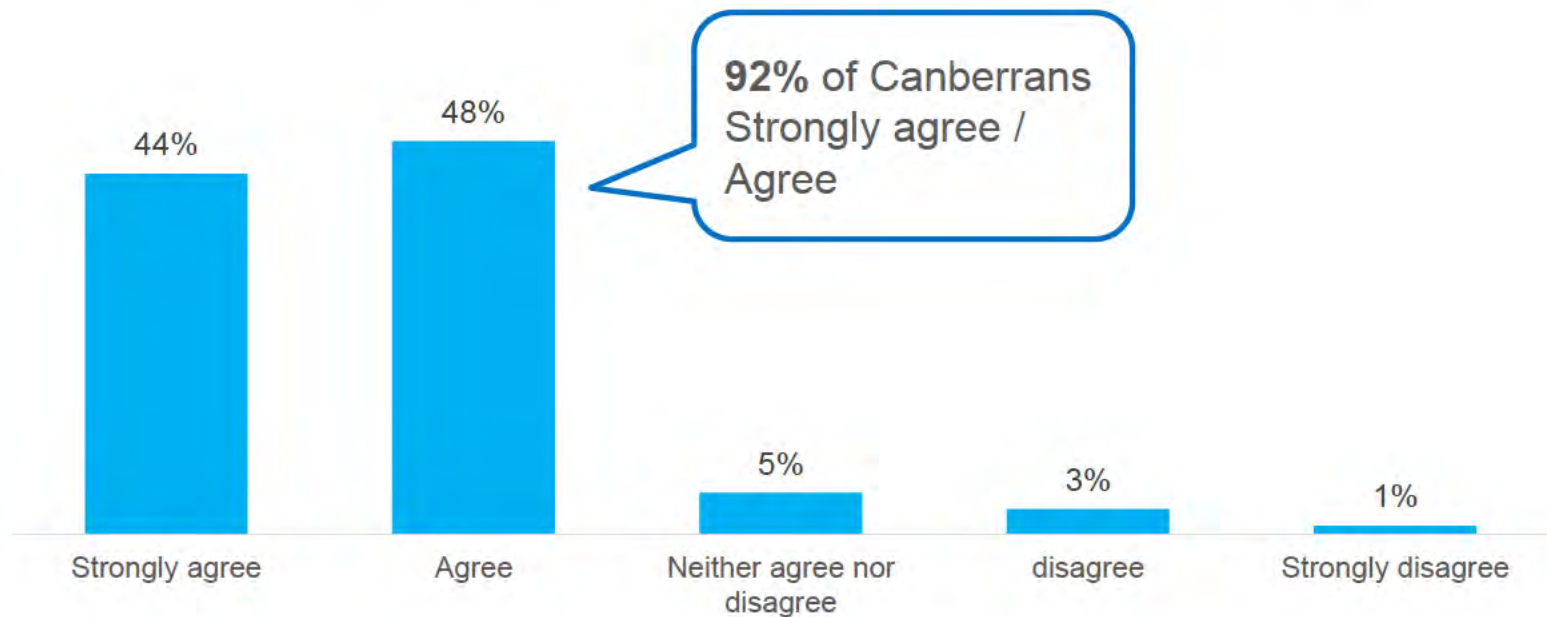
n = 456, *figures rebased



Well informed

Q. To what extent do you agree or disagree with the following statement:

'Overall, I feel I am being kept well informed about COVID-19.'



n = 1,828



YOURSAY
Community panel



YourSay Community Panel

Coronavirus (COVID-19) Round 3 Survey

29 June 2020





Background: The ACT Government sought to conduct a third round of research focusing on how the coronavirus (COVID 19) outbreak is impacting Canberrans, and to measure the extent to which the community is practising social distancing and other behaviours to stop the spread of COVID 19. The data collected will be compared with baseline data collected in research rounds 1 and 2 to identify any significant changes in impacts and behaviours over time.

Purpose: The survey will help the ACT Government gain a better understanding of community awareness and attitudes towards the further easing of COVID-19 restrictions as well as levels of take-up of ACT Government support measures. The research will also allow the ACT Government to evaluate the effectiveness of its public health campaign '*Be Strong Together.*'

Timeframe: This survey opened on **Friday 12 June 2020** and closed on **Wednesday 18 June 2020**.

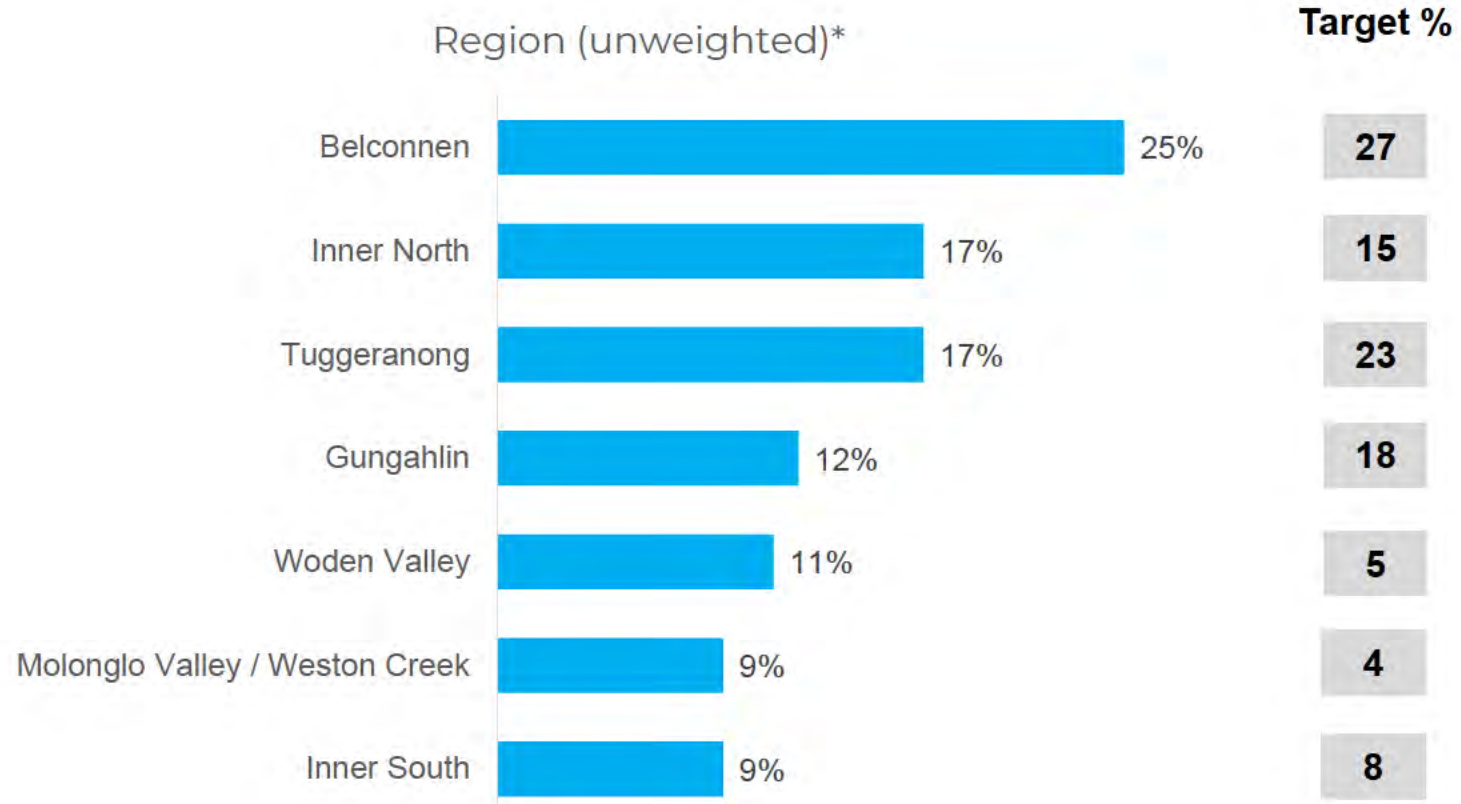
Sample: **1,370** YourSay Community Panel members completed the survey.

Weighting: The results have been weighted to reflect relative population proportions.

Rounding: In single choice questions, results may not add up to 100% due to rounding.



Demographics



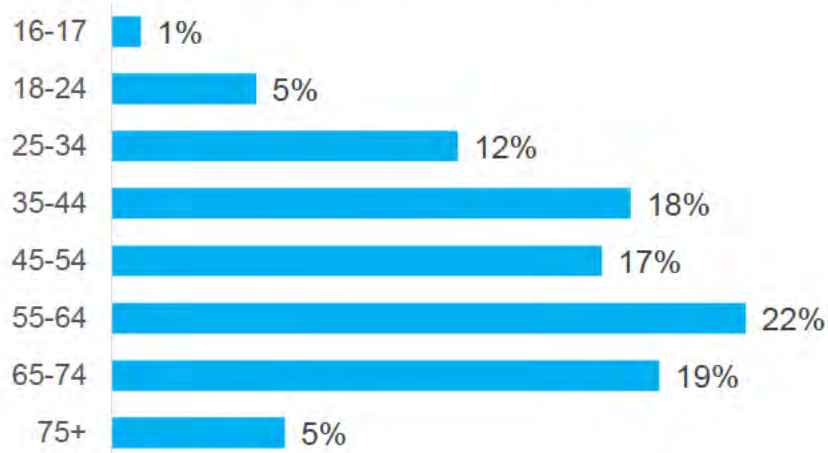
*Percentages may not total 100 due to rounding

n = 1,370

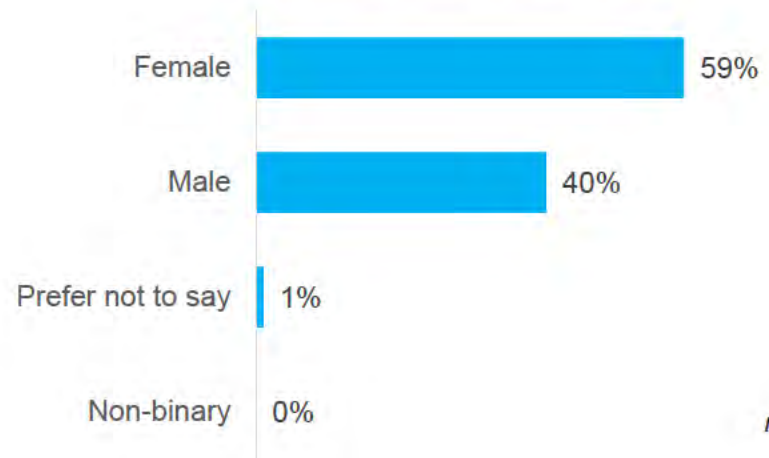


Demographics

Age (unweighted)



Gender (unweighted)



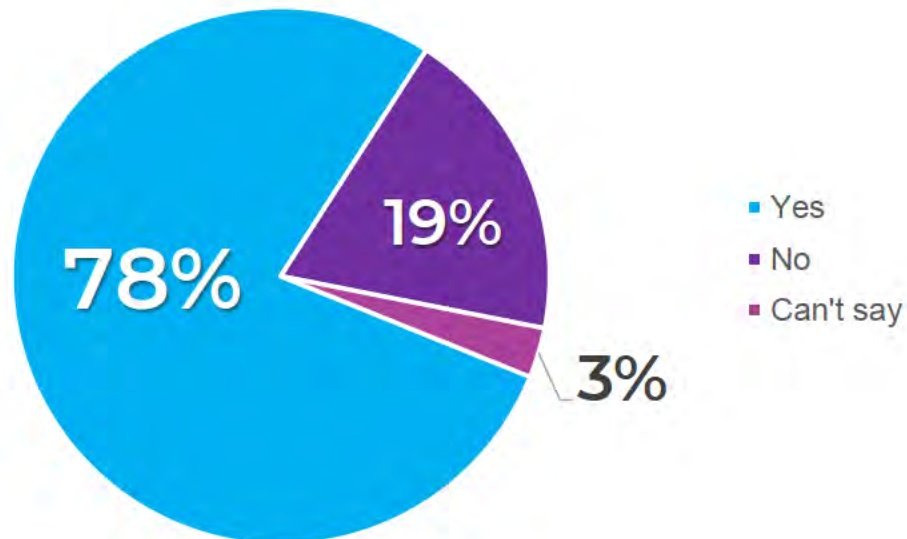
*Percentages may not total 100 due to rounding

n = 1,370



Awareness of CBR Recovery Plan

Q. Before today, were you aware that there is a COVID-19 Recovery Plan for Canberra?



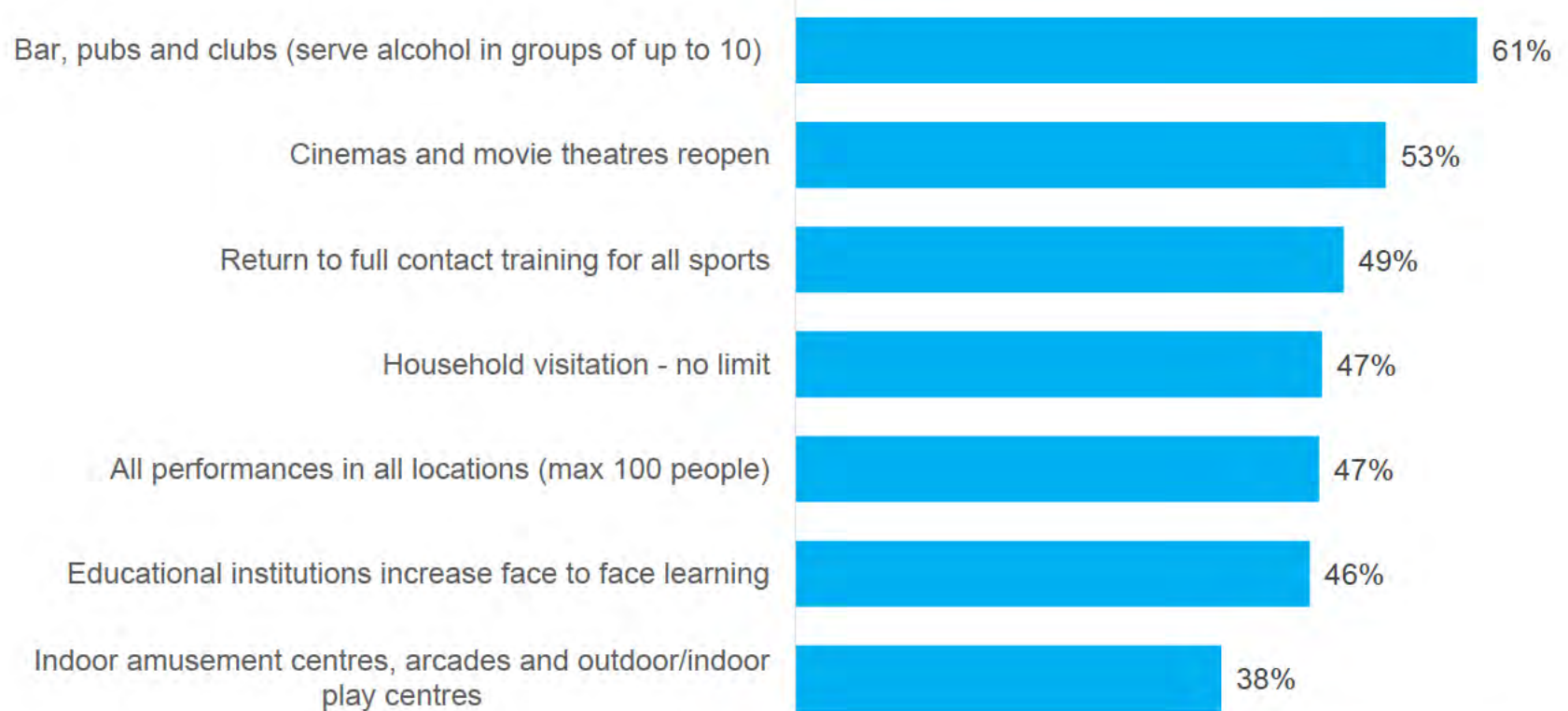
*Percentages may not total 100 due to rounding

n = 1,370



Awareness of easing restrictions

Q. Before today, were you aware of the planned easing of the following restrictions on Friday 19 June 2020?

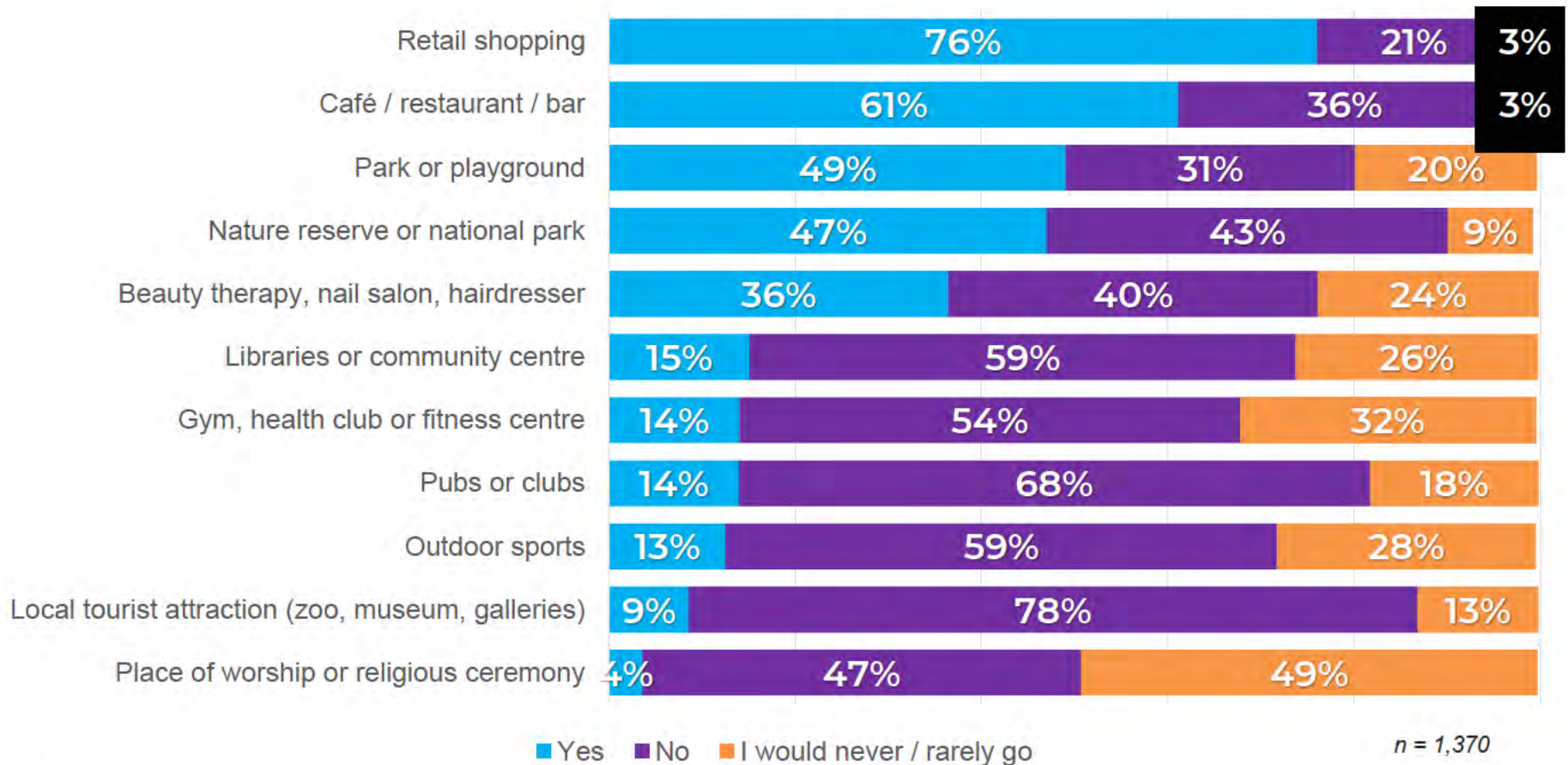


n = 1,370



Economic & recreational activity

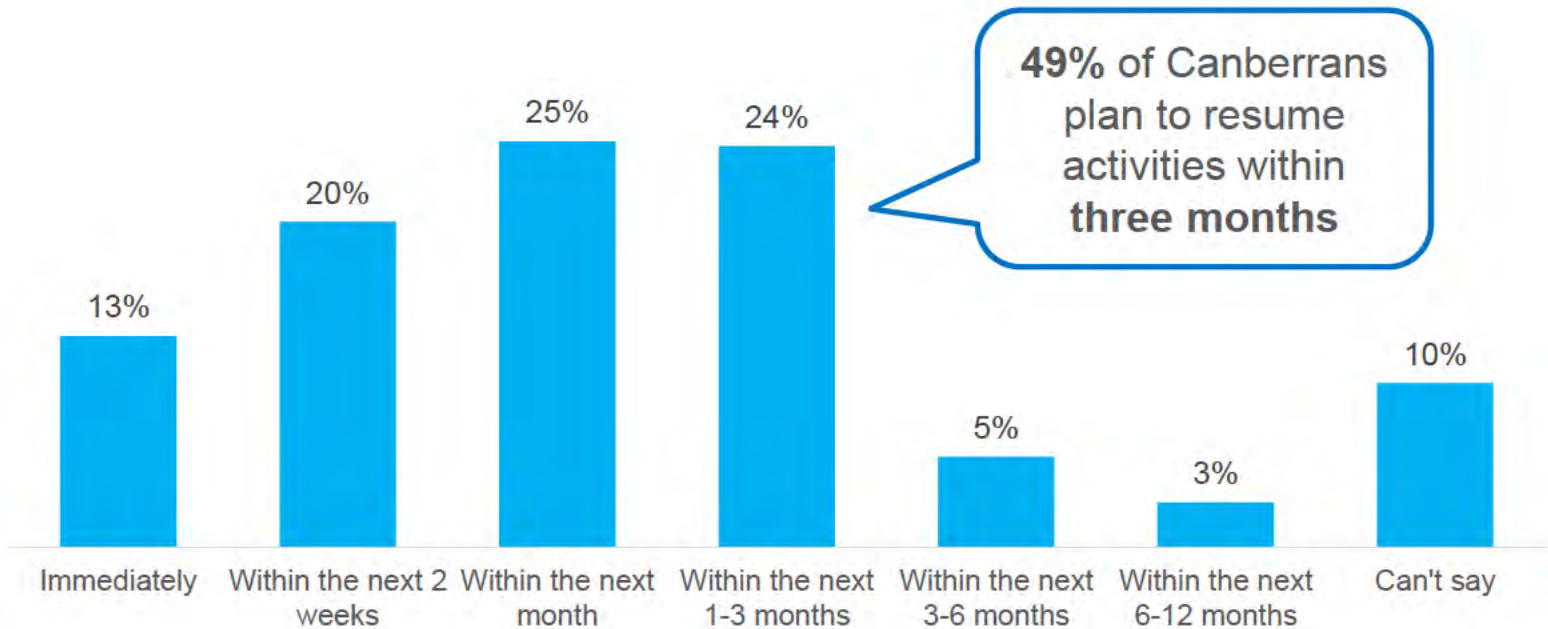
Q. Have you been to any of the following locations since the easing of COVID-19 restrictions?





Returning to normal

Q. When do you think you will start going back to these locations?
By those who answered 'No' to at least one activity



*Percentages may not total 100 due to rounding

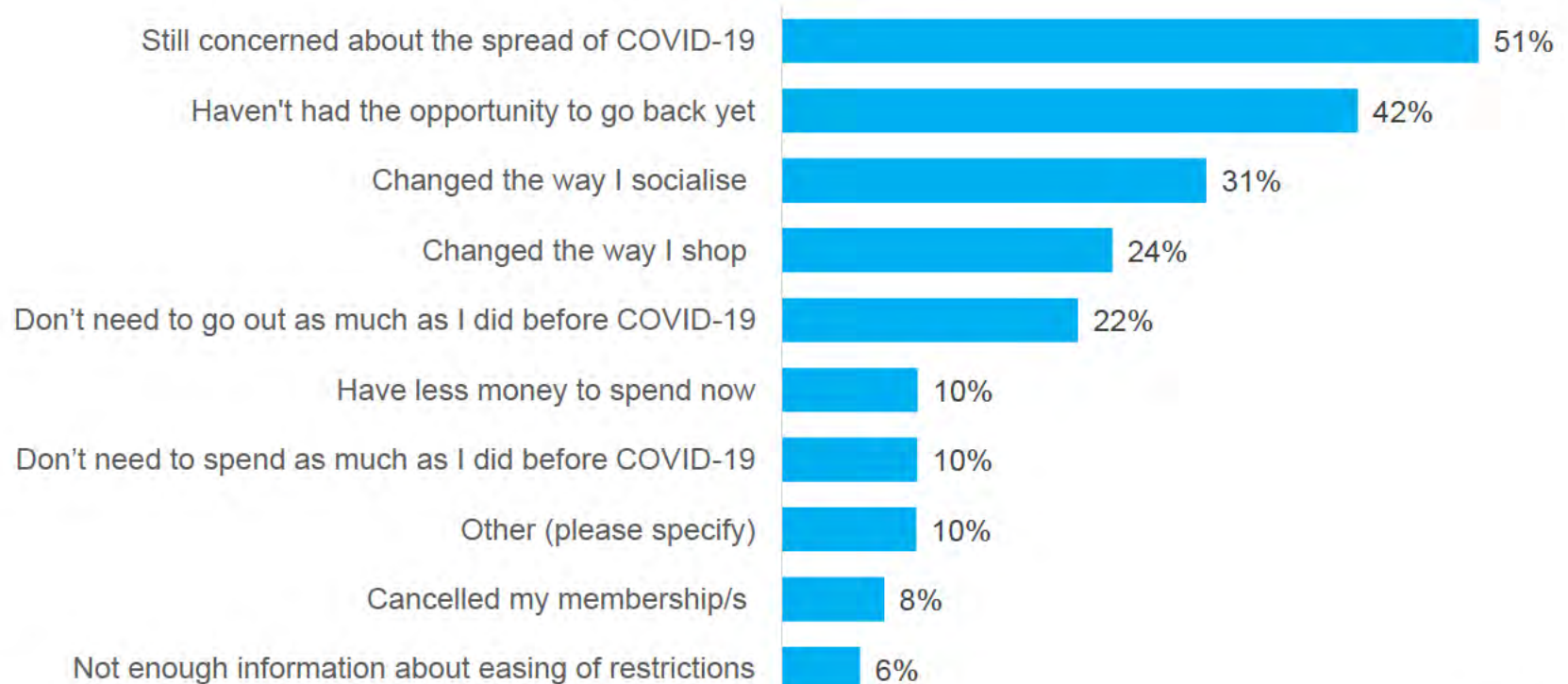
n = 1,328



Returning to normal

Q. You said you won't go back to some locations immediately (due to COVID-19). What are the main reasons why?

Top ten reasons

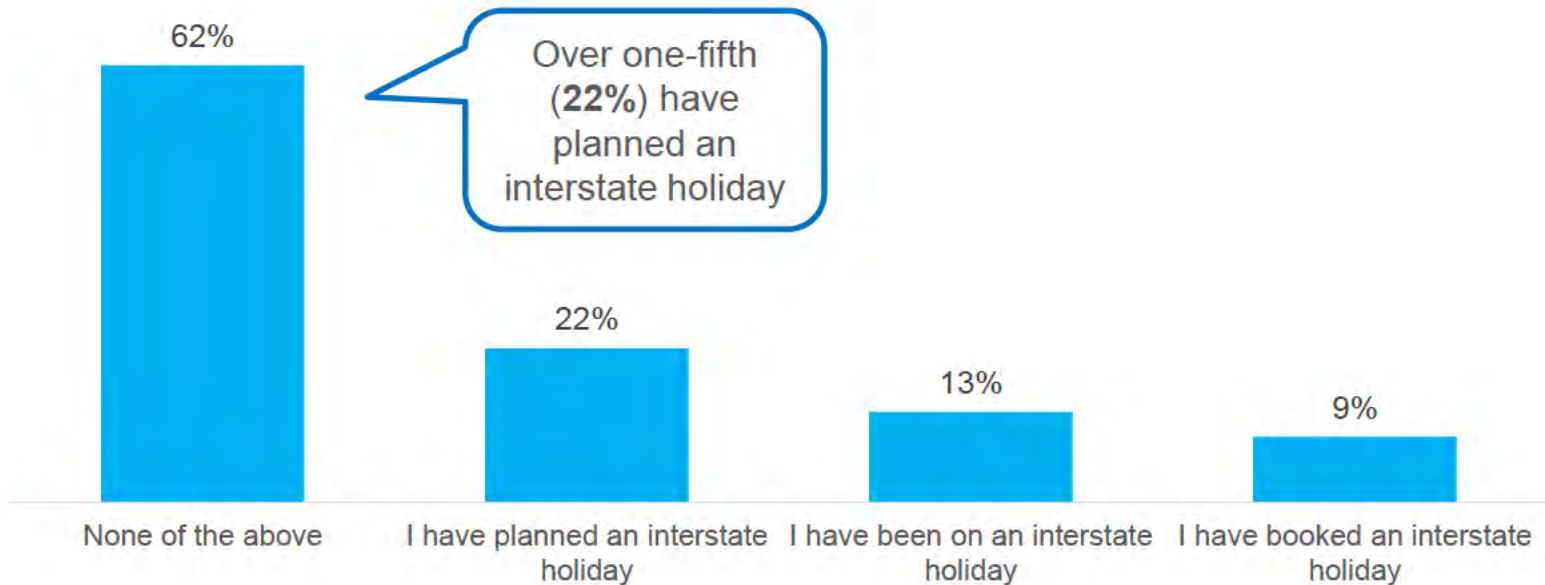


n = 1,027



Interstate holiday

Q. Have you been on, planned or booked an interstate holiday since the easing of COVID-19 restrictions?
(Multiple response)



n = 1,370



Travel (verbatim)

Q. Where have you been on holiday?

Top 3 destinations

- South Coast, NSW
- Sydney
- Melbourne

Q. Where are you planning to go on a holiday?

Top 6 destinations

- South Coast, NSW
- Great ocean road
- Tasmania
- Queensland (general)
- Adelaide
- New Zealand

Q. Where have you booked?

Top 5 destinations

- Coffs harbour
- Gold Coast
- Regional NSW
- Ski fields (Thredbo)
- Western Australia

n = 570



Staycation

Q. Have you had, planned or booked a 'staycation' in Canberra since the easing of COVID-19 restrictions?
(Multiple response)



*Percentages may not total 100 due to rounding

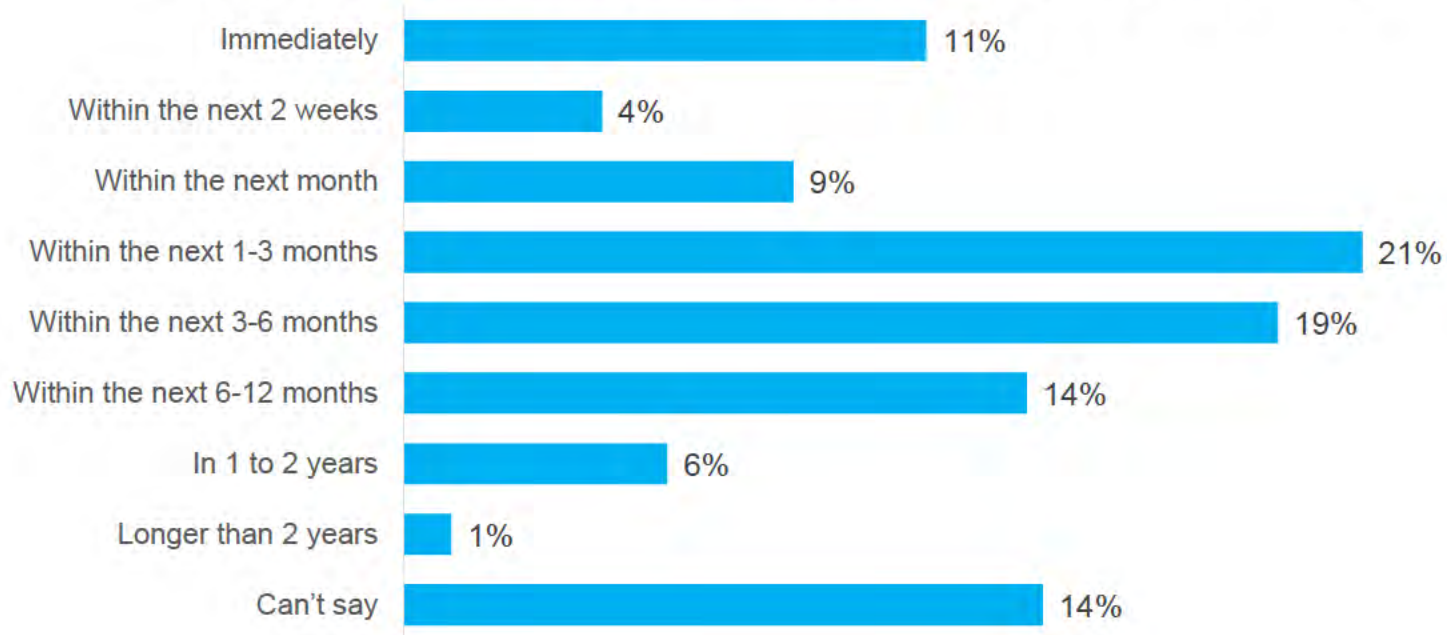
n = 1,370



Future travel

Q. When do you think you will feel comfortable about booking a holiday or staycation?

By those who have not planned, booked or been on a holiday



*Percentages may not total 100 due to rounding

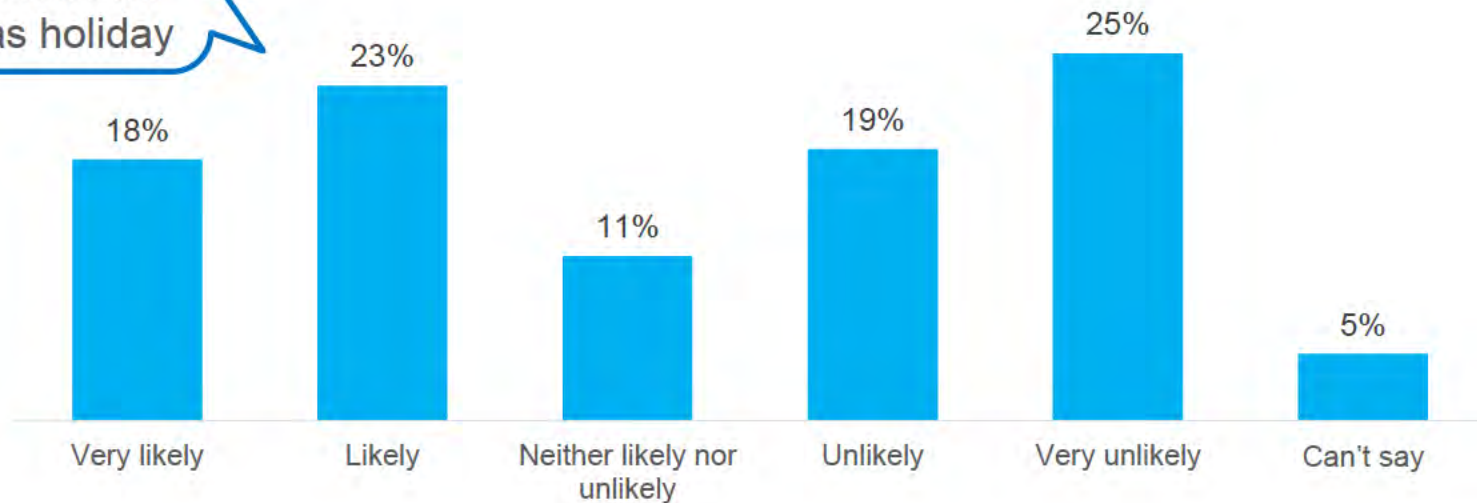
n = 839



Overseas travel intentions

Q. How likely are you to take a holiday overseas once travel restrictions are eased?

**41% of
Canberrans are
likely to take an
overseas holiday**



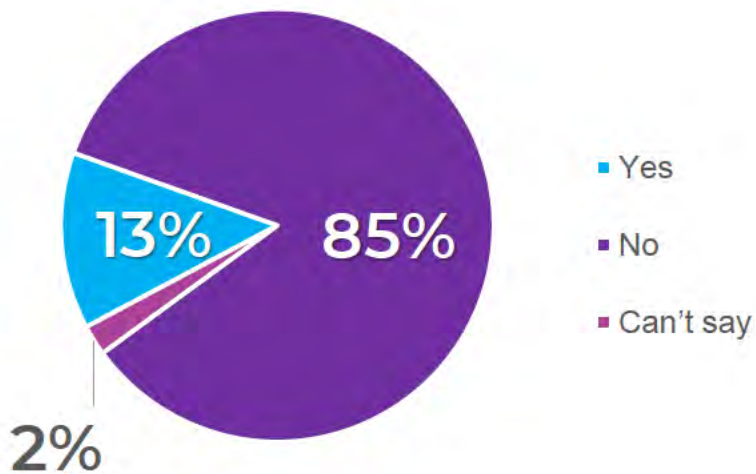
*Percentages may not total 100 due to rounding

n = 1,370

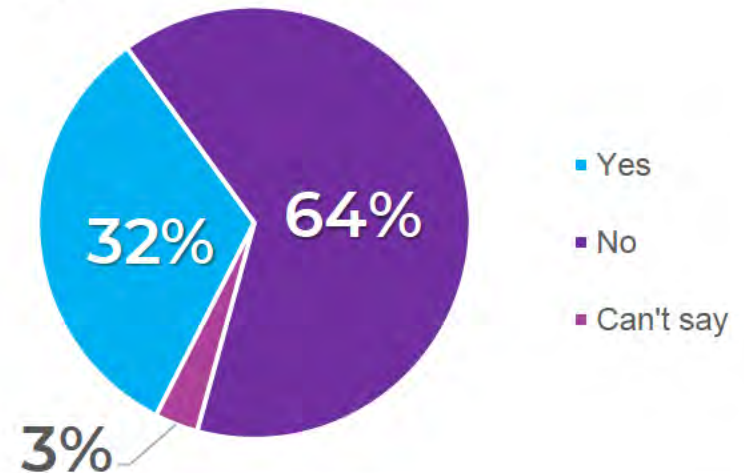


Lost employment

Q. Have you lost work or employment due to COVID-19?



Q. Have you lost work or employment due to COVID-19?
By Panel business owners*



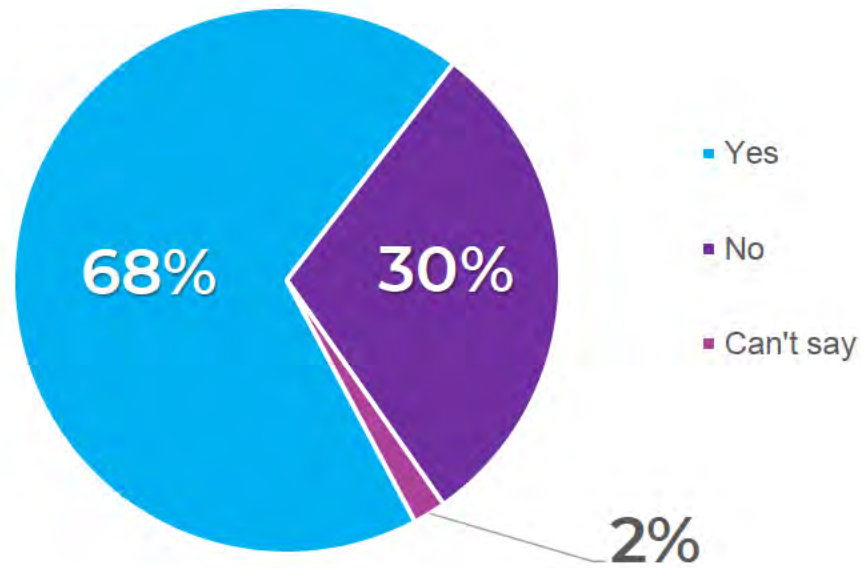
*Percentages may not total 100 due to rounding $n = 1,370$

$n = 105$



Jobs for Canberrans

Q. Before today, were you aware of the ACT Government's Jobs for Canberrans initiative?



n = 1,370

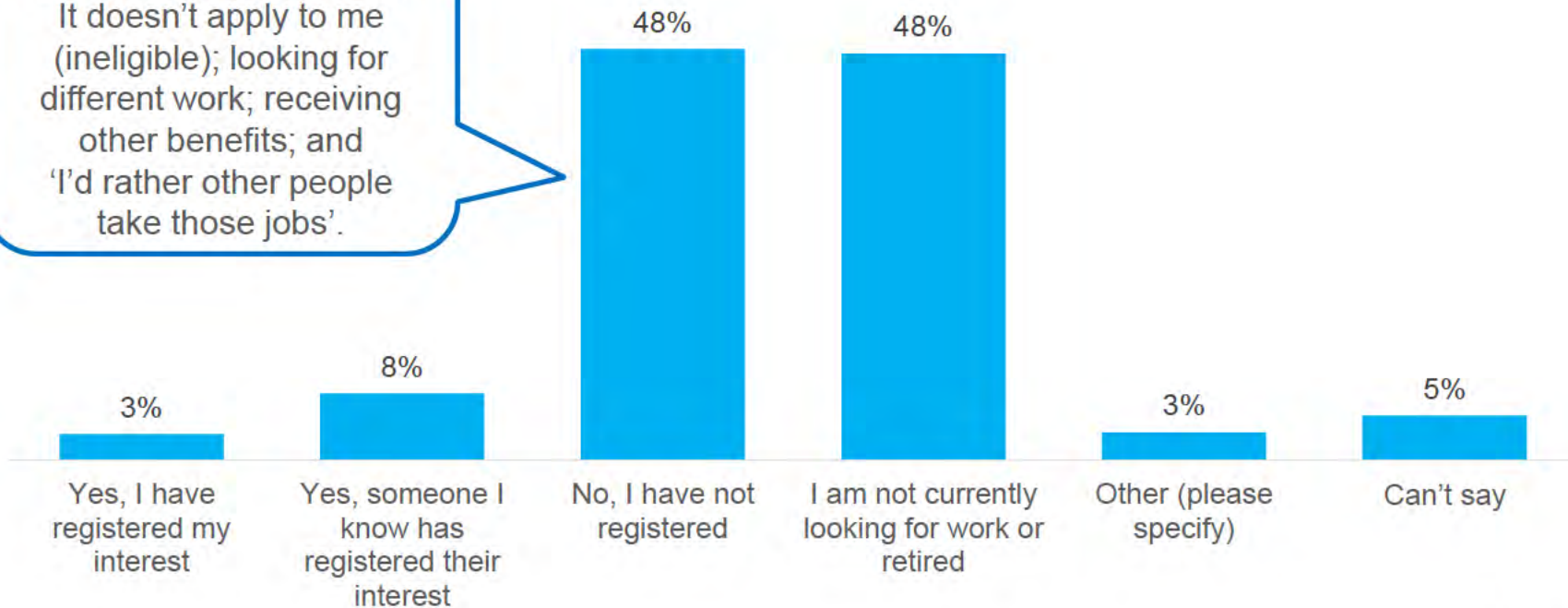


Jobs for Canberrans

Q. Have you or someone you know registered interest in seeking casual or short-term employment through the 'Jobs for Canberrans' initiative?
(Multiple response)

Why not? (By themes):

It doesn't apply to me (ineligible); looking for different work; receiving other benefits; and 'I'd rather other people take those jobs'.

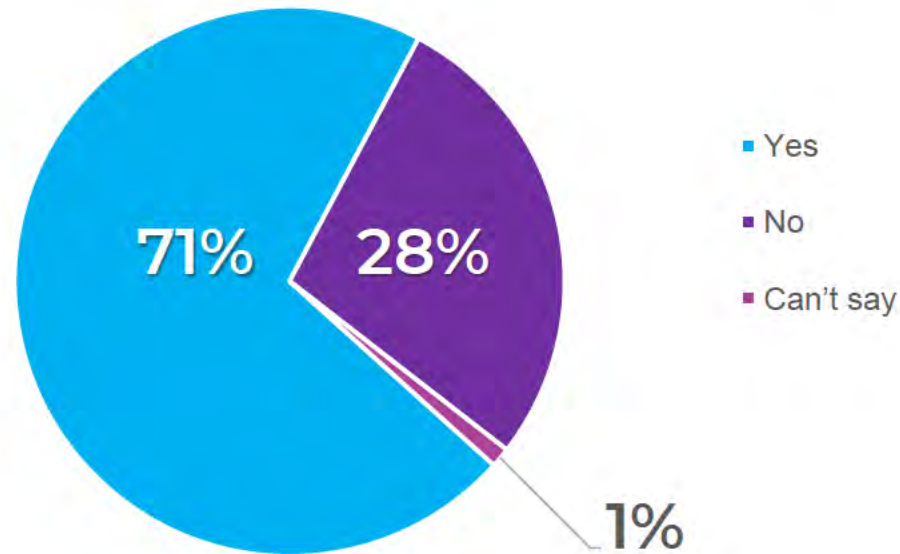


n = 974



Awareness of fast track initiative

Q. Before today, were you aware that the ACT Government has been fast tracking infrastructure projects to support jobs and the Canberra economy?

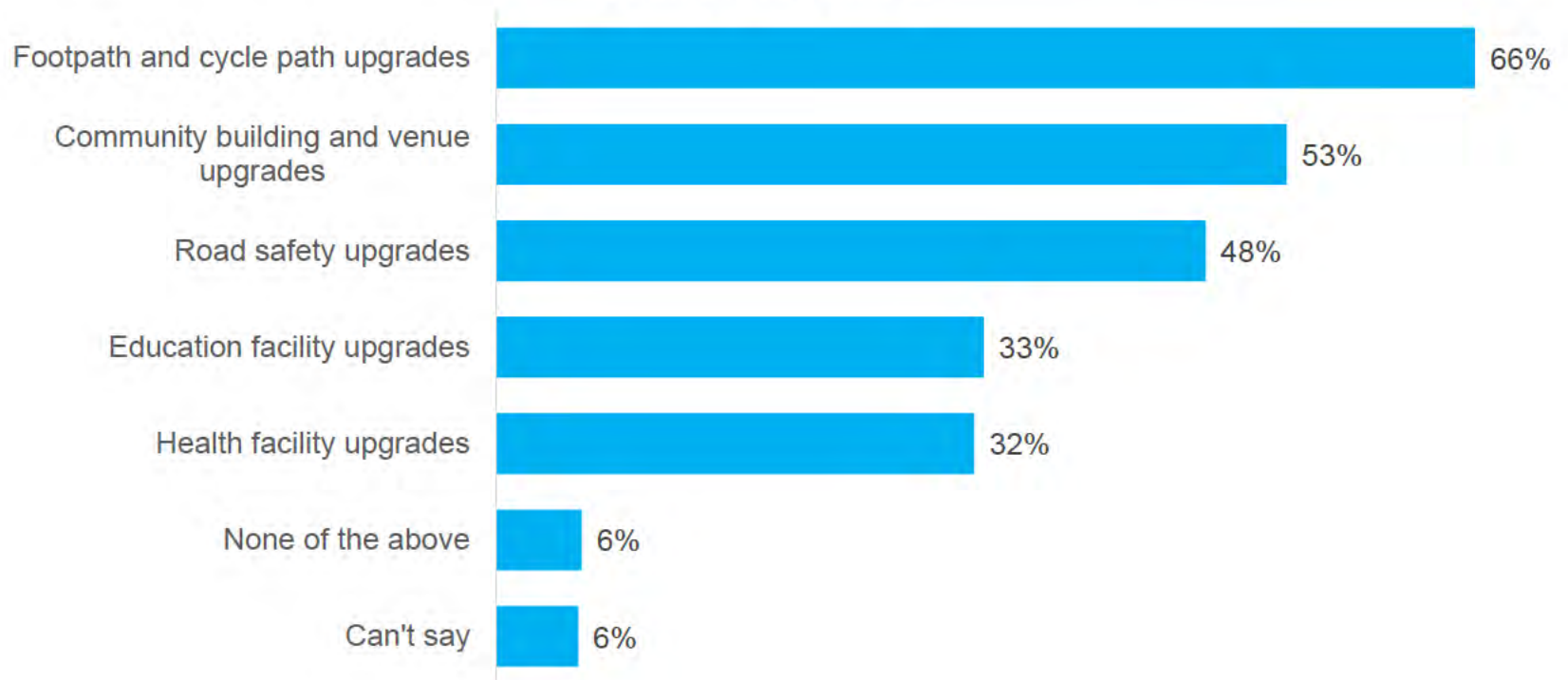


n = 1,370



Recall of fast track projects

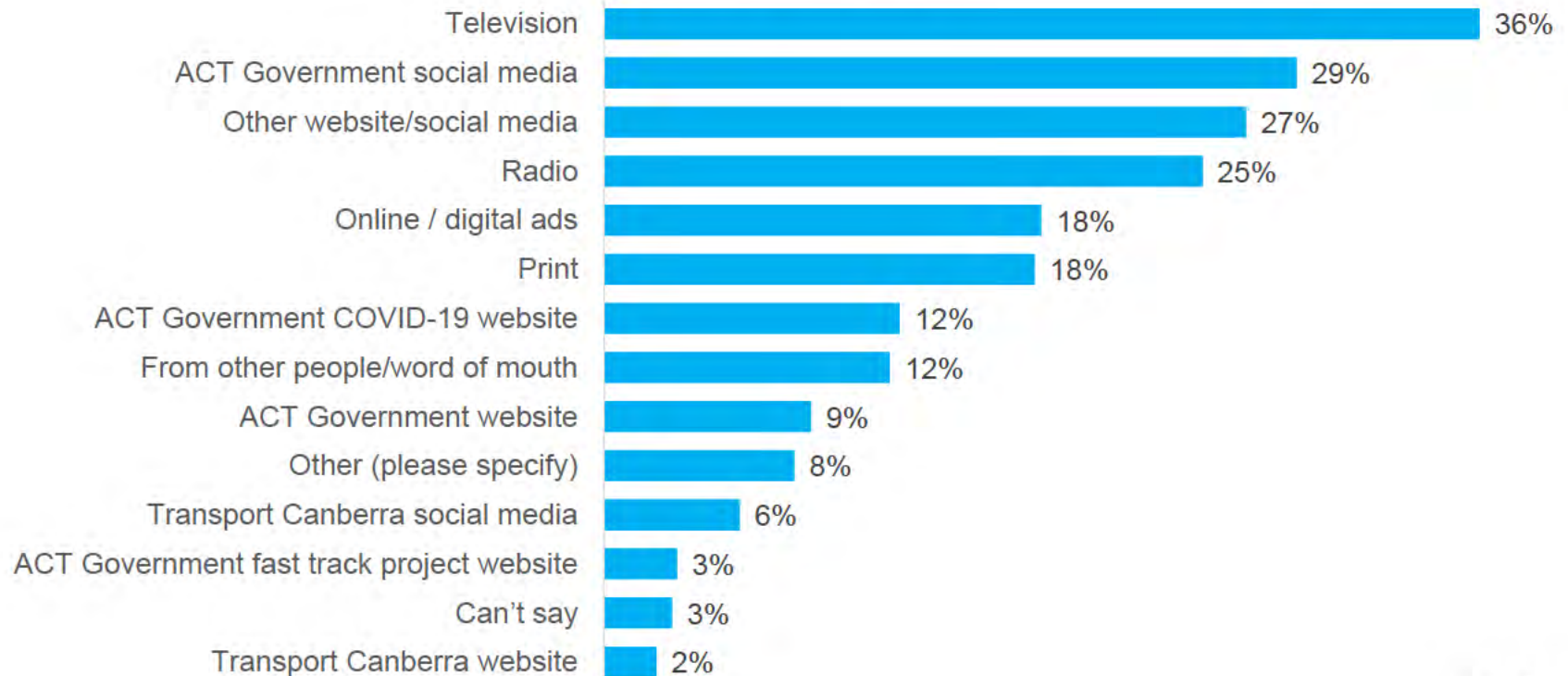
Q. What types of projects do you recall seeing or hearing about?
(Multiple response)



n = 1,039

Communication channels

Q. Where do you recall seeing or hearing about the fast-tracking infrastructure initiative?
(Multiple response)

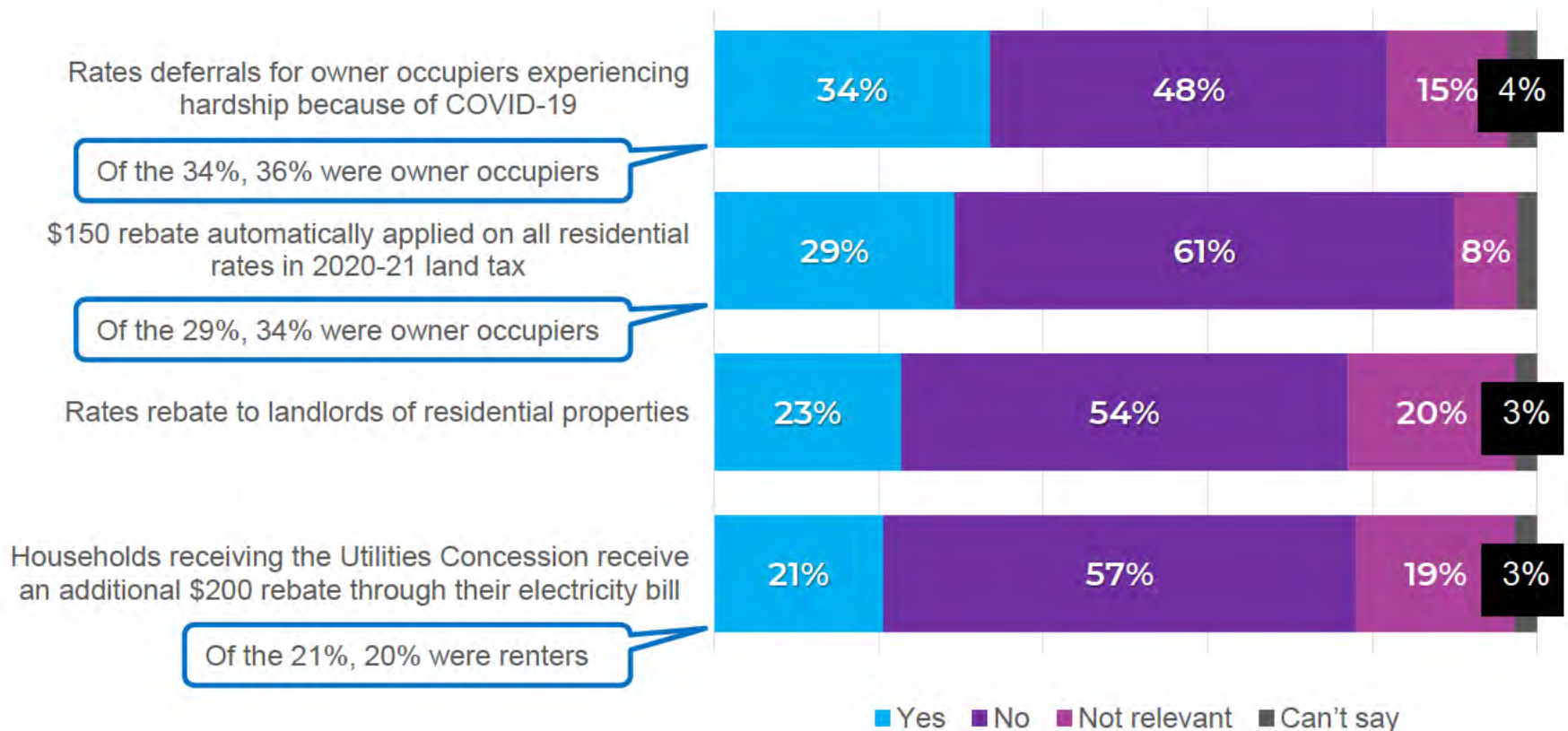


n = 1,039



Support initiatives

Q. Before today, were you aware of the following support initiatives for households provided by the ACT Government?



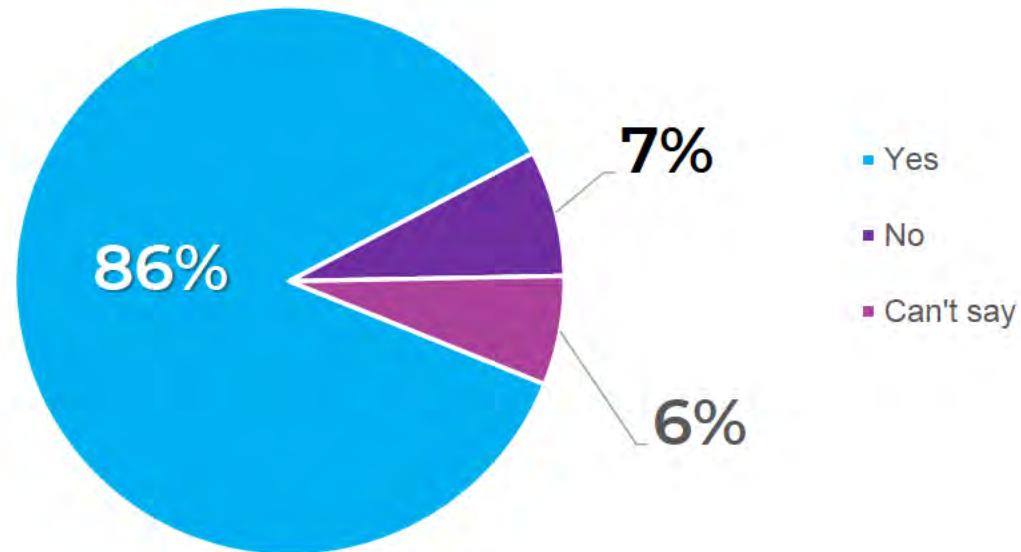
*Percentages may not total 100 due to rounding

n = 1,370



COVID-19 testing

Q. Would you seek to be tested for COVID-19 if you had a fever or an acute respiratory infection (e.g. cough or sore throat)?



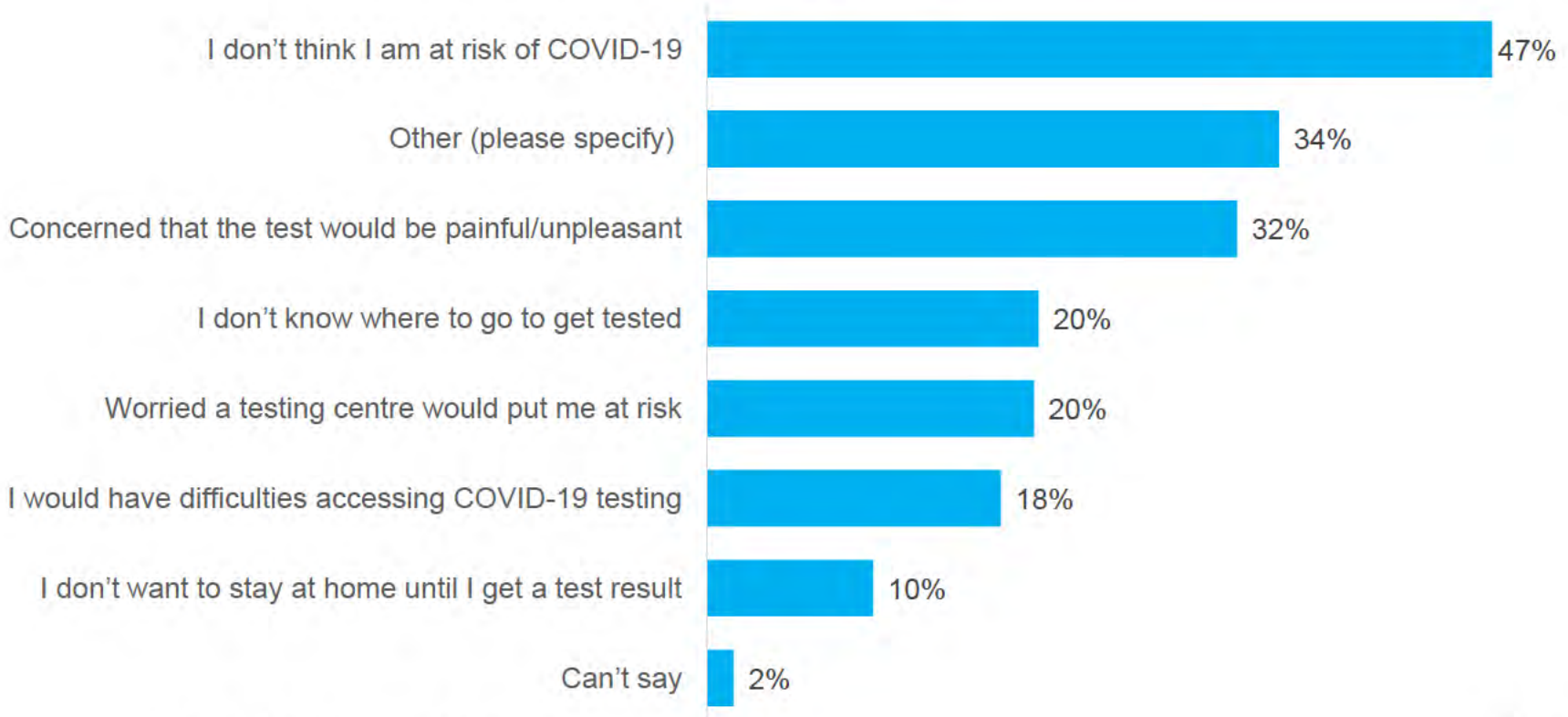
*Percentages may not total 100 due to rounding

n = 1,337



COVID-19 testing

Q. Why do you say that you would not get tested for COVID-19?
(Multiple response)



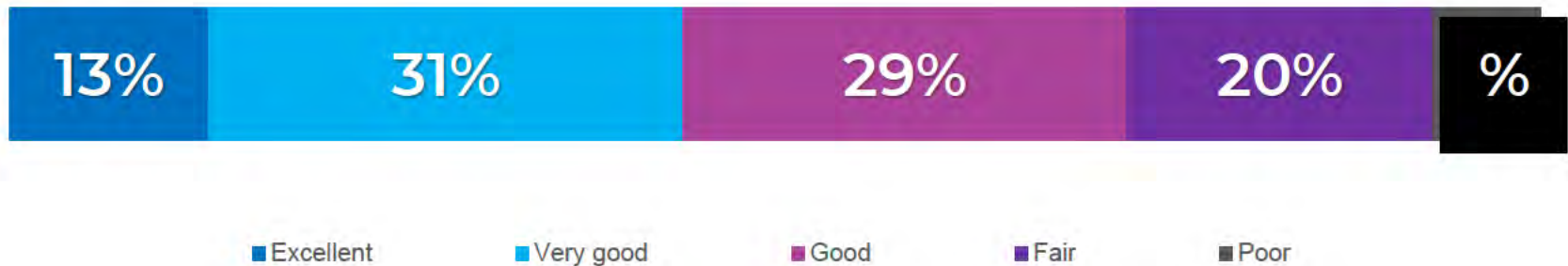
**Low base (78), interpret with caution*

n = 78

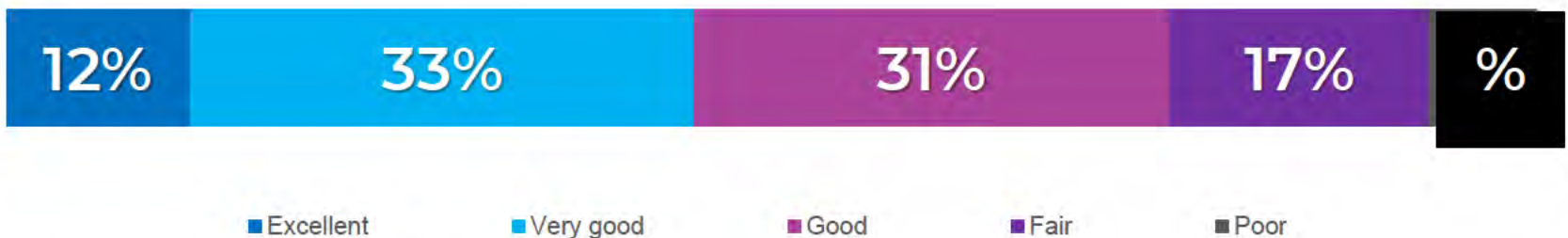


Mental health

Q. How would you rate your current mental health and wellbeing?



Q. How would you rate your mental health and wellbeing over the past 12 months?



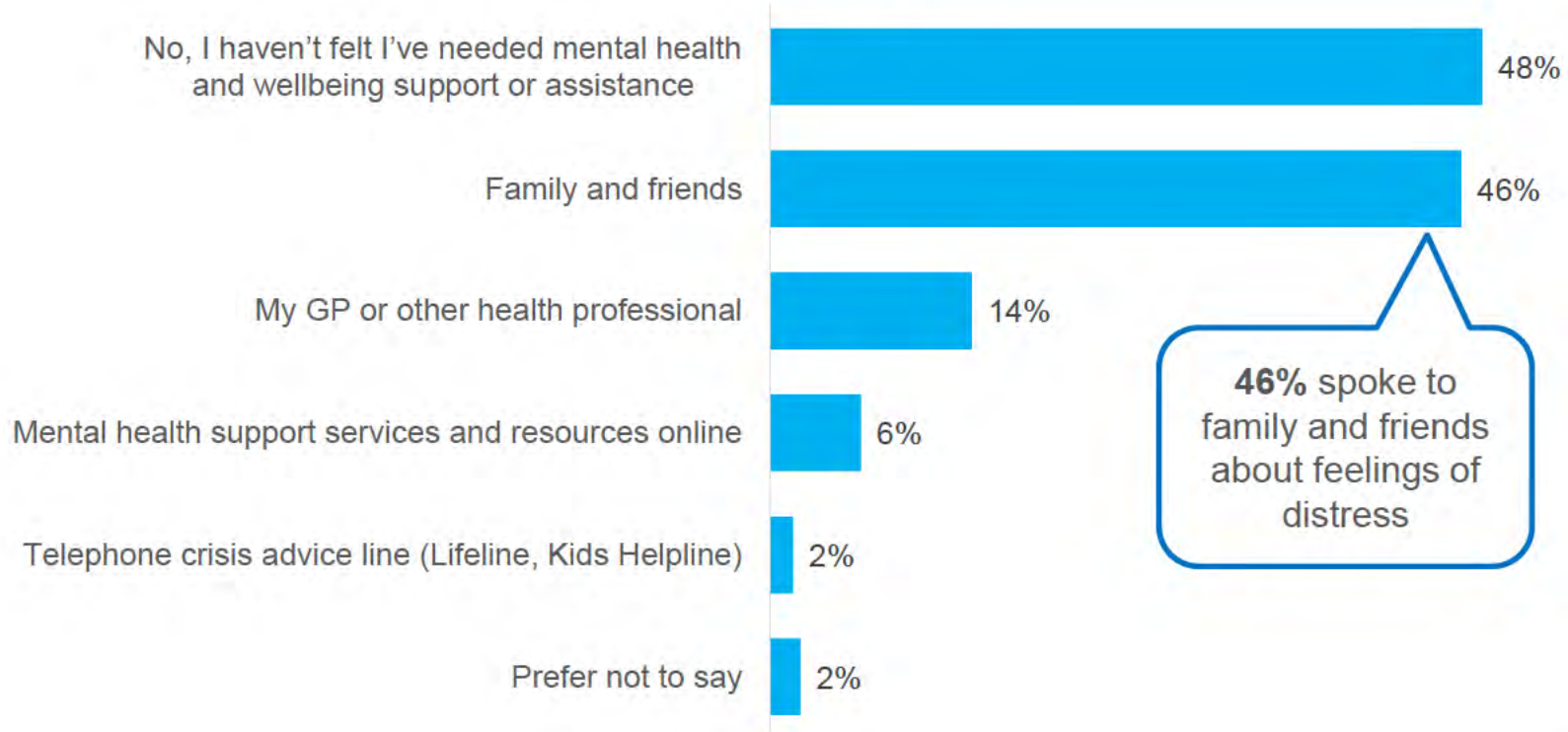
*Percentages may not total 100 due to rounding

n = 1,337



Mental health

Q. Have you discussed feelings of distress to any of the following due to COVID-19?
(Multiple response)



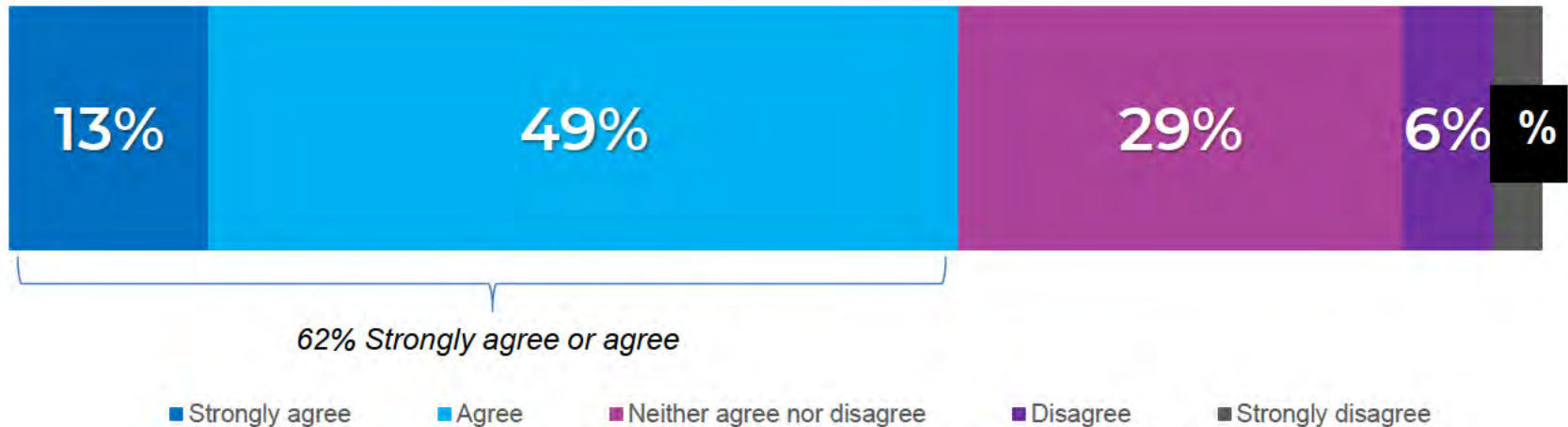
n = 1,337



Mental health support

Q. To what extent do you agree or disagree with the following statement:

“During the COVID-19 pandemic, I’ve been able to readily access mental health and wellbeing support information when I’ve needed it”
By those who said mental health support is relevant to them



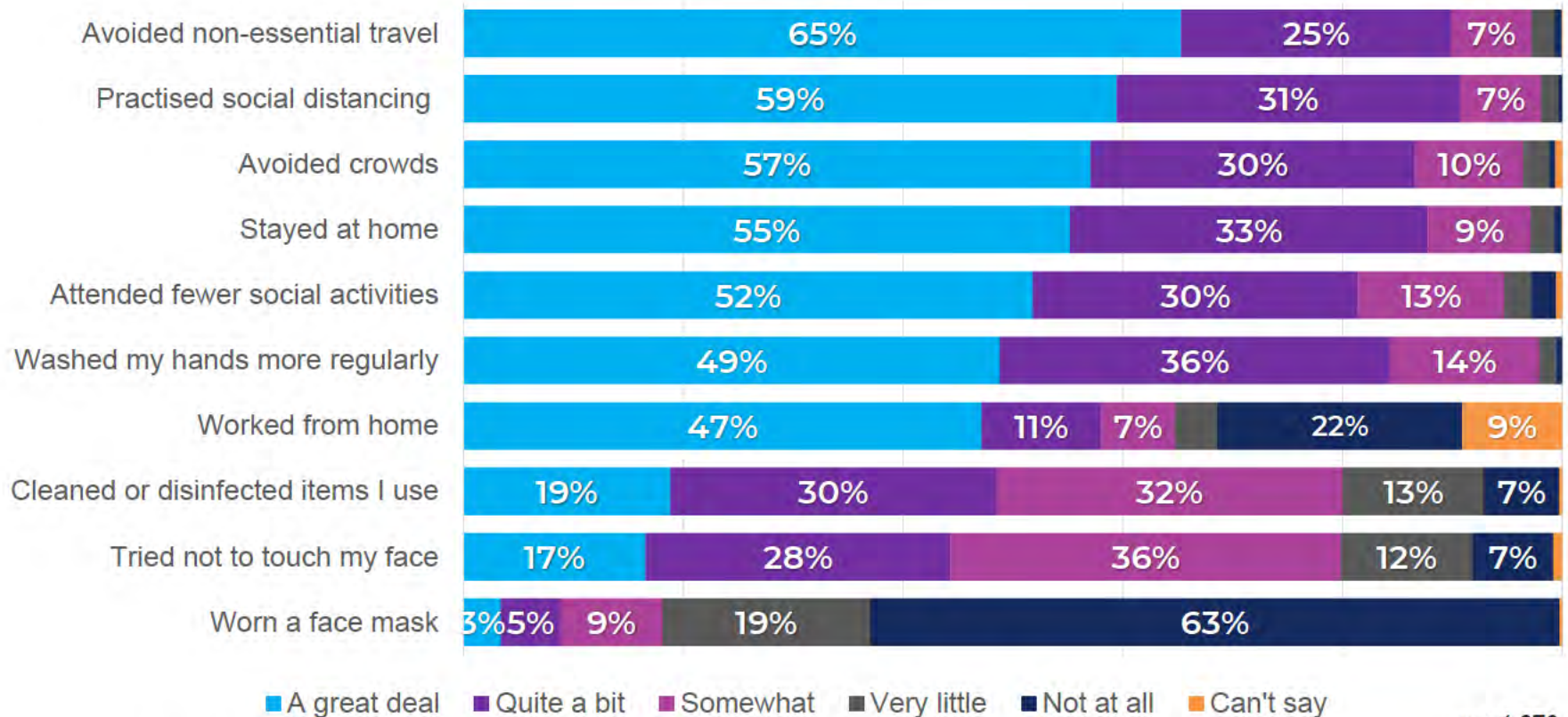
*Percentages may not total 100 due to rounding

n = 611



Behaviour change

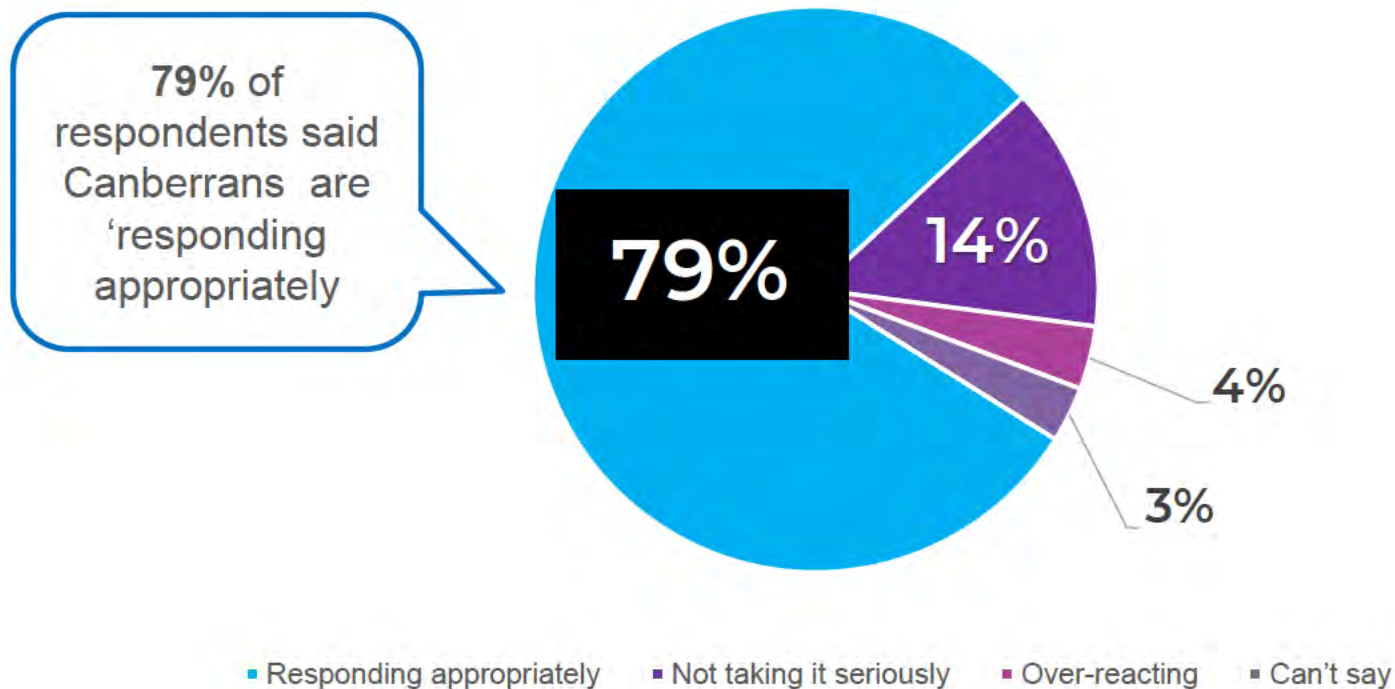
Q. To what extent have you been doing the following to help reduce the spread of COVID-19?



n = 1,370

Canberra's response

Q. Overall, how would you describe the Canberra community's response to COVID-19?



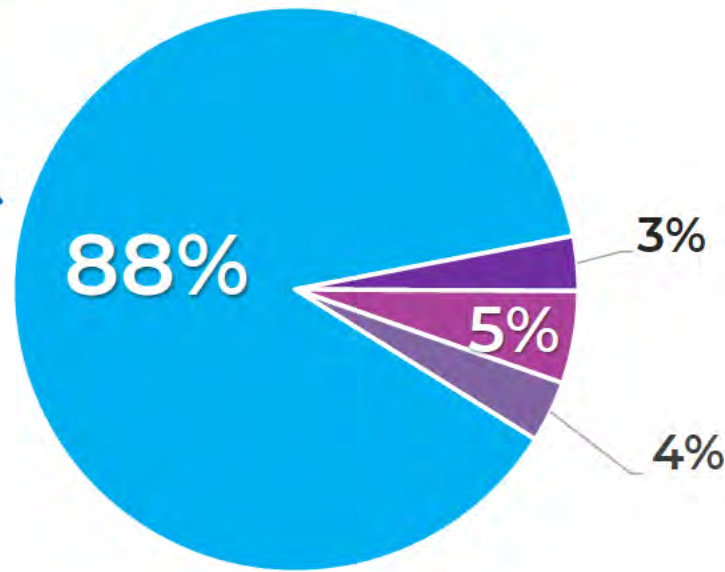
n = 1,370



ACT Government response

Q. Overall, how would you describe ACT Government response to COVID-19?

88% of respondents said the ACT Government is 'responding appropriately'



- Responding appropriately
- Not taking it seriously
- Over-reacting
- Can't say

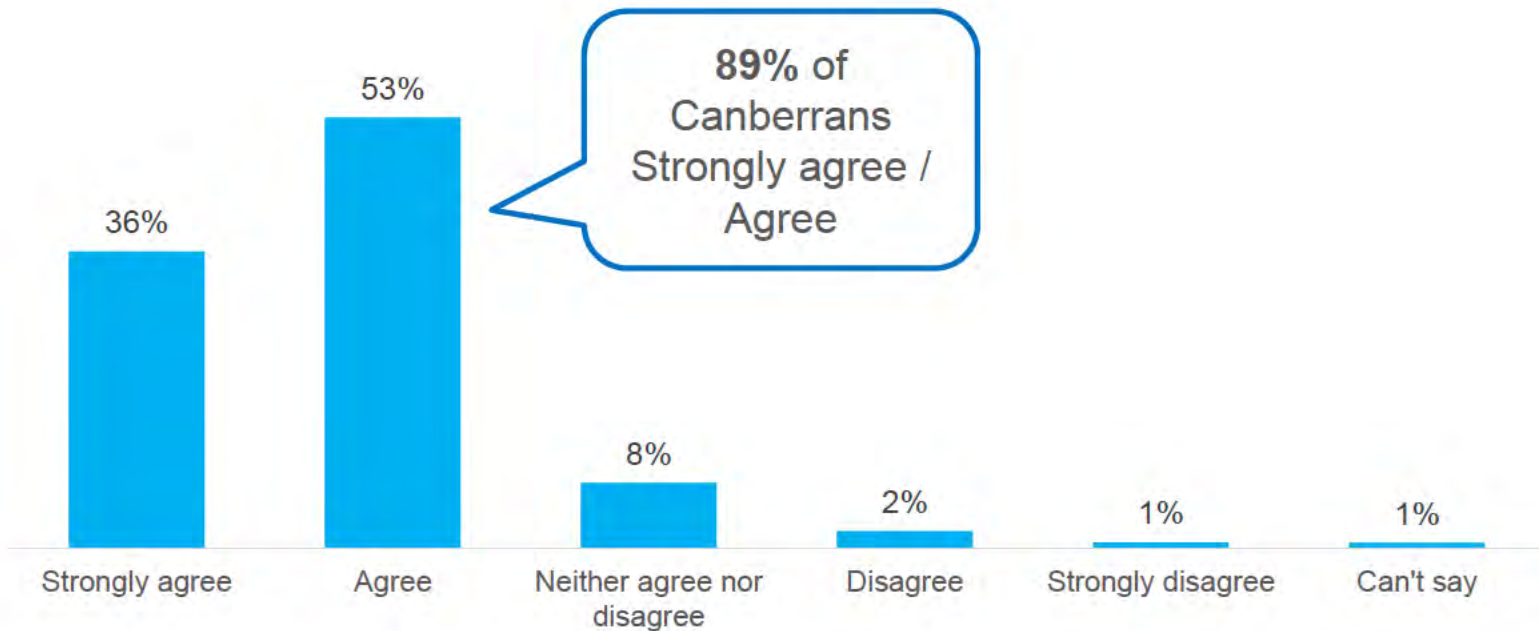
n = 1,370



Well informed

Q. To what extent would you agree with the following statement:

“Overall, I feel I am being kept well informed about COVID-19?”



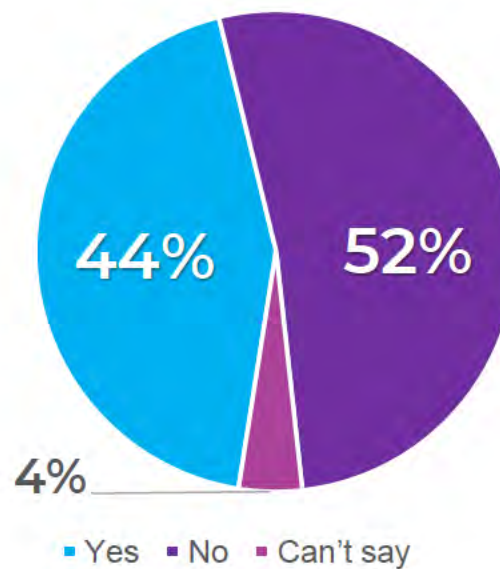
*Percentages may not total 100 due to rounding

n = 1,370



Canberra (Be) Stronger Together campaign

Q. Do you recall hearing or seeing anything about this campaign

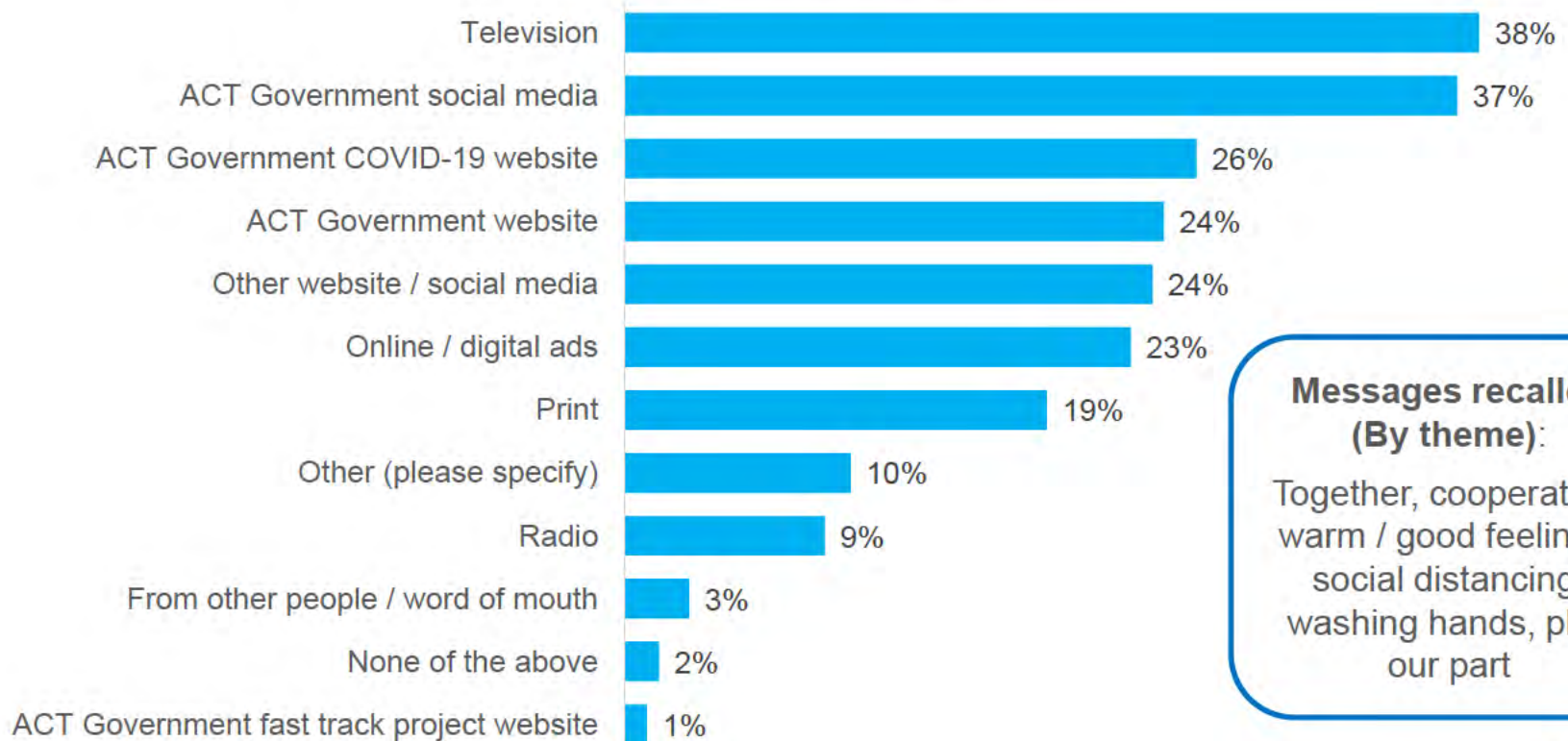


n = 1,370



Communication channels

Q. Where do you recall seeing or hearing about the fast-tracking infrastructure initiative?



**Messages recalled
(By theme):**
Together, cooperation,
warm / good feelings,
social distancing,
washing hands, play
our part

n = 570



ACT
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YOURSAY
Community panel



YourSay Community Panel

COVID-19 Youth Survey

15 June 2020





Background: ACT Health and the Community Services Directorate engaged the YourSay Community Panel team to conduct a survey focused on better understanding the impacts that COVID-19 is having upon young Canberrans aged 16-24 years.

Purpose: This survey provides data to manage the distribution of community support and mental health services across the ACT for those who have been impacted by the COVID-19 pandemic.

Timeframe: This survey opened on **27 May** and closed on **08 June 2020**.

Sample: **111*** YourSay Community Panel members aged 16-24 years and **765** non-panel members aged 16-24 years completed the survey. This report focuses on the responses provided by the 765 non-Panel members.

Weighting: The results have been weighted by gender and region.

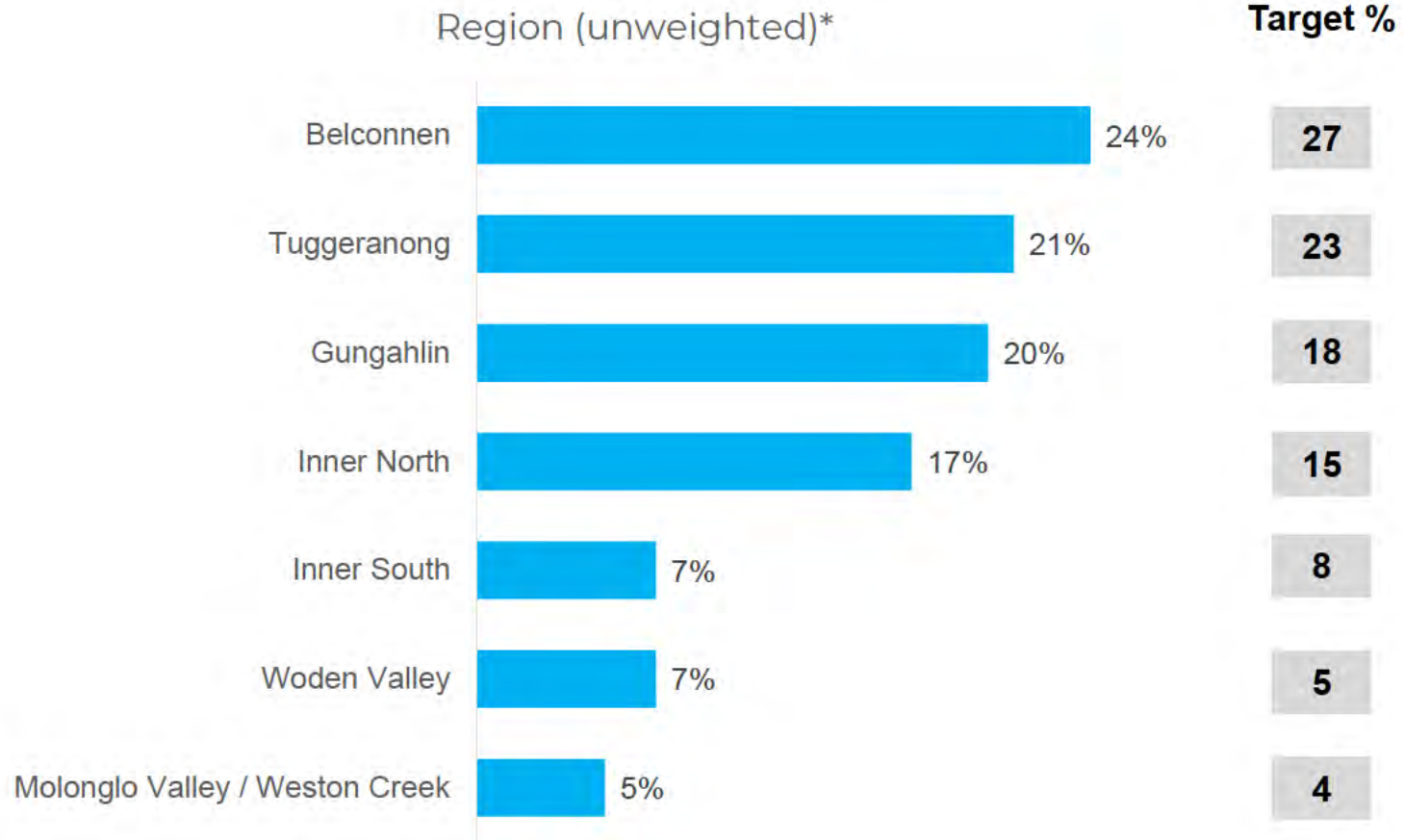
Rounding: In single choice questions, results may not add up to 100% due to rounding.

Limitations: The survey relied upon a convenience sample (non-probability sample) of young Canberrans living in the ACT with access to mainstream social media platforms.

1 *A supplementary report will be prepared focusing on the responses of the 111 YourSay Community Panel members.



Demographics



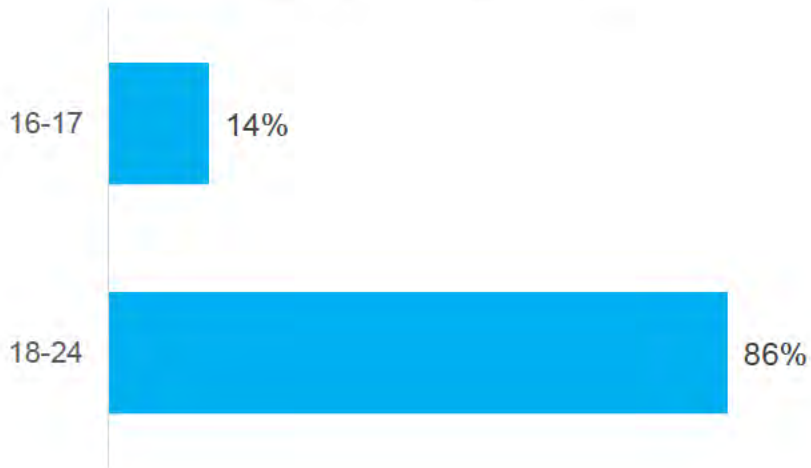
*Percentages may not total 100 due to rounding

n = 765

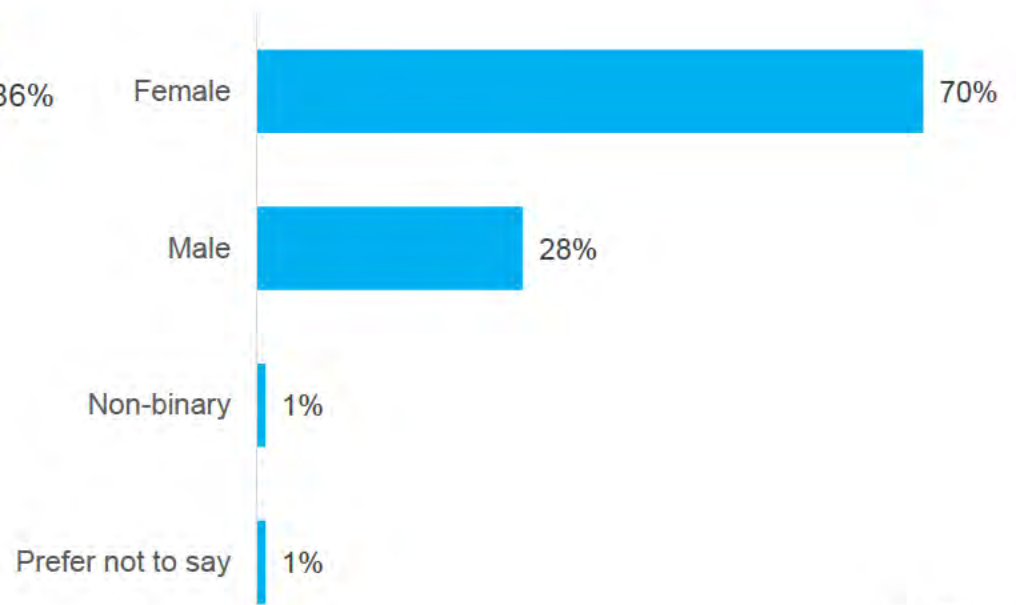


Demographics

Age (unweighted)



Gender (unweighted)



*Percentages may not total 100 due to rounding

n = 765



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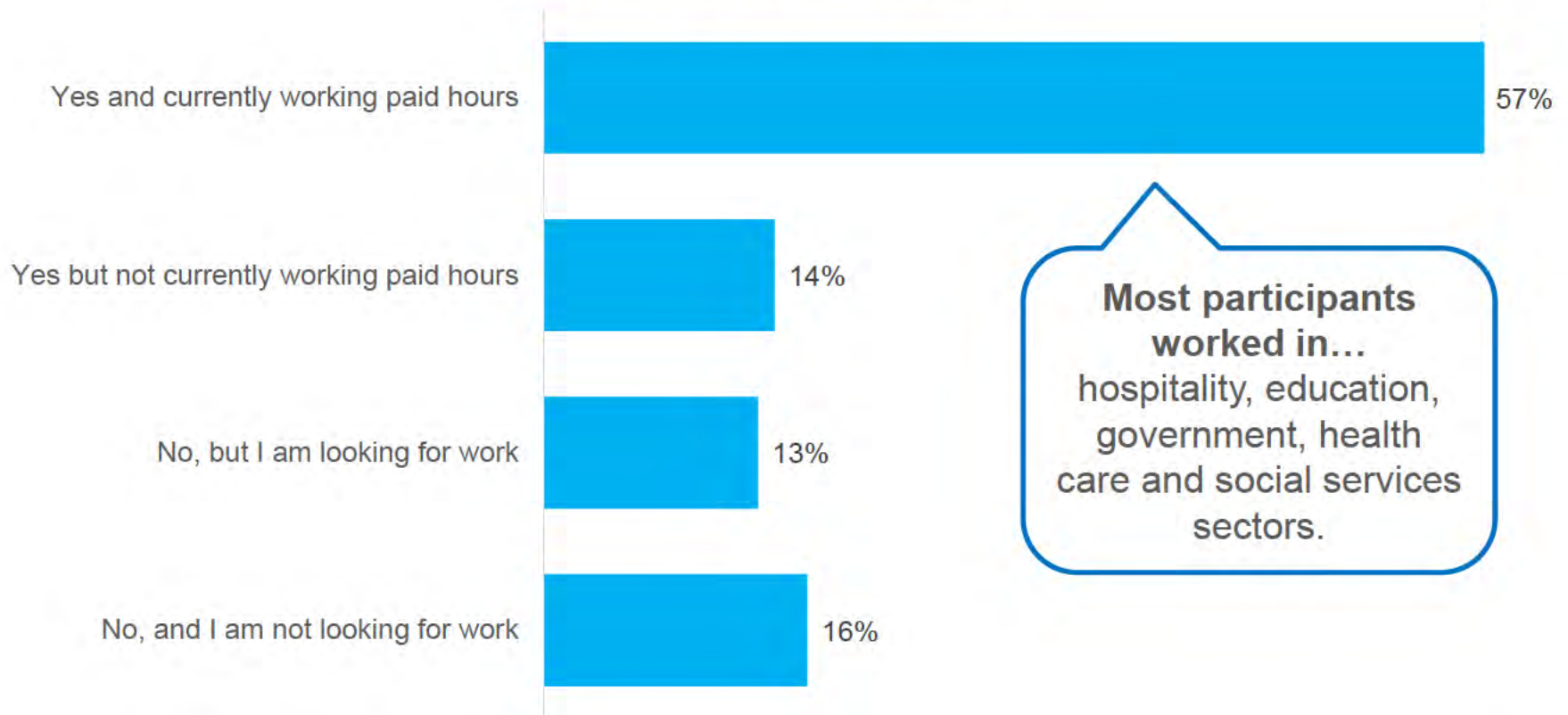


Employment



Workforce participation

Q. Are you currently doing paid work?



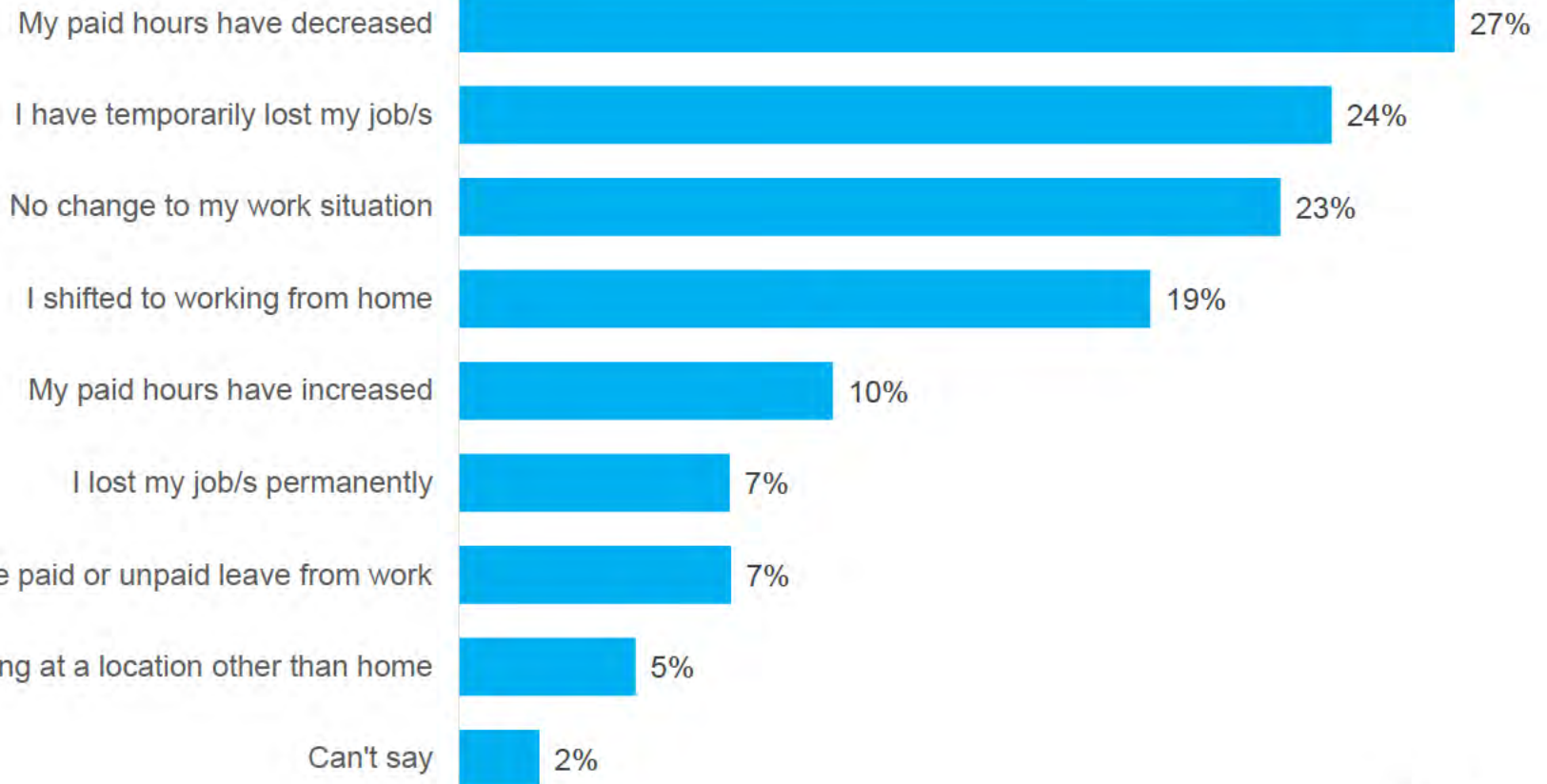
*Percentages may not total 100 due to rounding

n = 765



COVID-19 work impacts

Q. How has COVID-19 impacted on your work situation?



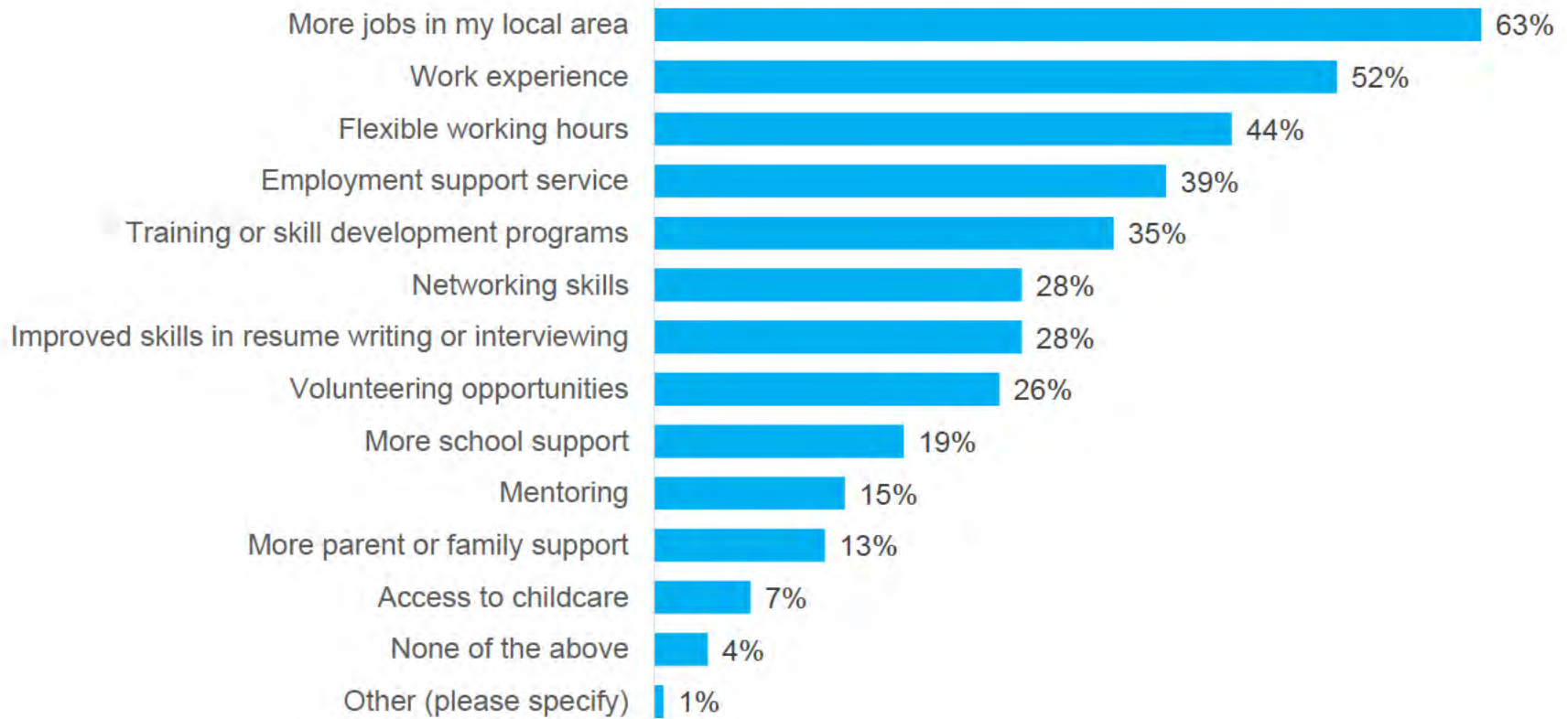
*Percentages may not total 100 due to rounding

n = 664



Securing work

Q. What, if anything, will help you secure paid work?



*Percentages may not total 100 due to rounding

n = 95



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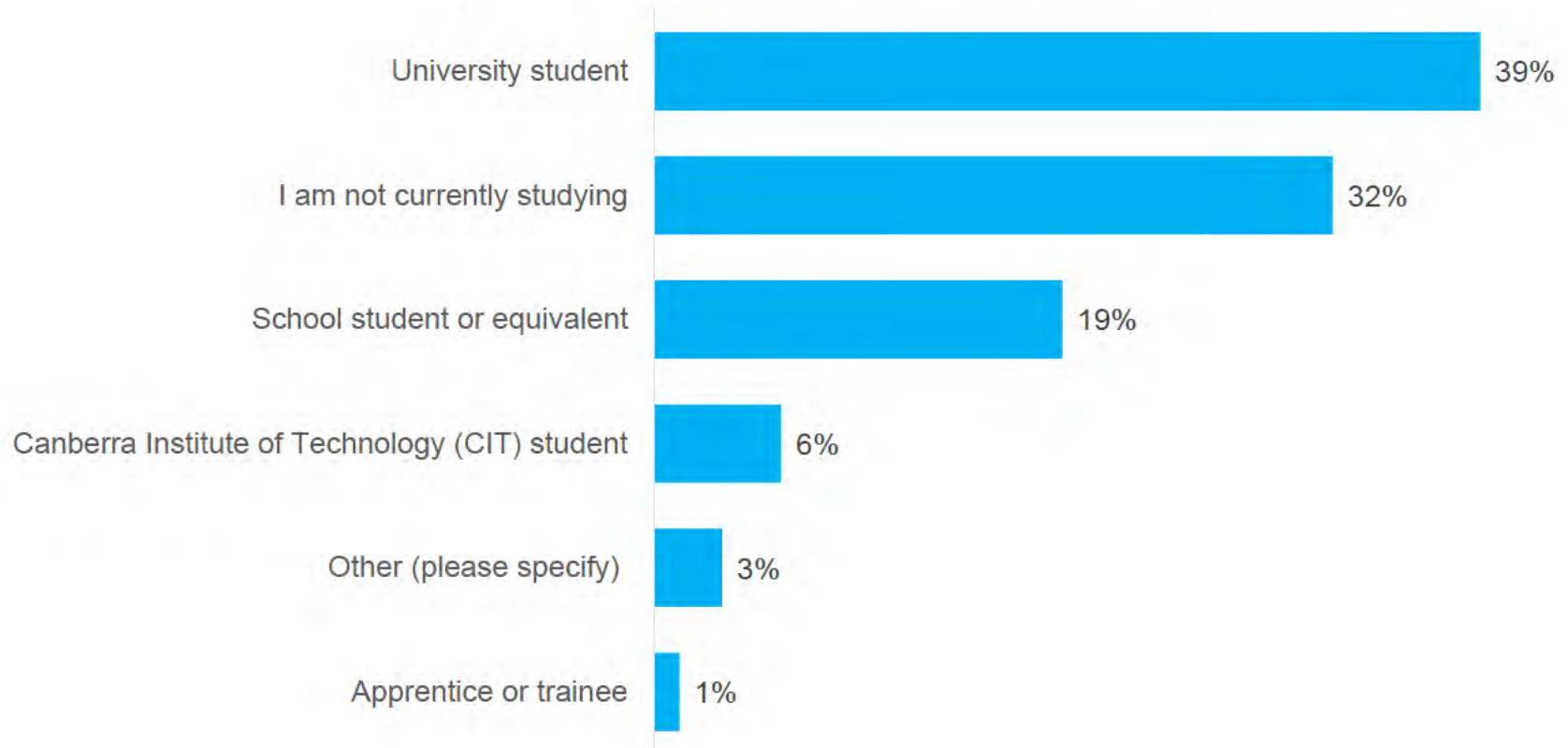
Study





Education status

Q. Are you currently studying or training?



*Percentages may not total 100 due to rounding

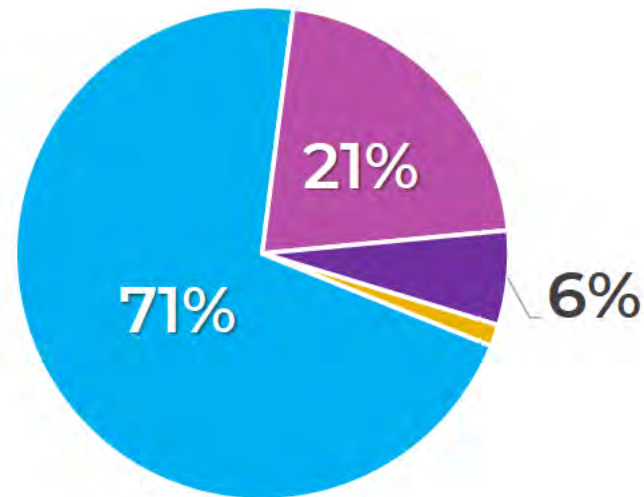
n = 765



Student status

Q. Are you a domestic or international student?

- Domestic student (ACT local)
- Domestic student (interstate or regional)
- International student
- Other (please specify)



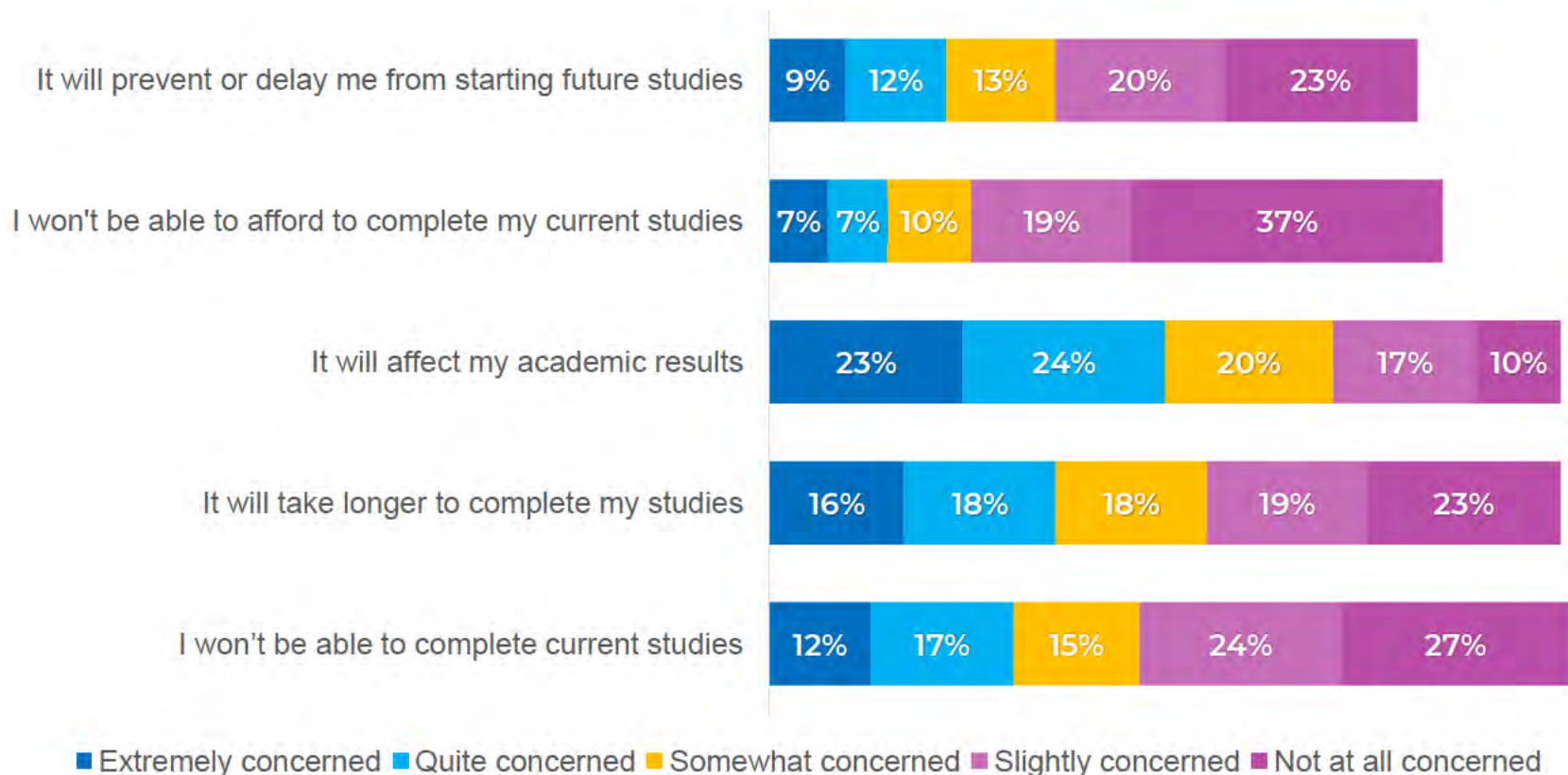
*Percentages may not total 100 due to rounding

n = 519



Concerns for studies

Q. How concerned are you about the current or potential impact/s of COVID-19 on your studies?



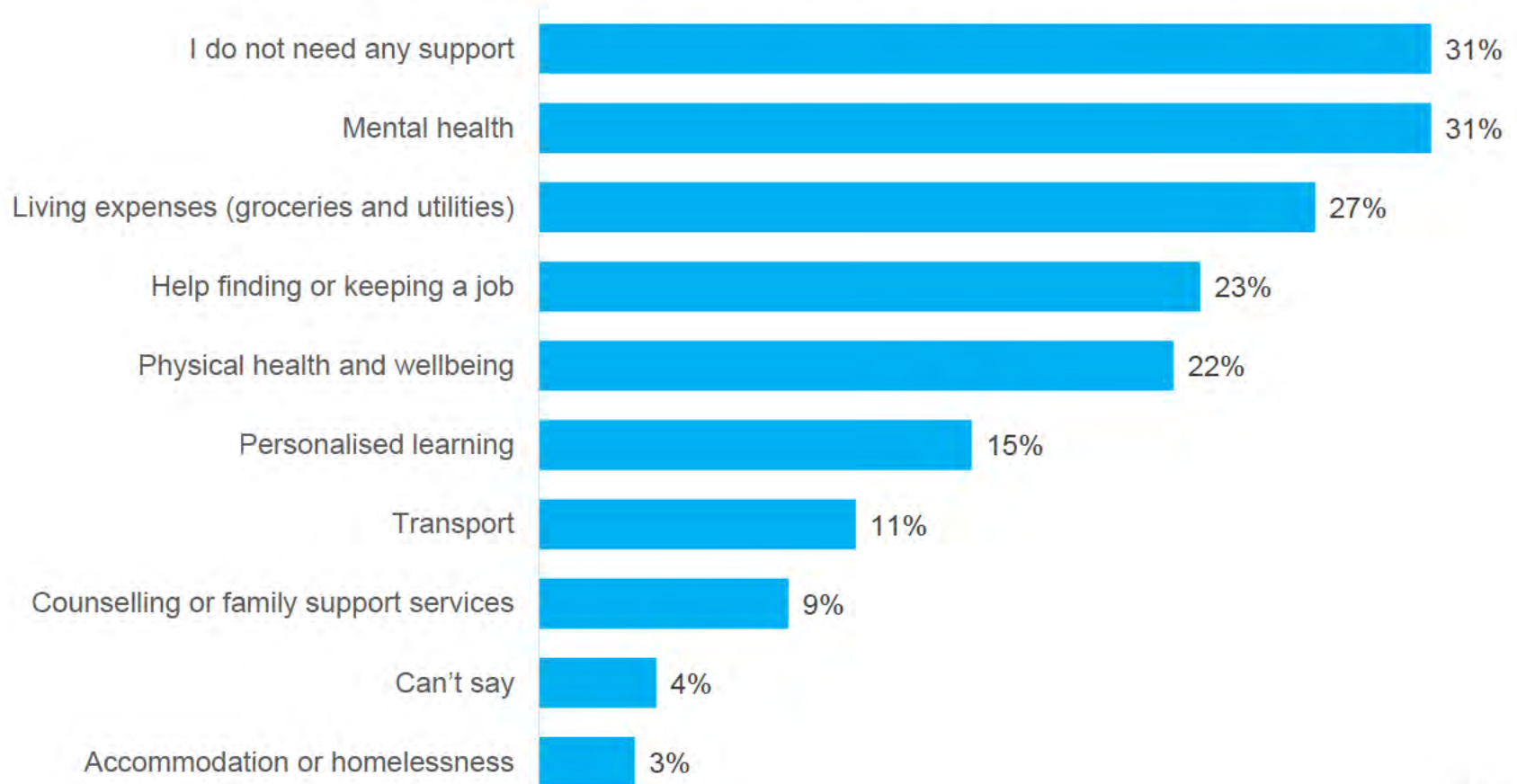
*Percentages may not total 100 due to rounding

n = 519



Support required

Q. What, if any, support do you need in order to continue your studies?



*Percentages may not total 100 due to rounding

n = 519



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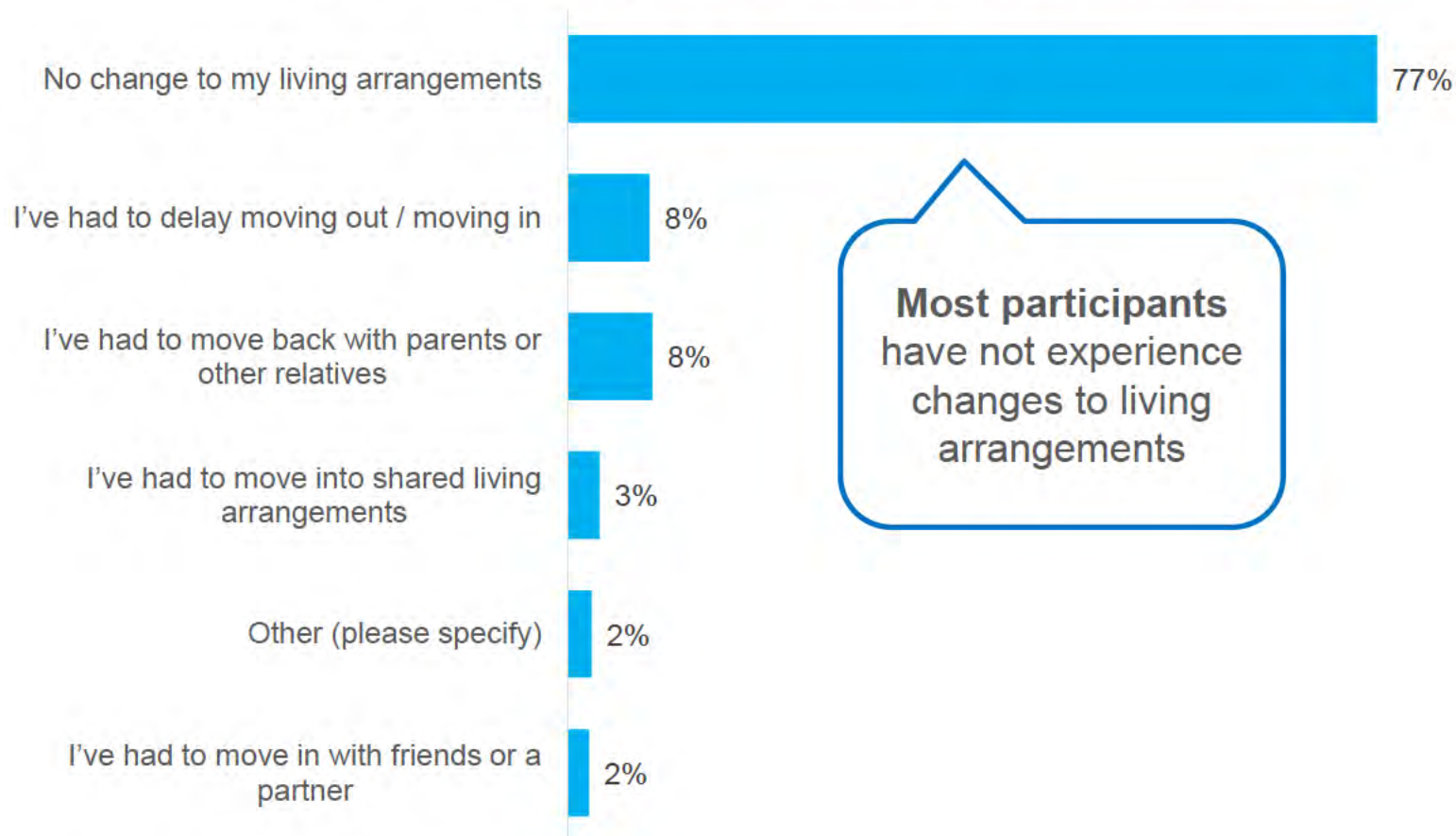
Living Arrangements





Changed living arrangements

Q. Have your living arrangement changed due to COVID-19?



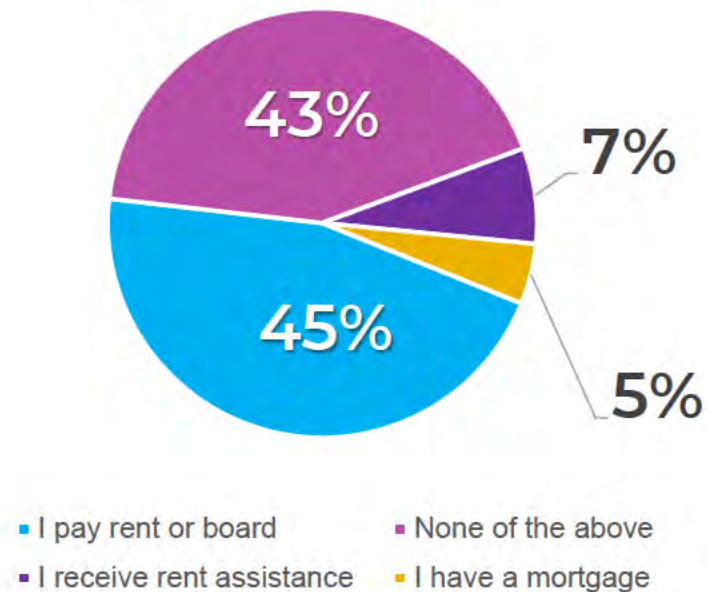
*Percentages may not total 100 due to rounding

n = 765



Paying rent or board

Q. Are you currently paying rent or board? Panel members



*Can't say' and 'other' excluded.

n = 758



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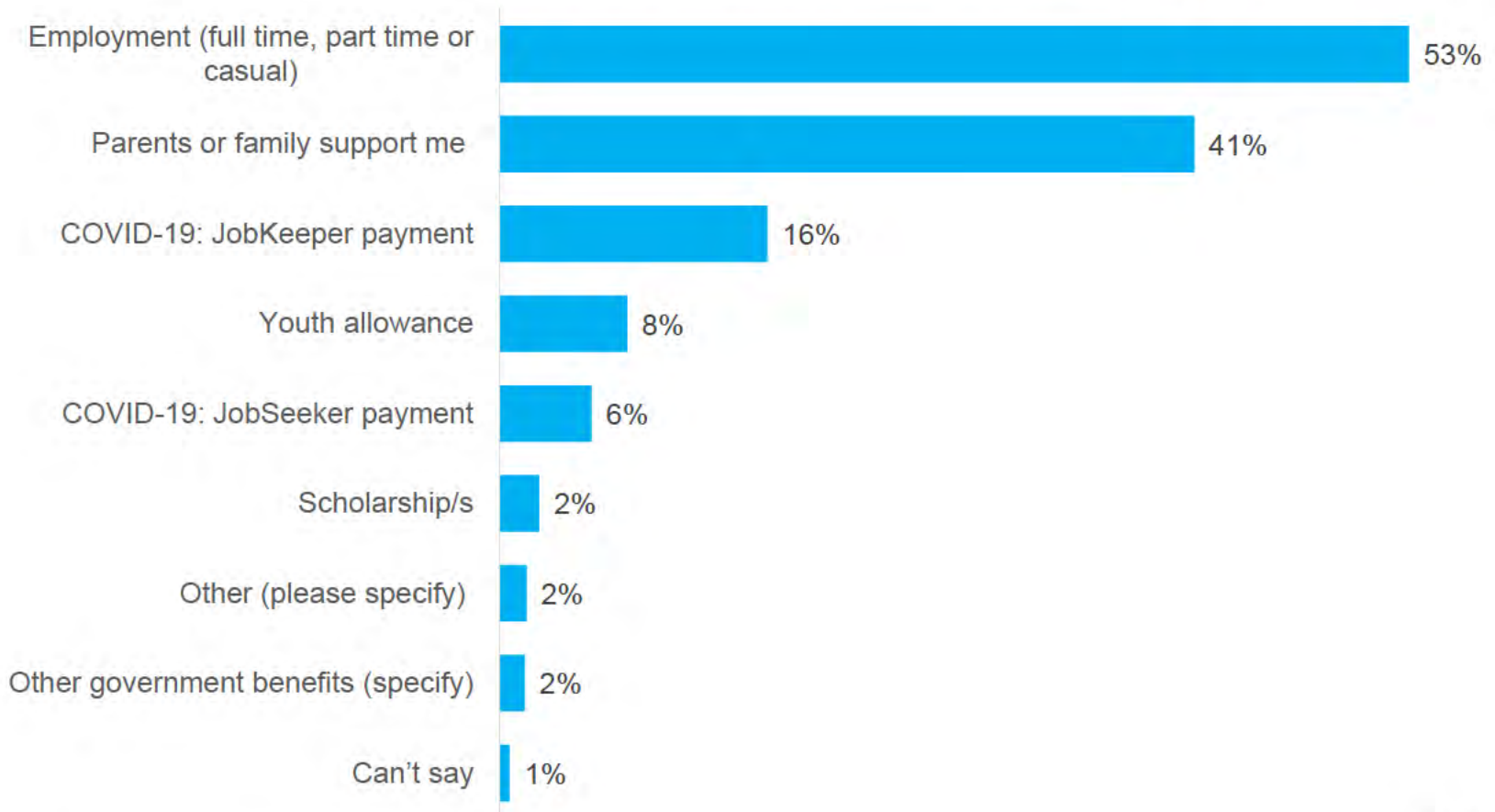
Income





Source of income

Q. What is your MAIN source of income or financial support right now?



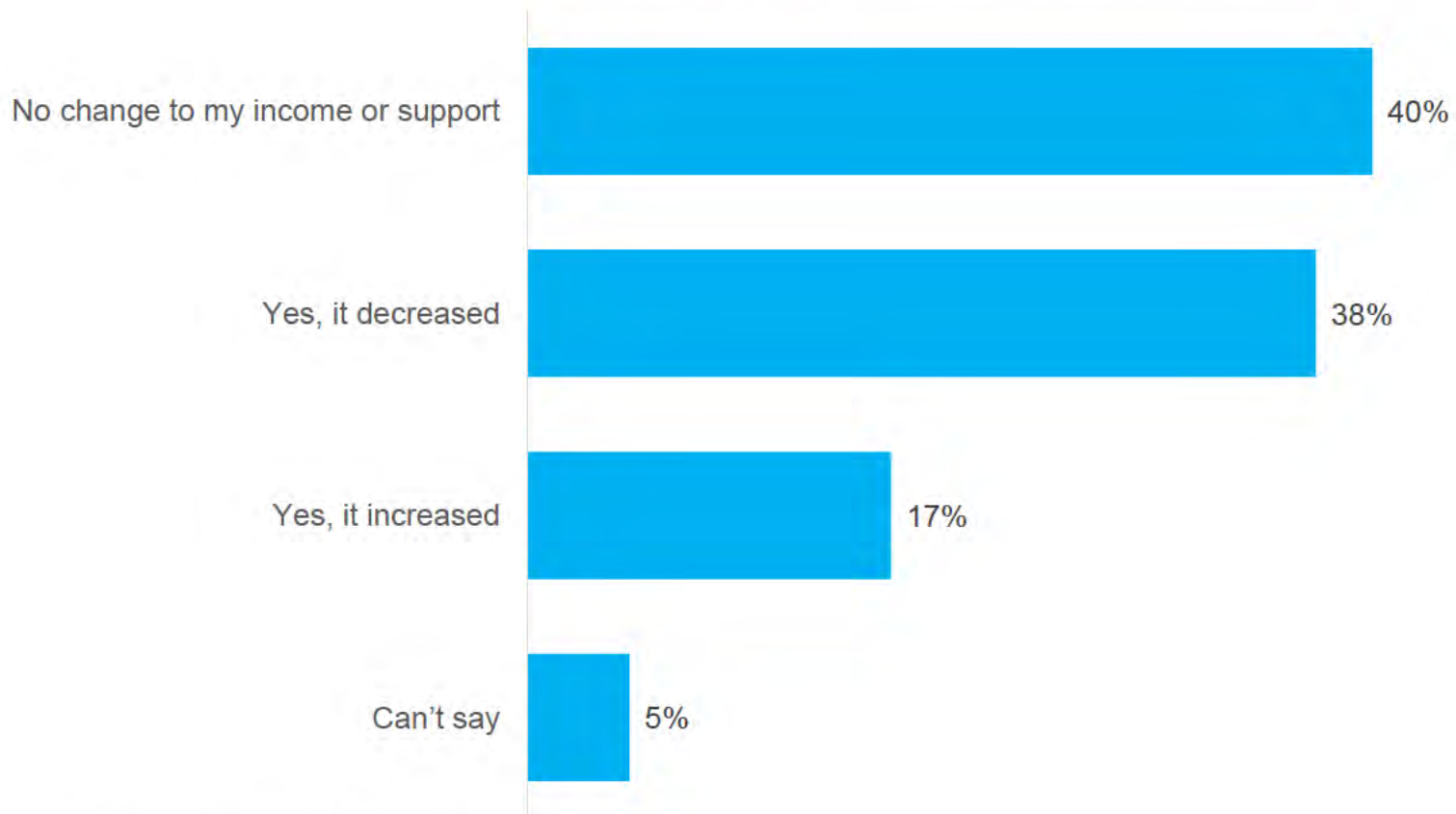
*Percentages may not total 100 due to rounding

n = 765



Income level change

Q. Has your weekly income or financial support levels changed due to COVID-19?



*Percentages may not total 100 due to rounding

n = 765



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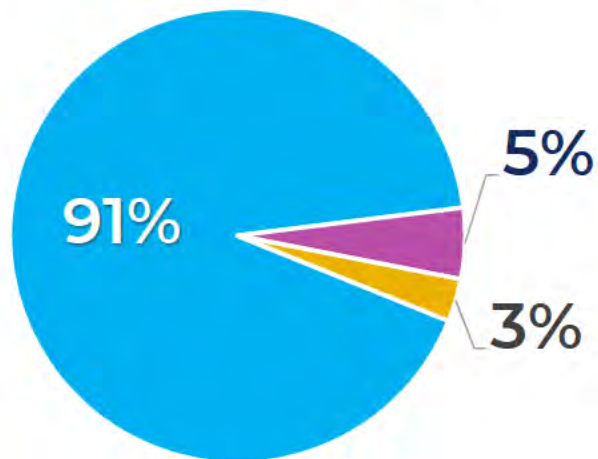
Assistance





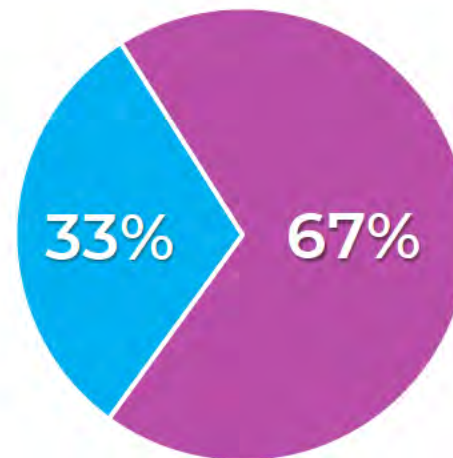
Assistance

Q. Have you sought assistance from a community support service or community group due to COVID-19?



■ No ■ Yes ■ Can't say

Q. Is this the first time you've had to seek assistance from a community support services?



■ No ■ Yes

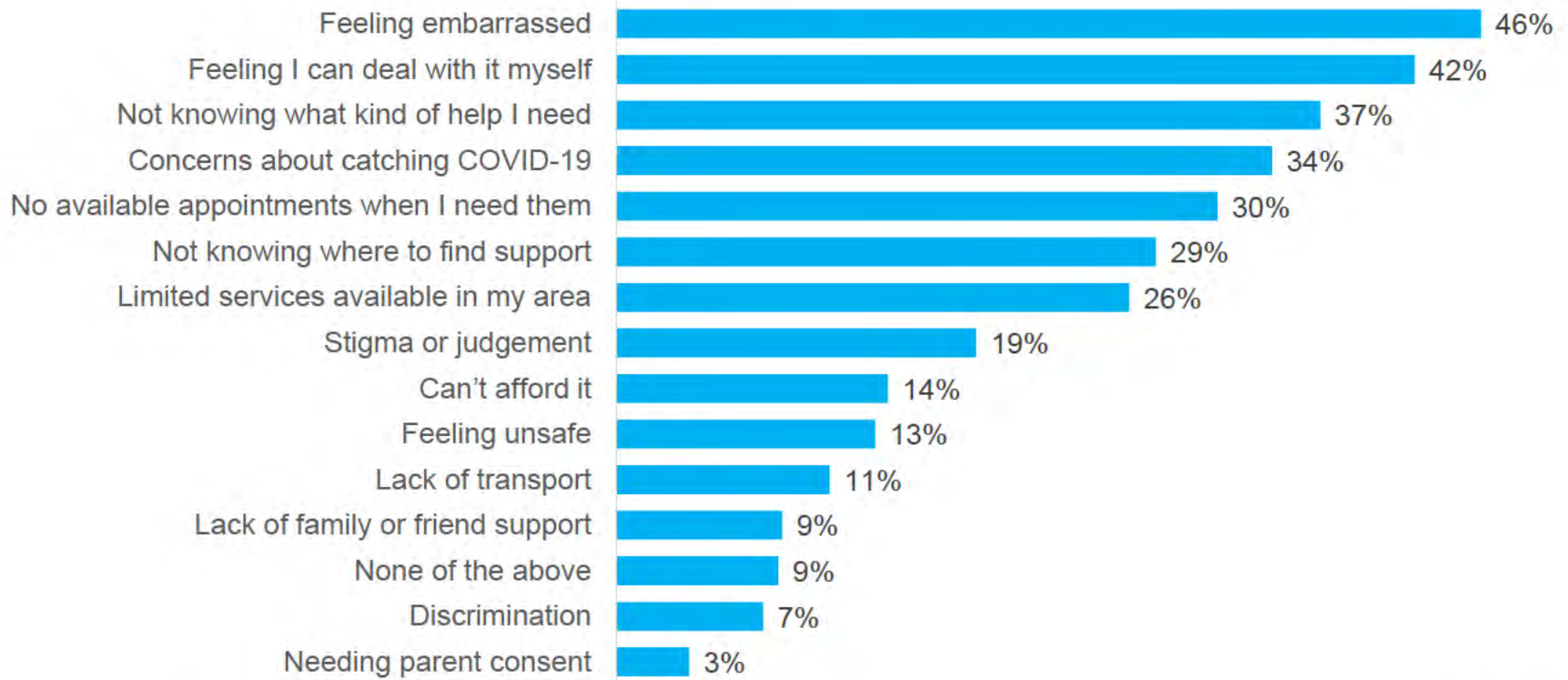
*Low base numbers, interpret with caution.

n = 765



Assistance difficulties

Q. Have any of the following made it difficult for you to get the support that you need?

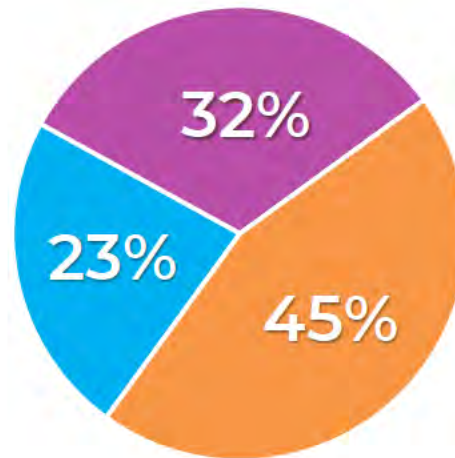


*Low base numbers, interpret with caution.

n = 40

Assistance

Q. Is this the first time you've had to seek assistance from a community support services?



■ No ■ Yes ■ Can't say

Most participants had no experience using a support service so couldn't provide a response

*Low base numbers, interpret with caution.

n = 765



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Mental Health



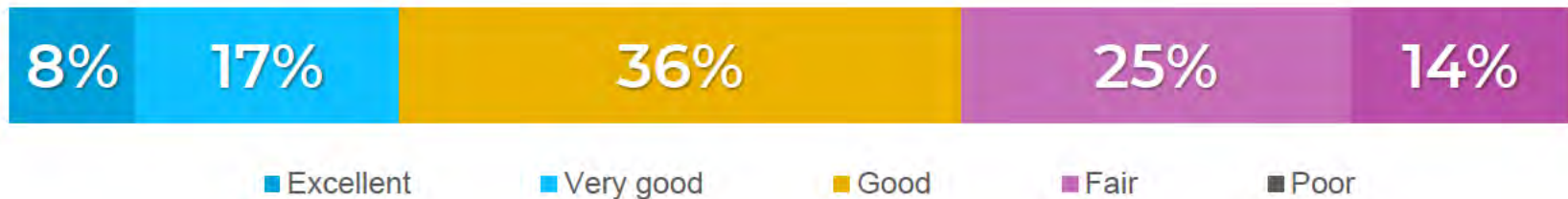


Self-rated mental health

Q. How would you rate your **current** mental health and wellbeing?



Q. How would you rate your mental health and wellbeing **over the last 12 months?**



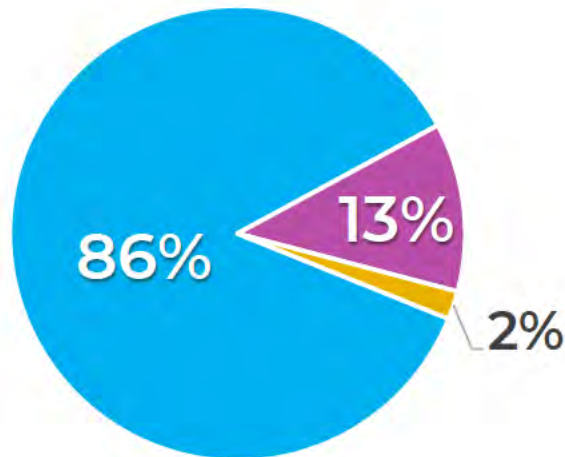
*Percentages may not total 100 due to rounding

n = 682



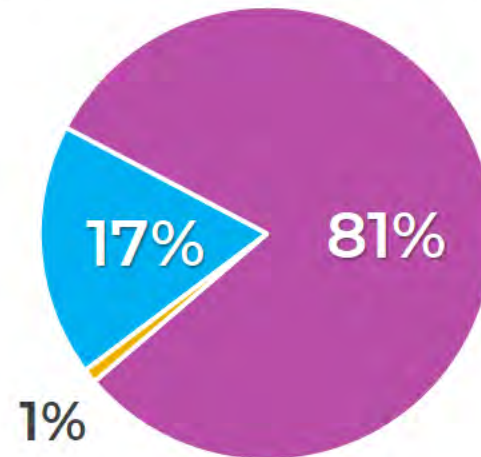
Mental health assistance

Q. Do you have someone you can talk to about issues relating to your mental health and wellbeing?



■ Yes ■ No ■ Can't say

Q. Have you discussed your feelings of distress with a doctor or other health professional due to COVID-19?



■ Yes ■ No ■ Can't say

*Percentages may not total 100 due to rounding

n = 682



ACT
Government

YOURsay
Community panel



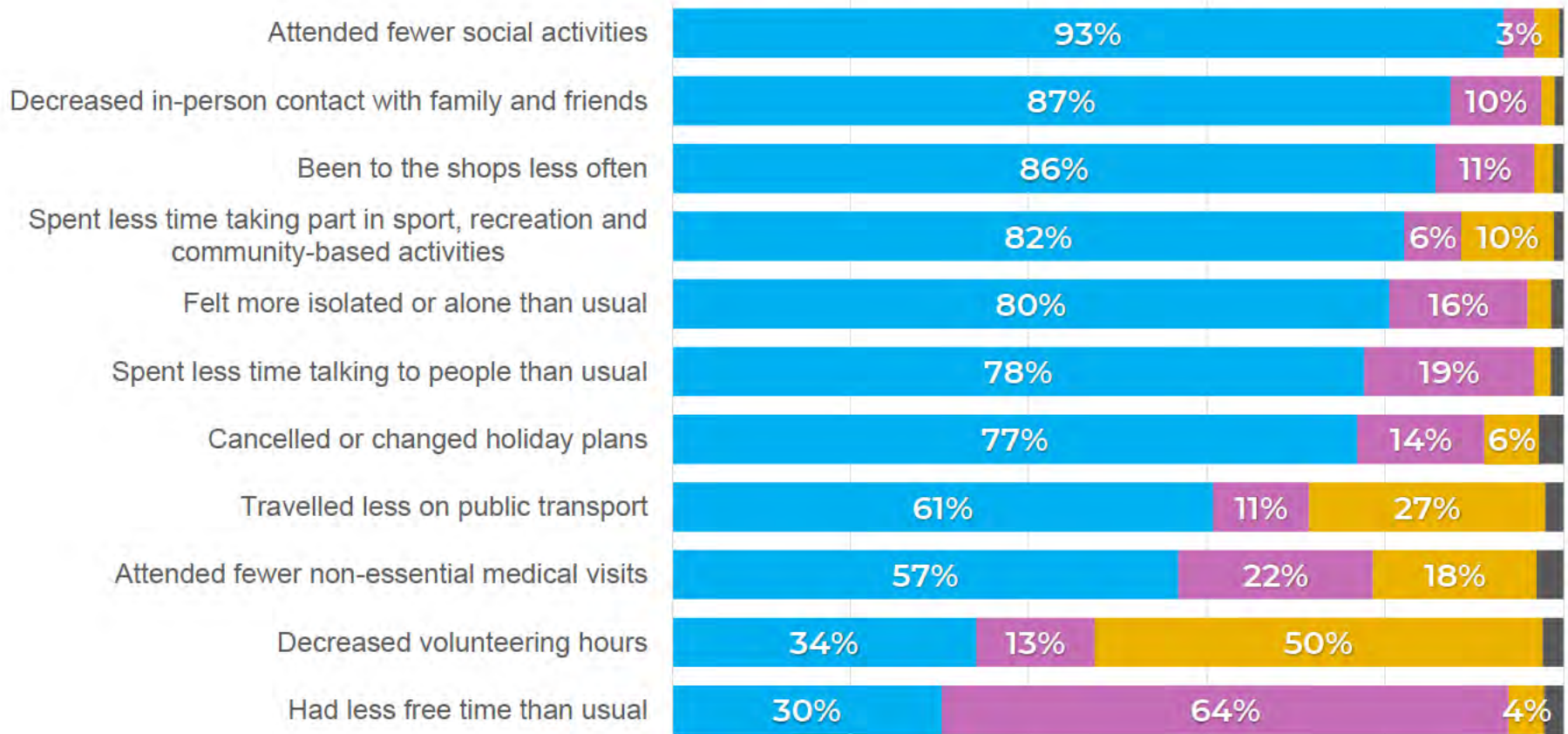
General Impacts





Impacts due to COVID-19

Q. Has COVID-19 impacted you in any of the following ways?



■ Yes ■ No ■ Not relevant ■ Can't Say

n = 765

Concerns (verbatim)

Q. What is your greatest concern about COVID-19 *right now*?

Top 5 themes

- Second wave
- Jobs
- Economy
- Not knowing how long measures will last
- Impact on study placements

Q. What is your greatest concern about COVID-19 *for the future*?

Top 5 themes

- Financial stability (travel, home purchase)
- Career impacts
- Collapse of business / industry / economy
- Future studies affected
- Social disruption

n = 485

n = 506

Help required (verbatim)

Q. What one thing can the ACT Government do to help young Canberrans now?

Top 5 themes

- General financial support
- Mental health support
- Rental assistance
- Domestic violence / abuse support
- Education support for students

Q. What one thing can the ACT Government do to help young Canberrans in the future?

Top 5 themes

- Affordable housing
- Graduate support to gainful employment
- Improved mental health policies / facilities
- Government support for industry and job creation
- Minimum wage increases

n = 364

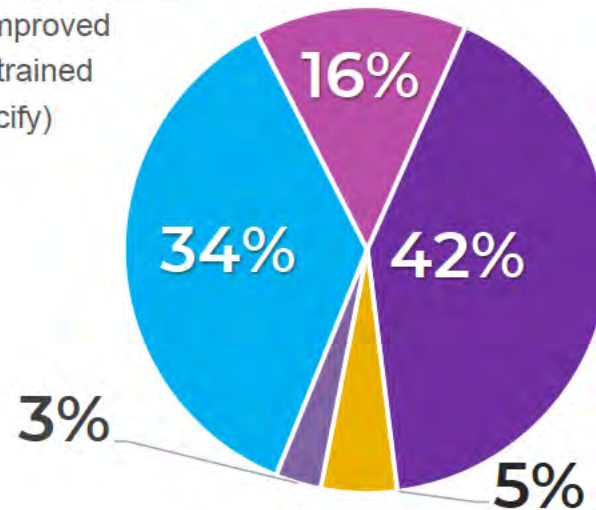
n = 298



Relationship impacts

Q. Overall, have your relationships with family and friends changed at all due to COVID-19?

- No changes in my relationships
- My relationships improved
- My relationships strained
- Other (please specify)
- Prefer not to say



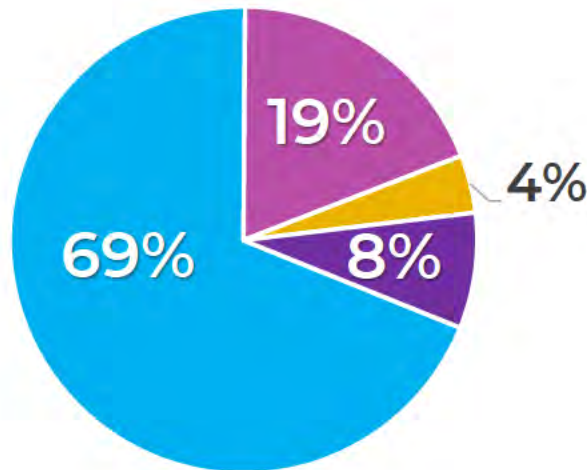
*Percentages may not total 100 due to rounding

n = 765



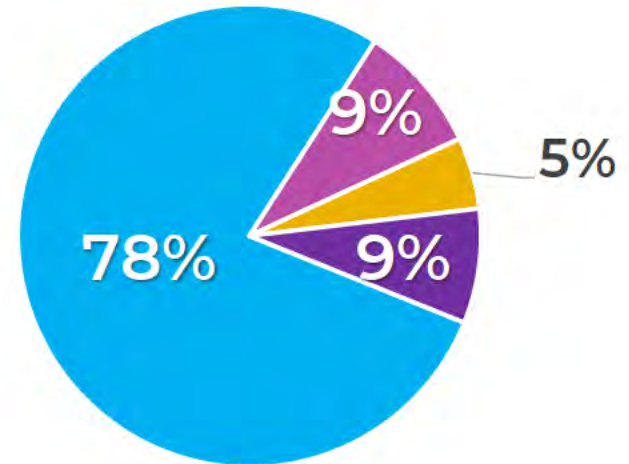
Canberra's response

Q. Overall, how would you describe the **Canberra community's** response to COVID-19?



■ Responding appropriately ■ Not taking it seriously
■ Over-reacting ■ Can't say

Q. Overall, how would you describe the **ACT Government's** response to COVID-19?



■ Responding appropriately ■ Not taking it seriously
■ Over-reacting ■ Can't say

*Percentages may not total 100 due to rounding

n = 765

Canberra's response (verbatim)

Q. Why do you think the *Canberra community* is 'not taking it seriously'?

Top themes*

- People not adhering to social distancing guidelines
- Lack of enforcement of social distancing guidelines
- Easing restrictions too fast
- Did not act fast enough / delayed response at the start
- Not enough mental health support for young people

Q. Why do you think the *ACT Government* is 'not taking it seriously'?

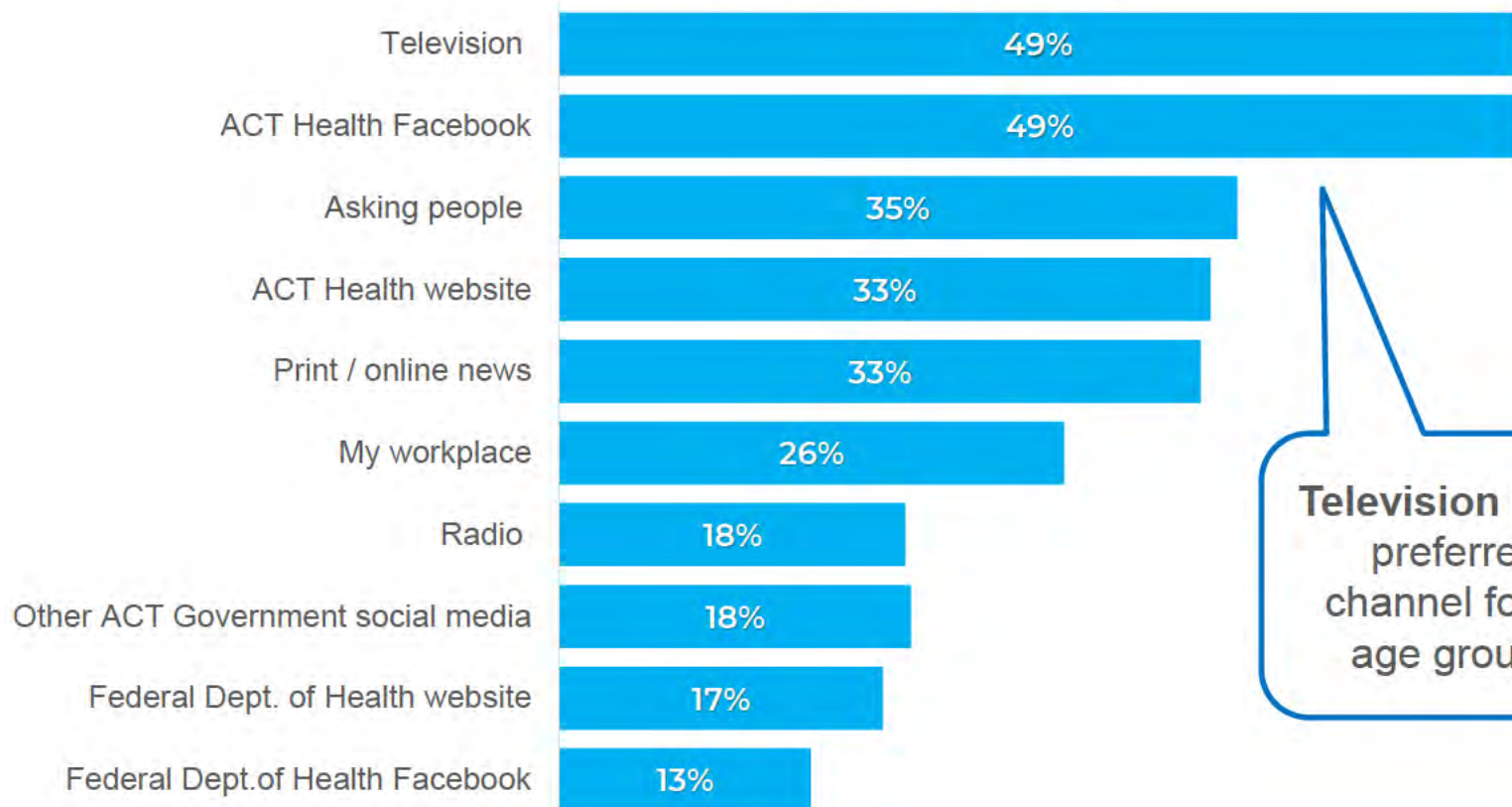
Top themes*

- People not adhering to social distancing guidelines
- Lack of enforcement of social distancing guidelines
- Easing restrictions too fast
- Did not act fast enough / delayed response at the start

*Low base numbers, interpret with caution.

Communication channels

Q. Which of the following channels are you using to keep MOST informed about COVID-19? (**Top 10**)



Television is the preferred channel for all age groups

*Percentages may not total 100 due to rounding

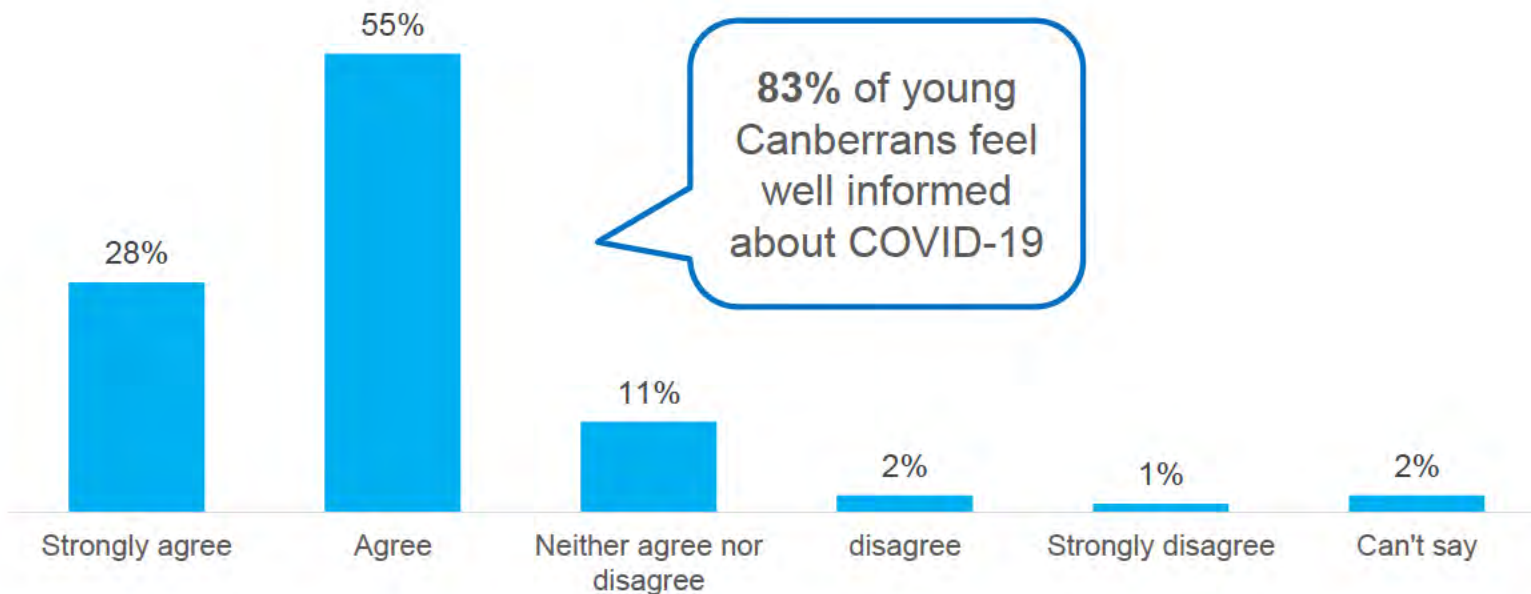
n = 765



Well informed

Q. To what extent do you agree or disagree with the following statement:

'Overall, I feel I am being kept well informed about COVID-19.'



*Percentages may not total 100 due to rounding

n = 876



Other information (verbatim)

Q. What other information do you need that you cannot find? **Top themes***

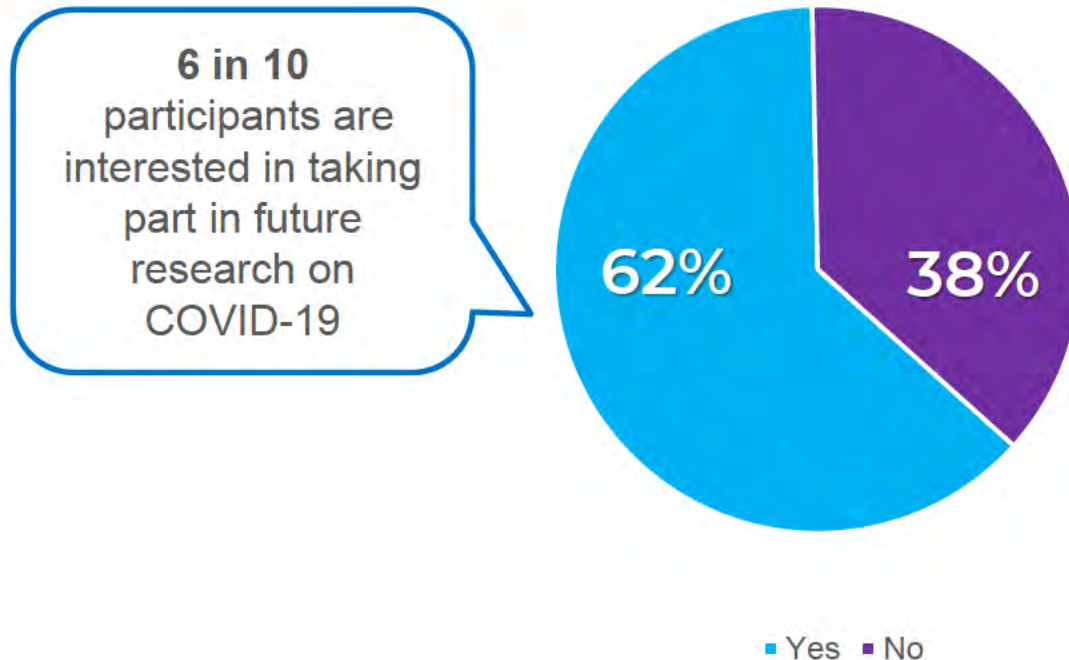
- More information about investment in vaccines and treatments for COVID-19
- Active COVID-19 case numbers
- Social distancing restrictions and easing of restrictions
- Hard to find information on website about easing of restrictions

*Low base numbers, interpret with caution.



Future research

Q. Would you be interested in taking part in further research to help the ACT Government better understand and address current and future impacts of COVID-19? (Unweighted)



n = 765



YOURsay
Community panel



YourSay Community Panel

Electricity plan comparability survey

14 January 2020



Background: The Independent Competition and Regulatory Commission (the Commission) is a statutory body set up to regulate prices, access to infrastructure services and other matters in relation to regulated industries and to investigate competitive neutrality complaints and government-regulated activities in the ACT.

The Commission is currently investigating electricity pricing in the ACT. As part of its investigation, the Commission is required to consider whether changes should be made in the Territory to promote improved transparency and comparability of electricity prices.

Purpose: The Commission will consider the findings from the ACT Government's YourSay Community Panel survey when preparing its draft final report which is expected to be released in February 2020.

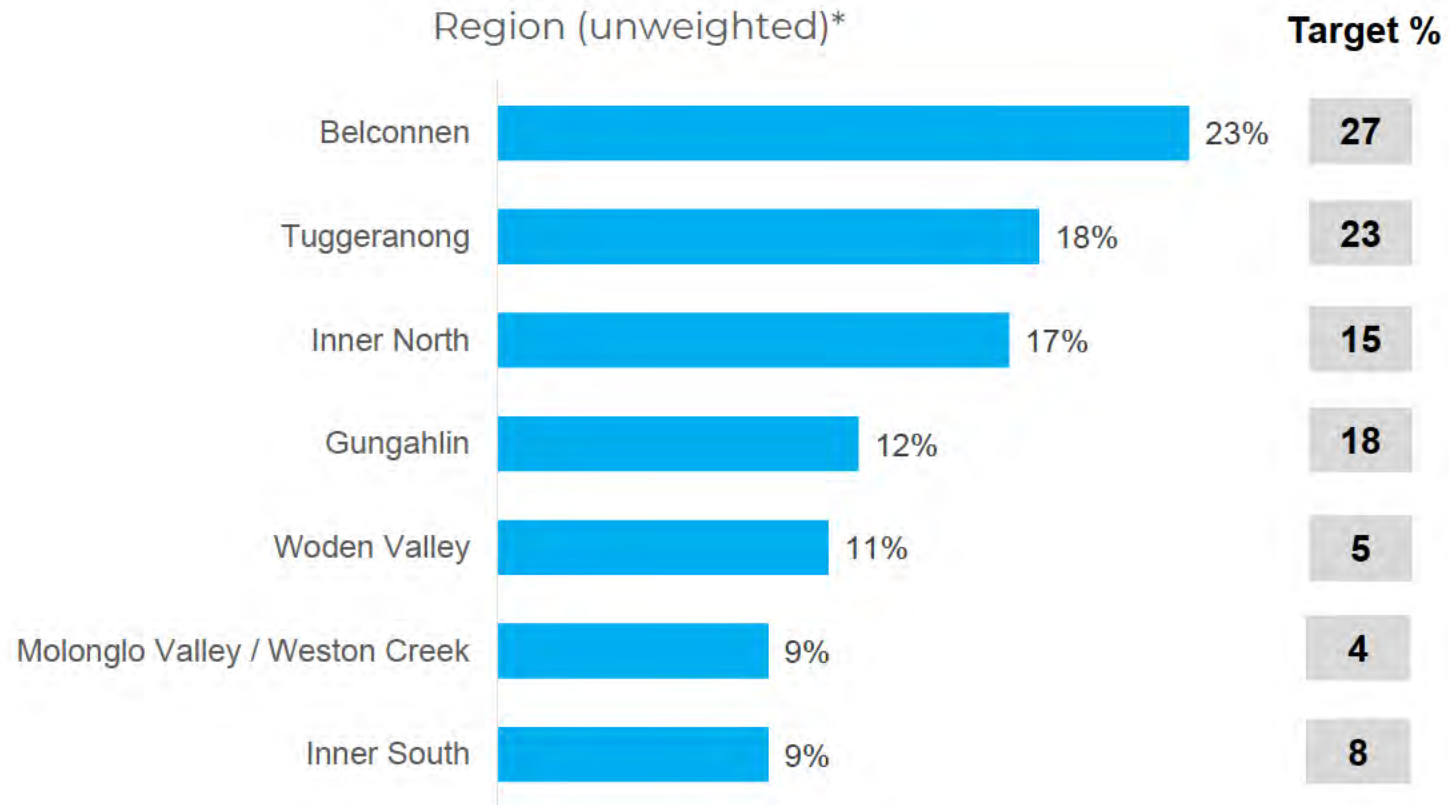
Timeframe: The survey opened on **27 November** and closed on **4 December 2019**.

Sample: **1,057** YourSay Community Panel members completed the survey.

Weighting: The results have been weighted to reflect relative population proportions.



Demographics



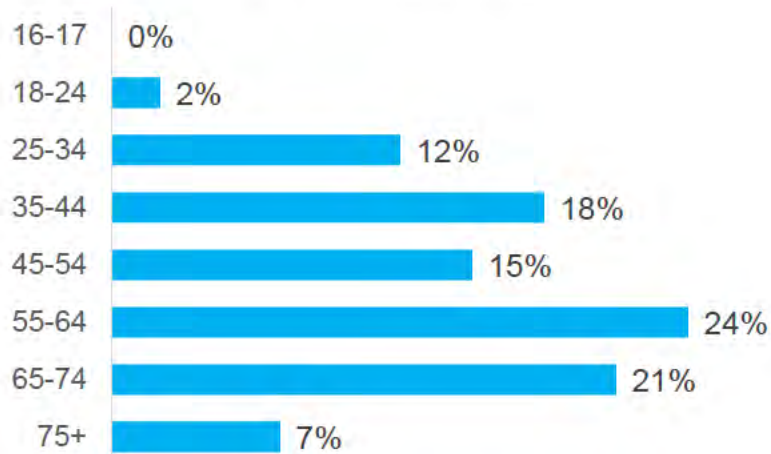
**Figures may not add up to 100 due to rounding*

n = 1,057



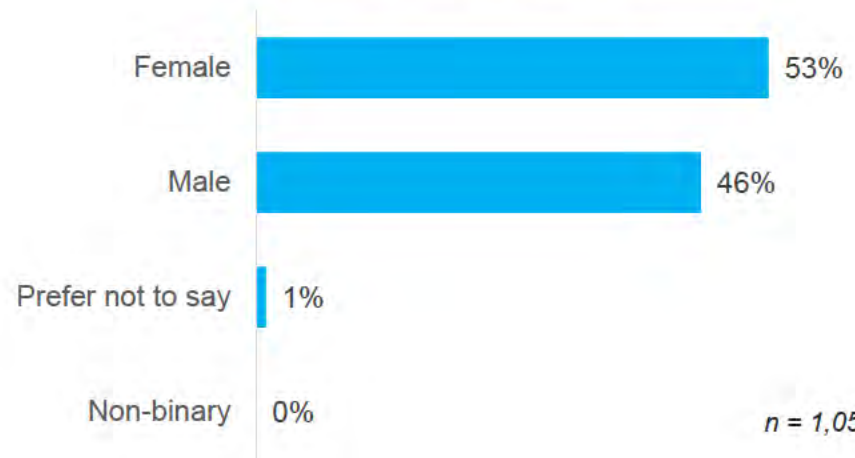
Demographics

Age (unweighted)*



*Figures may not add up to 100 due to rounding

Gender (unweighted)



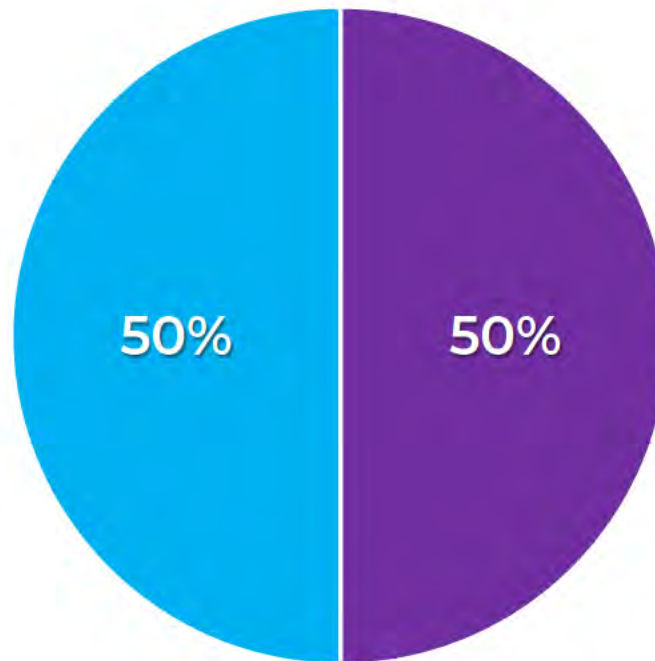
n = 1,057



Household decision making

Q: Which of the following best describes you?

- I am a joint decision maker in my household in relation to choosing energy products and services
- I am the main decision maker in my household in relation to choosing energy products and services

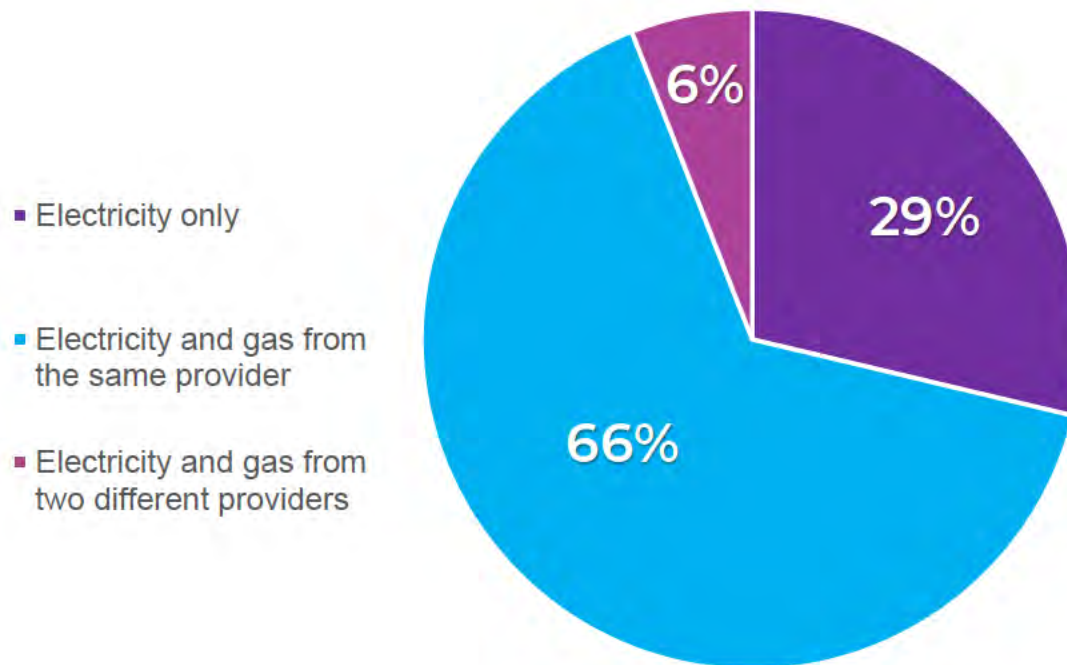


n = 1,057



Electricity and gas provision

Q: Which of the following energy plan/s do you currently have at your household?

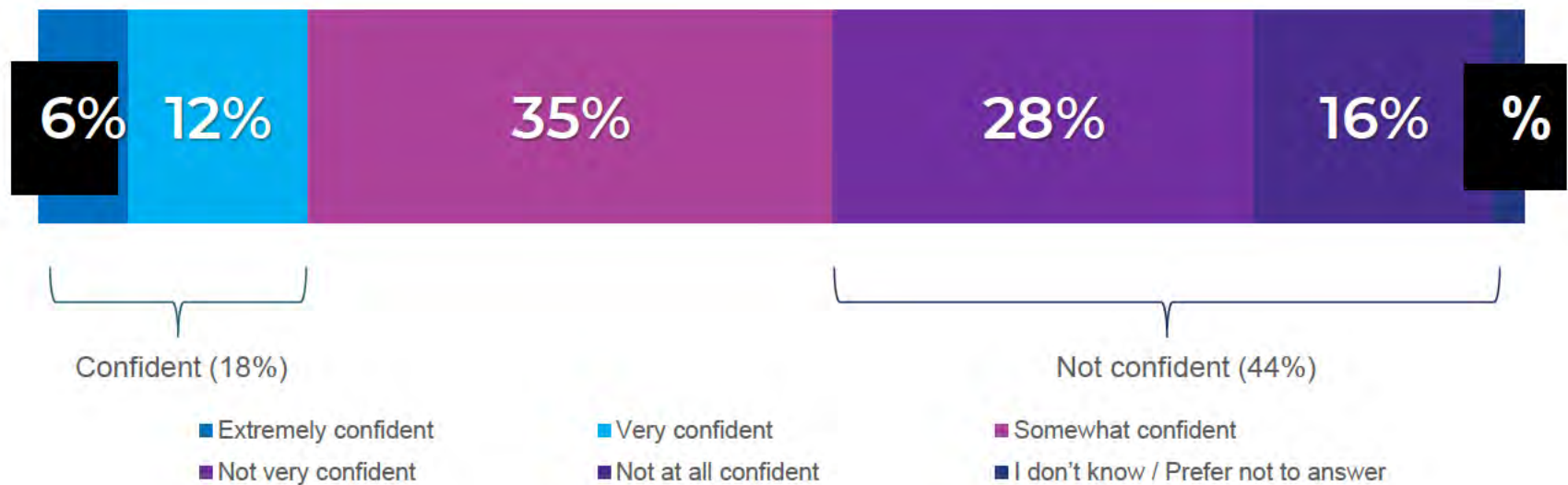


n = 1,057



Confidence in electricity plan

Q. How confident are you that your current electricity plan is the best plan for your circumstances?

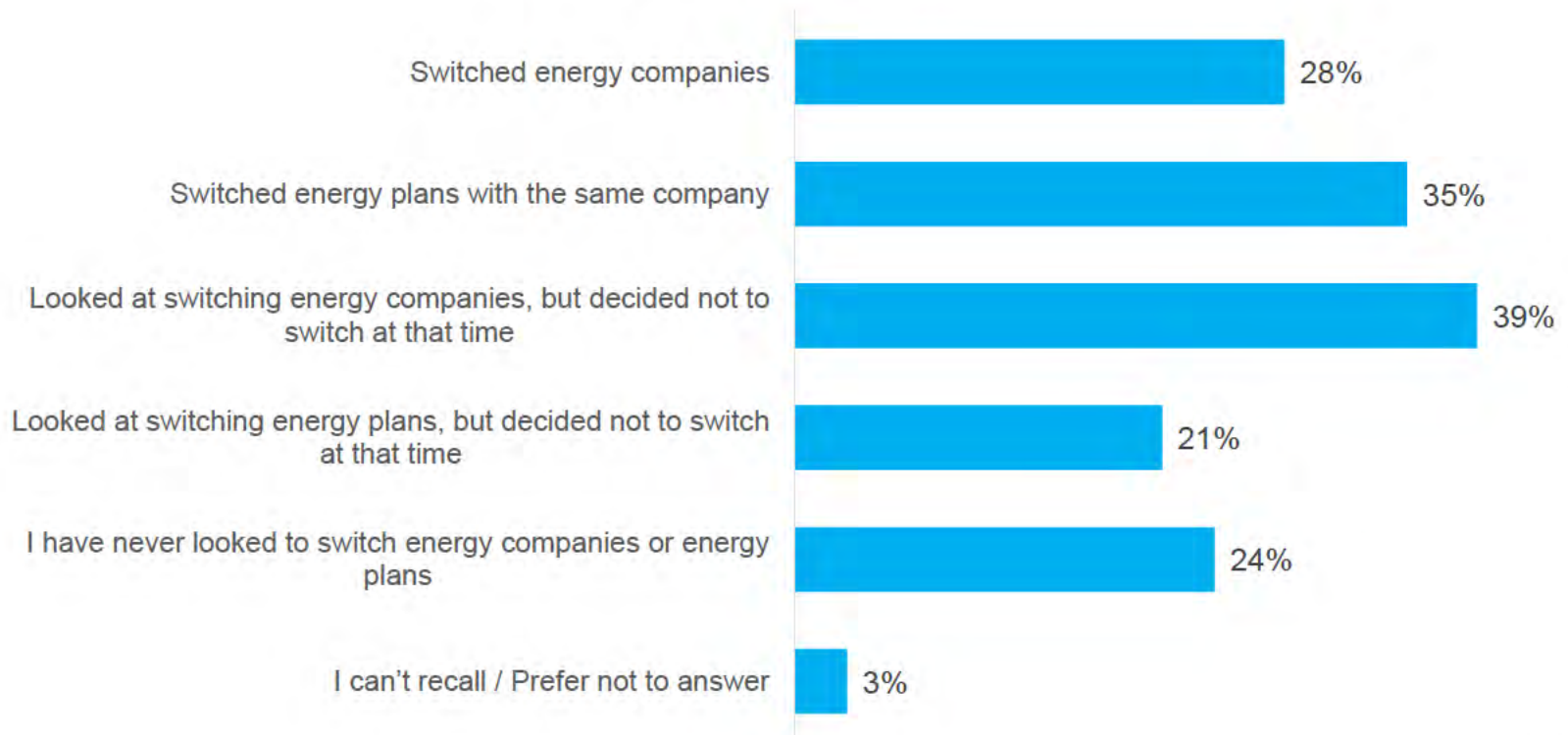


n = 1,057



Consumer behaviour

Q. Have you ever done any of the following?
(Multiple Choice)

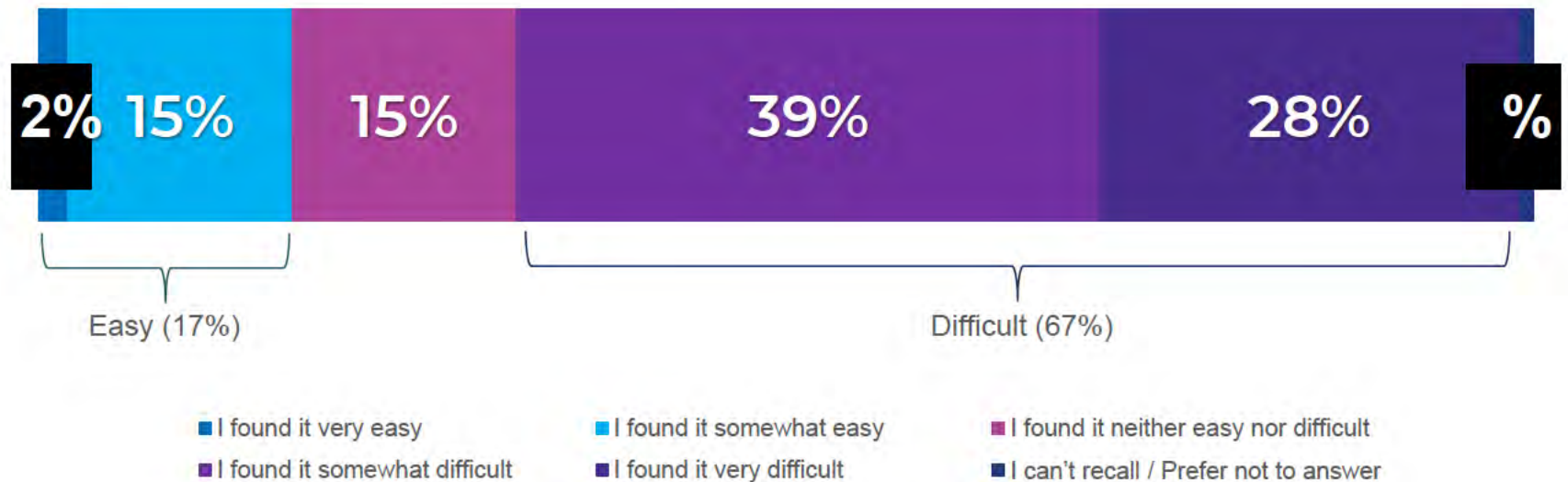


n = 1,057



Experience comparing plans

Q. Overall, how would you describe your experience comparing electricity plans?

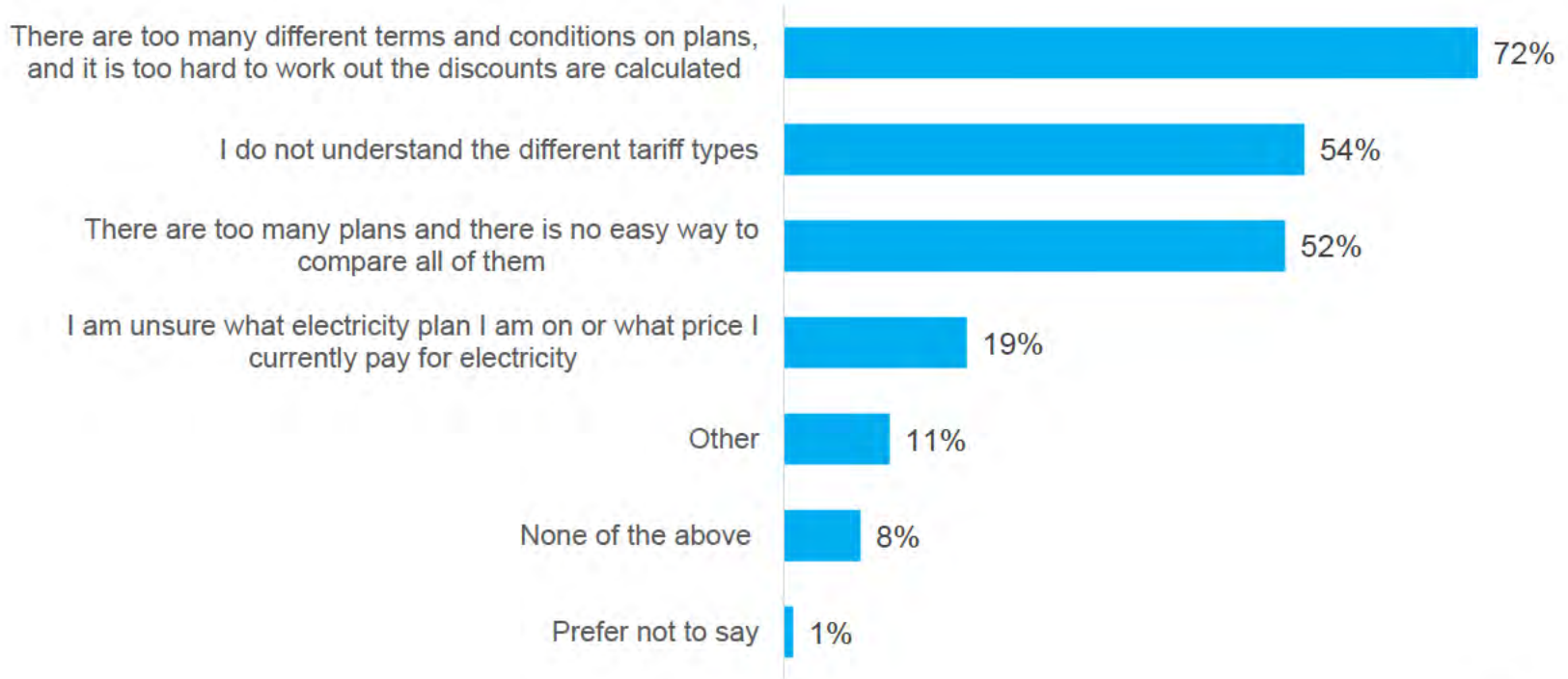


n = 793



Barriers to switching plans

Q. If you can recall, have any of the following caused you difficulties when comparing electricity plans?
(Multiple Choice)

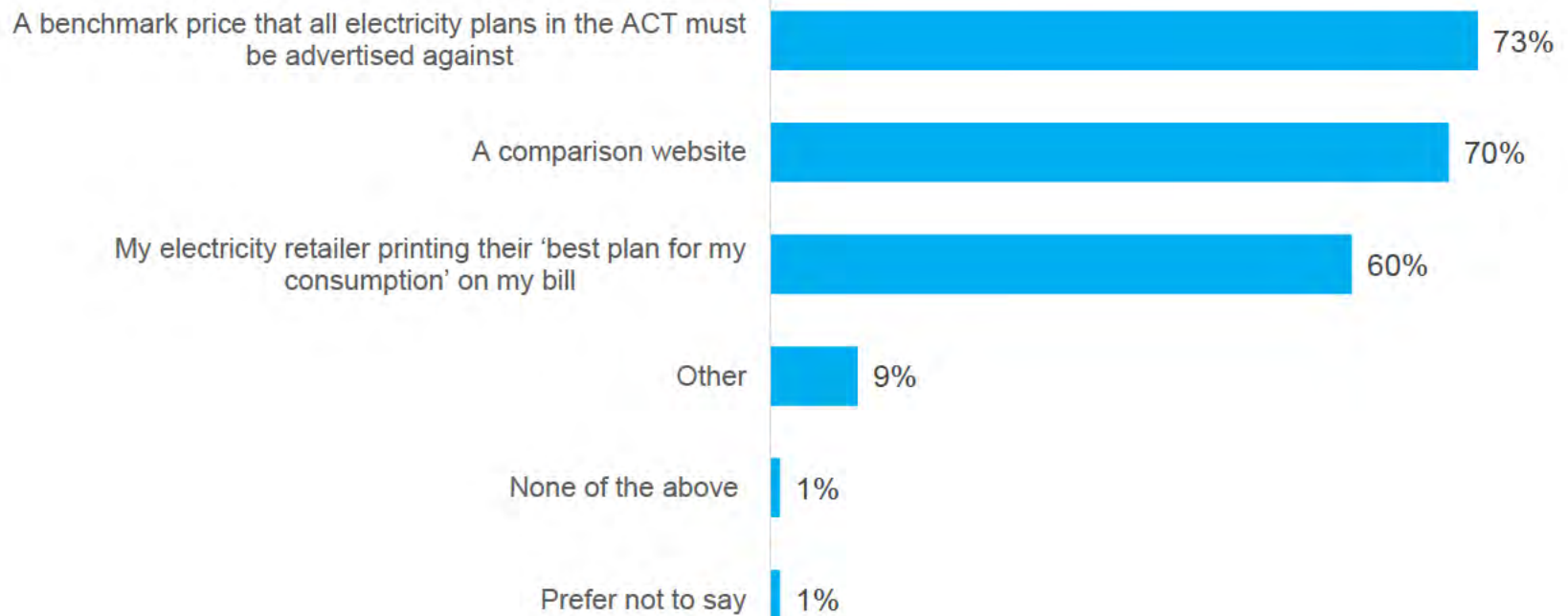


n = 793



Finding the best plan

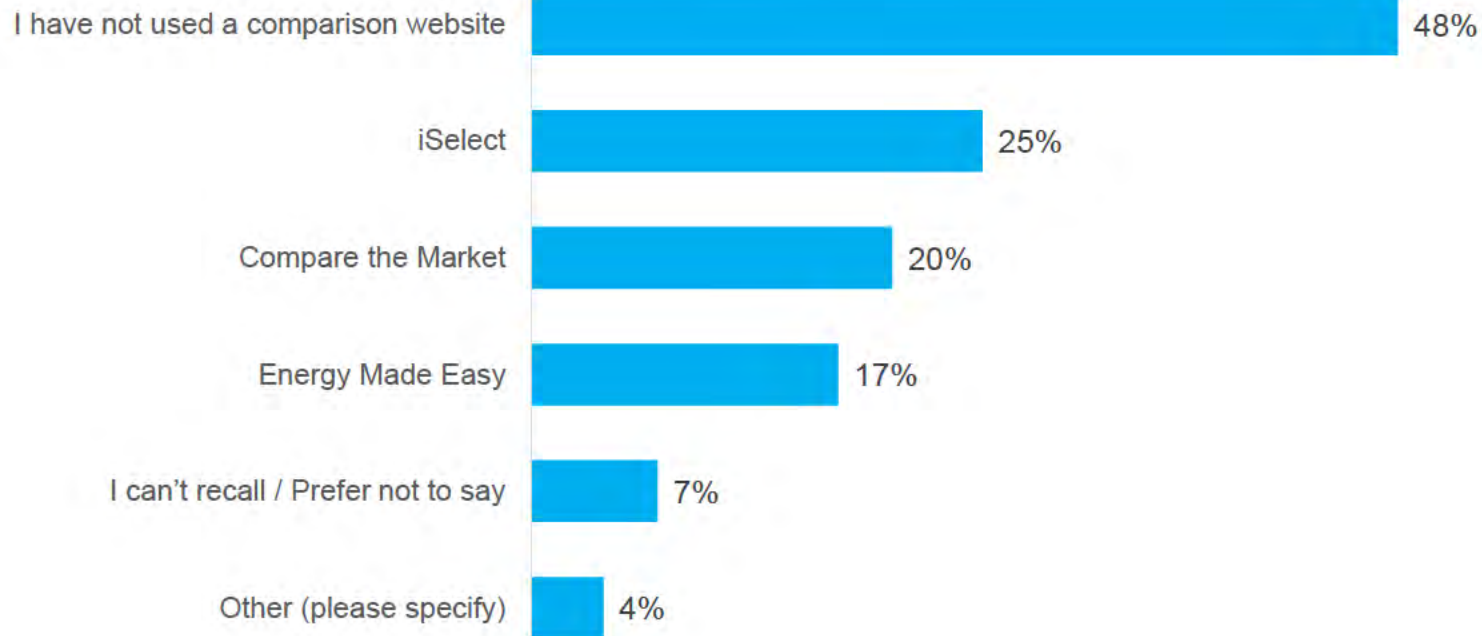
Q. If you were looking to find the best electricity plan for your circumstances, what would help you?
(Multiple Choice)



n = 1,057

Comparison website usage

Q. Have you used any of the following comparison websites to compare electricity plans?
(Multiple Choice)

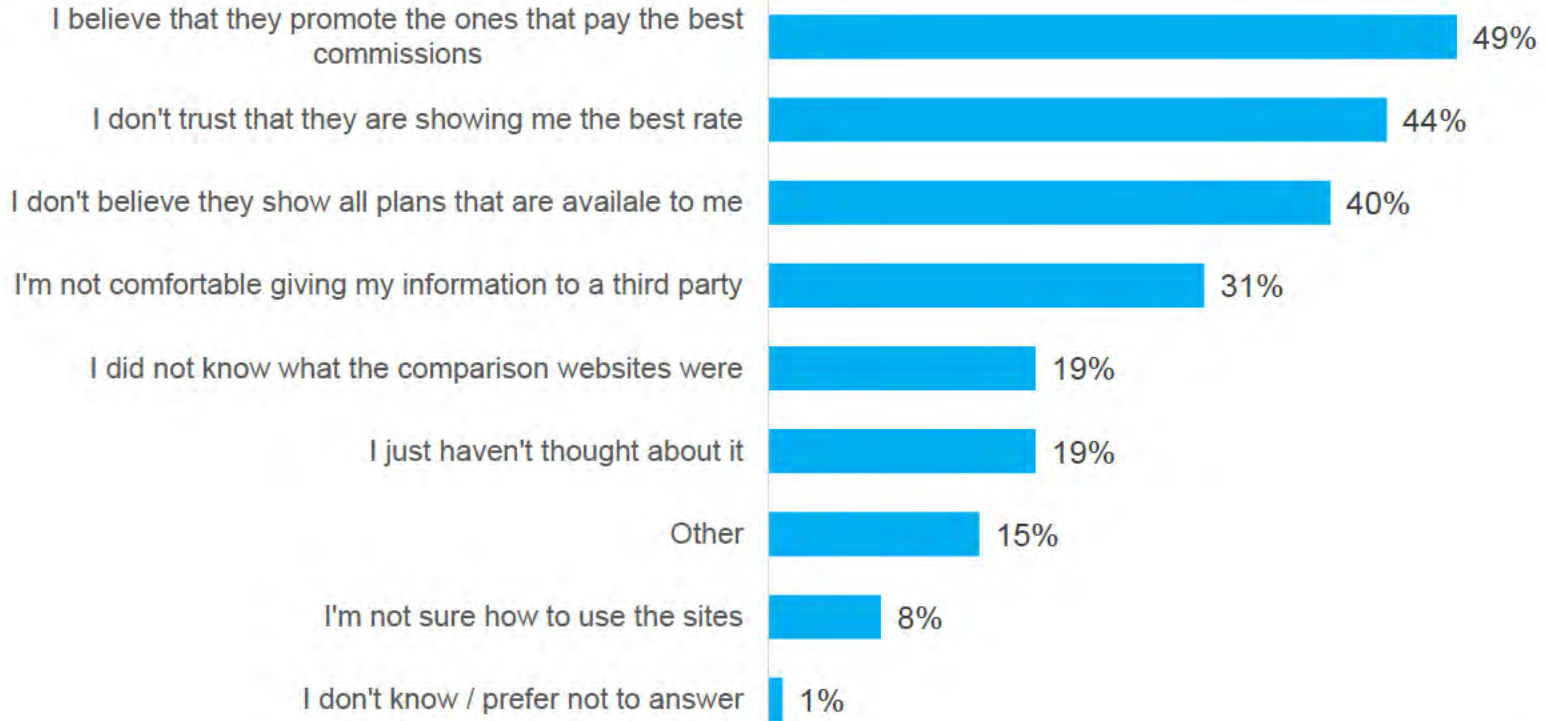


n = 803



Barriers to usage

Q. Why haven't you used an energy comparison website?
(Multiple Choice)

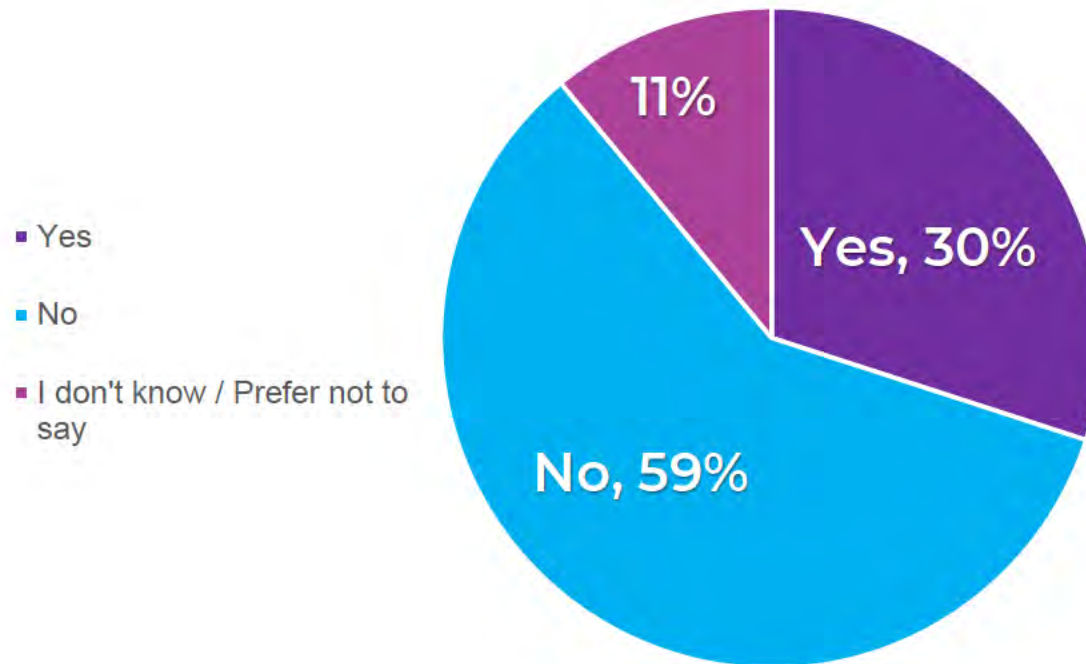


n = 393



Usefulness of comparison sites

Q: If you can recall, was the comparison website/s useful in helping you find a better electricity plan?



n = 347



Comparison site feedback

Q. Why wasn't the website/s useful in helping you find a better electricity plan?

214 de-identified comments were provided to the Commission for analysis and consideration as part of its investigation into electricity pricing in the ACT.

n = 214



Further comments

Q. Do you have any further comments you wish to make about your experience comparing electricity plans?

364 de-identified comments were provided to the Commission for analysis and consideration as part of its investigation into electricity pricing in the ACT.



ACT
Government

YOURSAY
Community panel



YourSay Community Panel

Integrated Plan for Red Hill Nature Reserve survey

6 January 2020





Background: The ACT Government has prepared a draft Integrated Plan for the Red Hill Nature Reserve and surrounding areas. The draft Plan has been prepared in consideration of the changing needs of the community into the future whilst also considering the protection of values of the Red Hill Nature Reserve and surrounds.

Purpose: The research was conducted on behalf of the Environment, Planning and Sustainable Development Directorate (EPSDD) who sought to better understand awareness of the draft Plan, as well as capture community views on the draft Plan's main recommendations from Woden Valley, Inner South and Inner North Canberra residents.

The feedback **Timeframe:** The survey opened on **20 December 2019** and closed on **02 January 2020**.

Sample: Only Panel members from the Inner south, Inner north and Woden valley regions were invited to participate in the survey. **183** members completed the survey.

Weighting: The results have not been weighted.



Demographics

Region (unweighted)

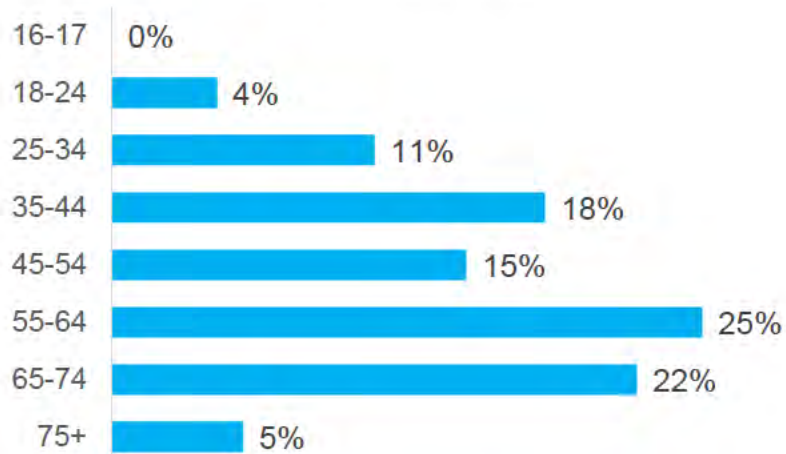


n = 183



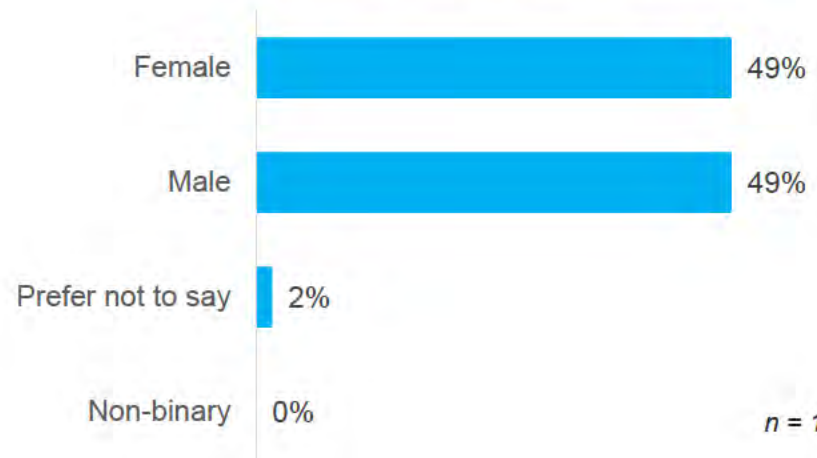
Demographics

Age (unweighted)*



*Figures may not add up to 100 due to rounding

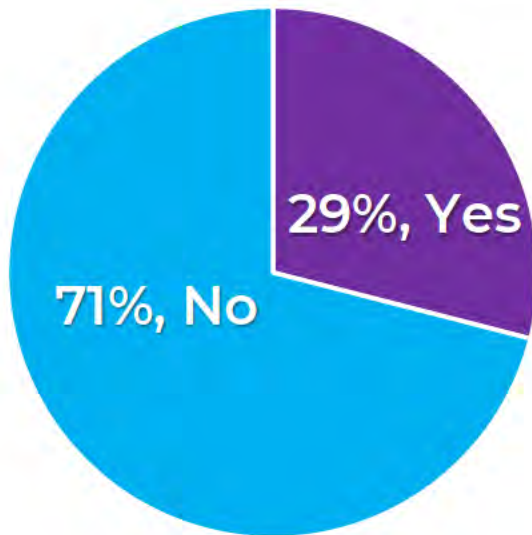
Gender (unweighted)



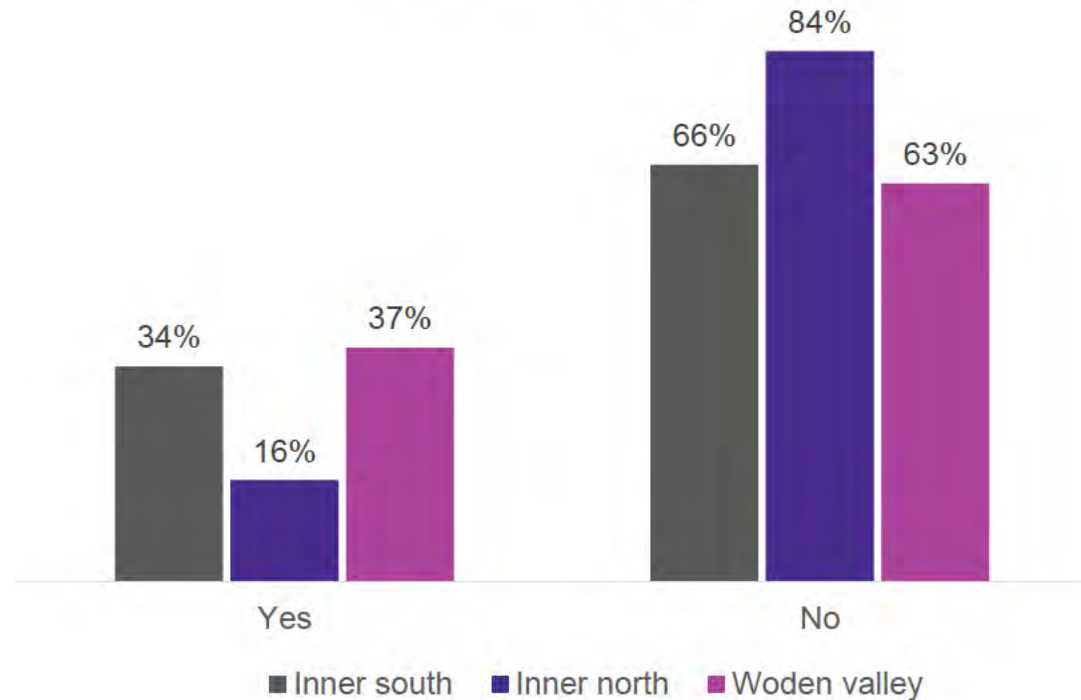
n = 183

Awareness of the Plan

Q: Before today, were you aware of the draft Plan for the Red Hill Nature Reserve and Surrounds?



Q: Before today, were you aware of the draft Plan for the Red Hill Nature Reserve and Surrounds? **By region**

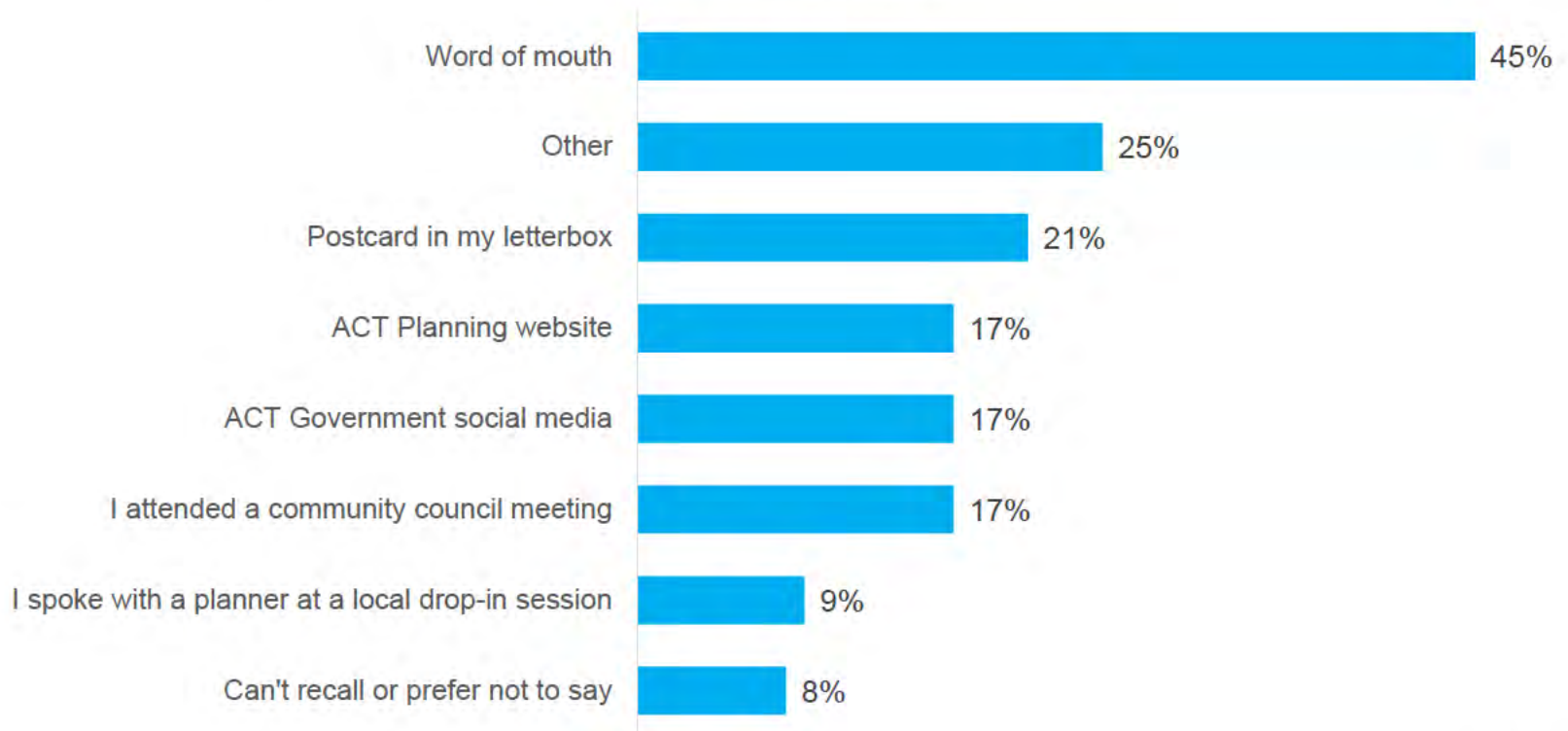


n = 183



How you heard about the Plan

Q. If you can recall, where have you heard about the draft plan?
(Multiple choice)

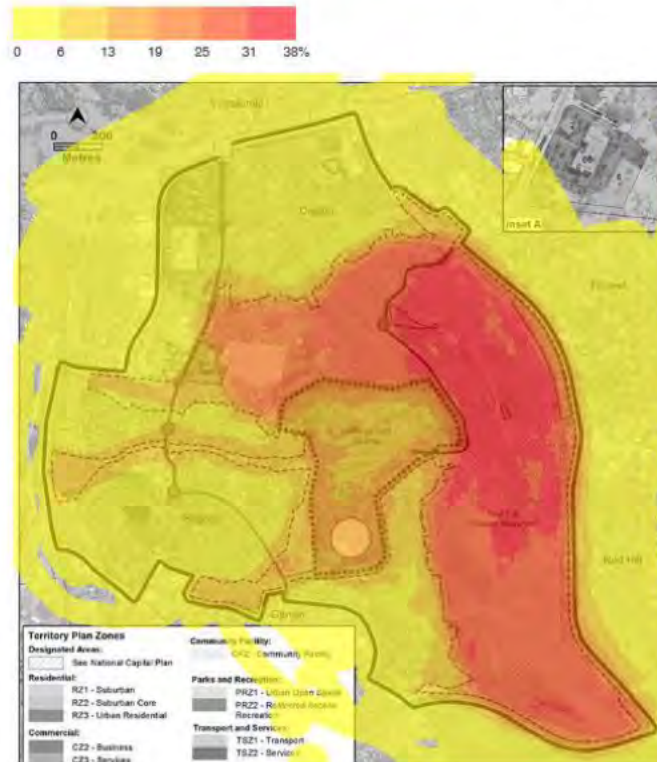


n = 53



Most important areas

Q. Please highlight the areas on the map that are most important to you



n = 183



Why are these areas important

Q: Why are these areas important to you?

119 de-identified comments were provided to the Environment, Planning and Sustainable Development Directorate (EPSDD) for analysis and consideration as part of its review of all community feedback on the draft Plan.



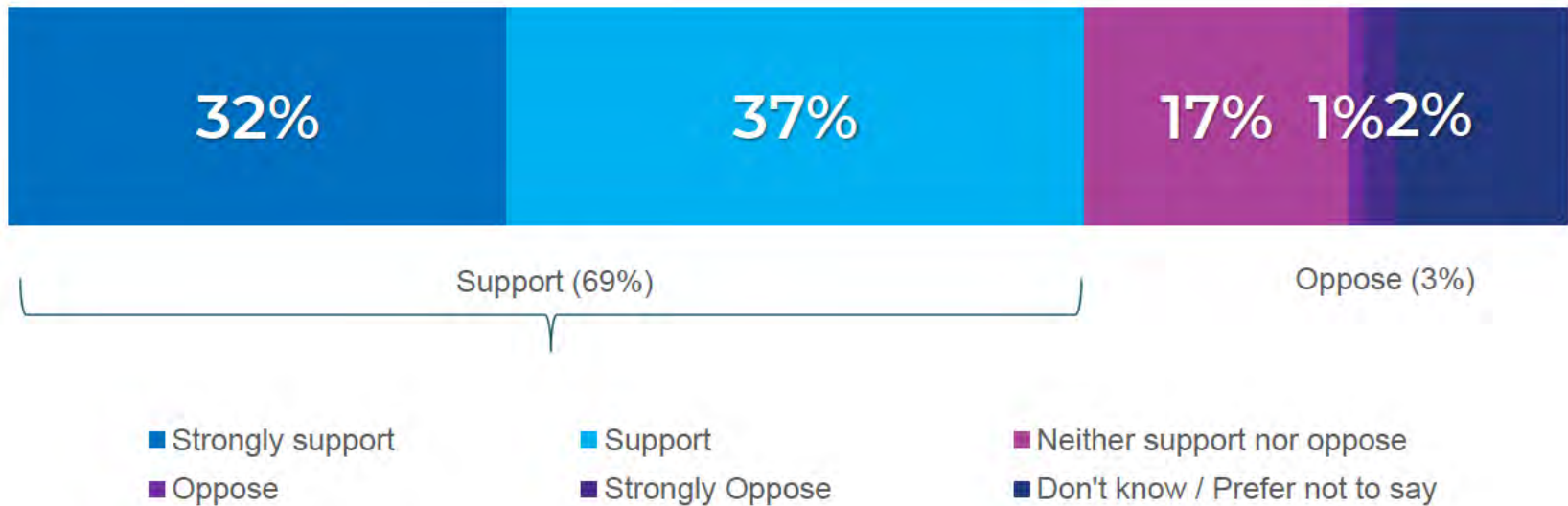
Recommendations

Panel members were presented with 7 recommendations for the Integrated Red Hill Nature Reserve Plan and asked to indicate either their support or opposition to each recommendation.



Recommendation 1:

Q. The Red Hill Nature Reserve should continue to be managed through the existing Nature Park Reserve Management Plan.

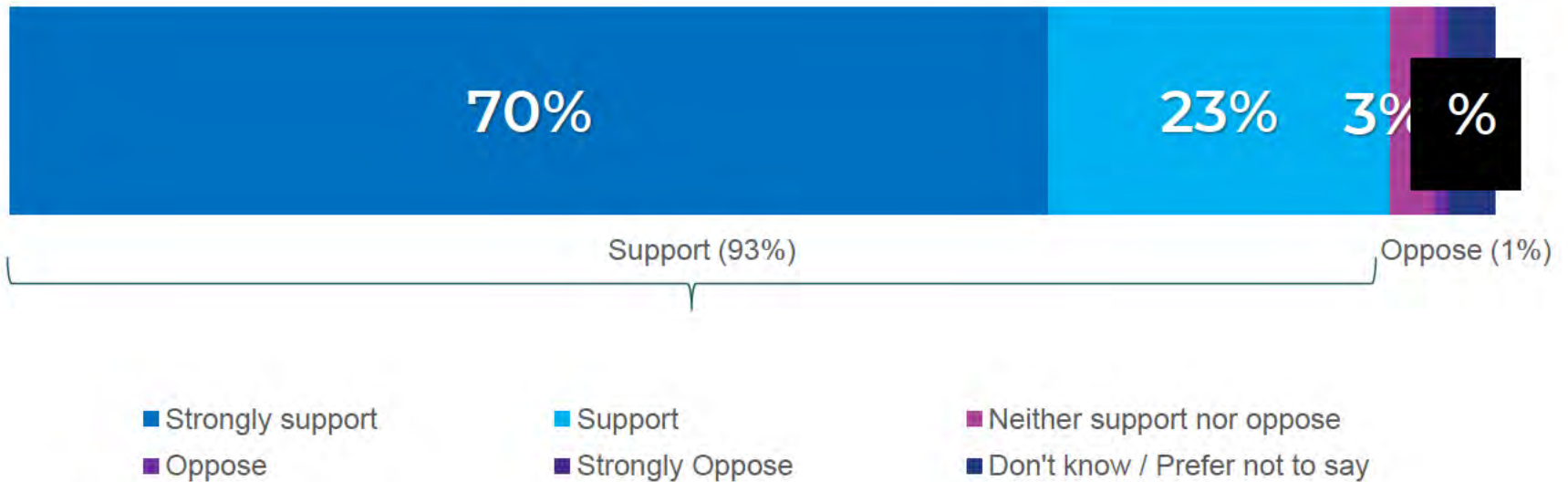


n = 183



Recommendation 2:

Q. The existing open space network, including the parks and green spaces throughout the study area, should be retained.

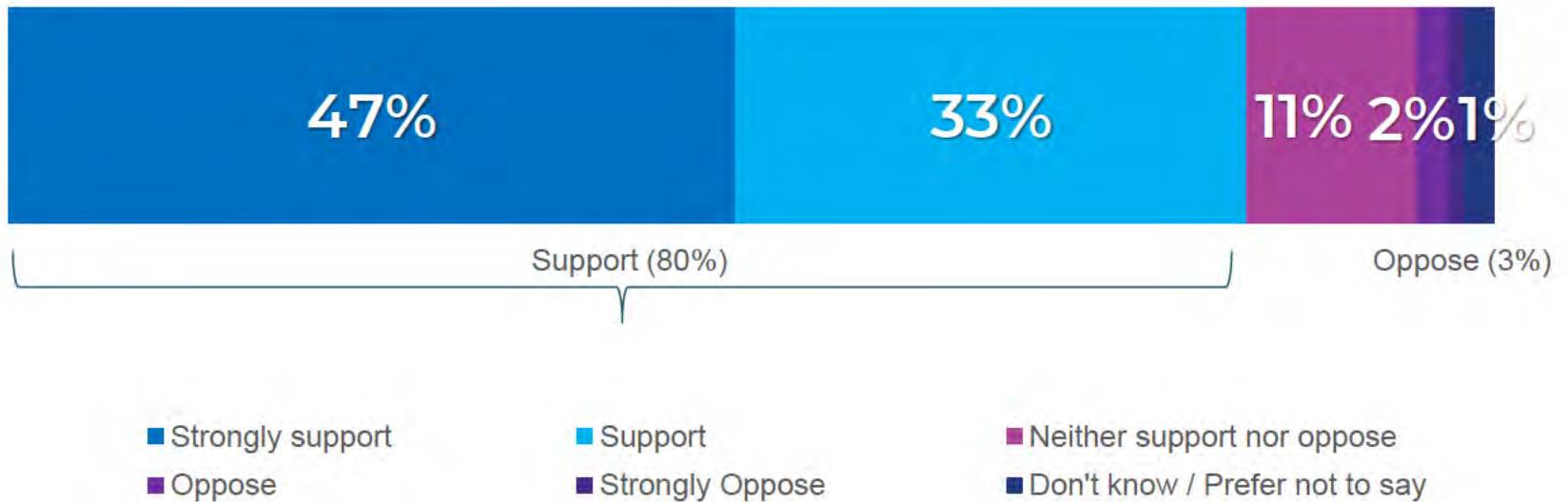


n = 183



Recommendation 3:

Q. The old Deakin tip should be capped and remediated, and remain as part of the Red Hill Nature Reserve.

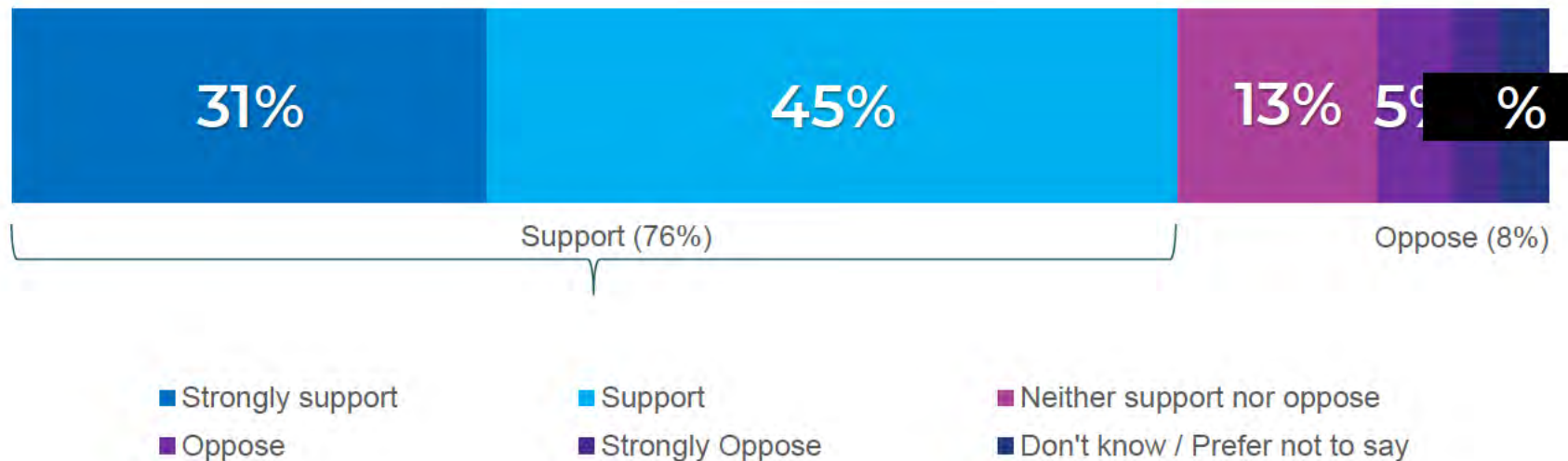


n = 183



Recommendation 4:

Q. Road network investigations and upgrades should be considered in response to current use and future predicted growth in terms of safety and capacity.

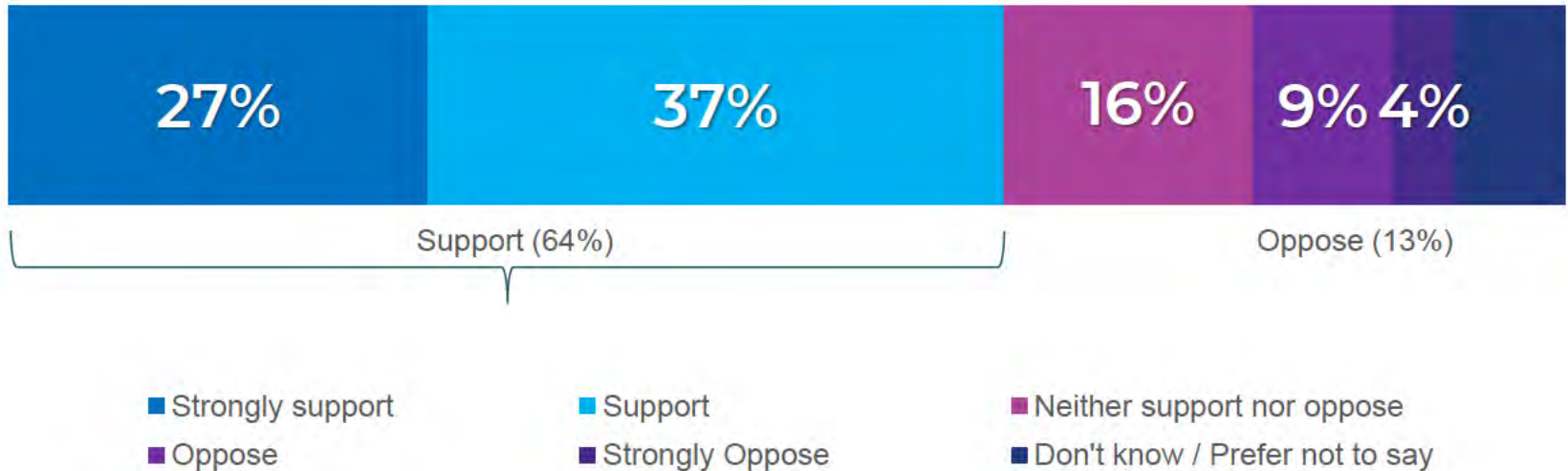


n = 183



Recommendation 5:

Q. The existing residential blocks (RZI Suburban zoned) adjoining the Red Hill Nature Reserve should be retained and remain zoned for residential use.

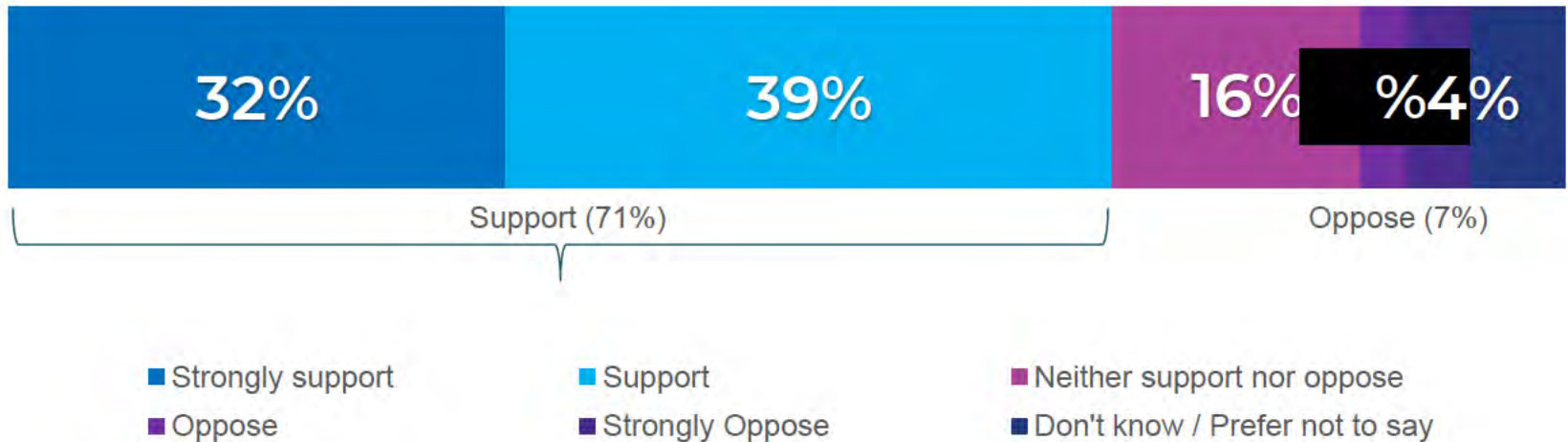


n = 183



Recommendation 6:

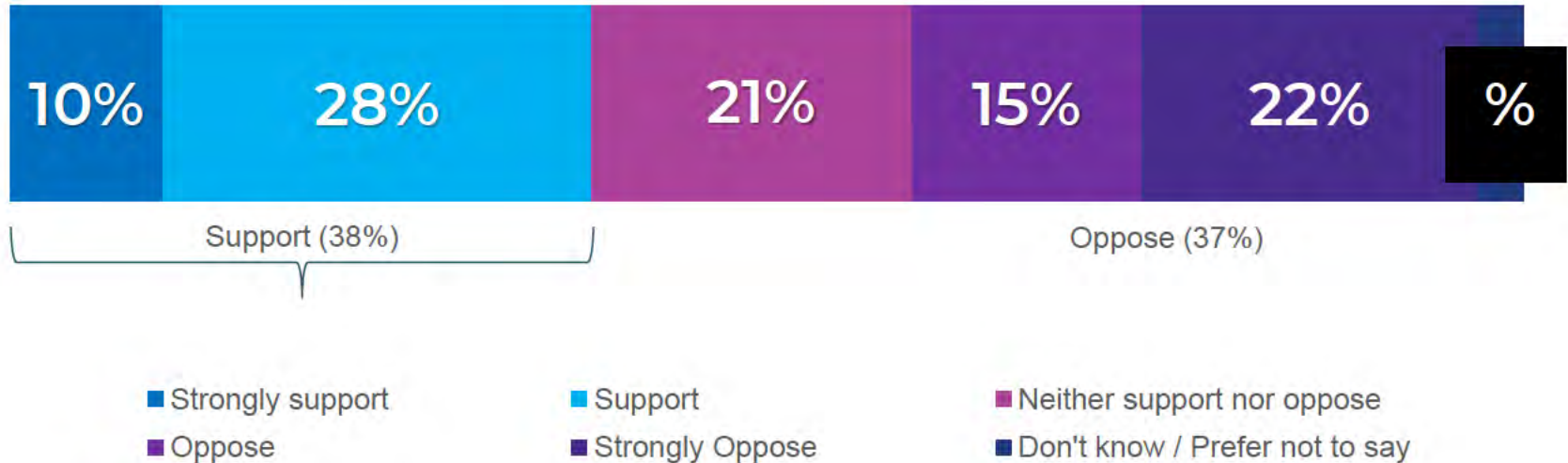
Q. The area encompassing the Telstra exchange and Deakin offices on Kent Street currently has partly commercial uses and partly open space. The area should be rezoned to reflect these existing uses and protect the ecological value of the site.





Recommendation 7:

Q. Provisions made for the Federal Golf Course to provide for a maximum 125-unit retirement village at the southern portion of the site (subject to further statutory planning approvals).





Further comments

91 de-identified comments were provided to the Environment, Planning and Sustainable Development Directorate (EPSDD) for analysis and consideration as part of its review of all community feedback on the draft Plan.



ACT
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Community panel



YourSay Community Panel

2019 Motor Accident Injuries Survey

9 September 2019





Background: In February 2020, there will be changes to the current Compulsory Third Party (CTP) Scheme which will result in the creation of the new Motor Accident Injuries (MAI) Scheme.

Purpose: This survey was to understand panel members awareness of the current Compulsory Third Party Insurance Scheme and the proposed changes.

Timeframe: The survey opened on Tuesday 16 August and closed on Thursday 23 August.

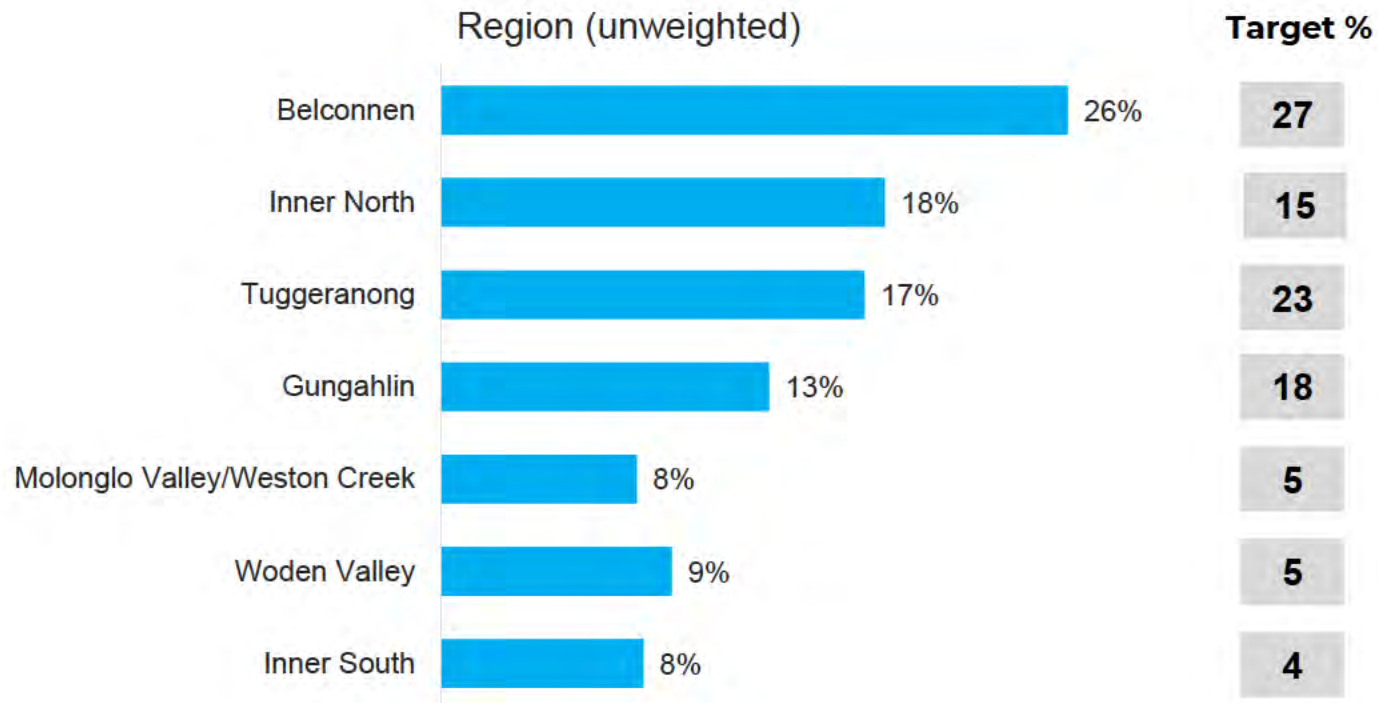
Sample: The findings presented in this report are from a sample of **1,465** panel members.

Weighting: The questions have been weighted to reflect relative population proportions unless stated otherwise.

How will the results be used: These results will be used to develop public information about the new scheme, including the design of a new website.



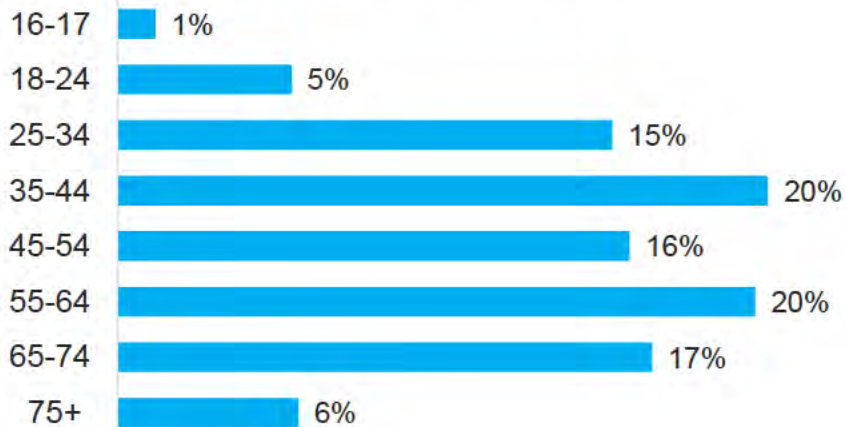
Demographics



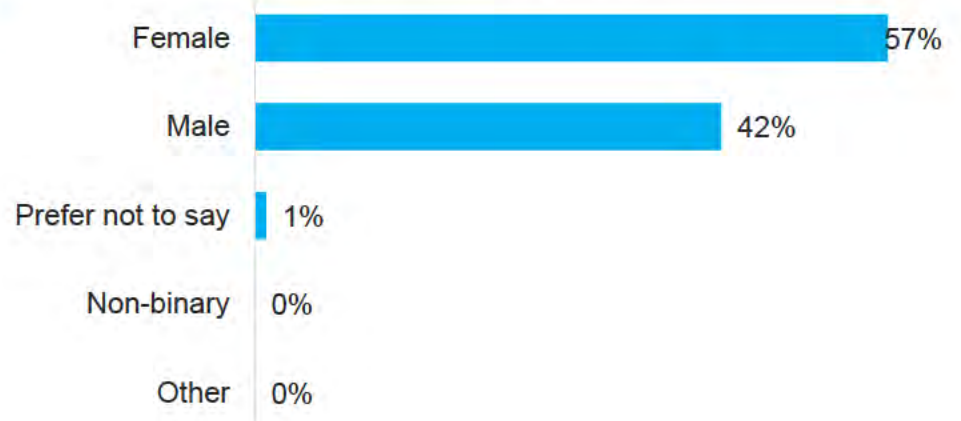


Demographics

Age (unweighted)



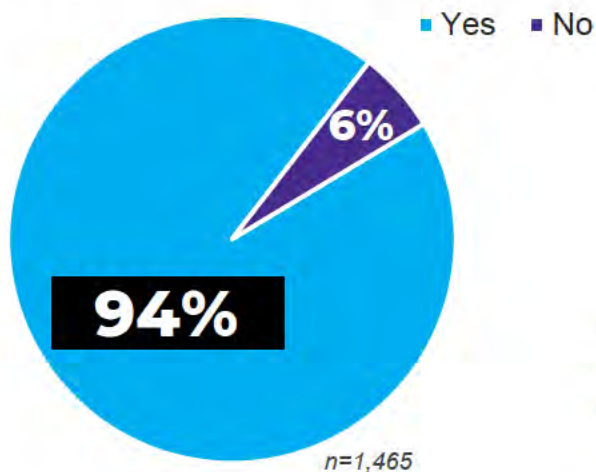
Gender (unweighted)





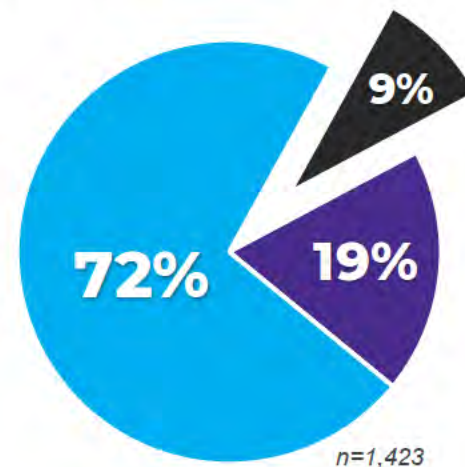
CTP insurance understanding

Q. Before today, had you heard of Compulsory Third Party Insurance (CTP)?



Three-quarters said they know ‘a bit about CTP insurance’, and 9% said they ‘know a lot’.

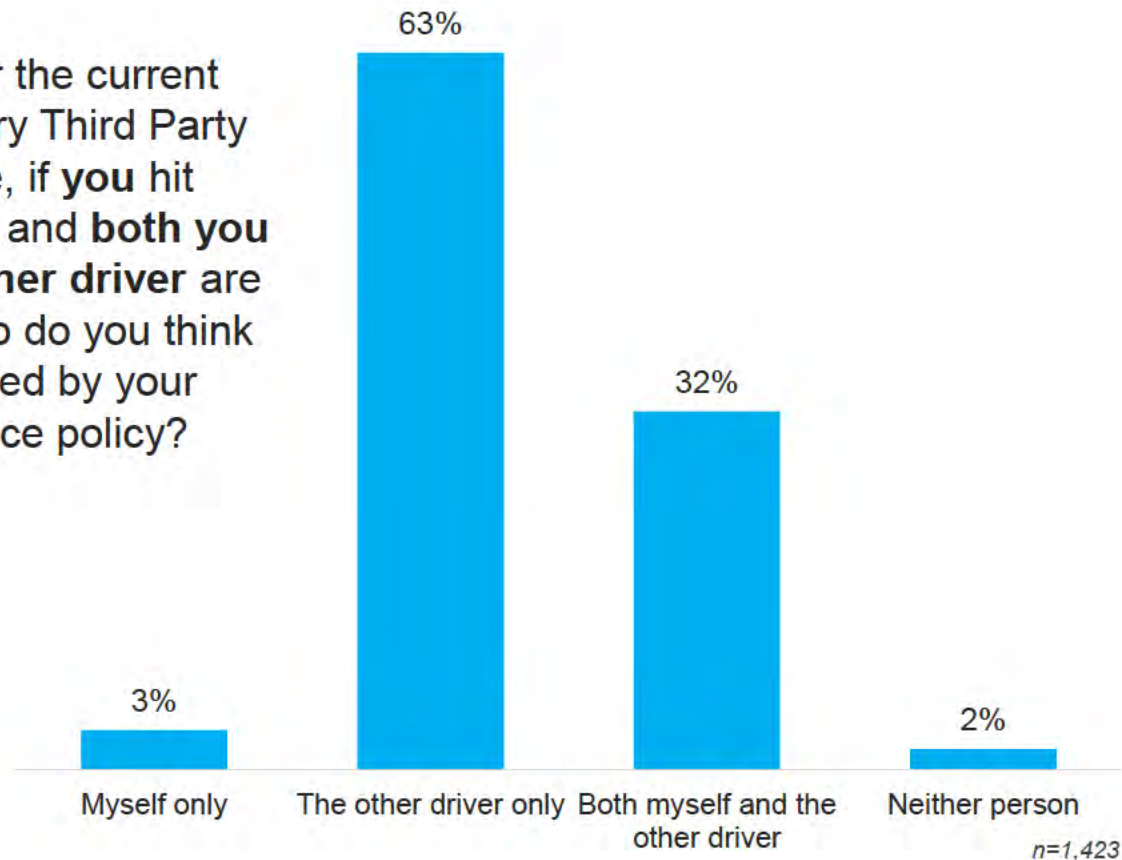
- I know very little about CTP insurance
- I know a bit about CTP insurance
- I know a lot about CTP insurance





CTP insurance knowledge check

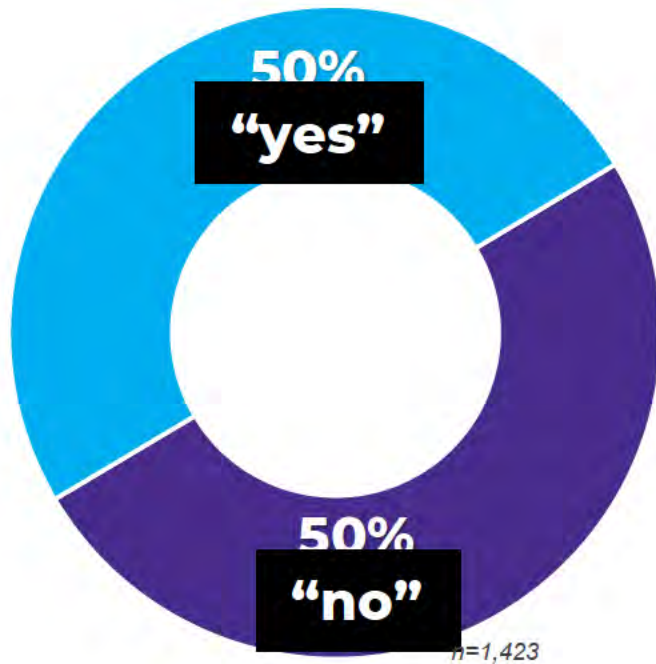
Q. Under the current Compulsory Third Party scheme, if **you** hit another car and **both you and the other driver** are injured who do you think is covered by your insurance policy?



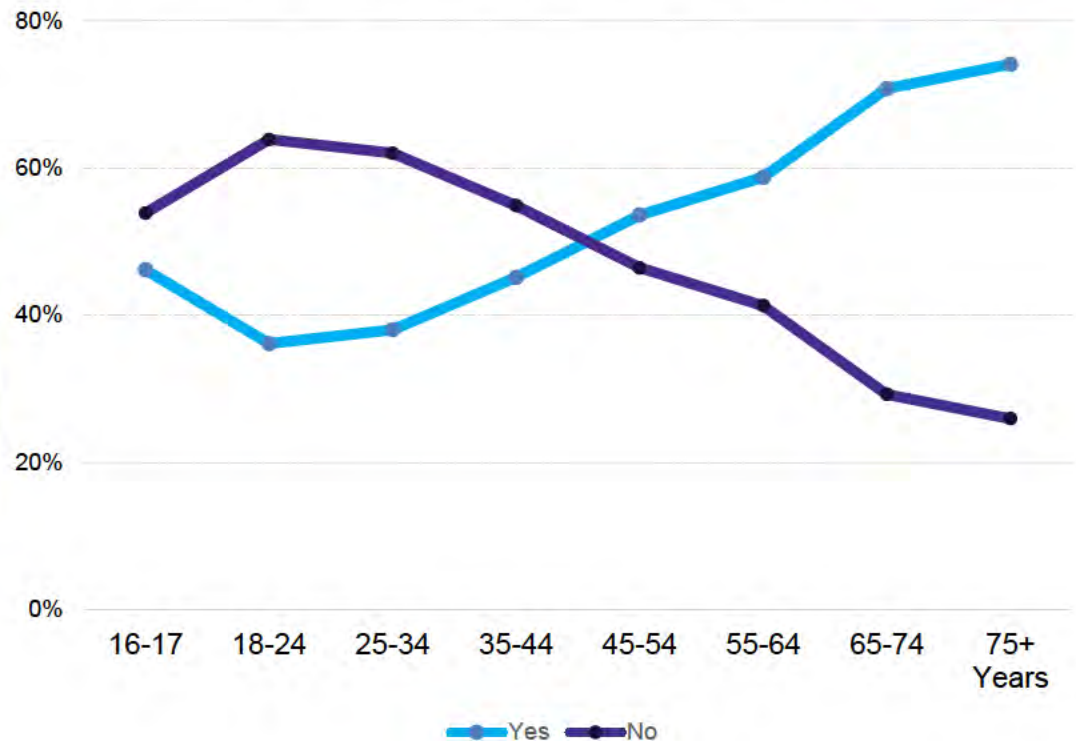


Awareness of changes

Q. Are you aware of CTP insurance changes in the ACT from next year?



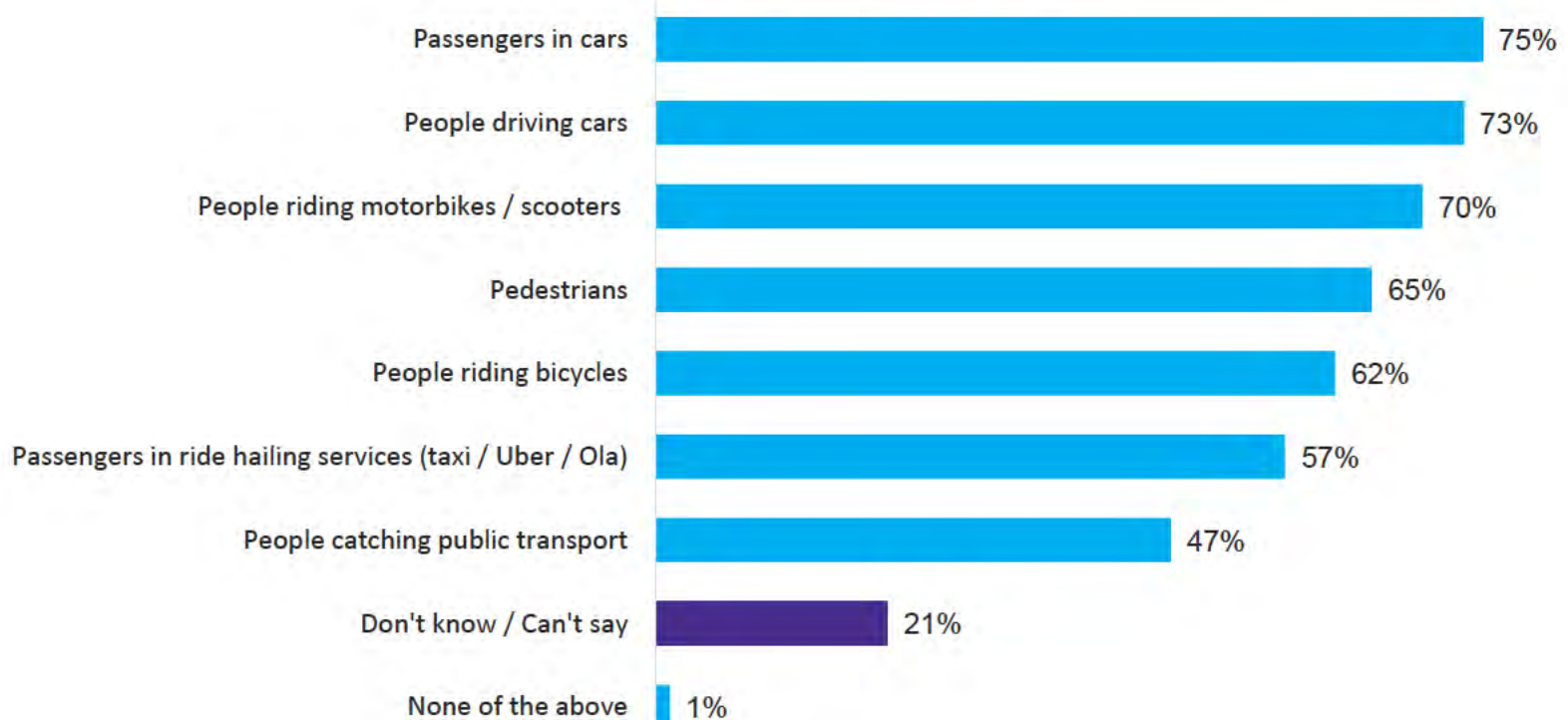
Generally, **older** respondents were more aware of the new CTP changes





New scheme coverage

Q. Under the new scheme, who do you think could be covered if they are injured in a motor vehicle accident?
(Multiple select)

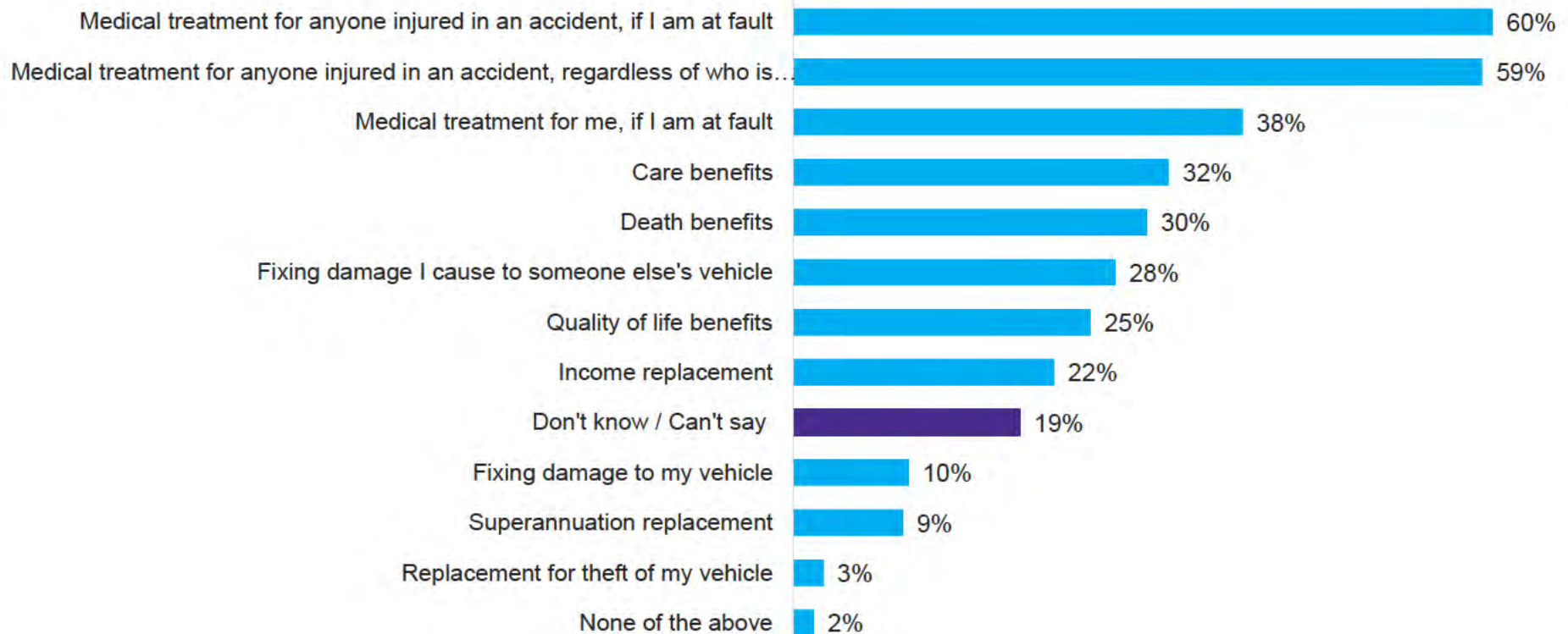


n=754



New scheme coverage

Q. Under the new scheme what do you think you will be covered for? (Multiple select)





Information search

Q. Please rank the following options where you would most likely* go for information:

- #1 Internet search engine
- #2 Access Canberra website
- #3 Other ACT Government website
- #4 Phone Access Canberra
- #5 Insurer

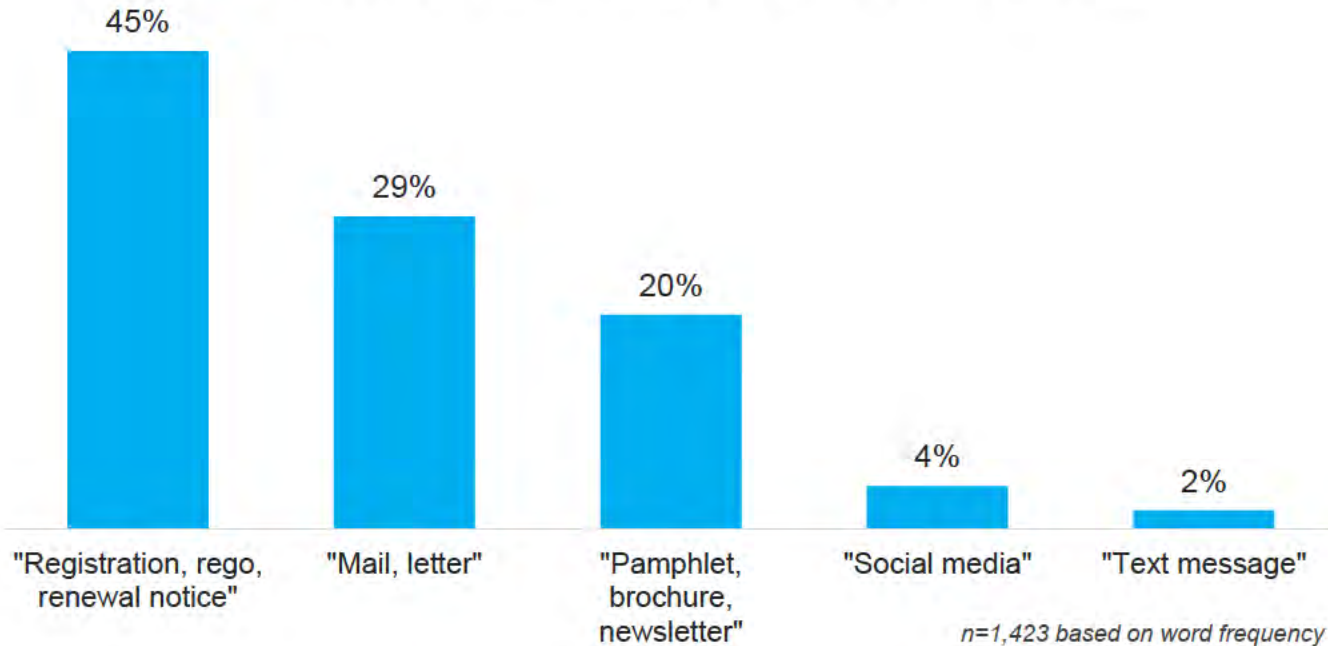
Q. What search terms would you use?

“CTP ACT”
“Compulsory third party insurance”
“Injury claim ACT”
“New MAI 2020”
“New CTP”



Information search

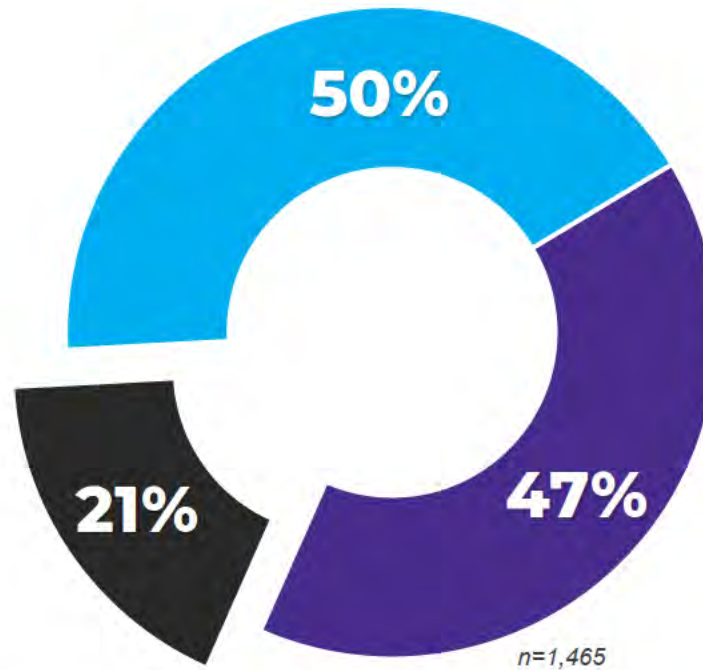
Q. What other ways you would like to receive information about CTP Insurance or the new MAI Scheme?





Future research

Q. Would you be interested in taking part in future research on this topic?



■ Yes, (website testing) ■ Yes, (focus group) ■ No thanks



YourSay Community Panel

Places & Spaces survey

14 January 2020





Background: The ACT Government sought feedback from the community to help in the drafting of an *Urban Tree Strategy Plan* and to inform its work on the *ACT Planning Review*.

Purpose: The results of the survey will assist the Transport Canberra and City Services Directorate (TCCS) to better understand community attitudes towards urban street trees as it develops the draft *Plan* and undertakes further community consultation in March 2020.

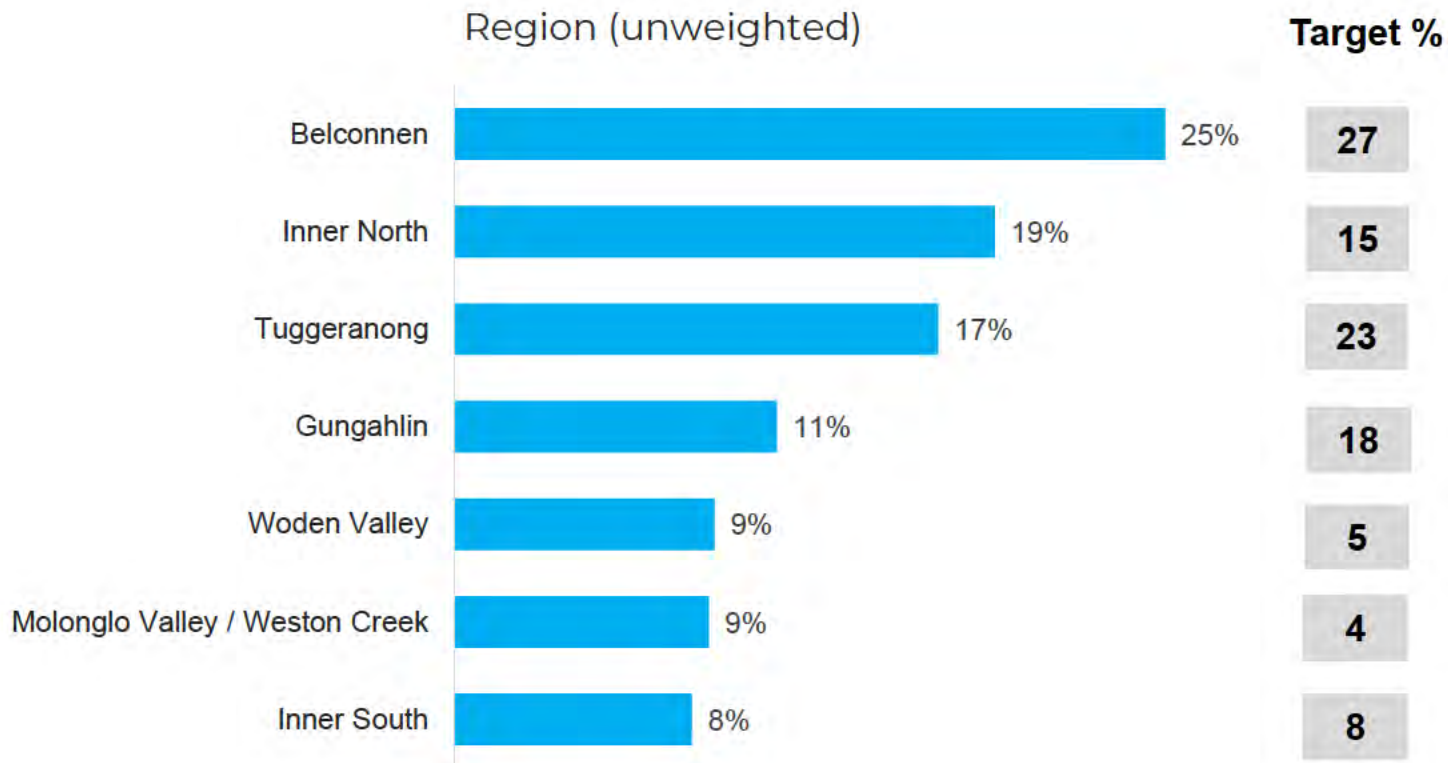
The survey will also provide the Environment, Planning and Sustainable Development Directorate (EPSDD) with a better understanding of what elements of the built and natural environment people like and dislike in their local area, and offer insights into the levels of community engagement with the planning system.

Timeframe: The survey opened on **Wednesday 16 October** and closed on **Friday 25 October 2019**.

Sample: **994** members of the YourSay Community Panel completed the survey.

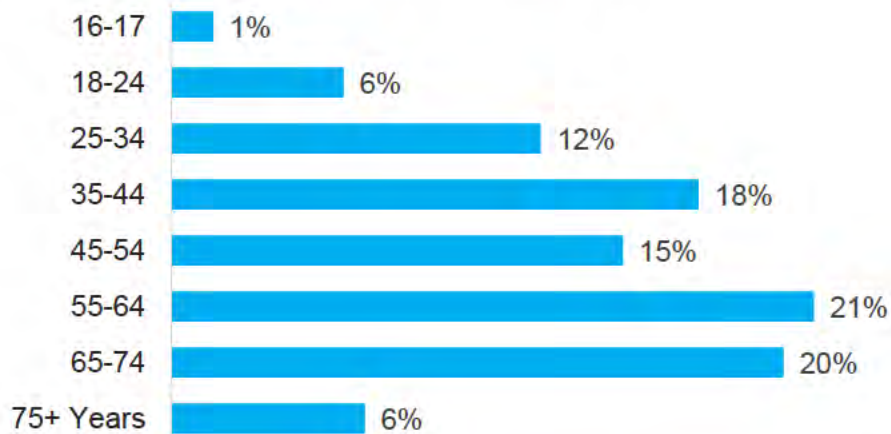
Weighting: The data has been weighted to reflect relative population proportions.

Demographics



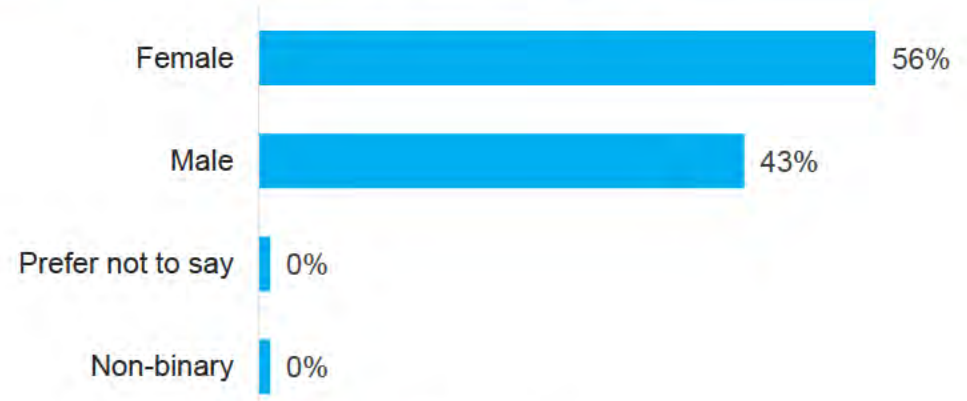
Demographics

Age (unweighted)*



*Figures may not add up to 100 due to rounding

Gender (unweighted)*



*Figures may not add up to 100 due to rounding



Unique features

Q. Thinking about your local area, what features make it unique or different to other areas of Canberra?

Top 10 areas		%
1.	Great local shops	14
2.	Sport and recreation facilities	13
3.	Footpaths / walking tracks	13
4.	A hill or mountain / range	13
5.	Green spaces	12
6.	Parks / parklands	12
7.	Close to nature reserves	12
8.	Space / lots of open space	10
9.	Trees / lots of trees	10
10.	Ponds / lakes / creek / river	8

Member comments

“Locally owned cafes and shops give it a distinctive character.”

- **Inner South member**

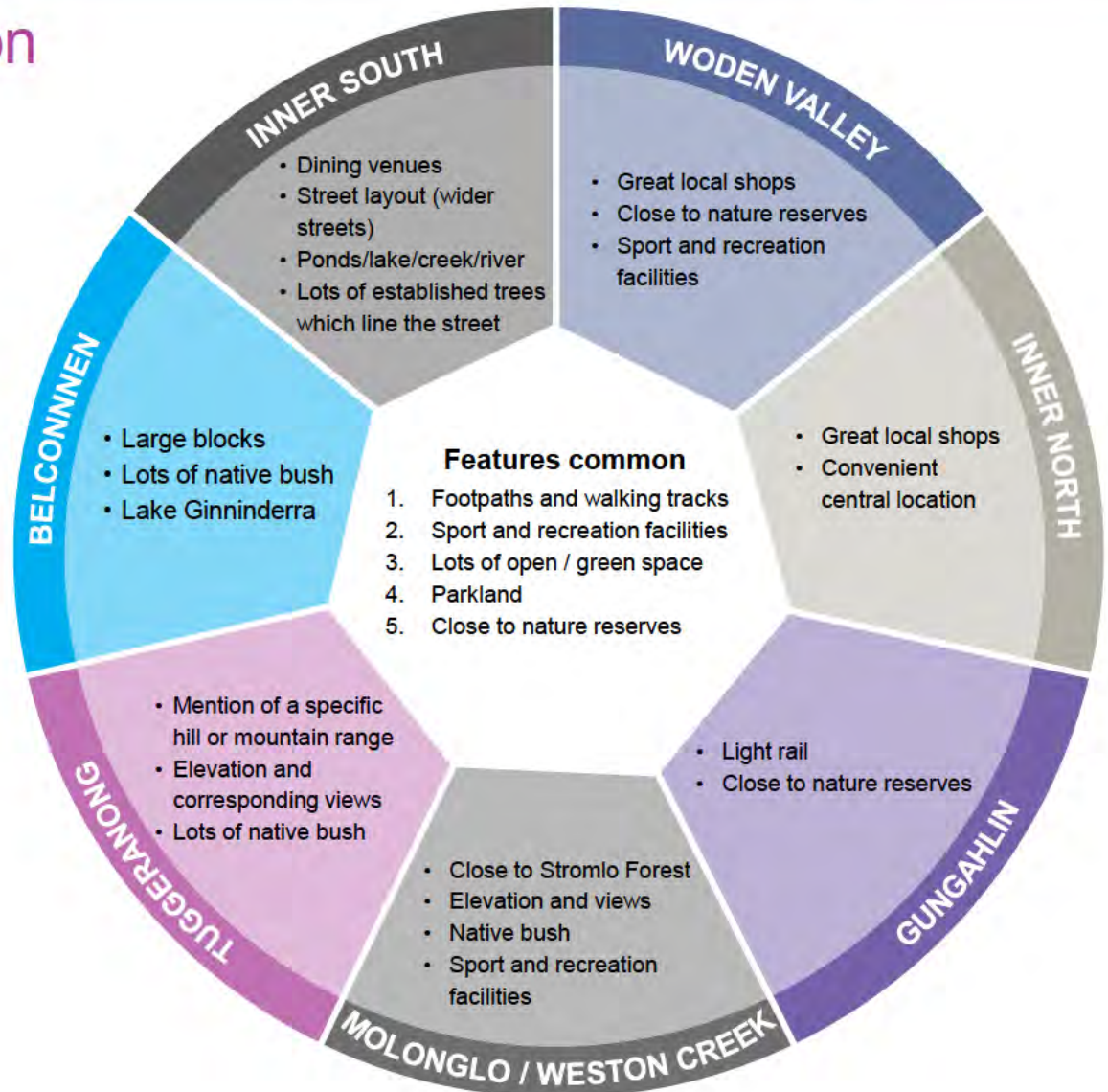
“There are many ovals and walking / bike tracks intertwined around the suburbs which makes overall quality of life better as you can exercise...”

- **Belconnen member**



Unique features by region

Q. Thinking about your local area, what features make it unique or different to other areas of Canberra? *(By region)*





Buildings and streetscapes

Q. Is there anything you like about the look and feel of the buildings and streetscapes in your local area?

Top 10 areas		%
1.	Mostly low rise buildings	20
2.	Lots of space between buildings	15
3.	Gardens	14
4.	Street trees / lined streets	13
5.	The trees	12
6.	Mature / large trees	12
7.	Large block sizes	12
8.	Footpaths / maintenance	9
9.	Variety of building design	9
10.	Plenty of trees	9

Member comments

“Low rise houses and townhouses, mix of styles, wide setbacks from the road and tree lined streets.”

- **Inner South member**

“I love the mature trees providing a nice canopy in people’s backyards and the streetscape...”

- **Belconnen member**



Buildings and streetscapes

Q. Is there anything you dislike about the look and feel of the buildings and streetscapes in your local area?

Top 10 areas		%
1.	Lack of design / architectural features	15
2.	Buildings too close	13
3.	Not enough greenery / trees	9
4.	Lack of maintenance of public realm	8
5.	Lack of maintenance of private properties	7
6.	Unsuitable trees / gum trees	6
7.	Building height / apartments	6
8.	Lack of footpath maintenance	5
9.	Lack of footpaths	5
10.	Neglected town centres / local shops	5

Member comments

“...house design is too eclectic. Some common architectural features would create a greater sense of aesthetics...”
- **Woden Valley member**

“Green Spaces require new trees to be planted as older trees are dying. Ideal to have tree replacement happening before these trees die.”
- **Inner South member**



Natural environment likes

Q. Is there anything you like about the look and feel of the natural environment in your local area?

Top 10 areas		%
1.	Bushland / natural spaces	25
2.	Lots of parks / ovals	19
3.	Trees	13
4.	Native trees	12
5.	Creeks / lakes / ponds	12
6.	Open spaces	12
7.	Plants / greenery	12
8.	Mature / old trees	12
9.	Birds	11
10.	Walking paths / cycleways	10

Member comments

“I love that there are lots of green corridors through our suburb where we can go to play and relax or enjoy on a walk or ride.”
 - **Inner North member**

“Lots of trees, reserves, open spaces and playing fields.”
 - **Molonglo Valley / Weston Creek member**



Natural environment dislikes

Q. Is there anything you dislike about the look and feel of the natural environment in your local area?

Top 10 areas		%
1.	Messy unkept areas	16
2.	Lack of trees / greenery	12
3.	Unusable / uninviting spaces	11
4.	Poor design / development	9
5.	Weeds	8
6.	Issues with eucalypt trees	8
7.	Lack of tree pruning	8
8.	Dead / dying trees	7
9.	Rubbish / litter / illegal dumping	7
10.	Being lost / built over	6

Member comments

“I don't like to see that neighbours cut trees in the nature strips so they can park their cars and nobody says anything about it.”

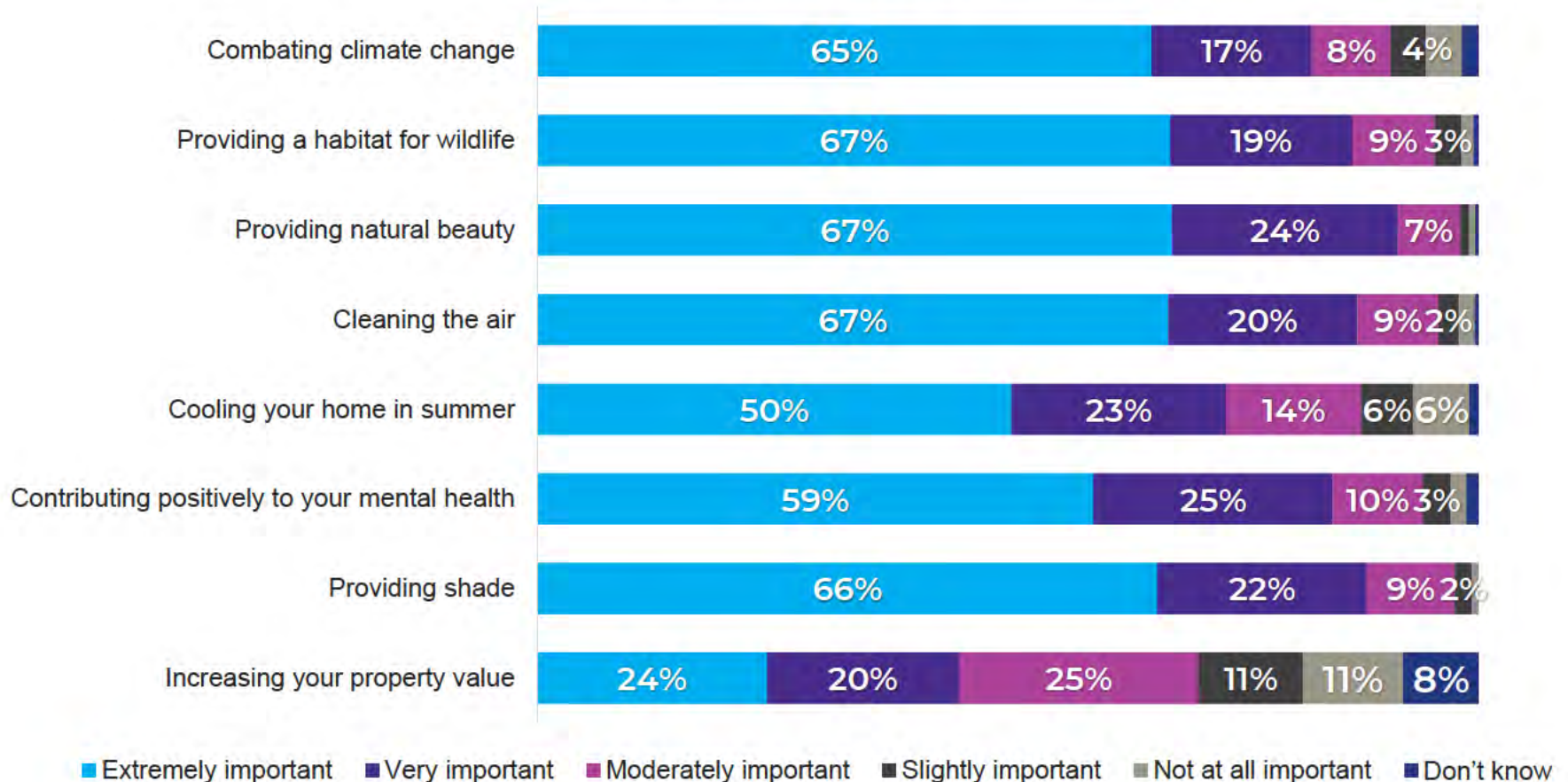
- **Gungahlin member**

“Wasted areas of land with nothing but grass in Lawson. this could be improved by adding more trees and gardens / shrubbery”

- **Belconnen member**

Urban trees importance

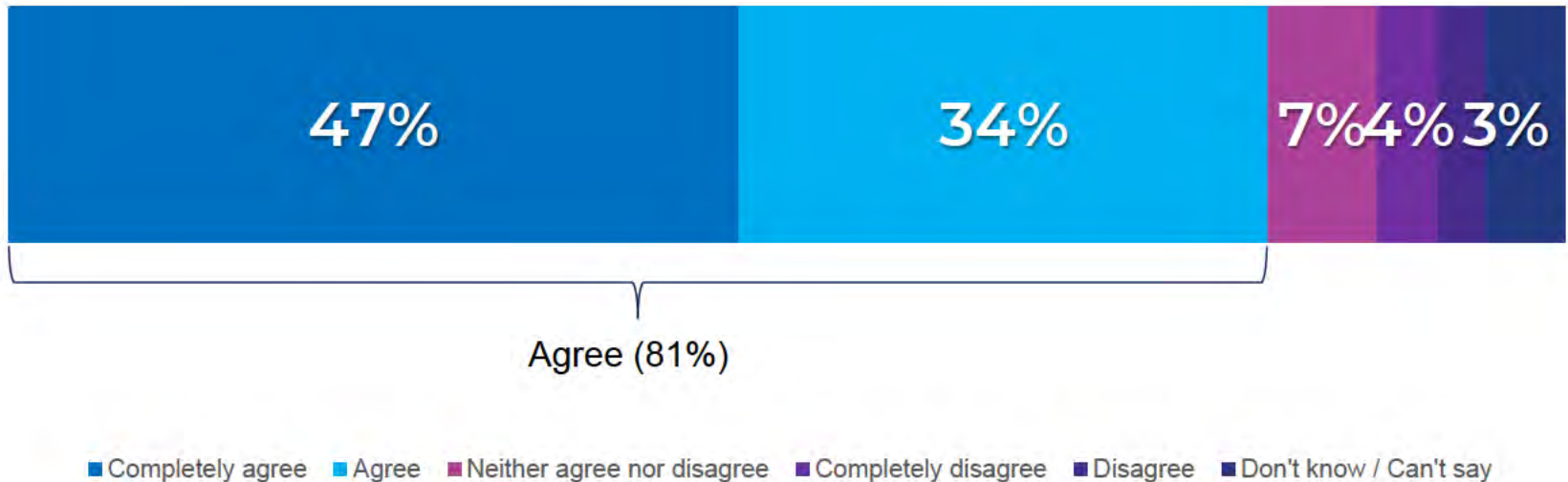
Q. How important are trees for the following:





Urban trees

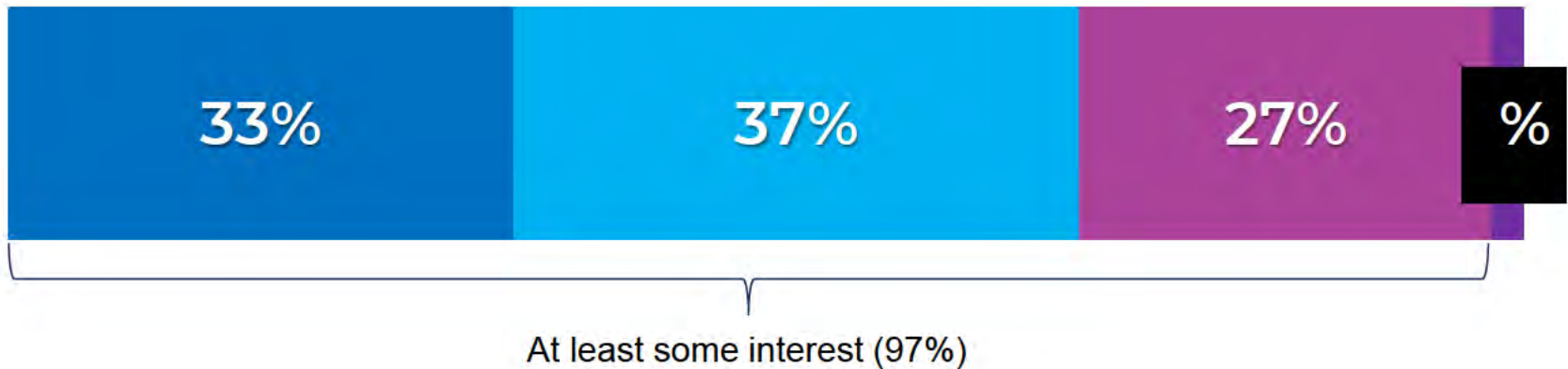
Q. To what extent do you agree or disagree that urban trees contribute to reducing your energy bills during this (summer) time?





Interest in planning issues

Q. Overall, how would you describe your level of interest in planning issues in the ACT?



■ A great deal of interest ■ Quite a bit of interest ■ Some interest ■ Very little interest ■ No interest ■ Don't know / Can't say

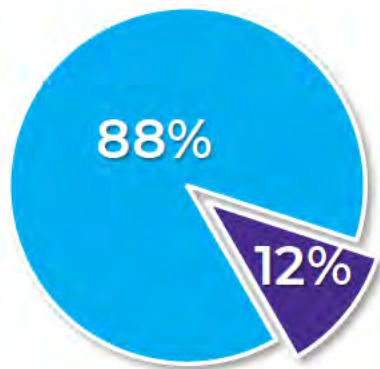


Interest in planning issues

898 de-identified comments were provided to the Environment, Planning and Sustainable Development Directorate (EPSDD) for analysis and consideration.

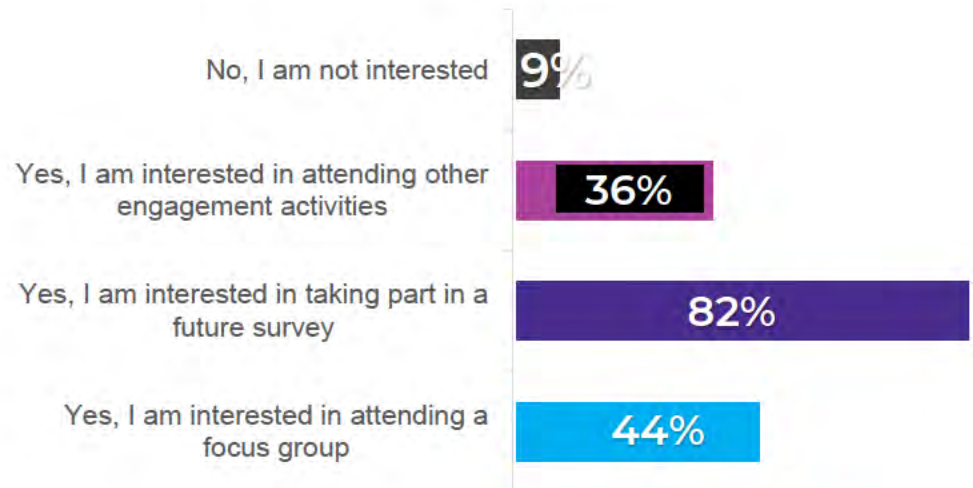
Future engagement

Q. Would you like to be kept informed about the ACT Planning Review as we progress?



■ Yes, I am interested ■ No, I am not interested

Q. Would you be interested in taking part in other engagement activities about planning in the ACT to share your view further?





YourSay Community Panel

COVID-19 Transport Survey

11 June 2020





Background: Transport Canberra and City Services engaged the YourSay Community Panel team to conduct a survey relating to public transport during the COVID-19 pandemic.

Purpose: The survey sought to understand commuter travelling habits pre COVID-19 restrictions, during current measures and when public transport user habits would return to their original levels. This survey also tested awareness of government messaging and effectiveness of the recent TCCS public transport campaign.

Timeframe: This survey opened on **04 June** and closed on **11 June 2020**.

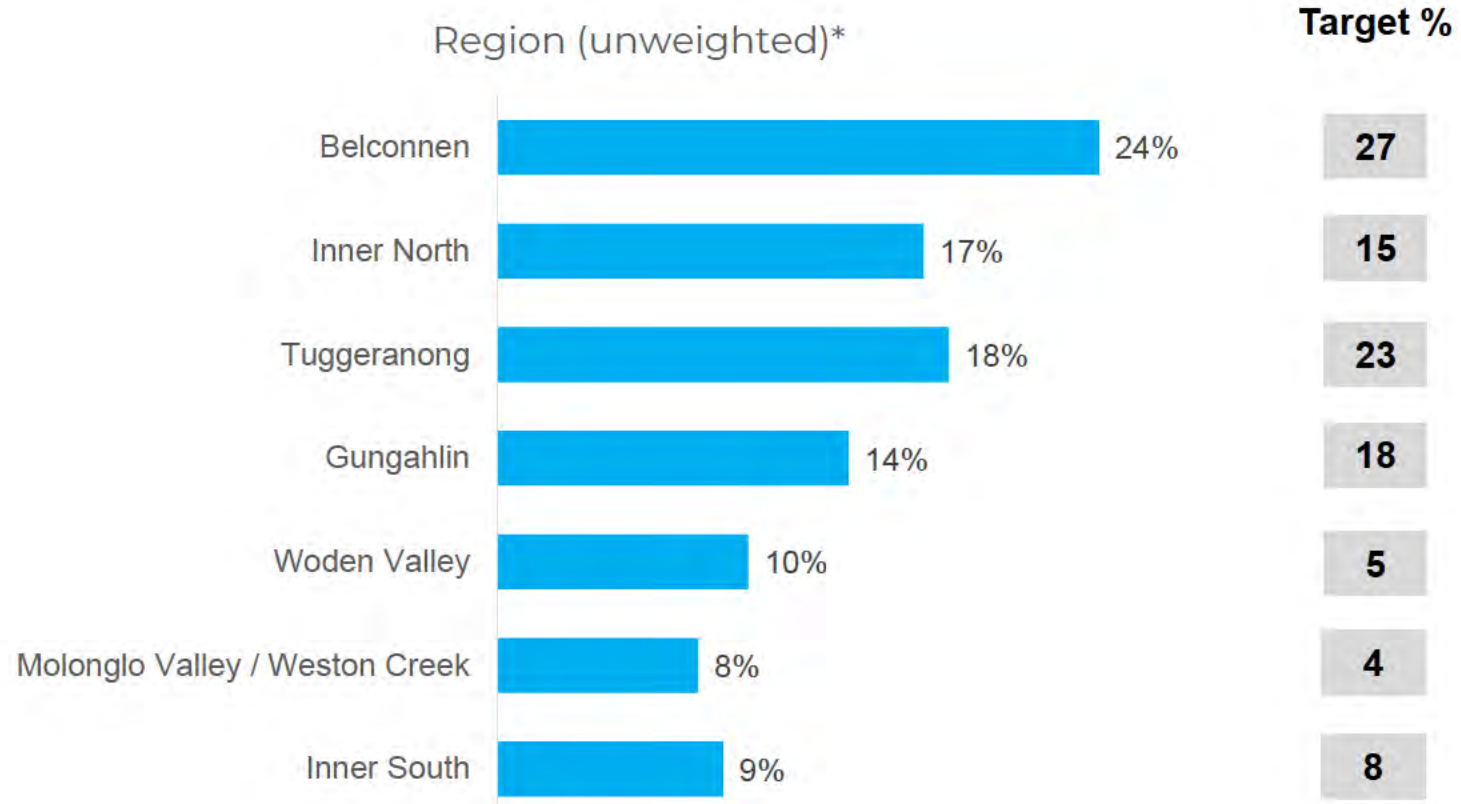
Sample: **1,493** YourSay Community Panel members completed the survey.

Weighting: The results have been weighted to reflect relative population proportions.

Rounding: In single choice questions, results may not add up to 100% due to rounding.



Demographics



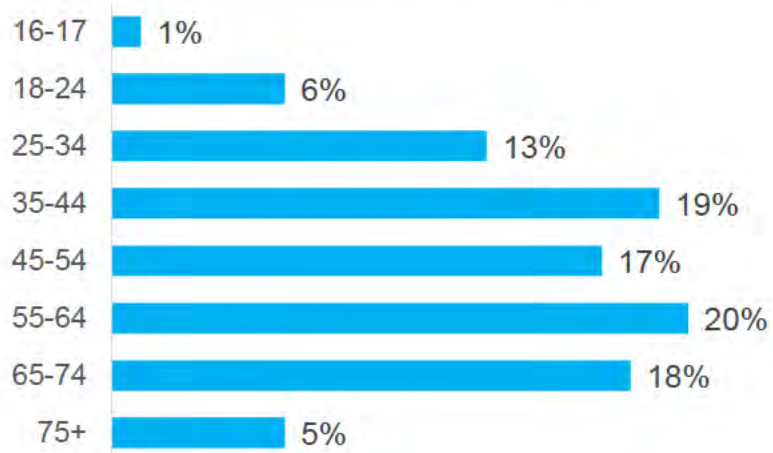
*Percentages may not total 100 due to rounding

n = 1,493

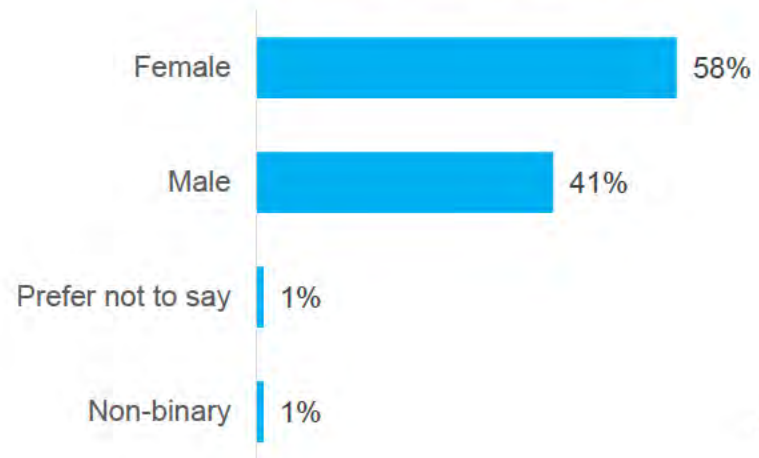


Demographics

Age (unweighted)



Gender (unweighted)

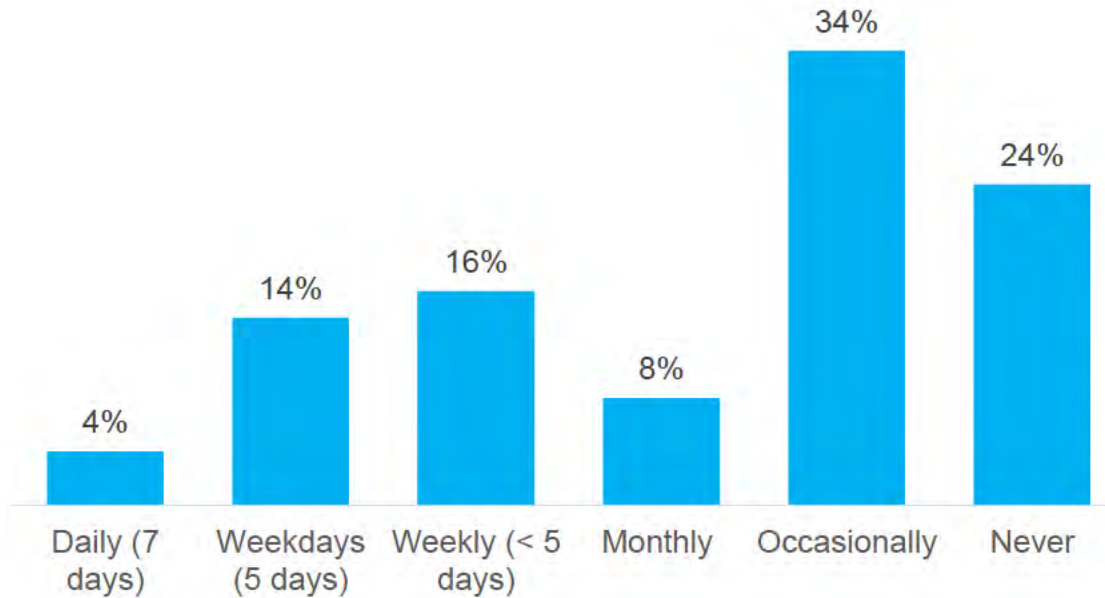


n = 1,493



Travel frequency

Q. Before COVID-19 restrictions, how often did you travel on public transport?

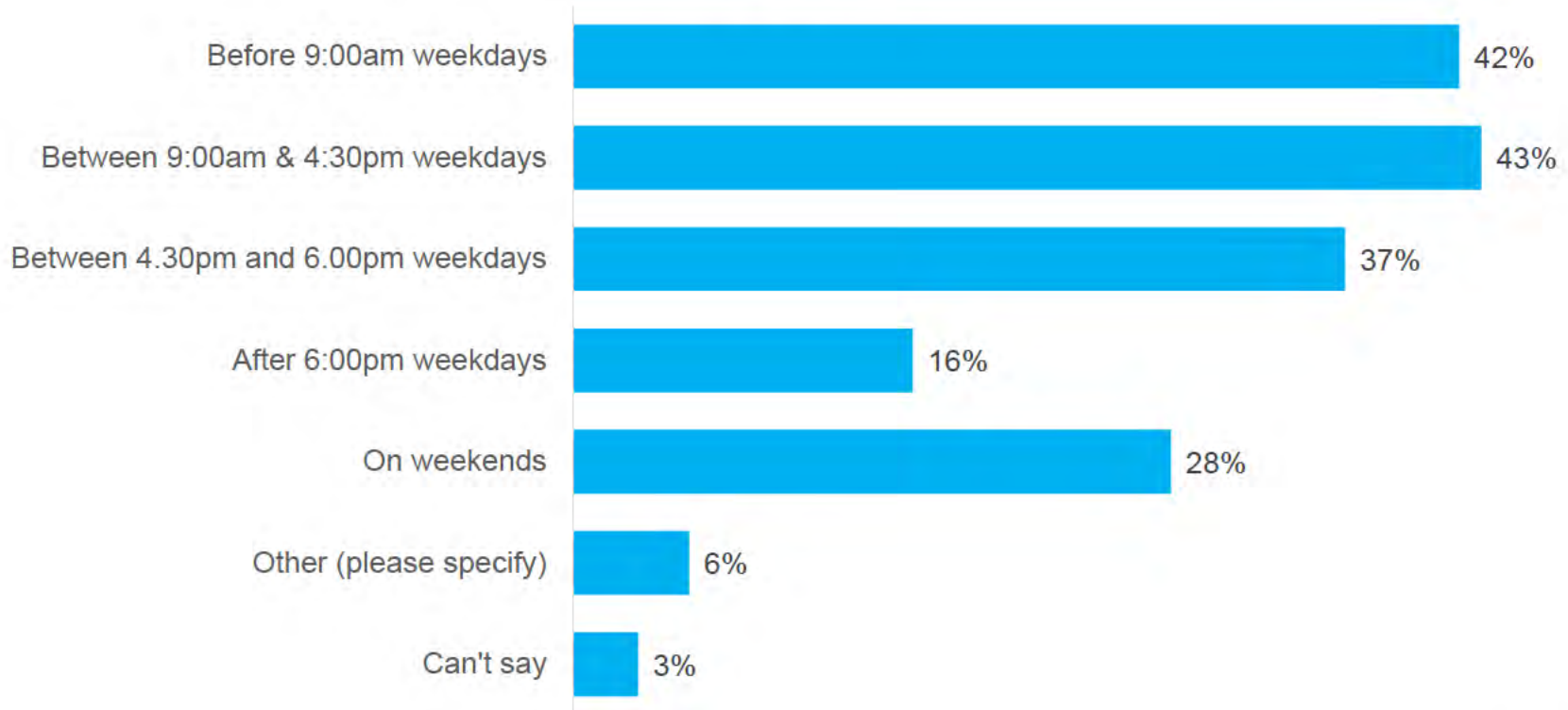


n = 1,493



Travel timeframes

Q. Before COVID-19 restrictions, when did you usually travel on public transport?

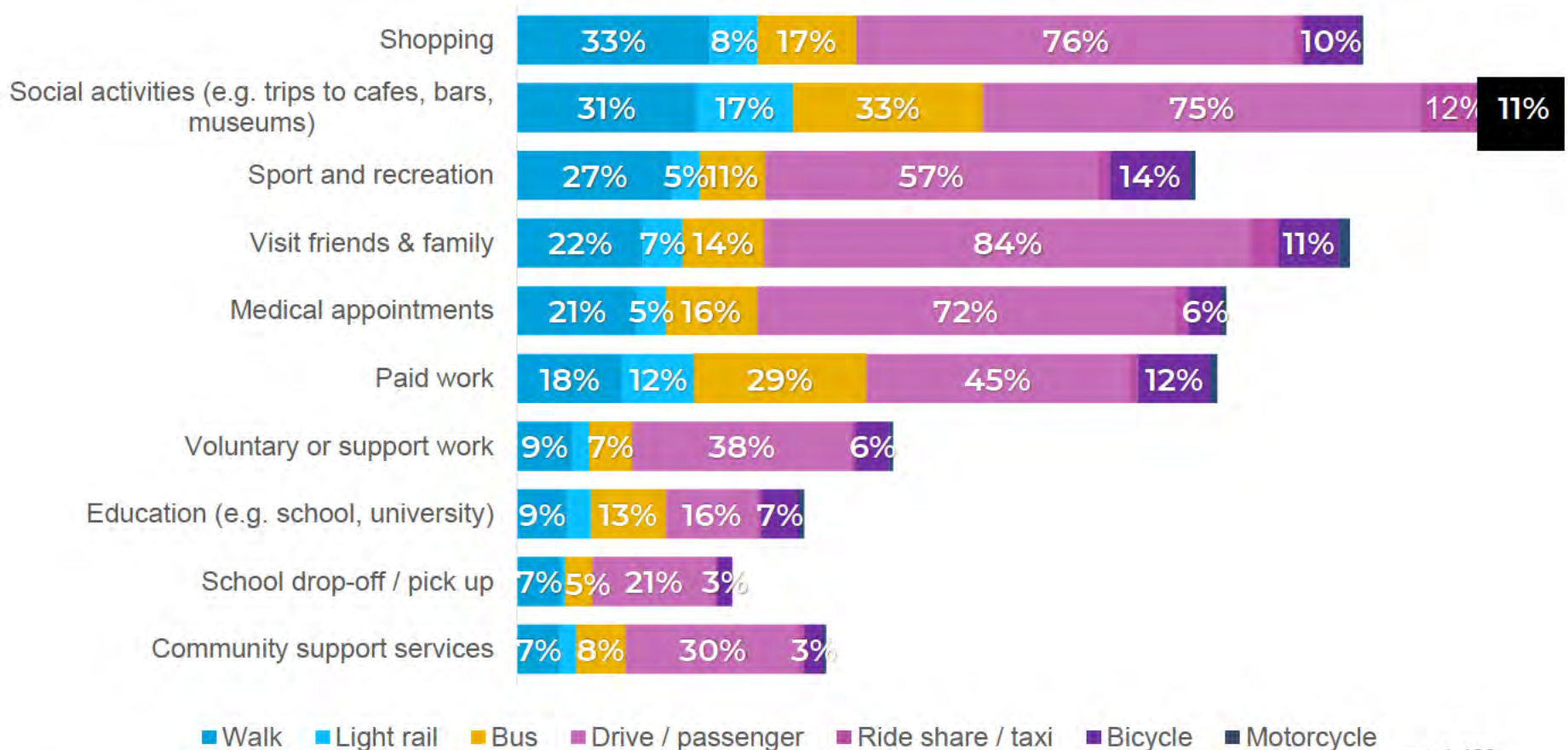


n = 1,129



Travel activities

Q. Before COVID-19 restrictions, how did you travel to the following activities?

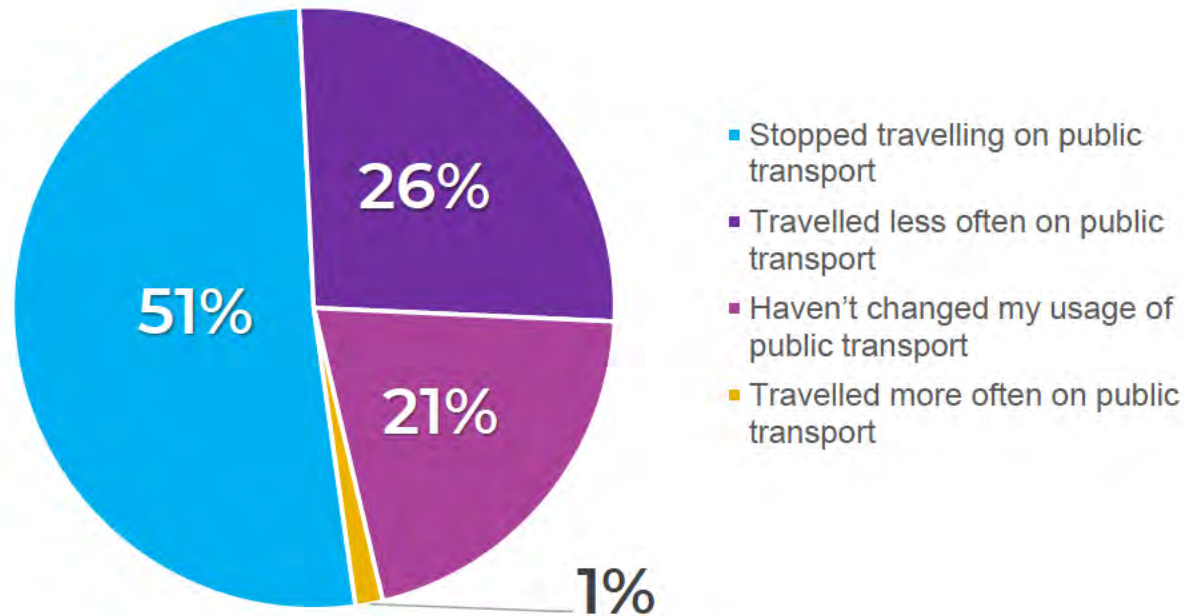


n = 1,129



Public transport usage

Q. How has your usage of ACT public transport changed due to COVID-19, if at all?

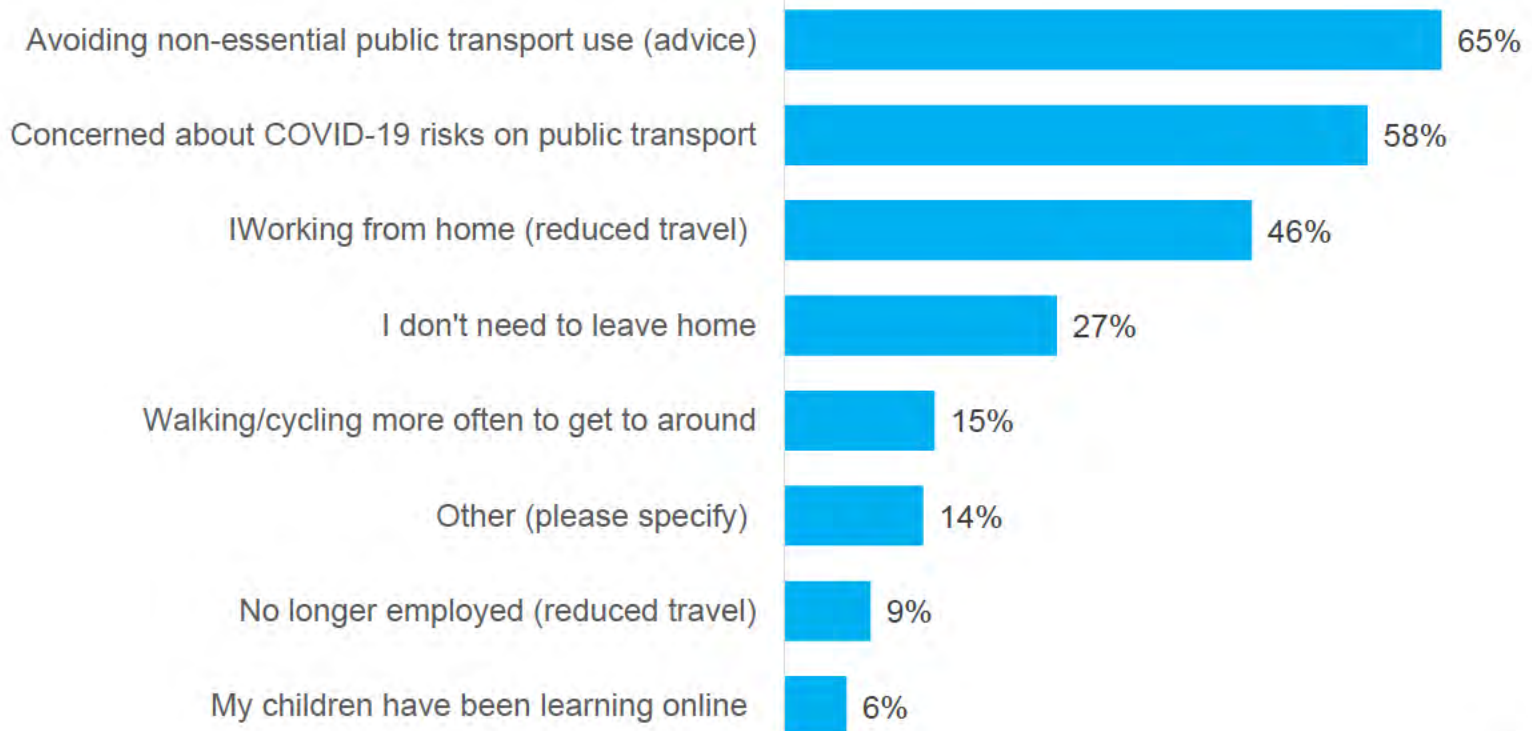


n = 1,129



Public transport usage

Q. You said that you have **stopped** or are using public transport **less often than usual**. Why is that?

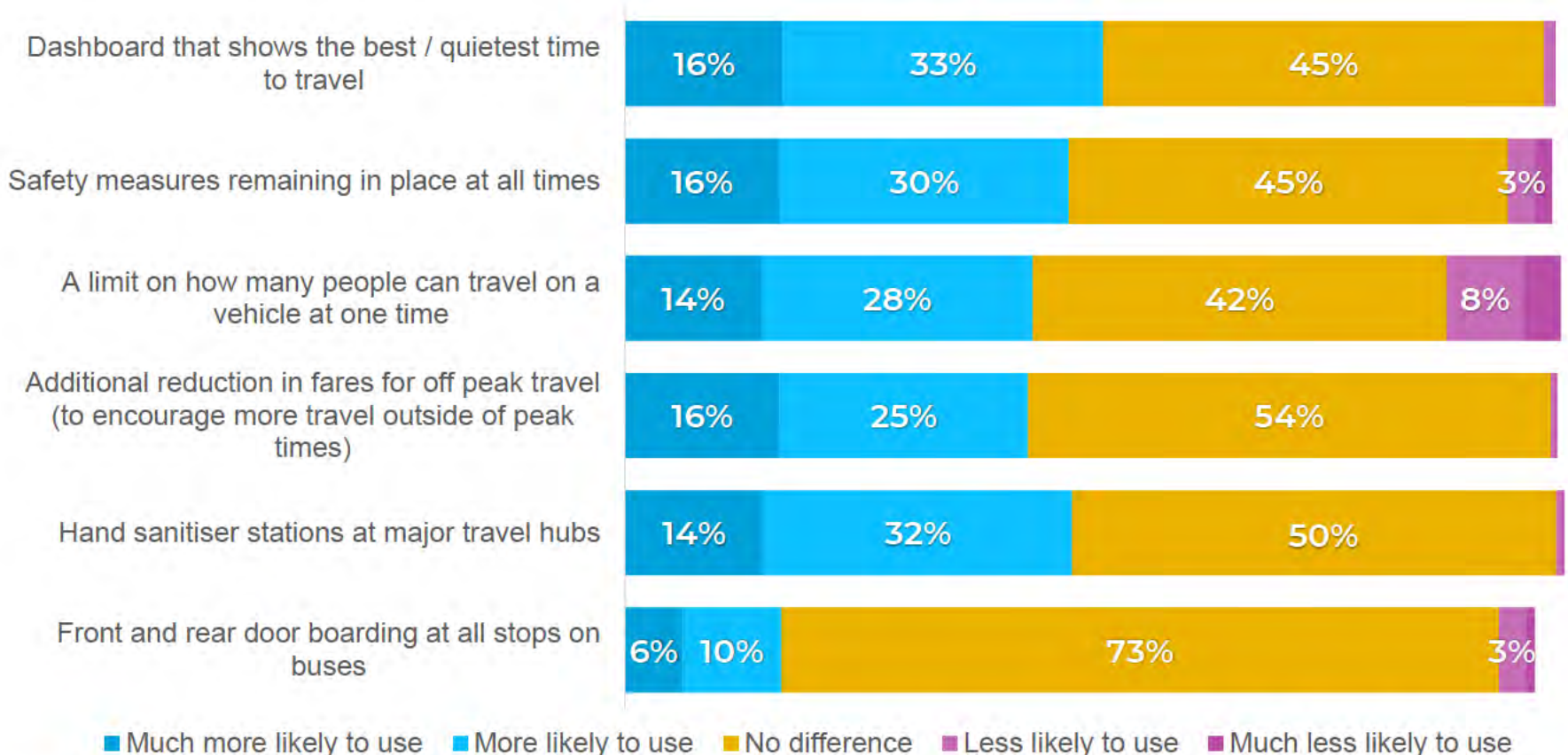


n = 899



Behaviour change (measures)

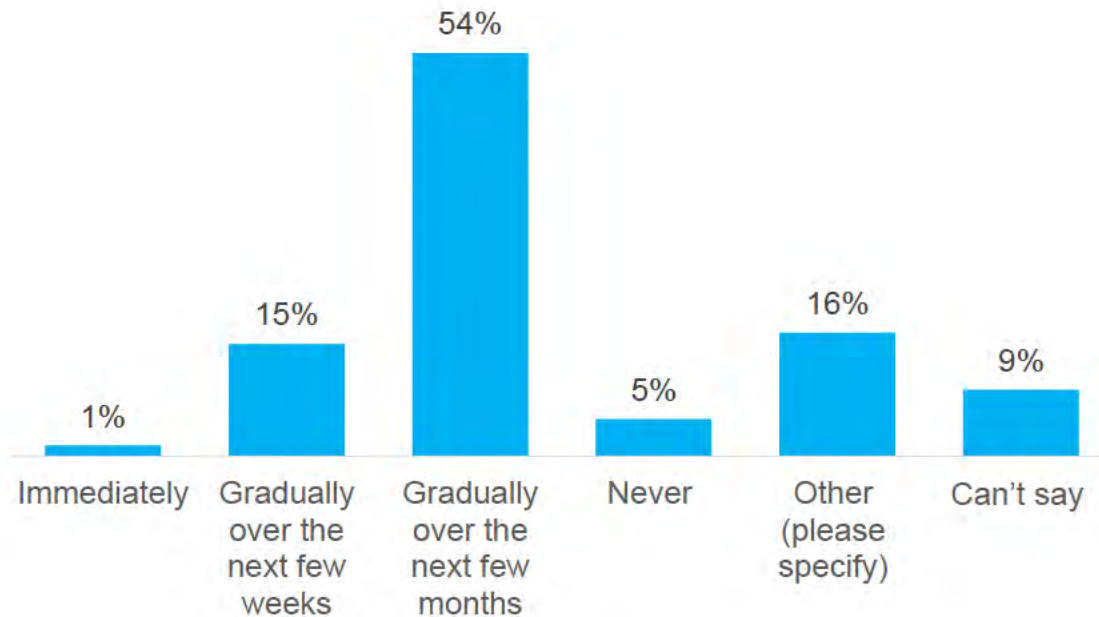
Q. Would the following measures make any difference to how frequently you travel on ACT public transport?





Public transport usage

Q. When do you expect you will resume your normal usage of public transport (post COVID-19)?

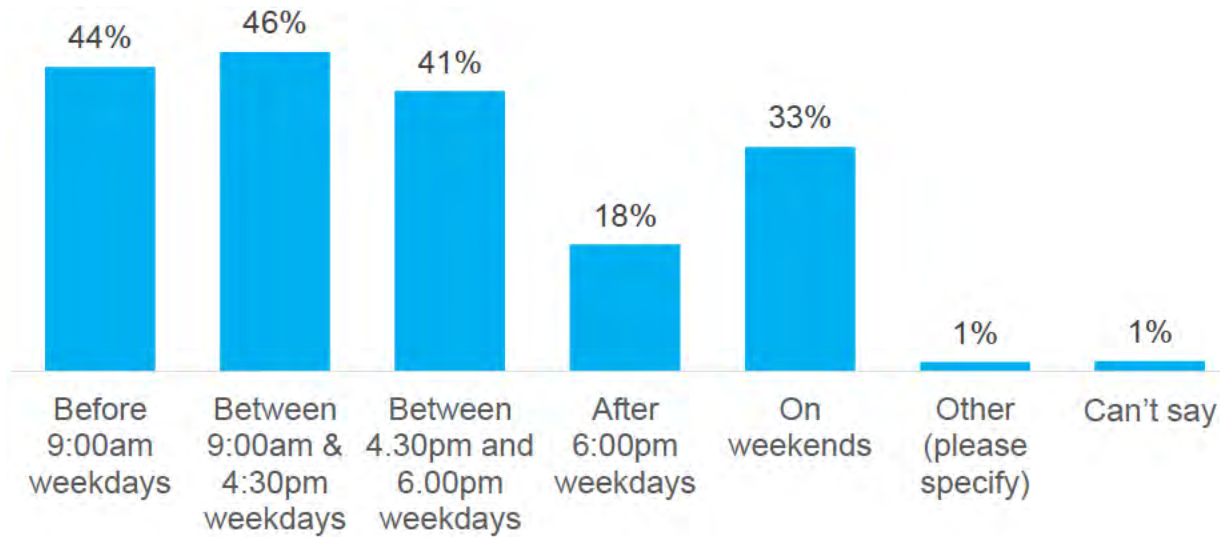


n = 899



Public transport travel periods

Q. When are you most likely to travel on public transport (post COVID-19)?

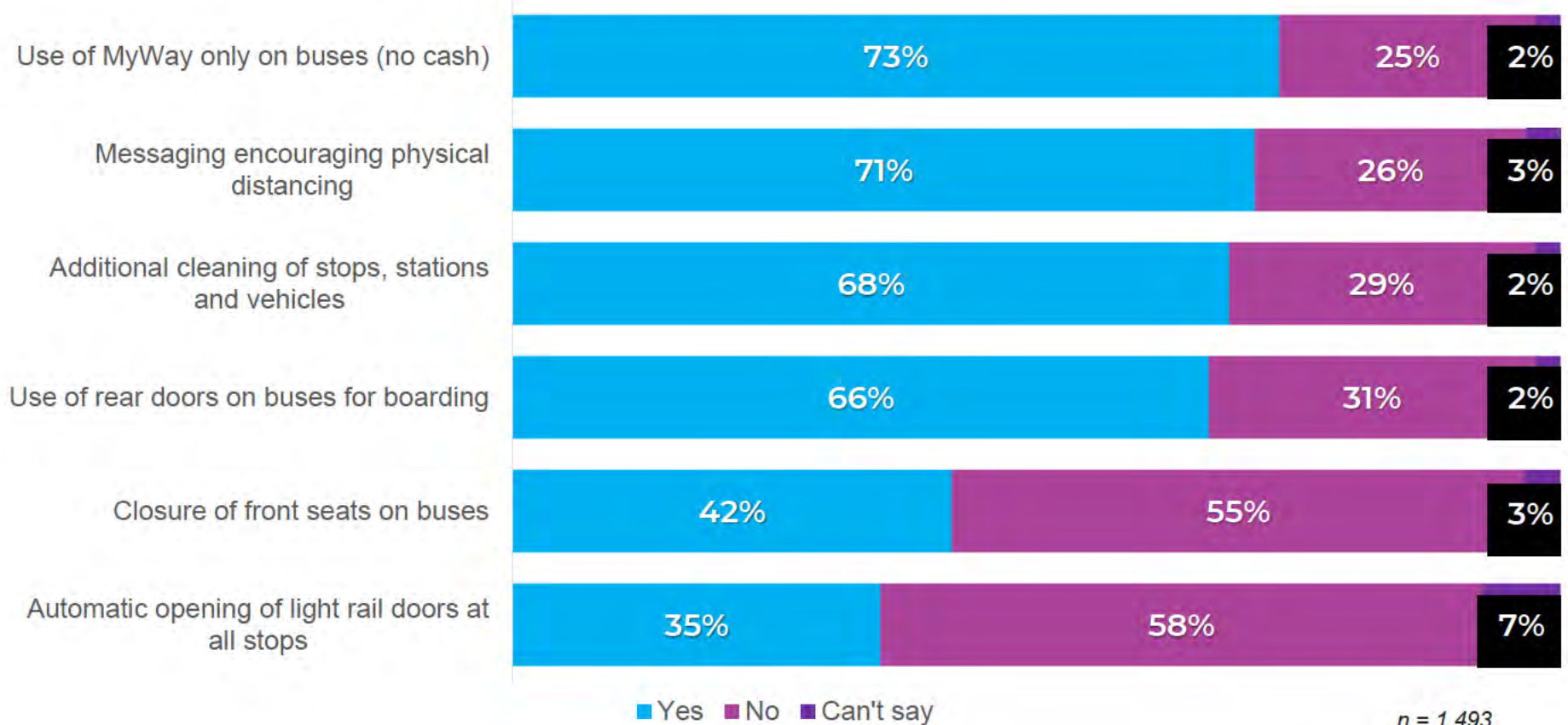


n = 606



Public transport measures

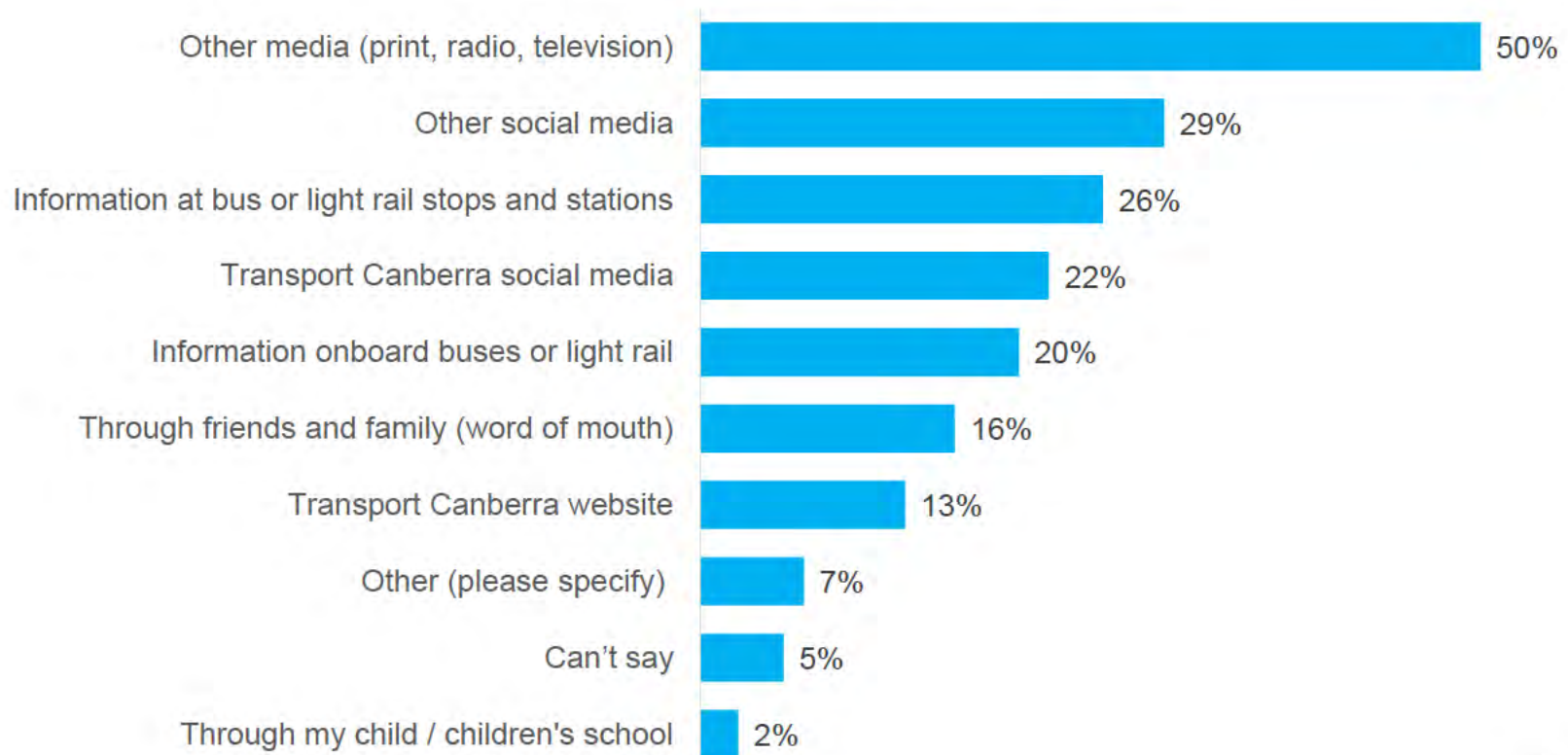
Q. The ACT Government has placed cleaning and safety measures across ACT public transport. Before today, were you aware of the following measures:





Recall

Q. Where do you recall seeing or hearing about these cleaning and safety measures on ACT public transport?

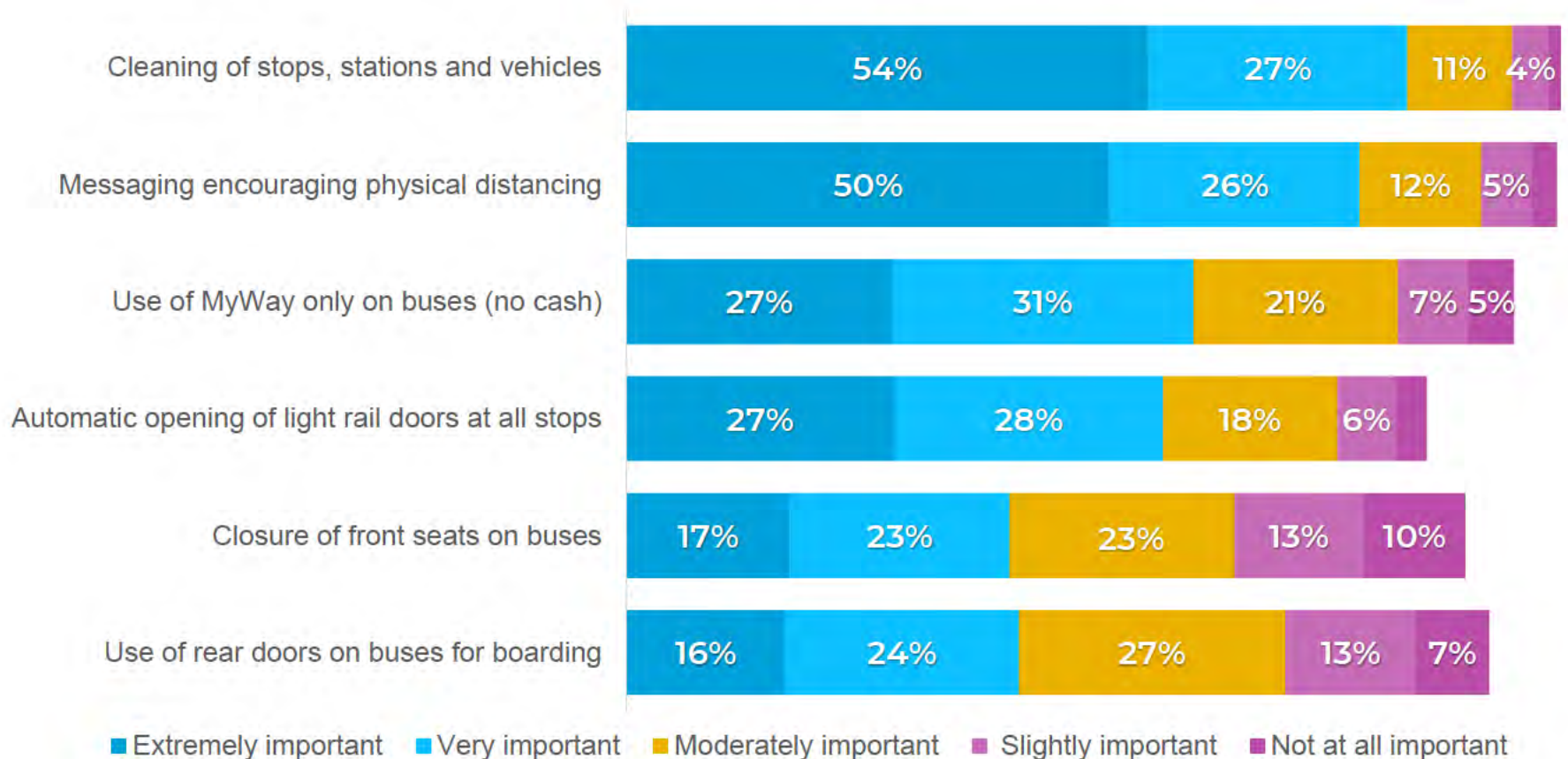


n = 1,402



Importance of measures

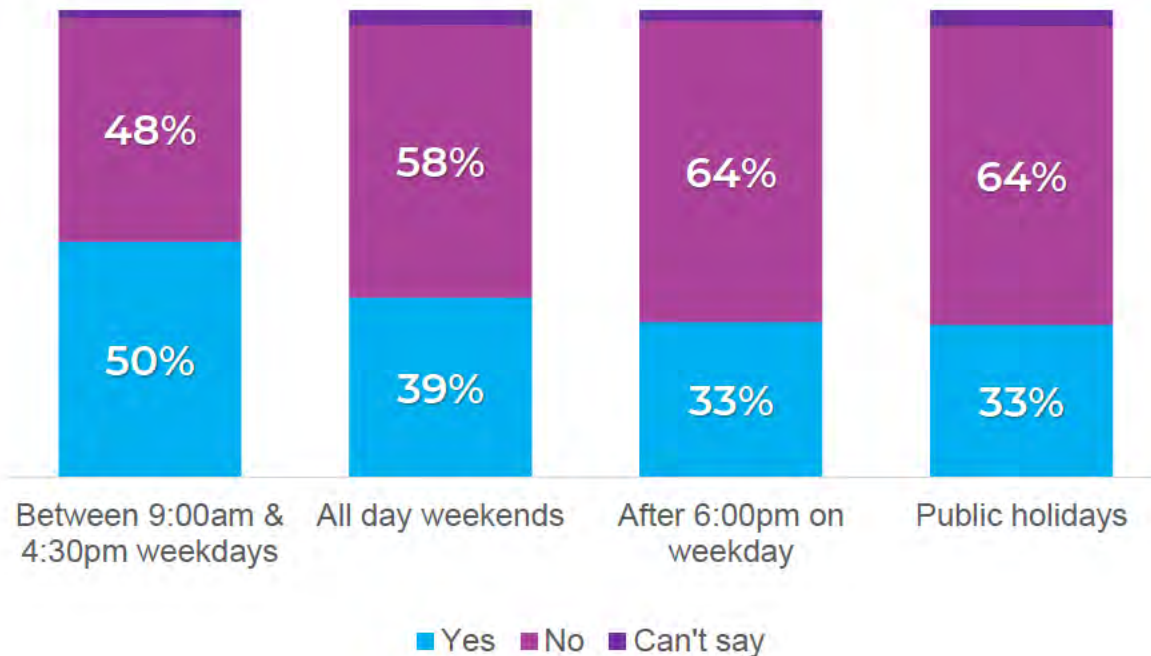
Q. How important are the following cleaning and safety measures to protecting the health and wellbeing of ACT public transport users?





Off-peak discounts

Q. Before today, were you aware that off-peak discounts apply to the following times:

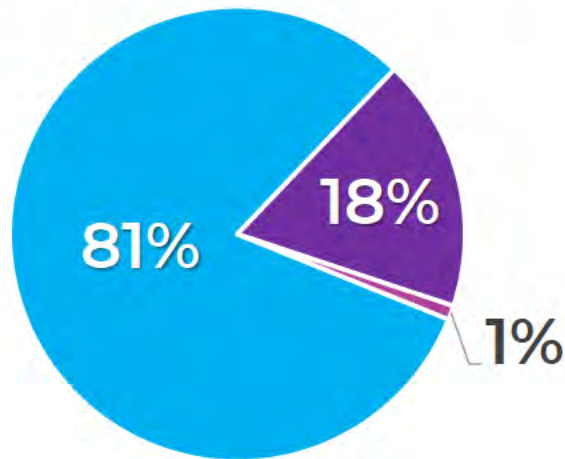


n = 1,493



Awareness

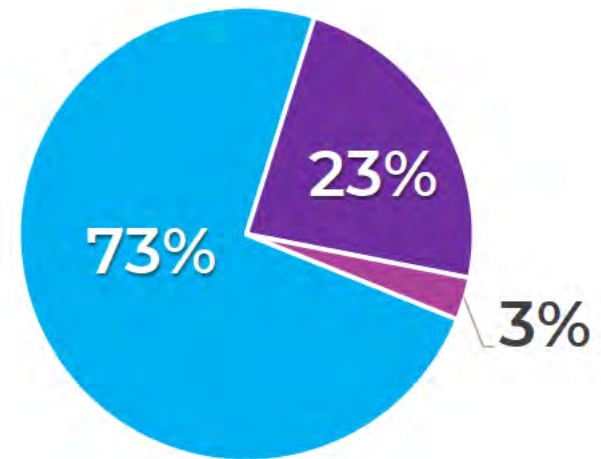
Q. Before today were you aware of the following advice: *"Only use public transport when you need to"*



■ Yes ■ No ■ Can't say

n = 1,493

Q. Before today were you aware of the following advice: *"Avoid peak periods"*

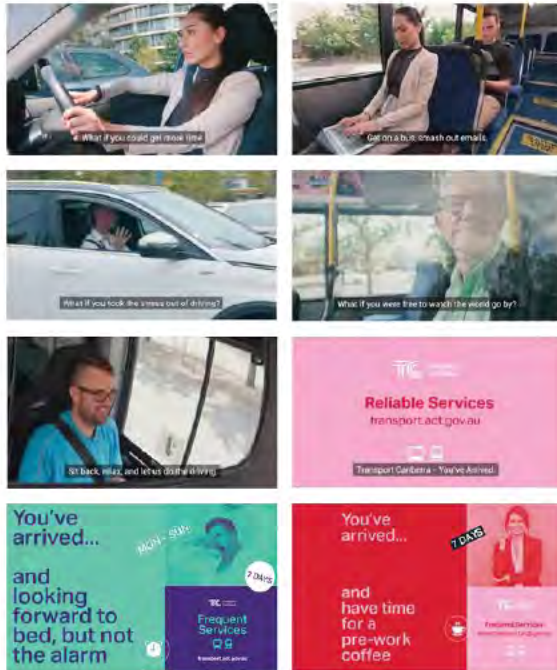


■ Yes ■ No ■ Can't say

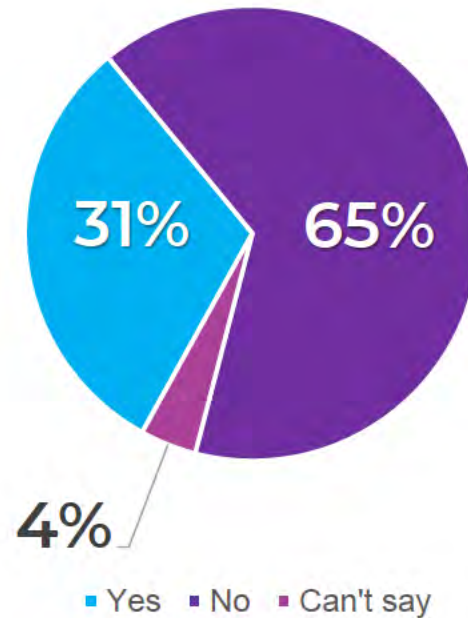
n = 1,493



Campaign recall



Q. Do you recall seeing or hearing anything about this campaign?

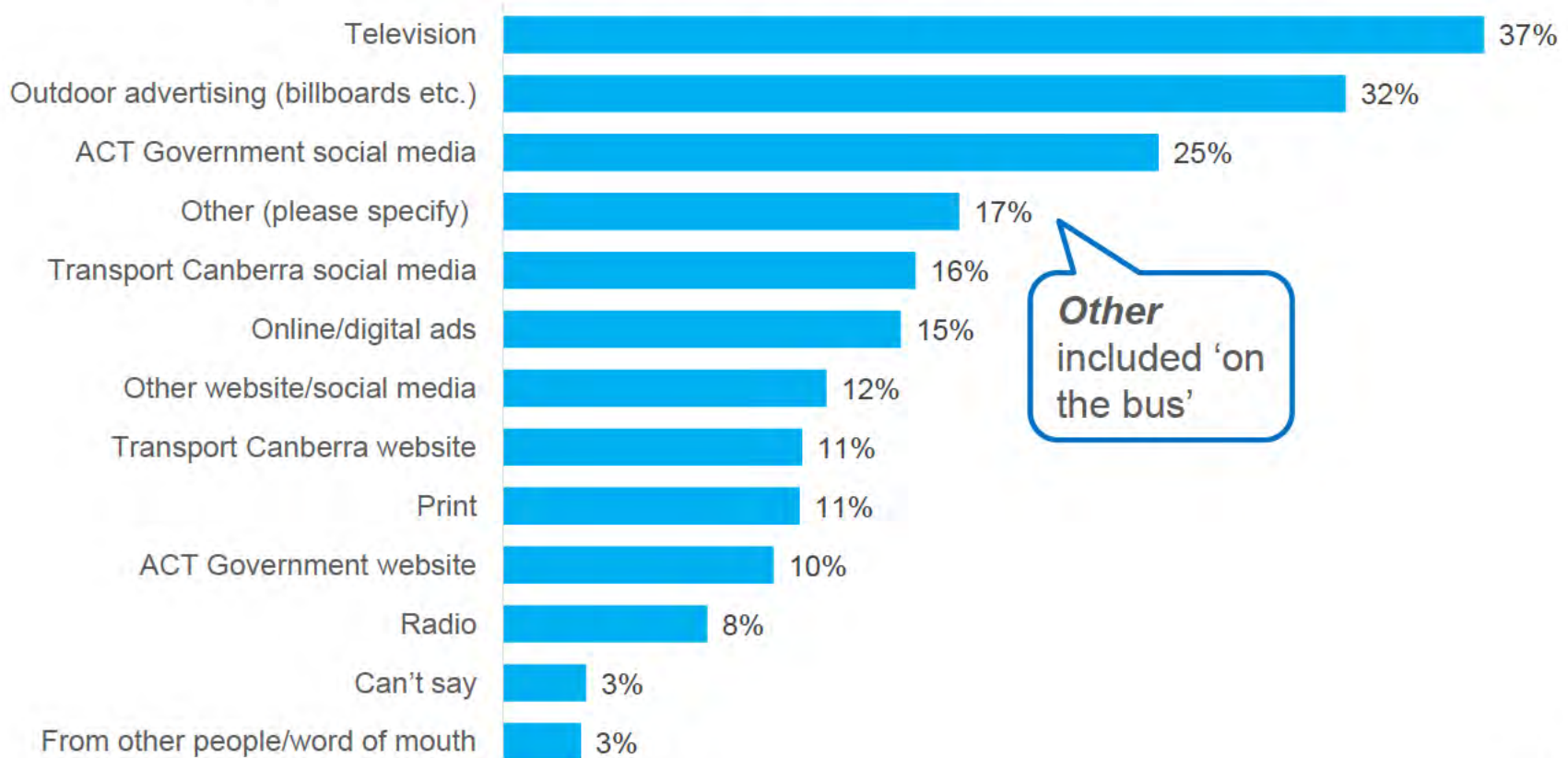


n = 1,493



Campaign recall

Q. Where do you recall seeing or hearing about this campaign?

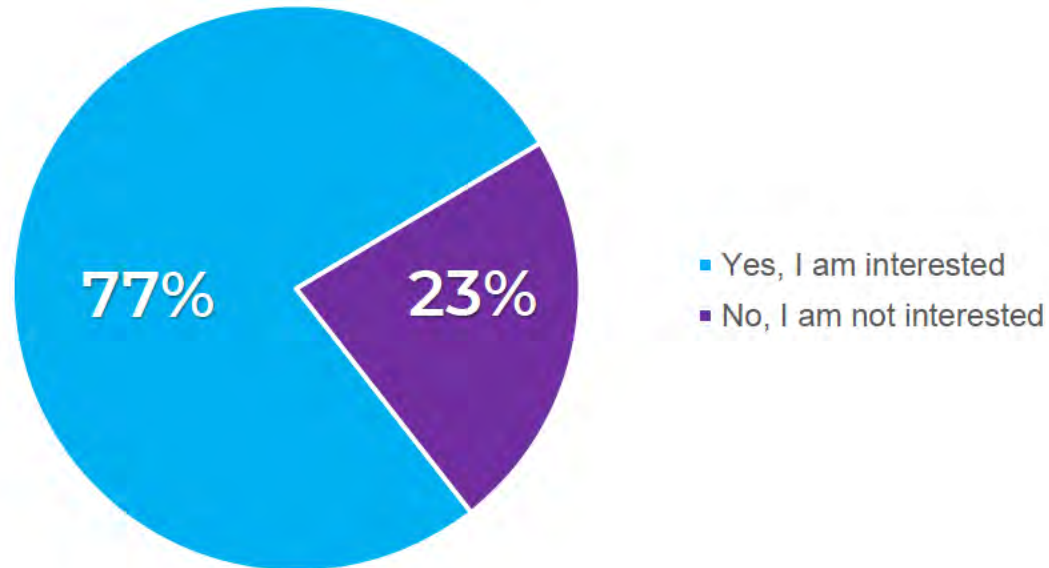


n = 417



Future engagement

Q. Finally, would you be taking part in an online survey or paid focus group exploring community views on transport and city services across Canberra?



n = 1,493



YOURSAY
Community panel



YourSay Community Panel

ACT Wellbeing Indicators survey

14 January 2020





Background: The ACT Wellbeing Indicators project aims to develop a set of wellbeing indicators which will be used to measure and track the wellbeing of Canberrans now and into the future.

This survey forms part of a second round of research conducted by the ACT Government looking into the wellbeing of Canberrans. In an initial round of research conducted in August 2019, Panel members were asked for their feedback on what things are most important to their overall wellbeing, and to describe their overall levels of wellbeing.

Purpose: Feedback from this survey will be used by the ACT Government to identify which areas (domains) of wellbeing are regarded as most important to quality of life for Canberrans, and to prioritise a set of wellbeing 'indicators' for each of these domains. The ACT's Wellbeing Framework will be launched in March 2020.

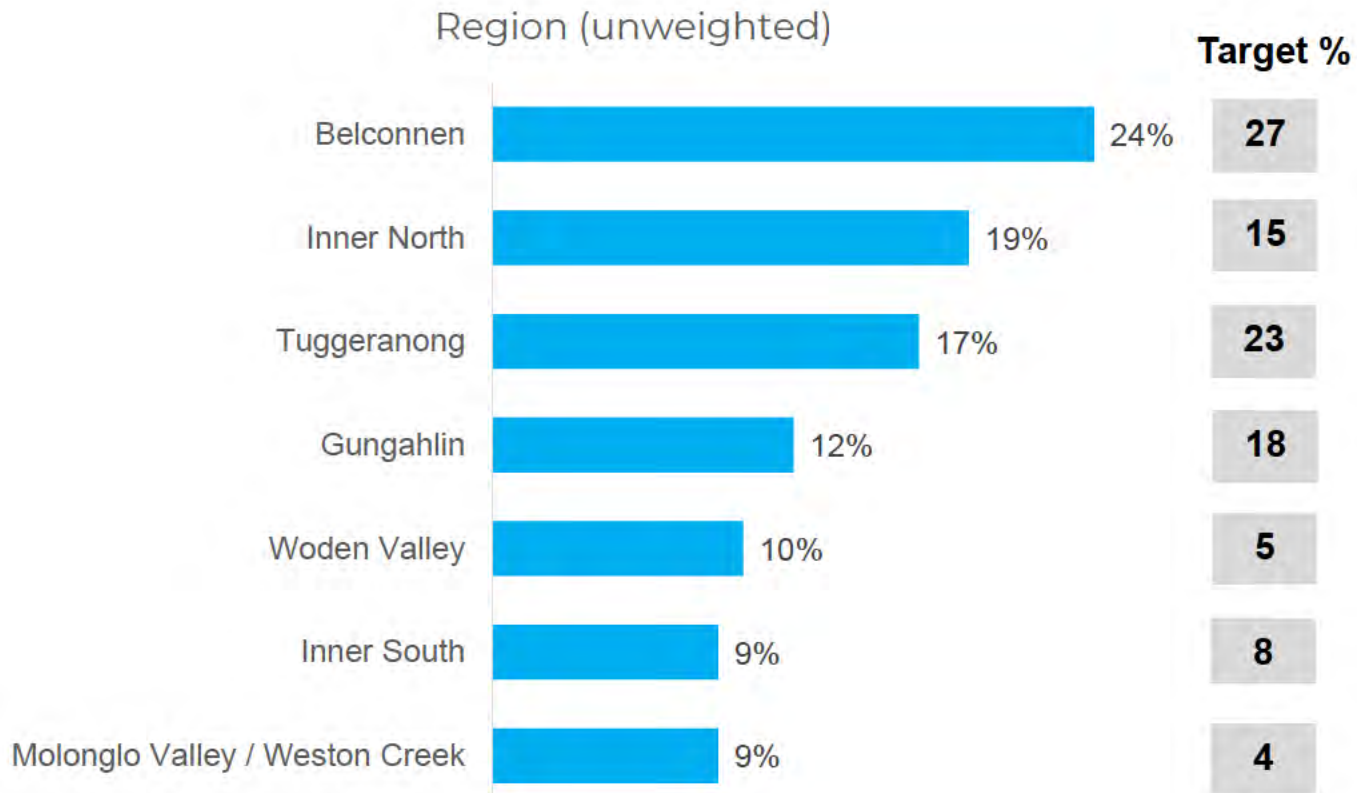
Timeframe: The survey opened on **23 October** and closed on **4 November 2019**.

Sample: The findings presented in this report are derived from a sample of **689** YourSay Community Panel members. These members elected to participate in future research activities relating to the ACT Wellbeing Indicators project in the first round of research conducted in August 2019.

Weighting: The results have been weighted to reflect relative population proportions.



Demographics

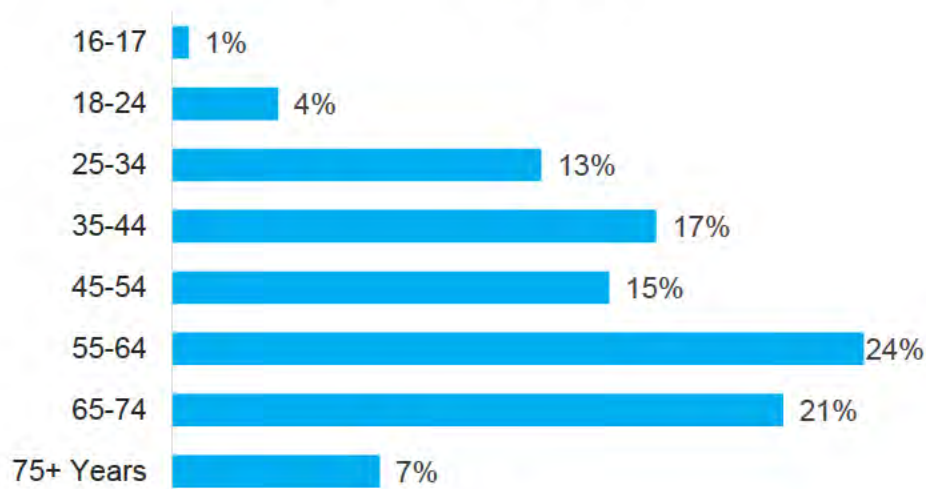


n = 689



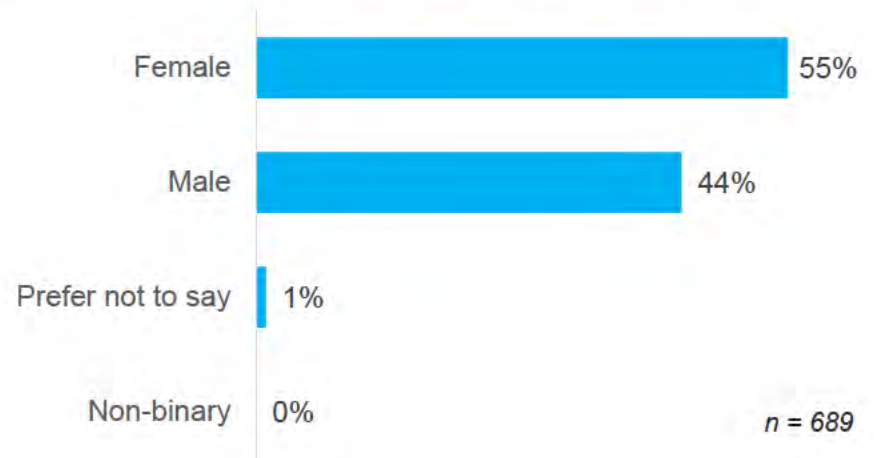
Demographics

Age (unweighted)



**Figures may not add up to 100 due to rounding*

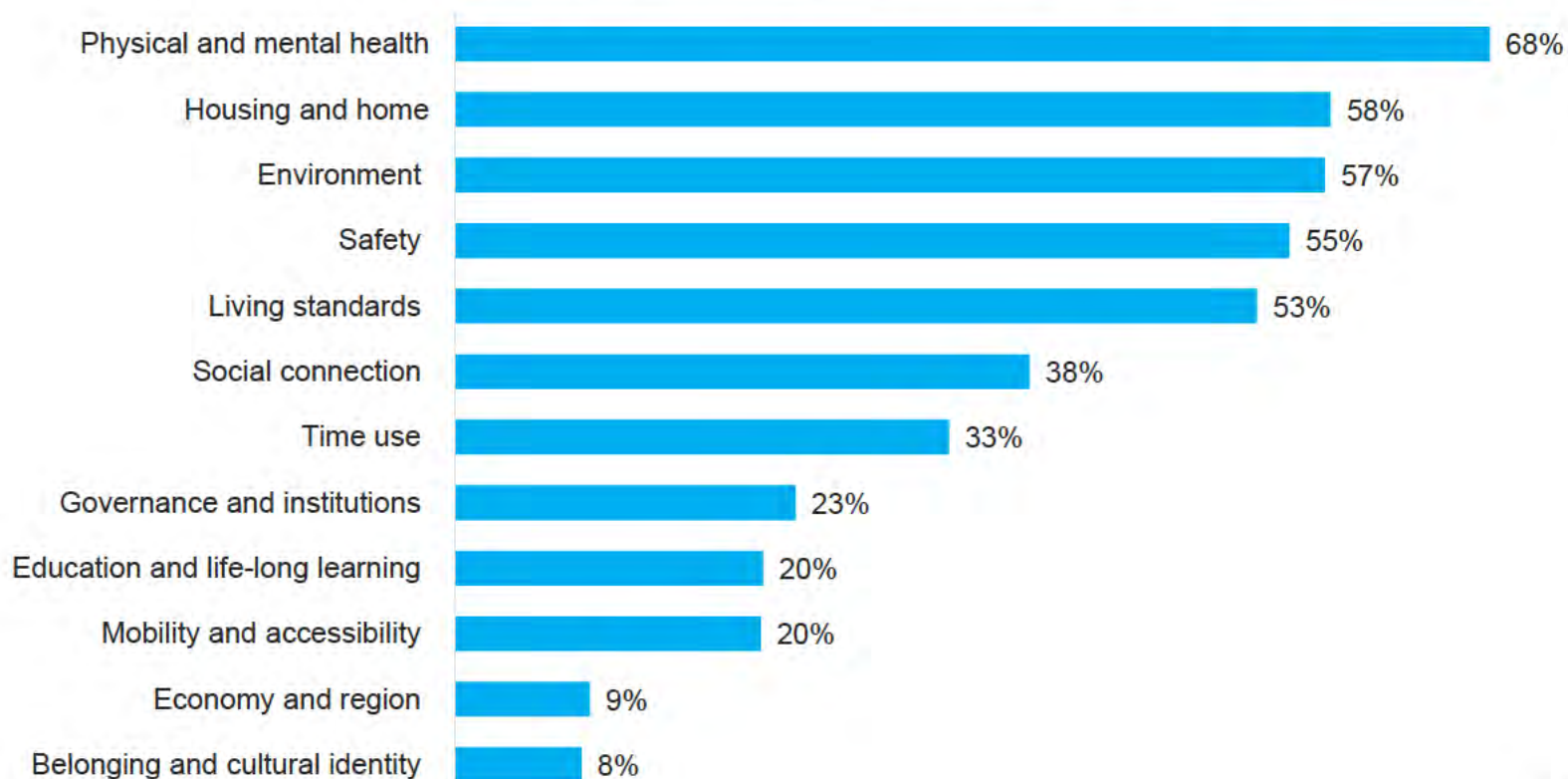
Gender (unweighted)



n = 689

Areas of importance

Q. Which of the areas listed below are MOST important to your wellbeing? (select minimum 3, maximum of 5)

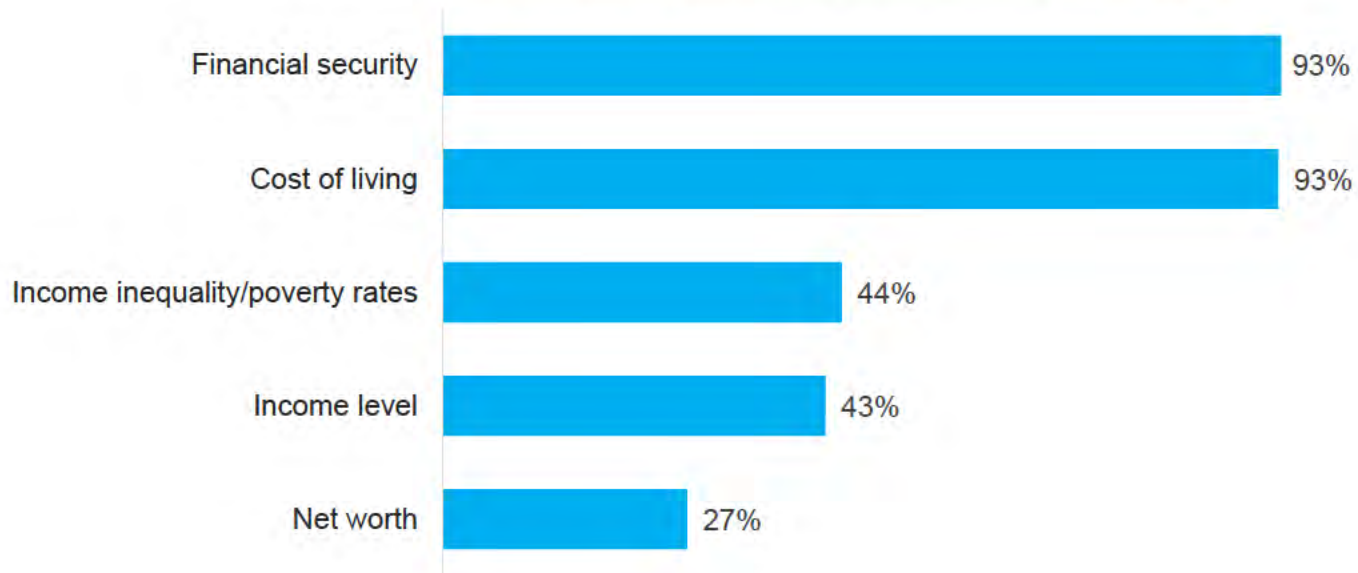


n = 689



Living standard

Q. Within 'Living standard', what are the top 3 priorities that matter the most to you and your family? (select 3)

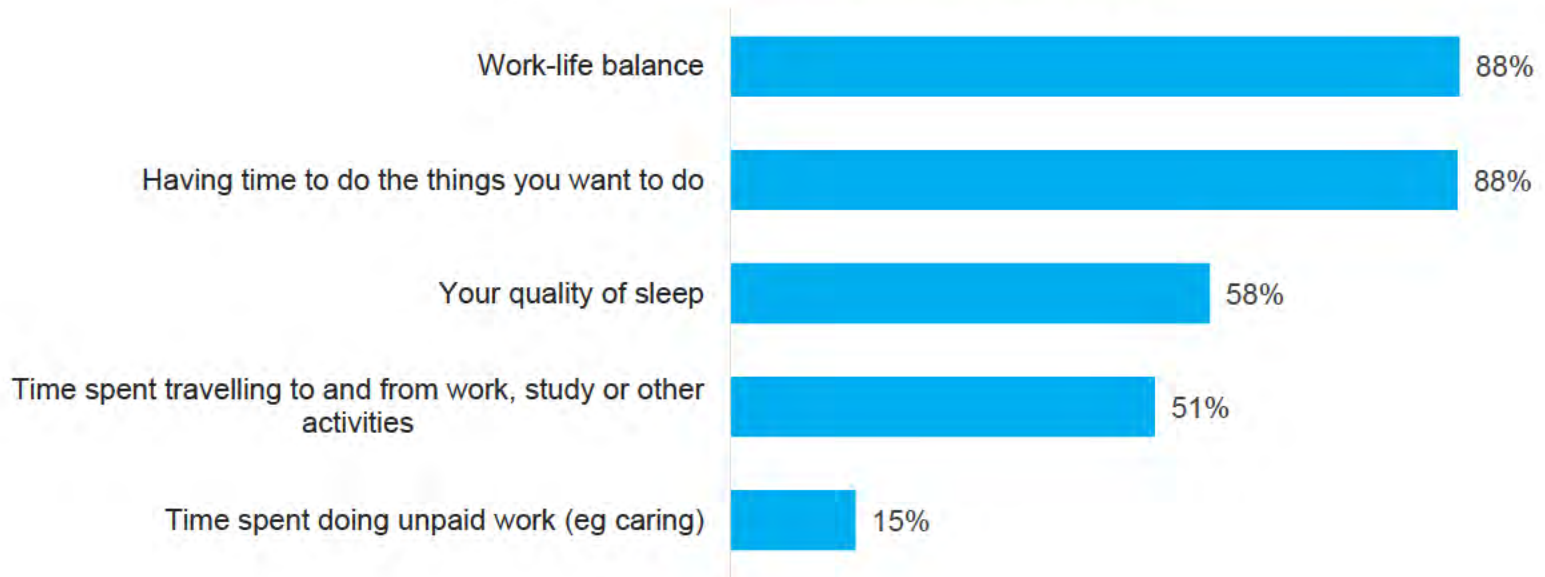


n = 365



Time use

Q. Within 'Time use', what are the top 3 priorities that matter the most to you and your family? (select 3)

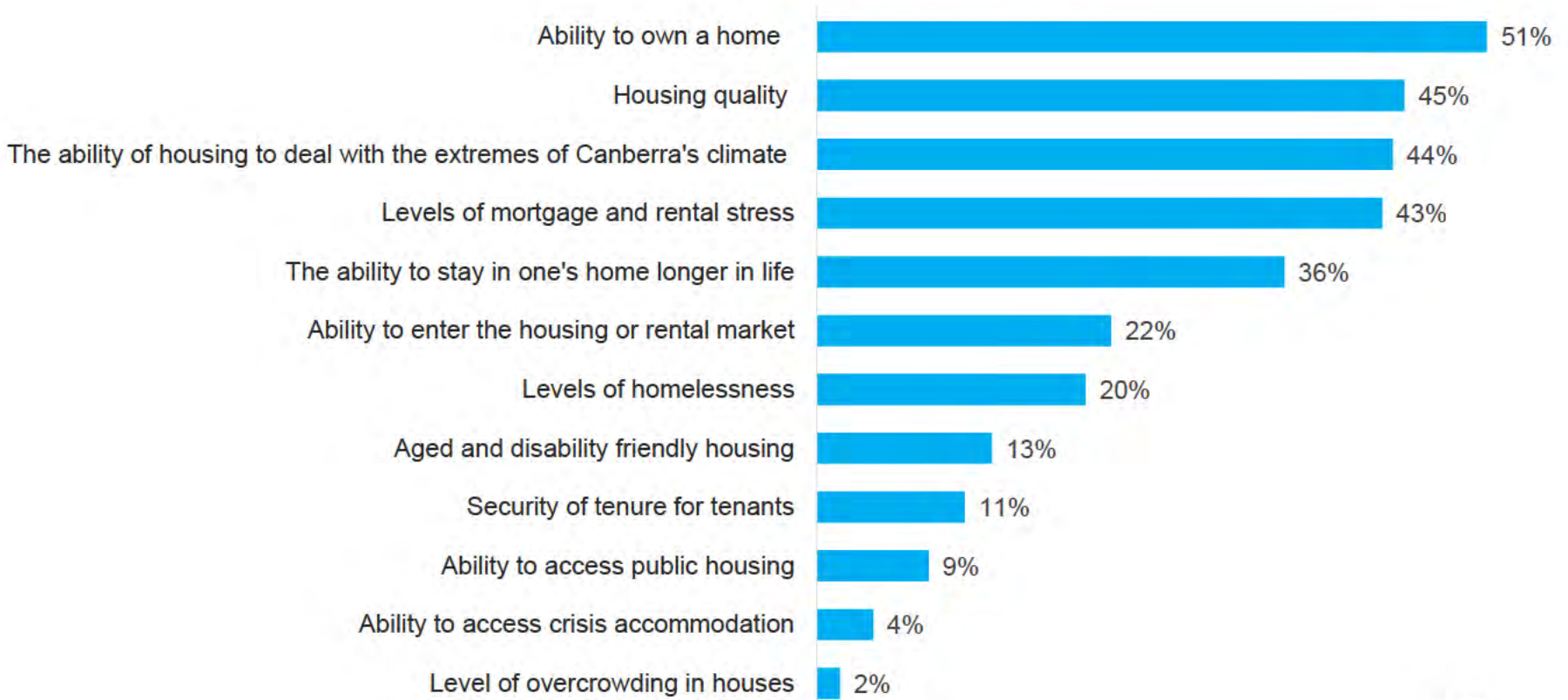


n = 183



Housing & home

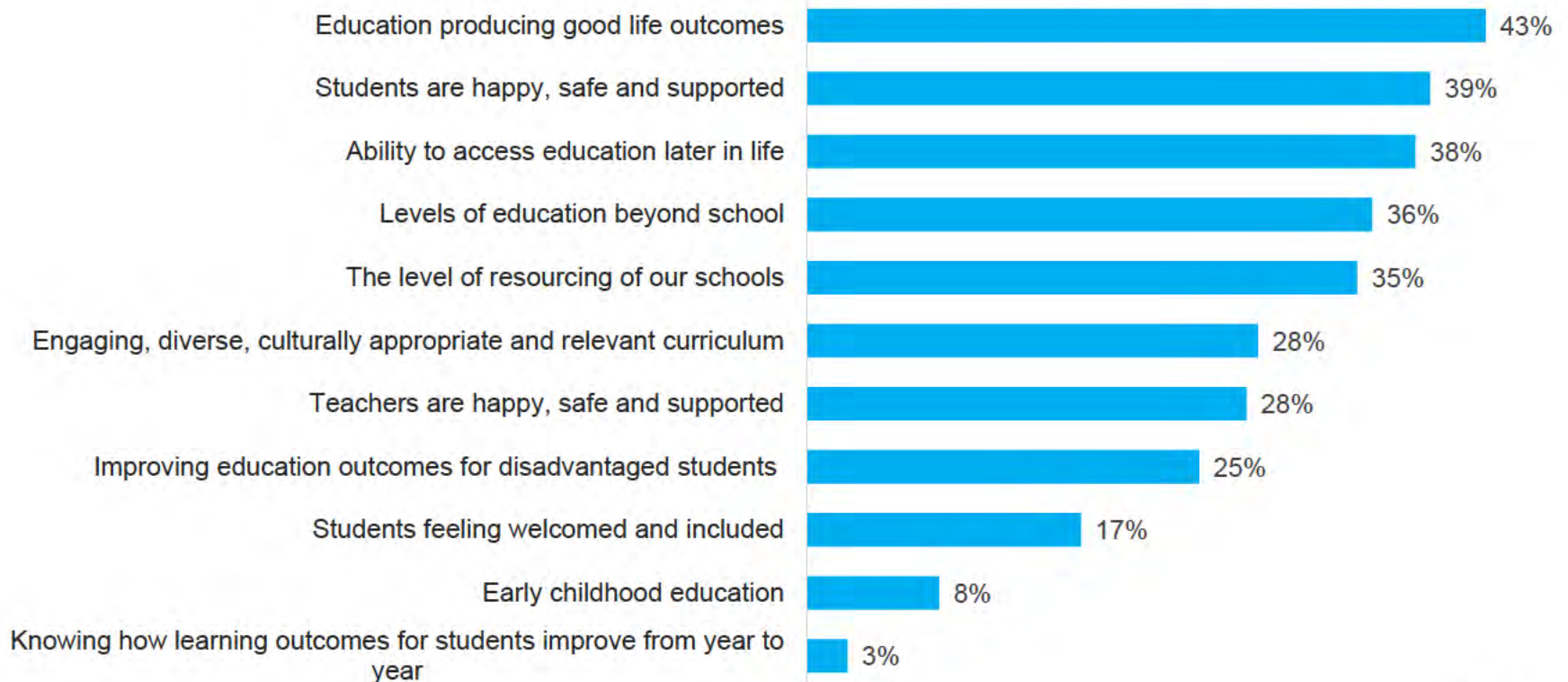
Q. Within 'Housing & home', what are the top 3 priorities that matter the most to you and your family? (select 3)



n = 400

Education & life-long learning

Q. Within 'Education & life-long learning', what are the top 3 priorities that matter the most to you and your family? (select 3)

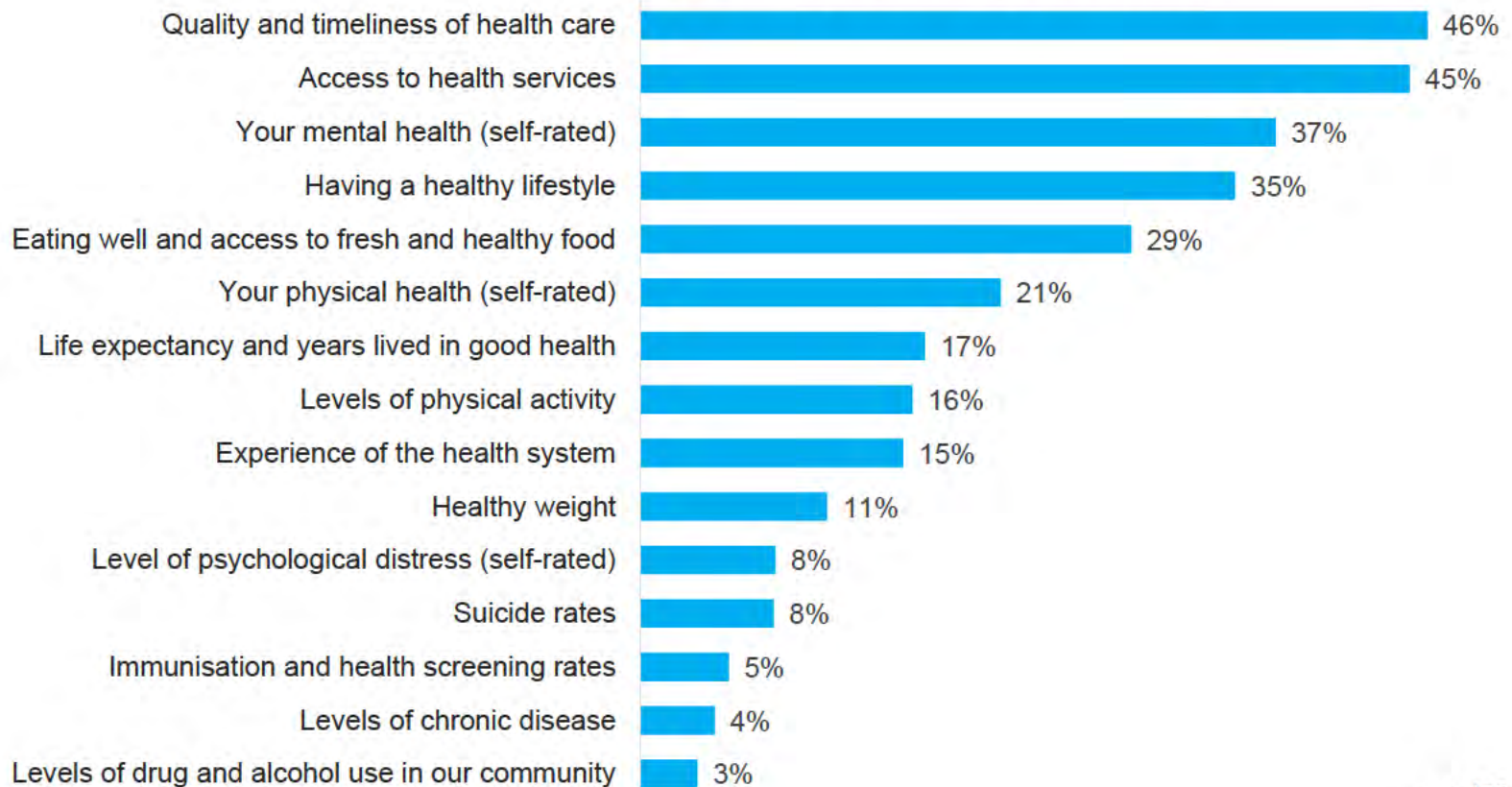


n = 116



Physical & mental health

Q. Within 'Physical and mental health', what are the top 3 priorities that matter the most to you and your family? (select 3)

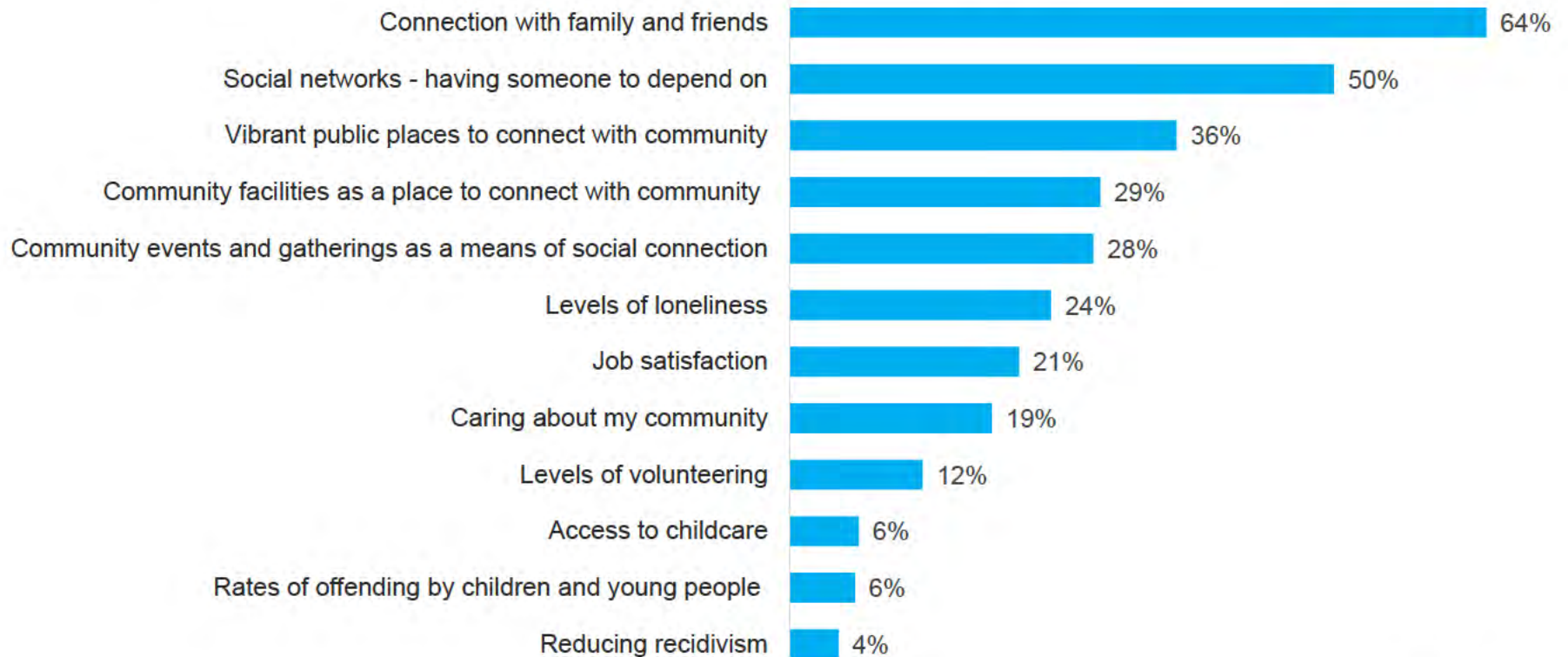


n = 479



Social connection

Q. Within 'Social connection', what are the top 3 priorities that matter to you and your family? (select 3)

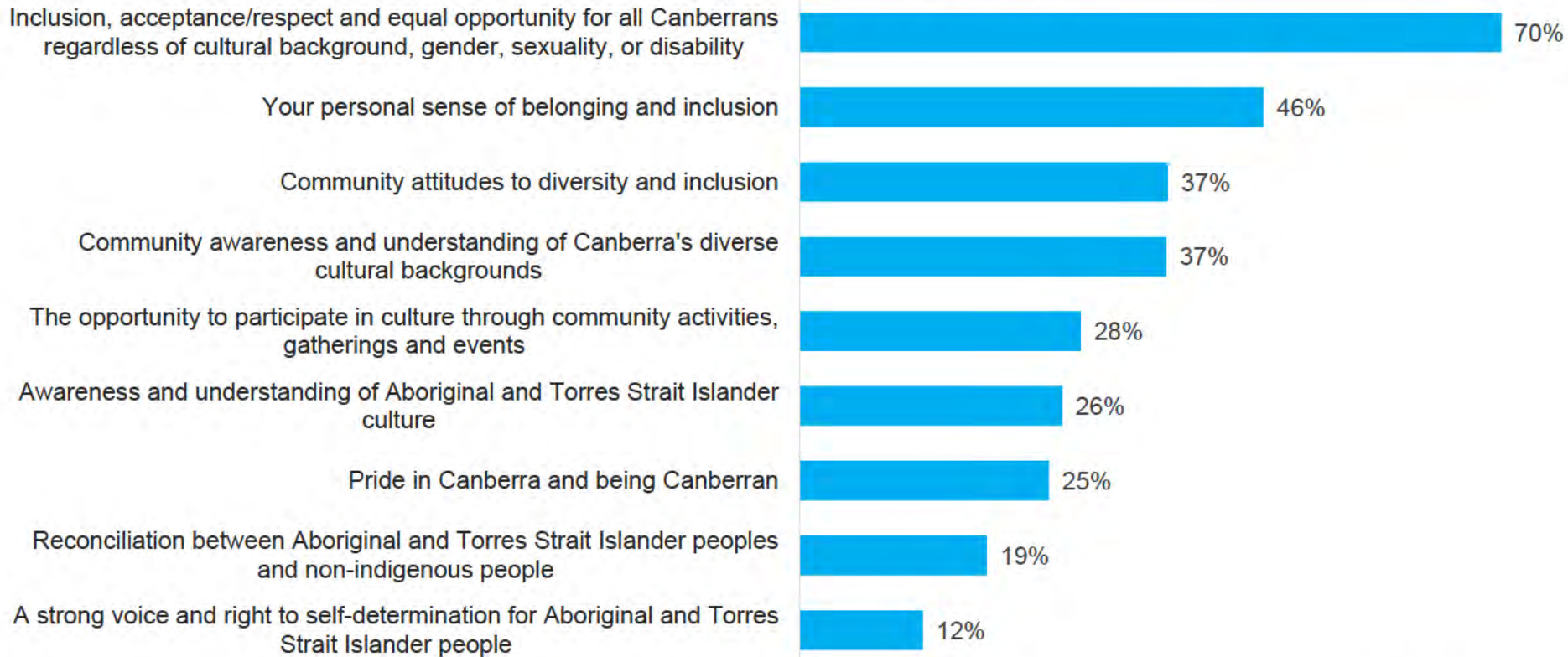


n = 291



Belonging & cultural identity

Q. Within 'Belonging & cultural identity', what are the top 3 priorities that matter to you and your family? (select 3)

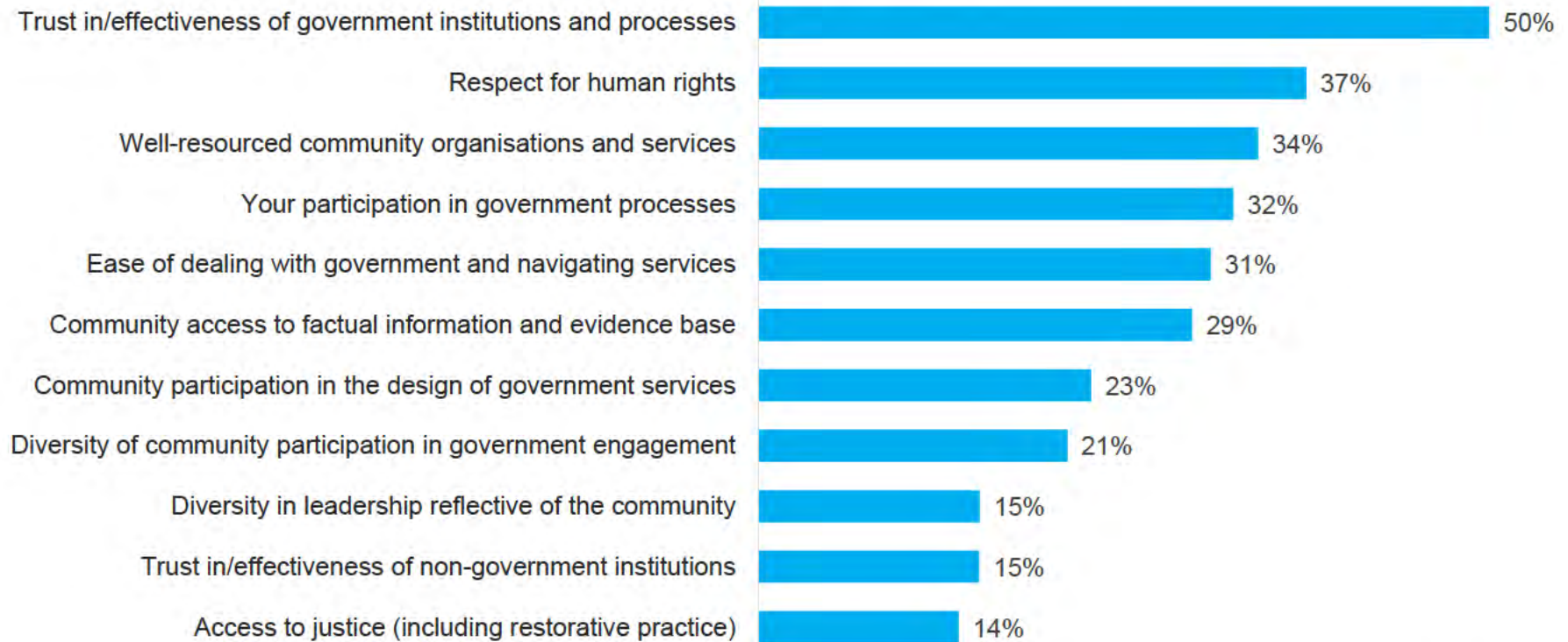


n = 48



Governance & institutions

Q. Within 'Governance & institutions', what are the top 3 priorities that matter to you and your family? (select 3)

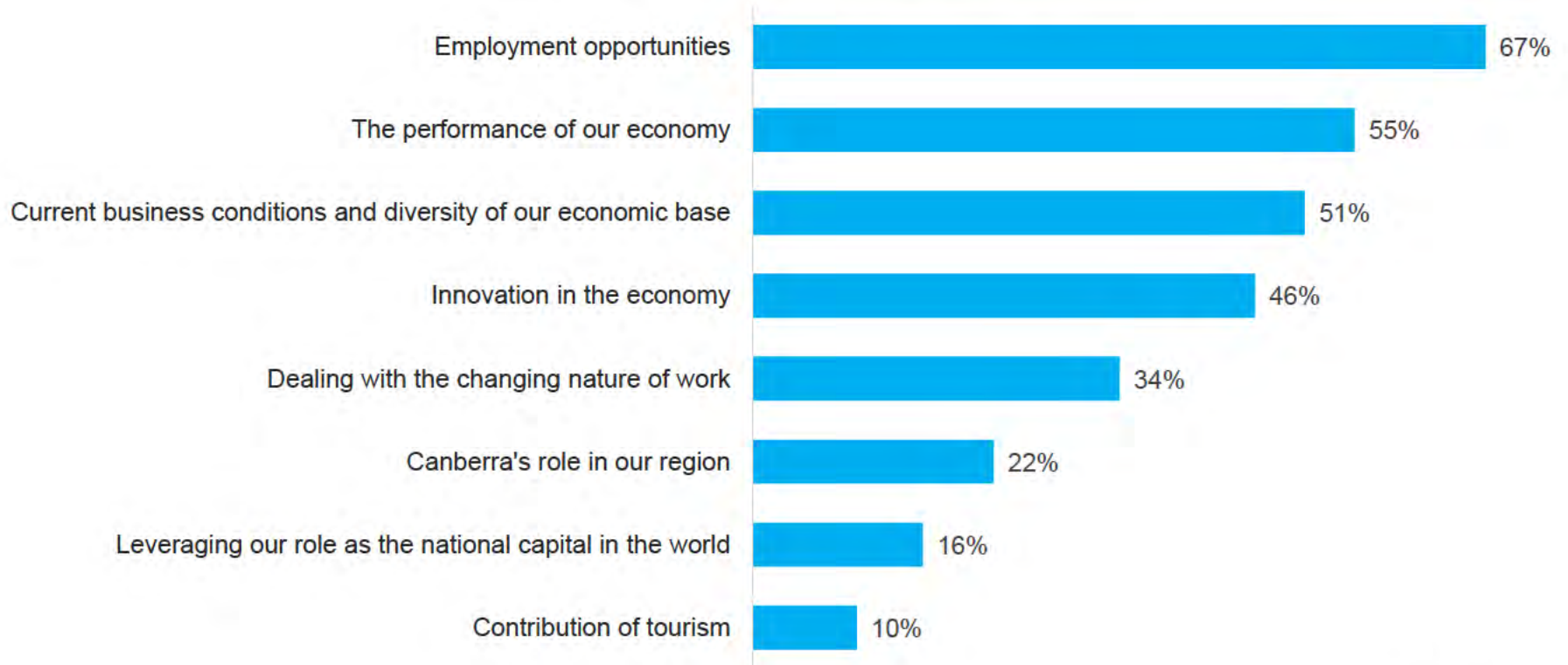


n = 164



Economy & region

Q. Within 'Economy & region', what are the top 3 priorities that matter to you and your family? (select 3)

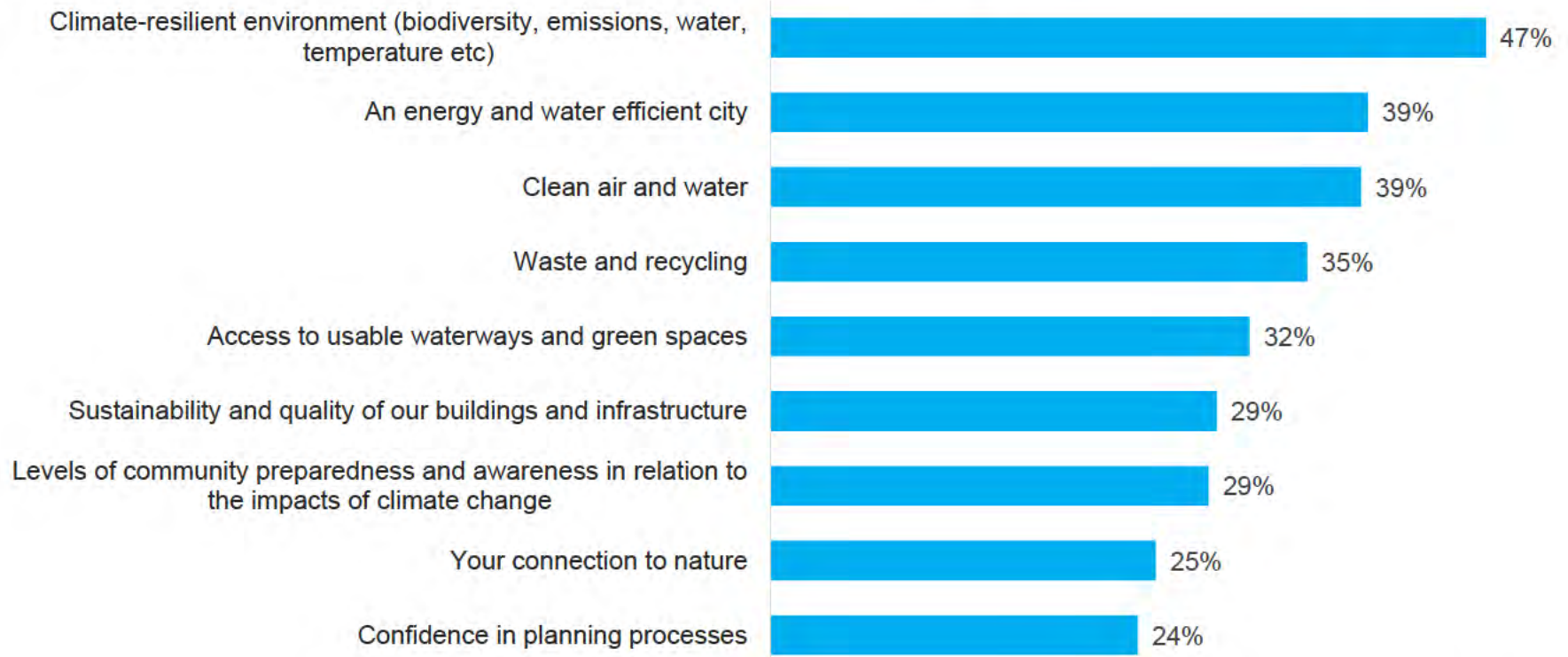


n = 57



Environment

Q. Within 'Environment', what are the top 3 priorities that matter to you and your family? (select 3)

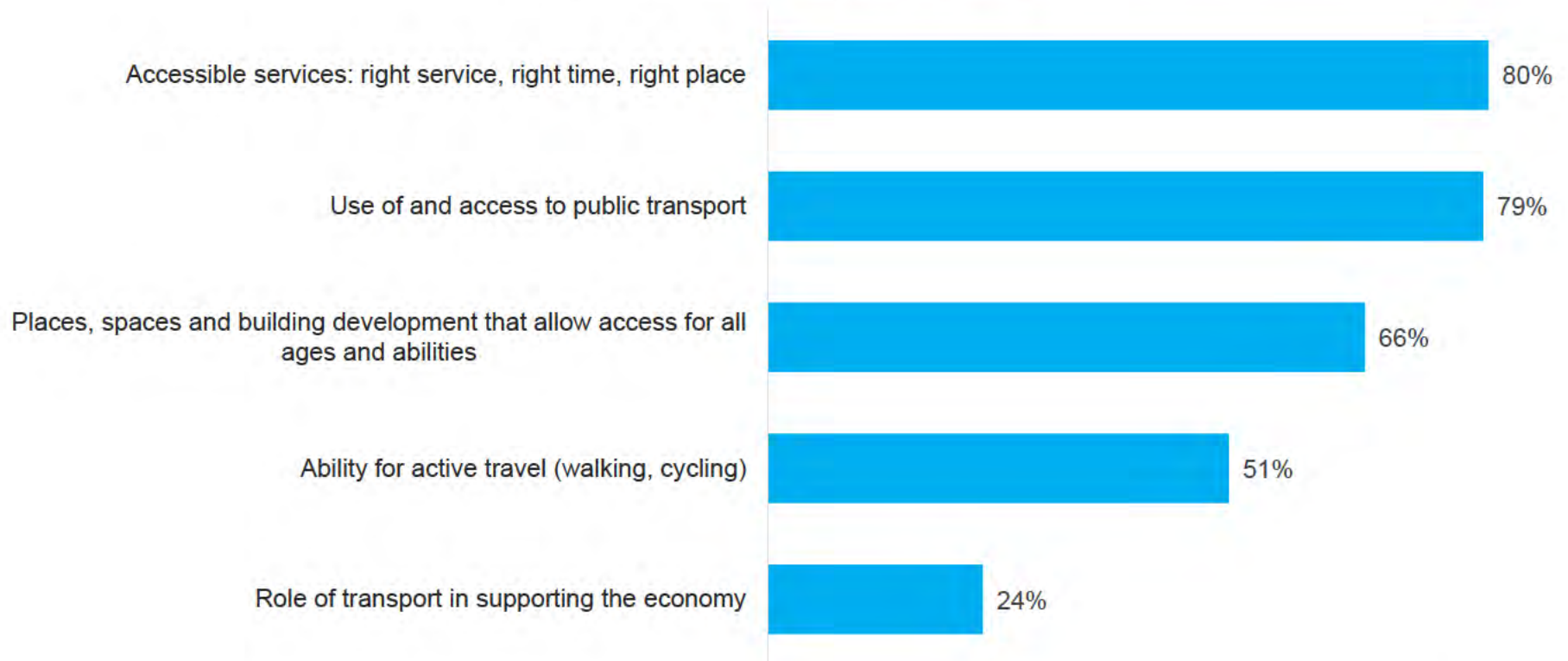


n = 411



Mobility & Accessibility

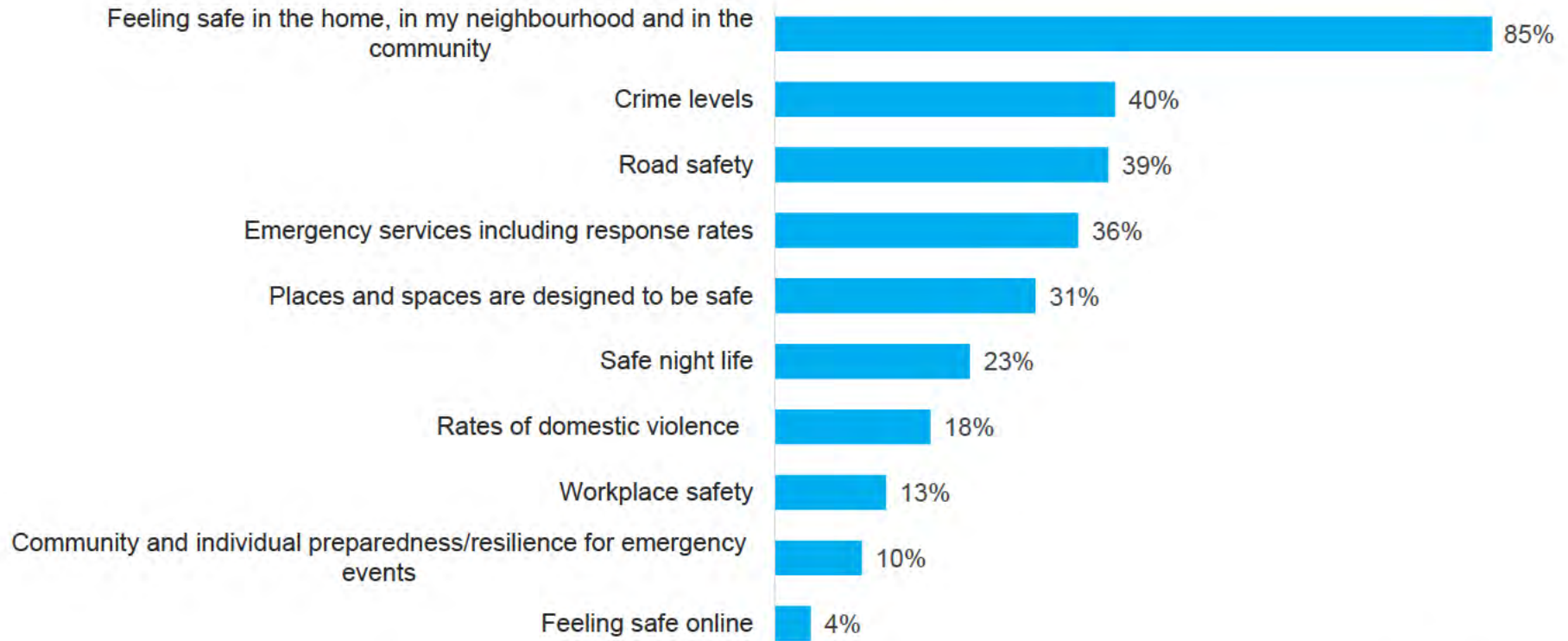
Q. Within 'Mobility & accessibility', what are the top 3 priorities that matter to you and your family? (select 3)



n = 181

Safety

Q. Within 'Safety', what are the top 3 priorities that matter to you and your family? (select 3)



n = 348



Anything else

Q. Other than the areas listed, is there anything else you consider important to your wellbeing? (By text frequency summary)



n = 280



ACT
Government

YOURSAY
Community panel



YourSay Community Panel *2019 Wellbeing Survey Report*

2 September 2019





Purpose: The survey was conducted to help the ACT Government better understand more about the Wellbeing of Canberrans and what's important to them.

Methodology: Online panel methodology using the ACT Government's *YourSay Community Panel*.

Fieldwork dates: The survey opened on 23 July 2019 and closed on 14 August 2019.

Sample: The survey was completed by **1,248** YourSay Community Panel members (equivalent to 57% of total panel membership).

Weighting: The data has been weighted to reflect the relative ACT population proportions by age, region and gender.

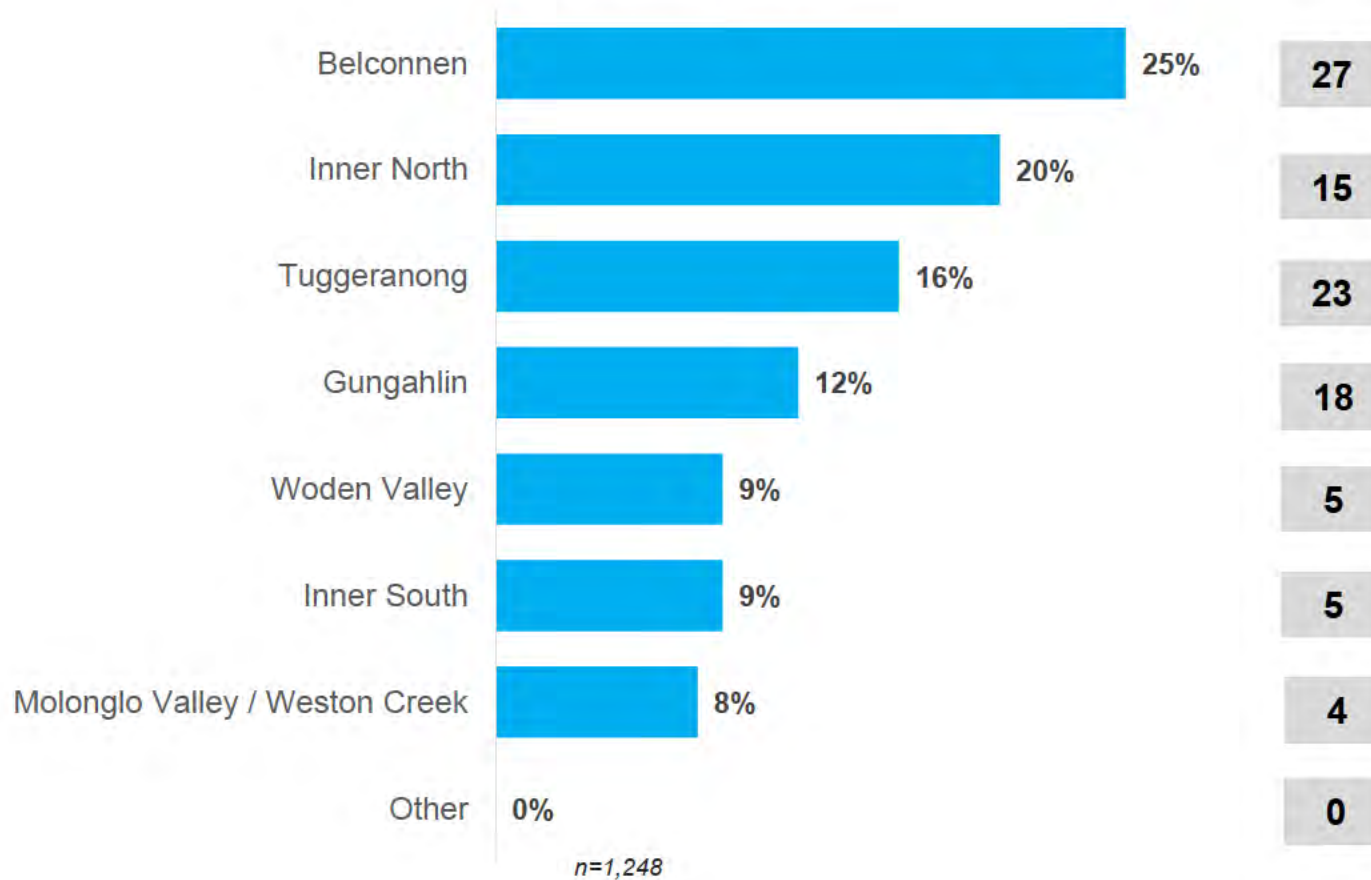
How the results will be used: These results will be used to contribute to the development of a set of Wellbeing Indicators for the ACT.



Demographics

Target %

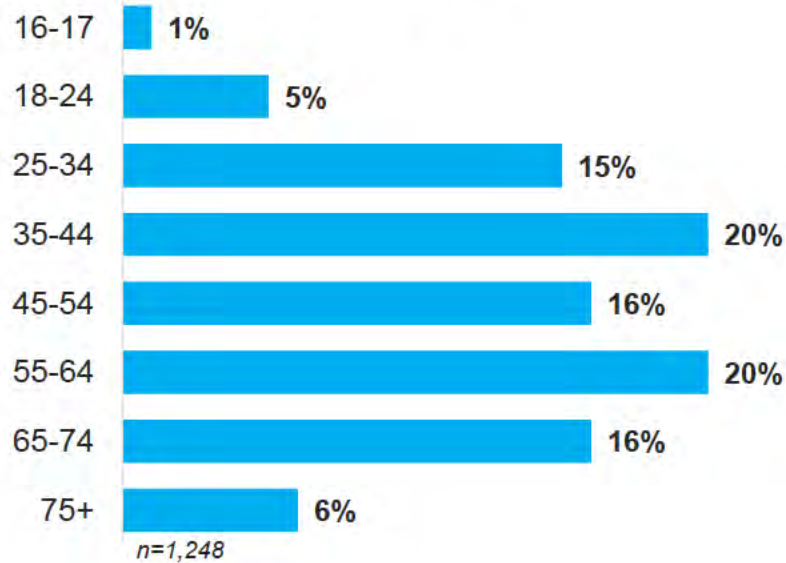
Region (Unweighted)



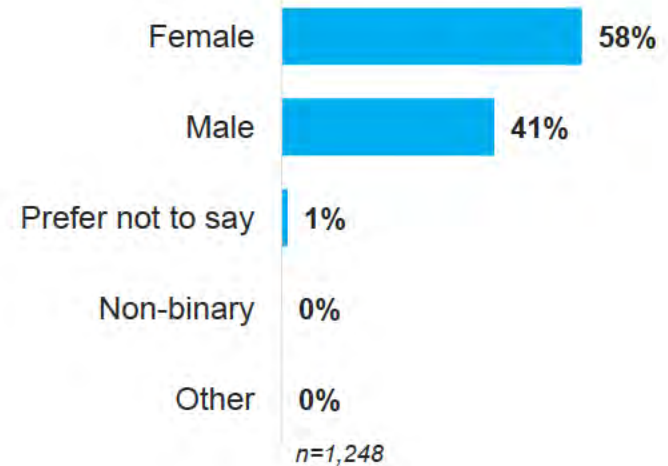


Demographics

Age (Unweighted)

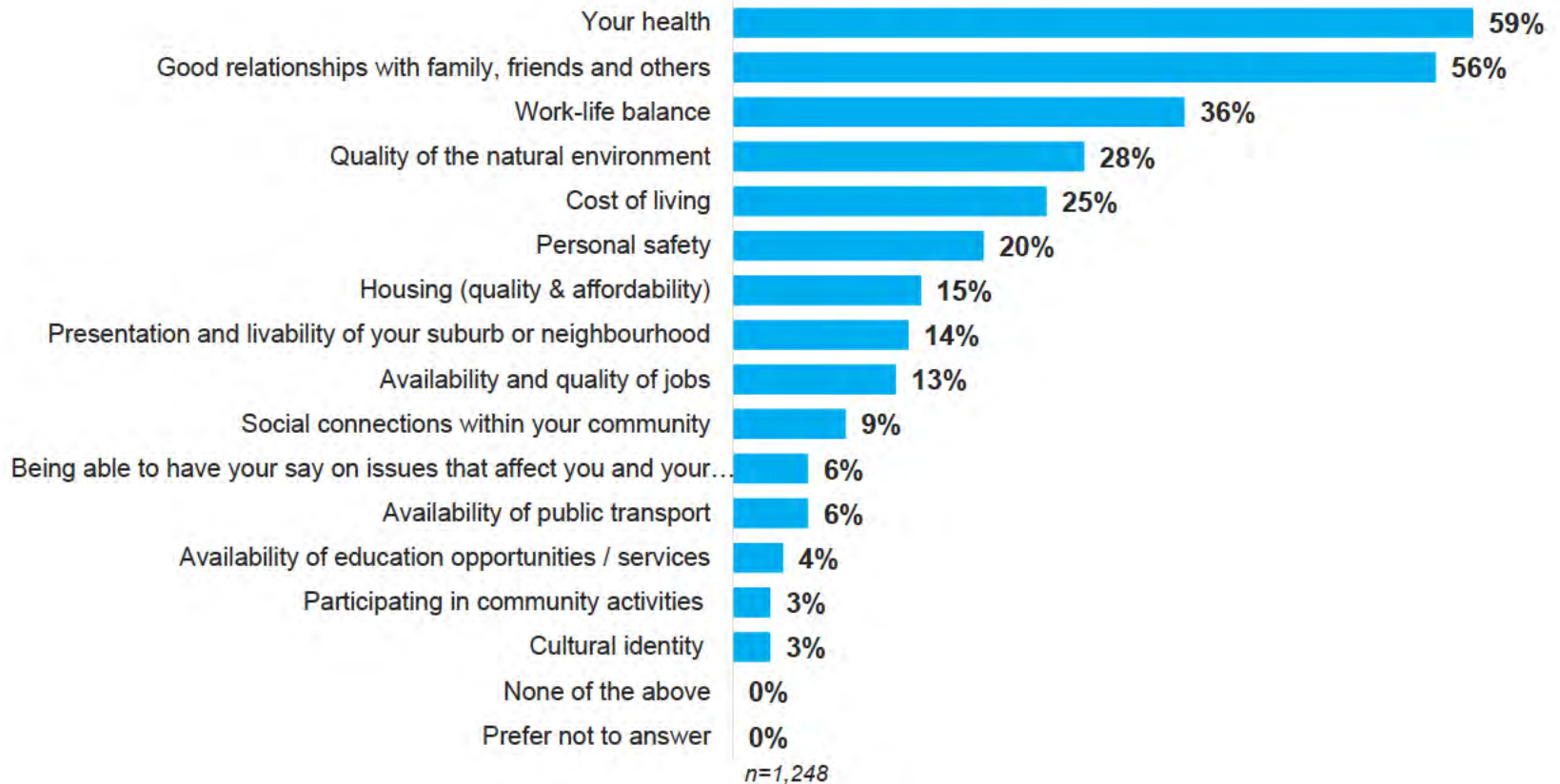


Gender (Unweighted)



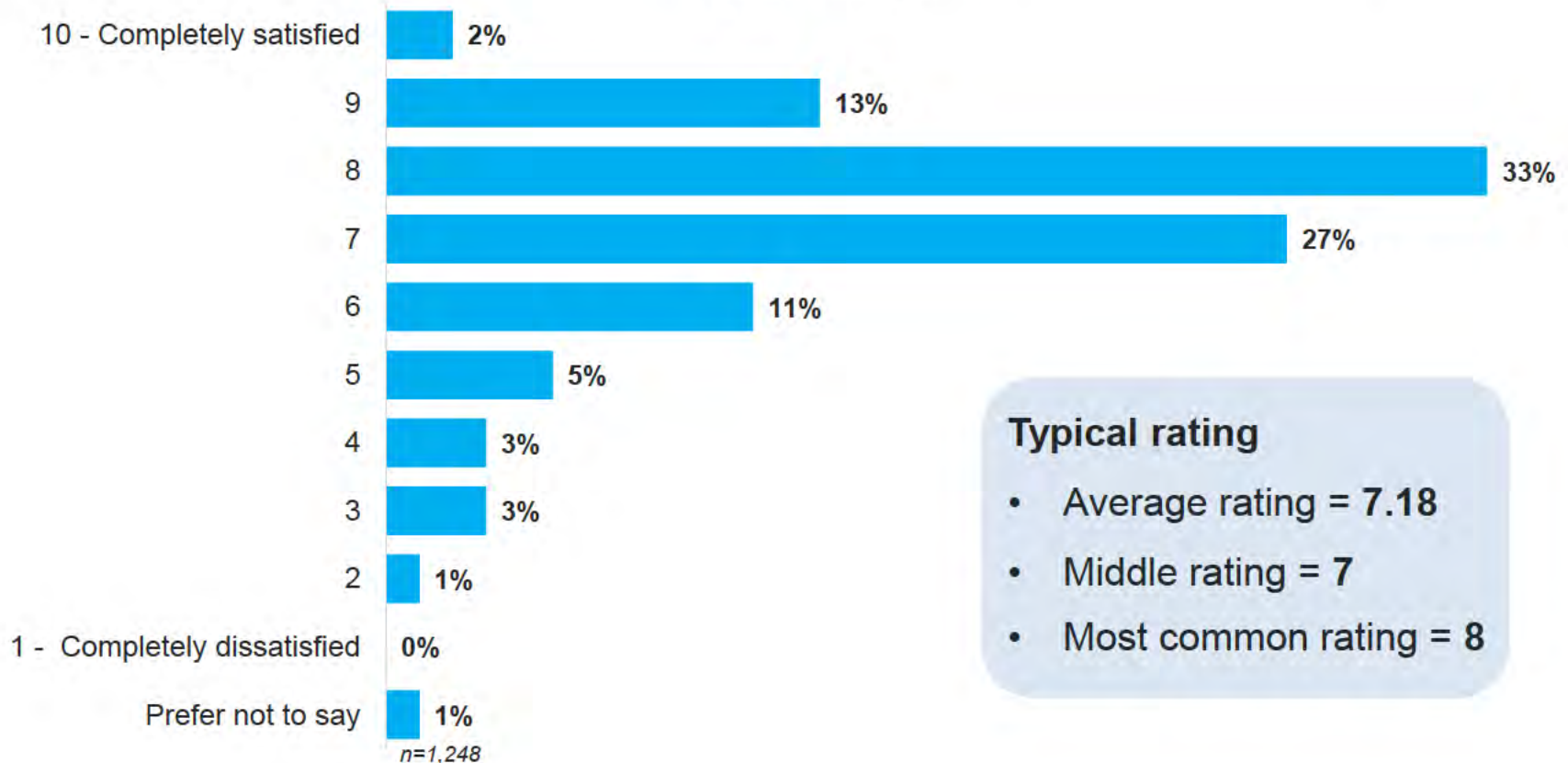
Wellbeing priorities

Q. What 3 things do you feel are the most important to your wellbeing?
(Multiple response, max 3)



Subjective wellbeing

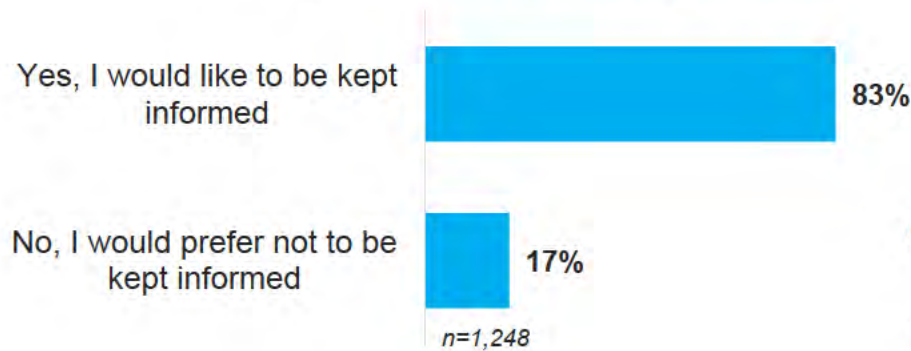
Q. All things considered, how would you describe your current level of wellbeing?
(1-10 Scale)



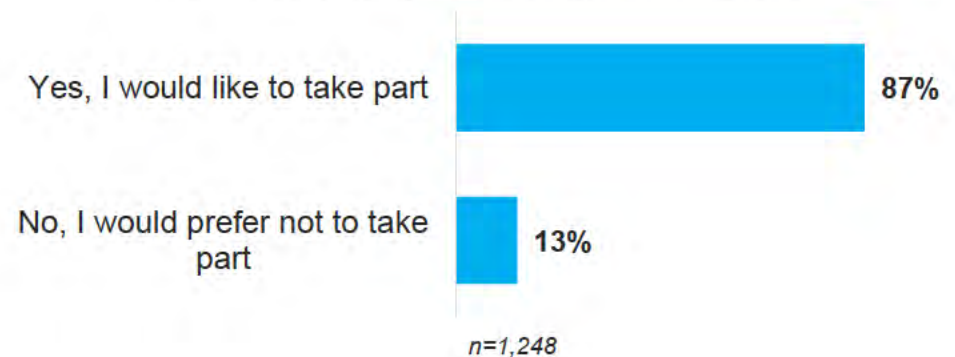


Future interest

Q. Would you like to be kept informed about the development of the ACT Government's wellbeing indicators as we progress?



Q. Finally, would you be interested in taking part in future research or engagement activities related to the development of the ACT Government's wellbeing indicators?





ACT
Government

YOURSAY
Community panel



YourSay Community Panel

2019 Wintervention Survey Report

28 August 2019





Background: The 2019 *Wintervention Survey* was conducted through the YourSay Community Panel in order to evaluate the 2019 Wintervention Festival run by the City Renewal Authority.

Purpose: To establish a baseline satisfaction rating for the event and identify areas for the event's improvement. In addition, understand the level of positive economic impacts those attending the event may have had on surrounding businesses.

Timeframe: The survey opened on **Tuesday 27 July** and closed on **Thursday 15 August**.

Sample: The findings presented in this report are from a sample of **932** YourSay Community Panel members.

Weighting: The question graphs have been weighted to reflect relative population proportions.

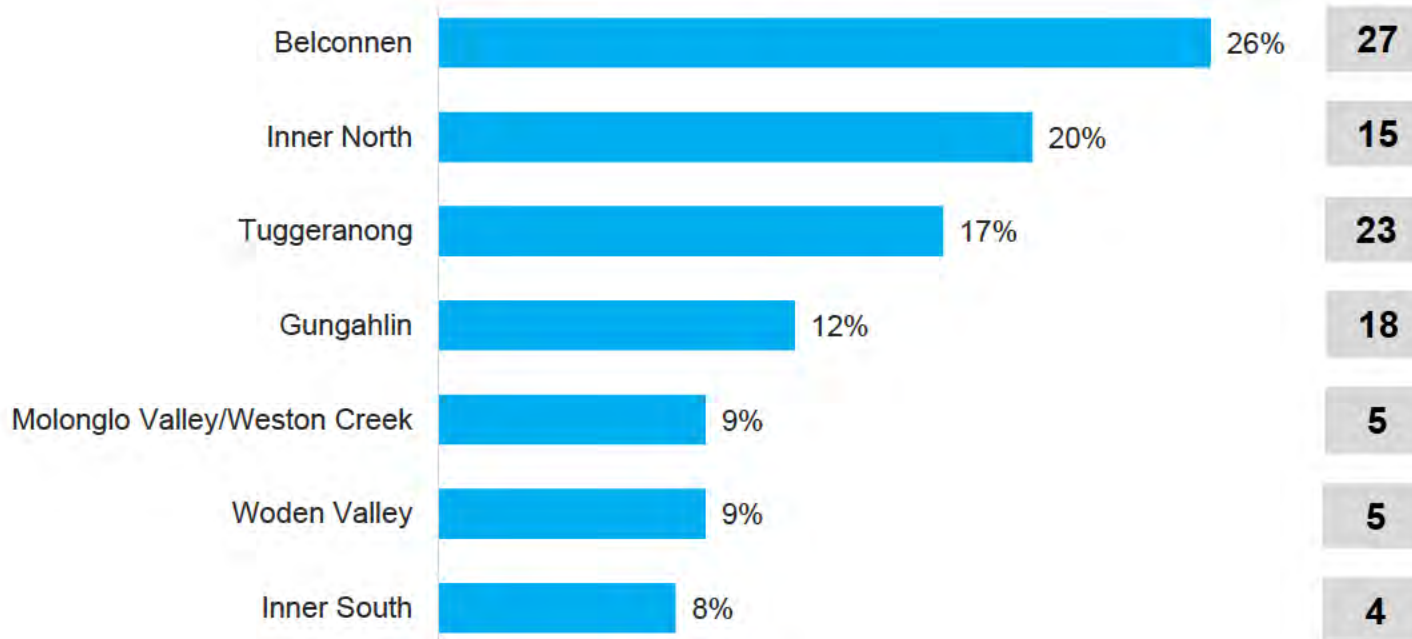
How the results will be used: These results will be used to improve the activities and marketing for the Wintervention 2020 event.



Demographics

Region (unweighted)

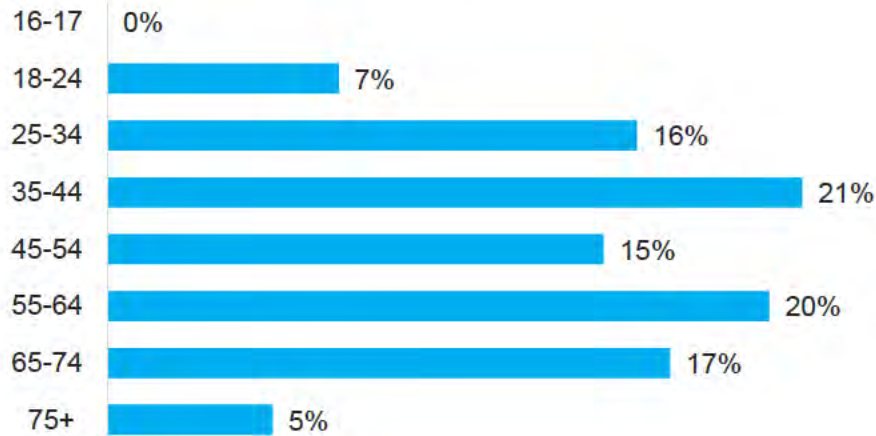
Target %



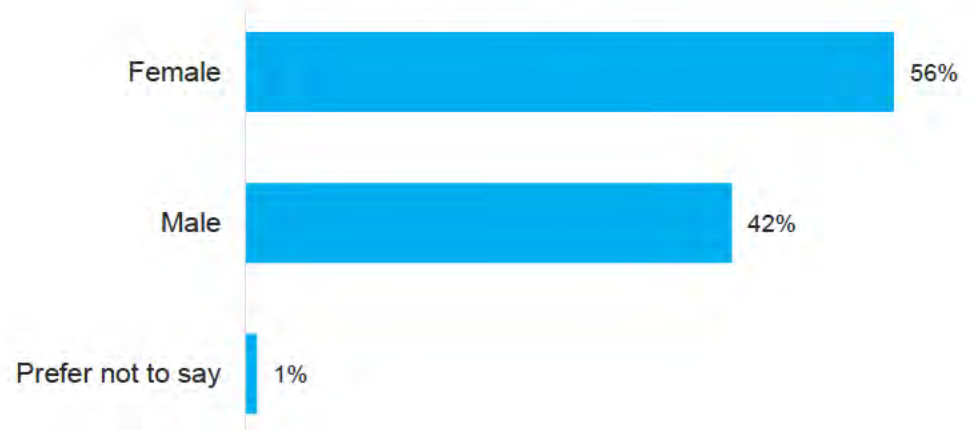


Demographics

Age (unweighted)



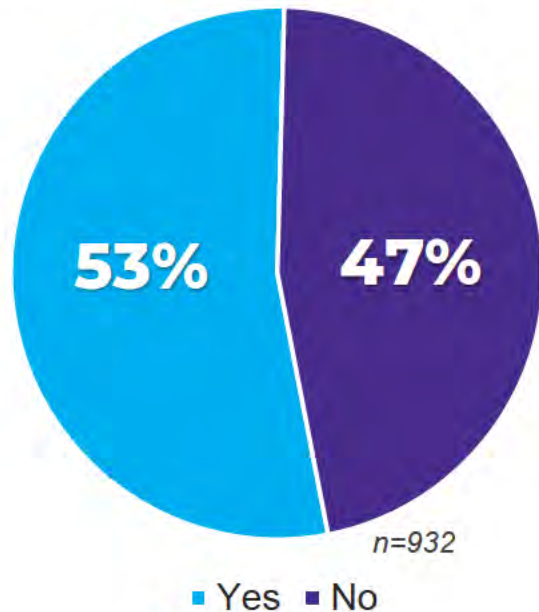
Gender (unweighted)



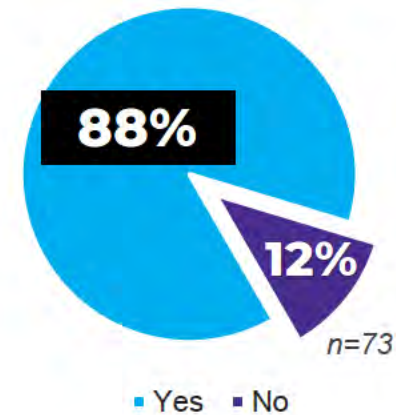


Communications

Q. Did you hear / notice any advertising?



Q. Did you hear / notice any advertising? **(by attended)**

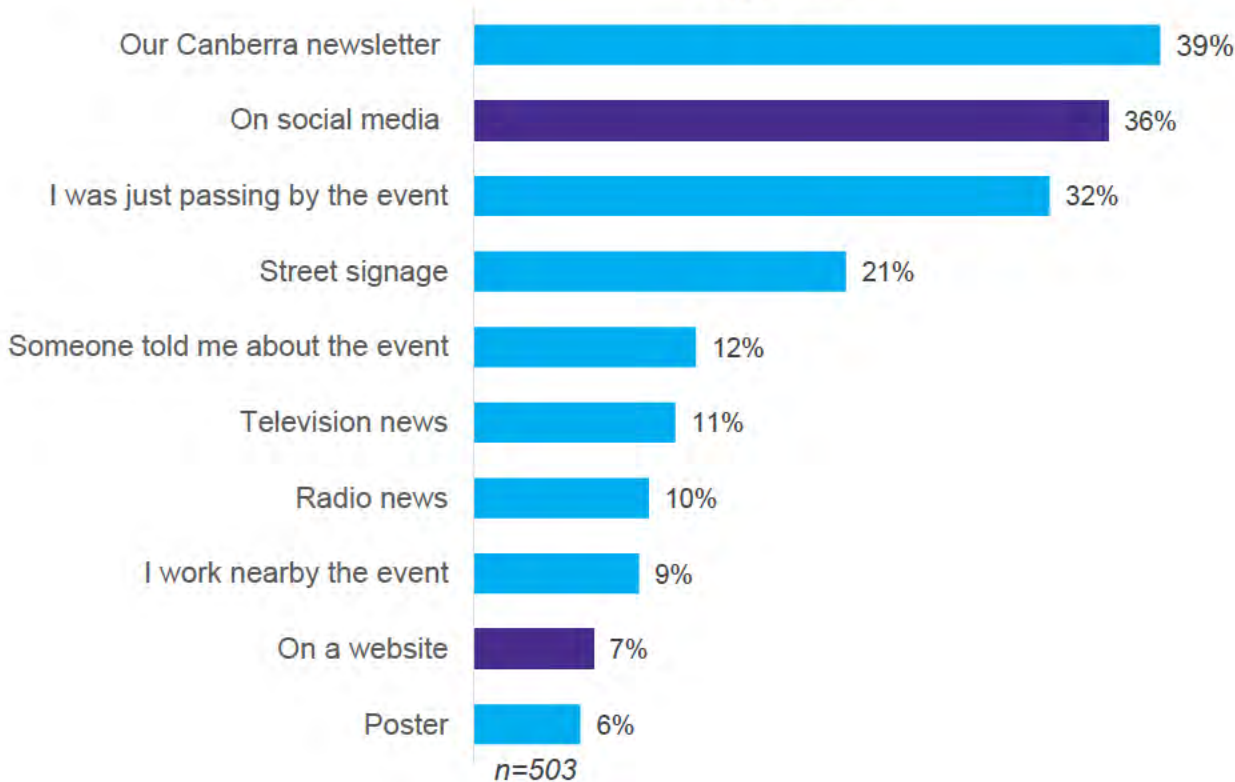


Of those who attended the Wintervention event **88%** had heard about the event previously and **12%** had not heard about the event.



Communications

Q. Where did you hear or notice promotion?
Top Ten



Top 3 social media:

ACT Government
Facebook (**45%**)
Wintervention
Facebook (**20%**)
City Renewal
Authority Facebook
(**19%**)

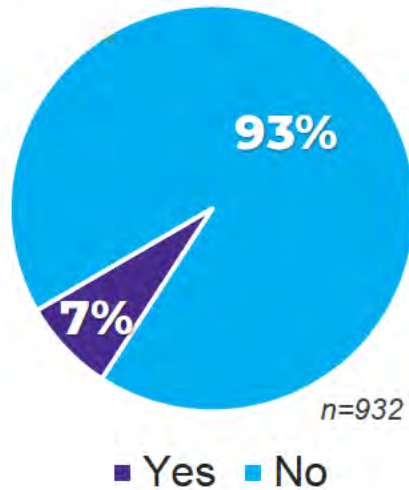
Top 3 websites

ACT Government
(**52%**)
Wintervention (**28%**)
City Renewal
Authority (**23%**)

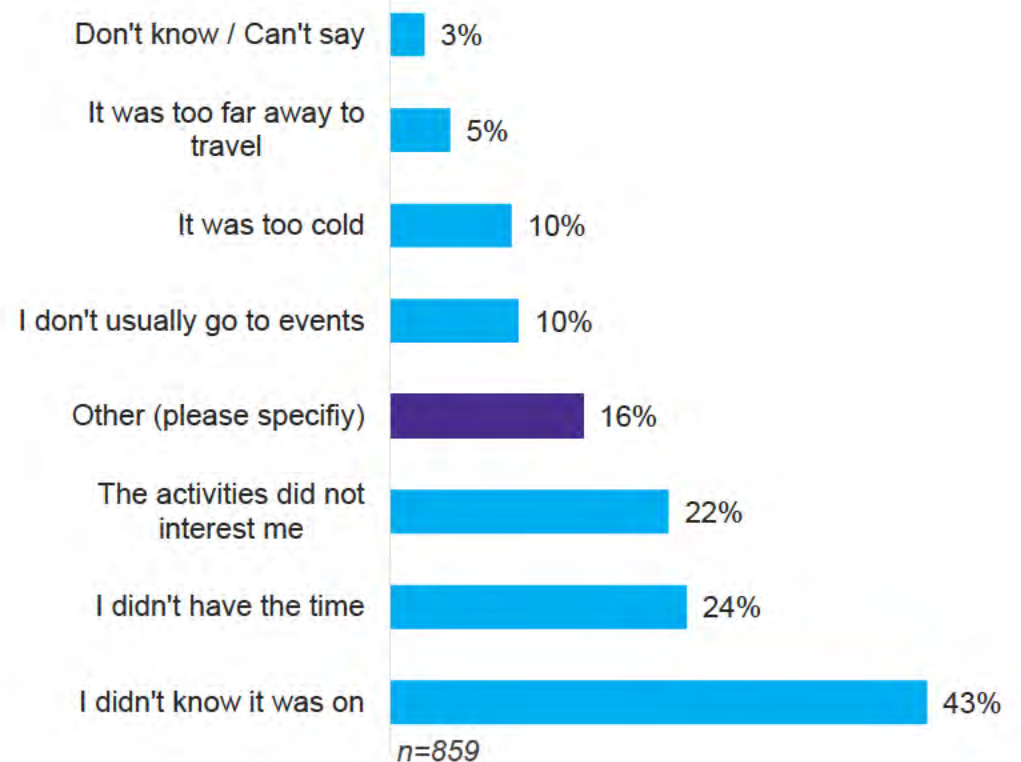


Attendance

Q. Did you attend Wintervention?



Q. What were some of the reasons (if any) you did not attend Wintervention?





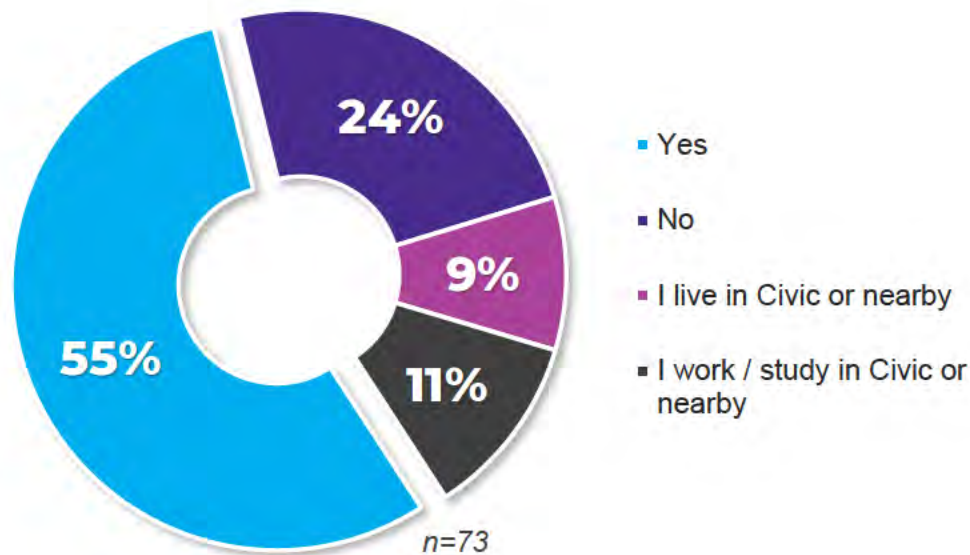
Attendance 'Other'

At a glance:

- Unwell and could not attend
- Was away and travelling (escaping winter)
- Did not know what it is about
- Thought it was better suited to families; not singles or couples
- 'Other life events'
- I thought it was only ice-skating

Attendance

Q. Did you specifically travel to Civic to attend Wintervention?



Belconnen (**78%**) and Tuggeranong (**71%**) accounted for the highest proportion of attendees

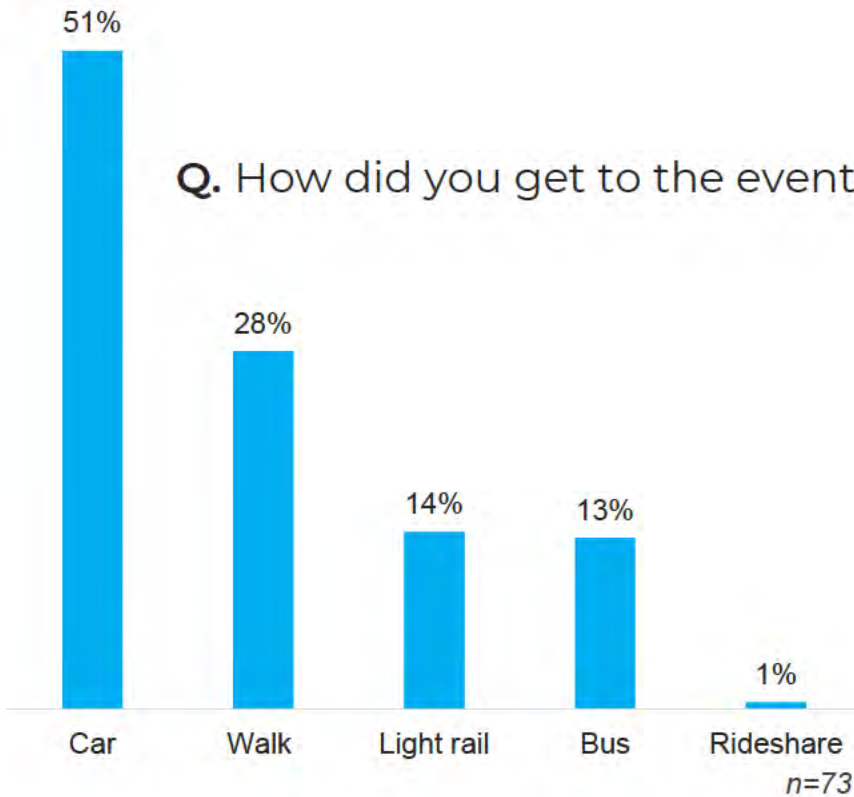
When did you attend?

41% weekday, evening
32% weekend, daytime
29% weekday, daytime
14% weekend, evening

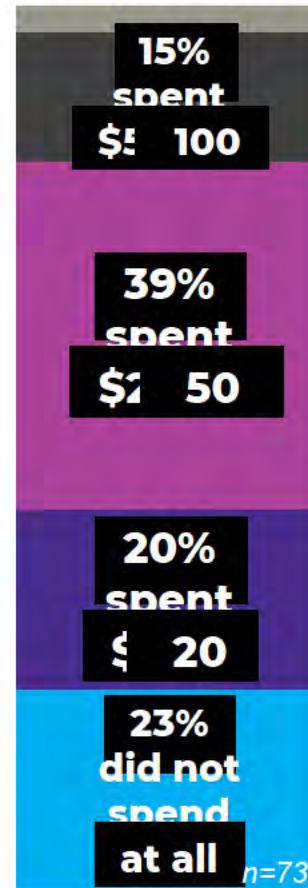


Travel & spend

Q. How did you get to the event?



3% spent \$101+



Q. Did you do anything else in Civic before or after Wintervention?

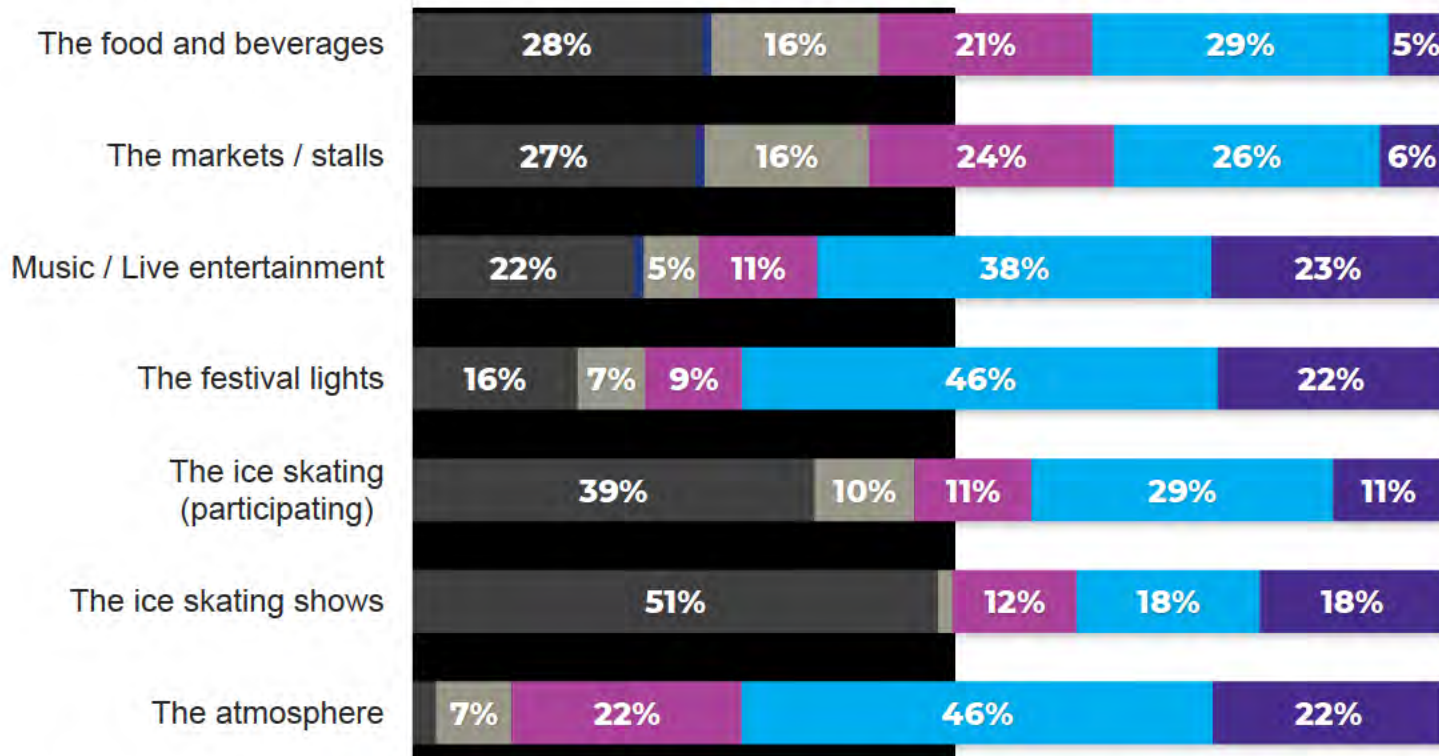
- 37% went out for food & drink
- 33% retail shopping
- 16% did something else ('other')
- 8% saw a movie

n=73



Event satisfaction

Q. How satisfied or dissatisfied were you with the following aspects of Wintervention?

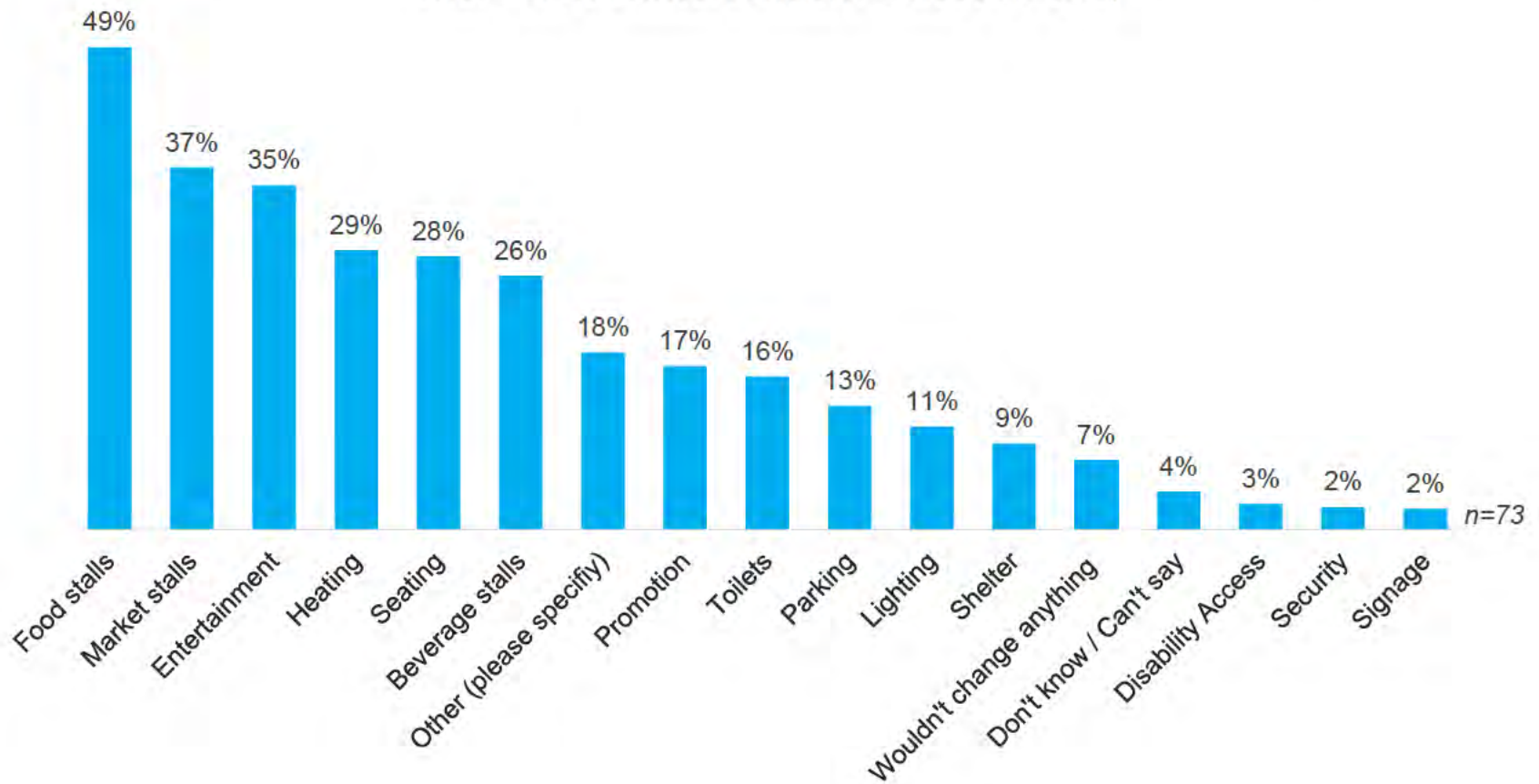


Most popular
Atmosphere
& the festival
lights

Least popular
Market stalls
& food and
beverages

Event improvement

Q. Looking at the list below, is there anything you felt there should be more of at Wintervention? Select up to 5)





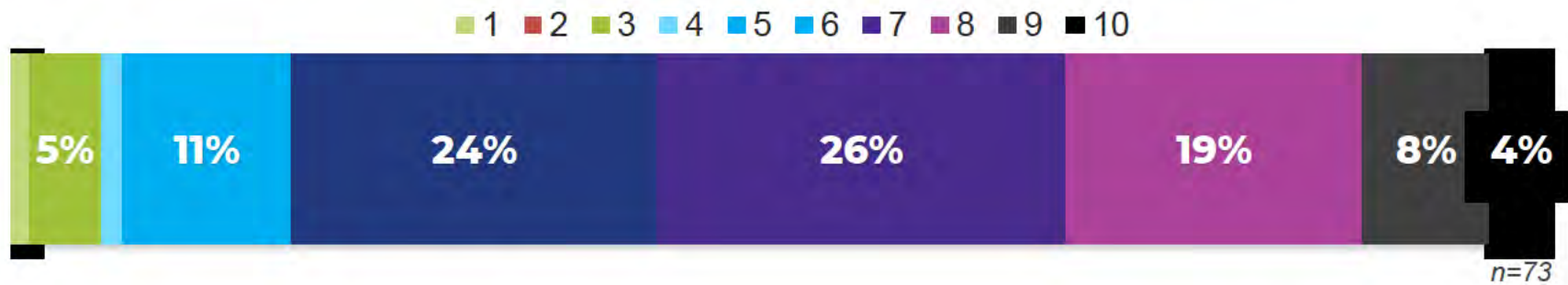
Event improvement 'Other'

At a glance:

- More activities during the weekdays
- Other snow sports – ice hockey, speed skating, disabled sled hockey
- Better signage (in the city) directing the public where to go.
- Better atmosphere during the week, with the snow globe present at all times

Satisfaction & future attendance

Q. How would you rate your experience at Wintervention, where 1 – Completely dissatisfied and 10 – Completely satisfied?



Q. Are you coming next year?

28% 'likely/highly likely'

46% 'indifferent'

26% 'unlikely/highly unlikely'

n=932

68%

Of people who attended 2019 Wintervention would attend next year n=73