



ACT
Government


Chief Minister, Treasury and
Economic Development

Freedom of Information Publication Coversheet

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

FOI Reference: CMTEDDFOI 2021-274

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Documents and schedule	Published
4. Additional information identified	No
5. Fees	Waived
6. Processing time (in working days)	20
7. Decision made by Ombudsman	N/A
8. Additional information identified by Ombudsman	N/A
9. Decision made by ACAT	N/A
10. Additional information identified by ACAT	N/A

From: 
To: [CMTEDD FOI](#)
Subject: Freedom of Information request
Date: Thursday, 21 October 2021 2:31:17 PM

CAUTION: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi there,

I'm seeking access to documents quoted by the Chief Minister, informing the ACT's response to the COVID-19 pandemic.

Please let me know if this application is better directed to another department.

In a TV interview with ABC News Breakfast on October 15, Chief Minister Andrew Barr made the following comments to presenter Michael Rowland:

ROWLAND: It is a lot more cautious, this reopening, compared to what's just happened across the border in New South Wales. Do you worry, given how interconnected Canberra is with regional New South Wales, people will look across the border and get a bit envious of New South Wales – the restrictions versus Canberra?

BARR: No, not really. We've extensively researched this, and four-fifths of the population are actually more worried about New South Wales and what's going on there, than they are concerned they don't have the same level of freedoms, so to speak...

I can provide a copy of the interview on request, if required.

I'm seeking access to:

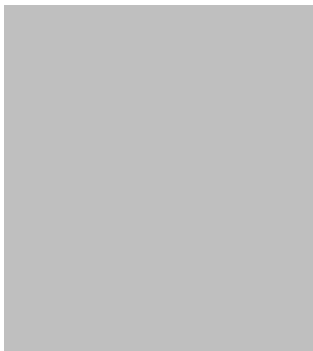
- The research referred to by the Chief Minister in his answer to Michael Rowland.
- Any other research or public polling conducted by the ACT Government to inform its health response to the coronavirus pandemic.
- And briefings prepared for the Chief Minister, summarising or analysing the research.

Please don't hesitate to contact me with any questions or concerns.

Regards,







and Traditional Custodians of the lands where we live, learn and work.



ACT
Government

Chief Minister, Treasury and
Economic Development

Our ref: CMTEDDFOI 2021-274



FREEDOM OF INFORMATION REQUEST

I refer to your application under section 30 of the *Freedom of Information Act 2016* (the Act), received by the Chief Minister, Treasury and Economic Development Directorate (CMTEDD) on 21 October 2021, in which you sought access to:

- The research referred to by the Chief Minister in his answer to Michael Rowland.
- Any other research or public polling conducted by the ACT Government to inform its health response to the coronavirus pandemic.
- And briefings prepared for the Chief Minister, summarising or analysing the research.

Authority

I am an Information Officer appointed by the Director-General under section 18 of the Act to deal with access applications made under Part 5 of the Act.

Timeframes

In accordance with section 40 of the Act, CMTEDD is required to provide a decision on your access application by 18 November 2021.

Decision on access

Searches were completed for relevant documents and 15 documents were identified that fall within the scope of your request.

I have included as **Attachment A** to this decision the schedule of relevant documents. This provides a description of the document that falls within the scope of your request and the access decision for that document.

Ten of the documents are publicly available on either the FOI Disclosure (CMTEDDFOI [2020-134](#) and CMTEDDFOI [2021-205](#)) log or the ACT Government [website](#). As such, I have decided to grant full access to the remaining five relevant documents. The document released to you is provided as **Attachment B** to this letter.

Charges

Pursuant to *Freedom of Information (Fees) Determination 2018* processing charges are applicable for this request because the total number of pages to be released to you exceeds the charging threshold of 50 pages. However, I have decided to waive the charges in this specific instance.

Online publishing– Disclosure Log

Under section 28 of the Act, CMTEDD maintains an online record of access applications called a disclosure log. Your original access application, my decision and documents released to you in response to your access application will be published on the CMTEDD disclosure log 3 days after the date of my decision. Your personal contact details will not be published.

You may view CMTEDD disclosure log at <https://www.cmtedd.act.gov.au/functions/foi>.

Ombudsman Review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in CMTEDD disclosure log, or a longer period allowed by the Ombudsman.

We recommend using this form [Applying for an Ombudsman Review](#) to ensure you provide all of the required information. Alternatively, you may write to the Ombudsman at:

The ACT Ombudsman
GPO Box 442
CANBERRA ACT 2601

Via email: actfoi@ombudsman.gov.au

ACT Civil and Administrative Tribunal (ACAT) Review

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal
Level 4, 1 Moore St
GPO Box 370
Canberra City ACT 2601
Telephone: (02) 6207 1740
<http://www.acat.act.gov.au/>

Contact

Should you have any queries in relation to your request please contact me by telephone on 6207 7754 or email CMTEDDFOI@act.gov.au.

Yours sincerely,



Katharine Stuart
Information Officer
Information Access Team
Chief Minister, Treasury and Economic Development Directorate

16 November 2021



ACT
Government

Chief Minister, Treasury and
Economic Development

FREEDOM OF INFORMATION REQUEST SCHEDULE

WHAT ARE THE PARAMETERS OF THE REQUEST	Reference NO.
The research referred to by the Chief Minister in his answer to Michael Rowland. Any other research or public polling conducted by the ACT Government to inform its health response to the coronavirus pandemic. And briefings prepared for the Chief Minister, summarising or analysing the research.	CMTEDDFOI 2021-274

Ref No	Page number	Description	Date	Status	Reason for Exemption	Online Release Status
1	1-13	Understanding Covid-19 vaccine hesitancy and resistance in the ACT	November 2021	Full release	N/A	Yes
2	14-60	YourSay Community Panel Covid-19 Round 7 Survey	December 2020	Full release	N/A	Yes
3	61-85	YourSay Community Panel Covid-19 Round 6 Survey	October 2020	Full release	N/A	Yes
4	86-137	YourSay Community Panel Covid-19 Round 5 Survey	August 2020	Full release	N/A	Yes
5	138-187	YourSay Community Panel Covid-19 Round 4 Survey	August 2020	Full release	N/A	Yes
6		YourSay Community Panel Covid-19 Round 12 Survey (Easing of Restrictions)	October 2021	Full release	N/A	Yes (Already available)
7		YourSay Community Panel Covid-19 Round 11 Survey (Lockdown Wellbeing and Support)	September 2021	Full release	N/A	Yes (Already available)
8		YourSay Community Panel Covid-19 Round 10 Survey	August 2021	Full release	N/A	Yes (Already available)
9		YourSay Community Panel Covid-19 Round 9 Survey	June 2021	Full release	N/A	Yes (Already available)
10		YourSay Community Panel Covid-19 Round 8 Survey	February 2021	Full release	N/A	Yes (Already available)
11		YourSay Community Panel Covid-19 Youth Survey	June 2020	Full release	N/A	Yes (Already available)
12		YourSay Community Panel Covid-19 Round 3 Survey	June 2020	Full release	N/A	Yes (Already available)
13		YourSay Community Panel Covid-19 Round 2 Survey	June 2020	Full release	N/A	Yes (Already available)

14		YourSay Community Panel Tracing App Survey	June 2020	Full release	N/A	Yes (Already available)
15		YourSay Community Panel Covid-19 Round 1 Survey	April 2020	Full release	N/A	Yes (Already available)
Total No of Docs						
15						

KANTAR PUBLIC

Understanding Covid-19 vaccine hesitancy and resistance in the ACT

Executive Summary

Ref: 263406985

7th November 2021



research

objectives and methodology

Kantar Public was commissioned in late August 2021 to understand the drivers and barriers behind Covid-19 vaccine hesitancy in the ACT. The core objective was to develop a behaviour change strategy that maximised Covid-19 vaccine uptake.

Three phases of research were conducted:

1. **Formative qualitative research** to understand the reasons for vaccine hesitancy, to inform the development of potential message territories
2. **Quantitative research** to segment and size the ACT population by commitment to vaccination, to guide targeting and strategic execution. There six commitment-based segments:
 - **Advocates:** perform and advocate the behaviour
 - **Attainers:** perform the behaviour
 - **Followers:** follow the loudest voice
 - **Fluctuators:** strongly conflicted, unsure what to do
 - **Denials:** reject the premise for the behaviour
 - **Difficults:** do not engage or perform the behaviour
3. **Qualitative research** to test and optimise the potential message territories and the proposed strategy to achieve behaviour change.

in brief

strategic overview and key findings

Increased community transmission of Covid-19 in the ACT and the first 'lockdown' in over a year has clearly had a significant impact on vaccination rates, with most of the ACT population now having had at least one dose of a vaccination against Covid-19 and almost 70% being fully vaccinated. In short, the risk-benefit trade-off has changed for many people – with obvious triggers driving the push towards higher rates of vaccine coverage. **However, this research has revealed that there is a cohort within the ACT who are fully or partly vaccinated but have done so with some degree of reluctance or discontent – and a further group who are hesitant or resistant to do so at all.**

The broader communications context:

- ACT residents have been exposed to communication from the ACT Government about how and where to get vaccinated, but this has not occurred in a vacuum – there has been (and continues to be) **significant noise generated by other voices**, including Federal Government, adjacent State Governments, and even campaigns initiated by the private sector.
- Our research suggests that the overall tone of this messaging is contributing to vaccine hesitancy, resistance, and feelings of discontent, particularly among those not yet fully vaccinated in the ACT, but **even amongst some who are now vaccinated**. Broad messages and policy decisions (often outside of the ACT Government) have all contributed to this negative frame – **at an emotional level, it leaves some people feeling like they have or had no choice in the matter, that they are being coerced, forced and dismissed.**

The impact:

- Ultimately, some in the ACT feel they are **not being acknowledged for harbouring legitimate doubts, concerns or resistance to whether vaccination is right for them** (and their families); and may remain conflicted about whether vaccination is the right choice for them even after becoming fully or partially vaccinated.
- In short, while many have been persuaded in the short-term, **the recommendation from this research is that strategy and messaging from the ACT Government needs to shift going forward.**
- Specifically, there is a **risk of downstream impacts in the future** – particularly that acceptance of future vaccine boosters and childhood vaccination may be compromised without a shift in messaging and tone. For example, **nearly half (44%)** of those who are not fully vaccinated say they will **not definitely get a COVID-19 booster** if advised, while **64% of parents** who are not fully vaccinated say they **won't definitely get their children vaccinated**, with 39% of fully vaccinated parents also currently not definite that they'll get their children vaccinated.

The recommendation: that both above and below the line communications regarding Covid-19 vaccinations shift in tone, from a directive / informational frame to a more conversational one – with the aim of diffusing the negative sentiment contributing to hesitancy and resistance.

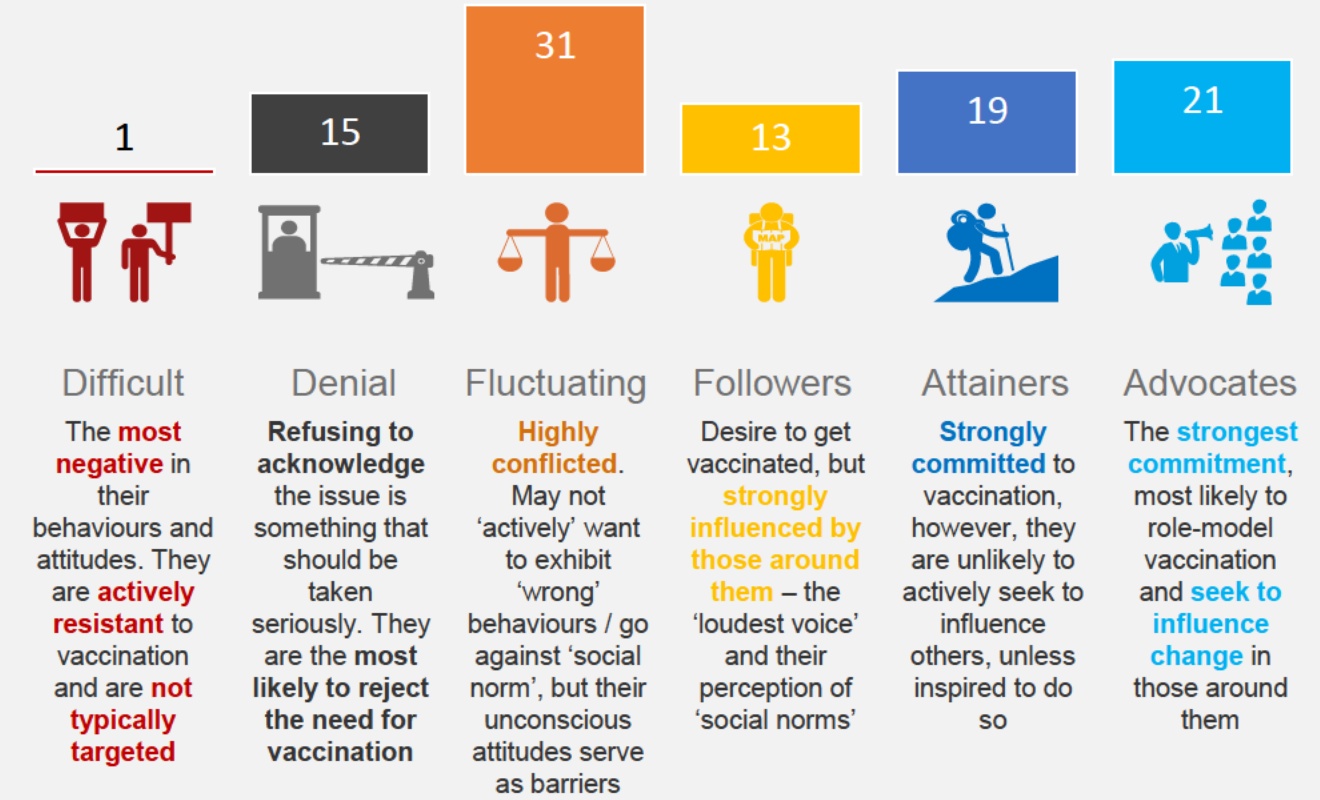
Audience segmentation:

there are six audience segments; these form the blueprint for these research insights (and in turn, a proposed strategy for talking about this issue differently in the ACT)

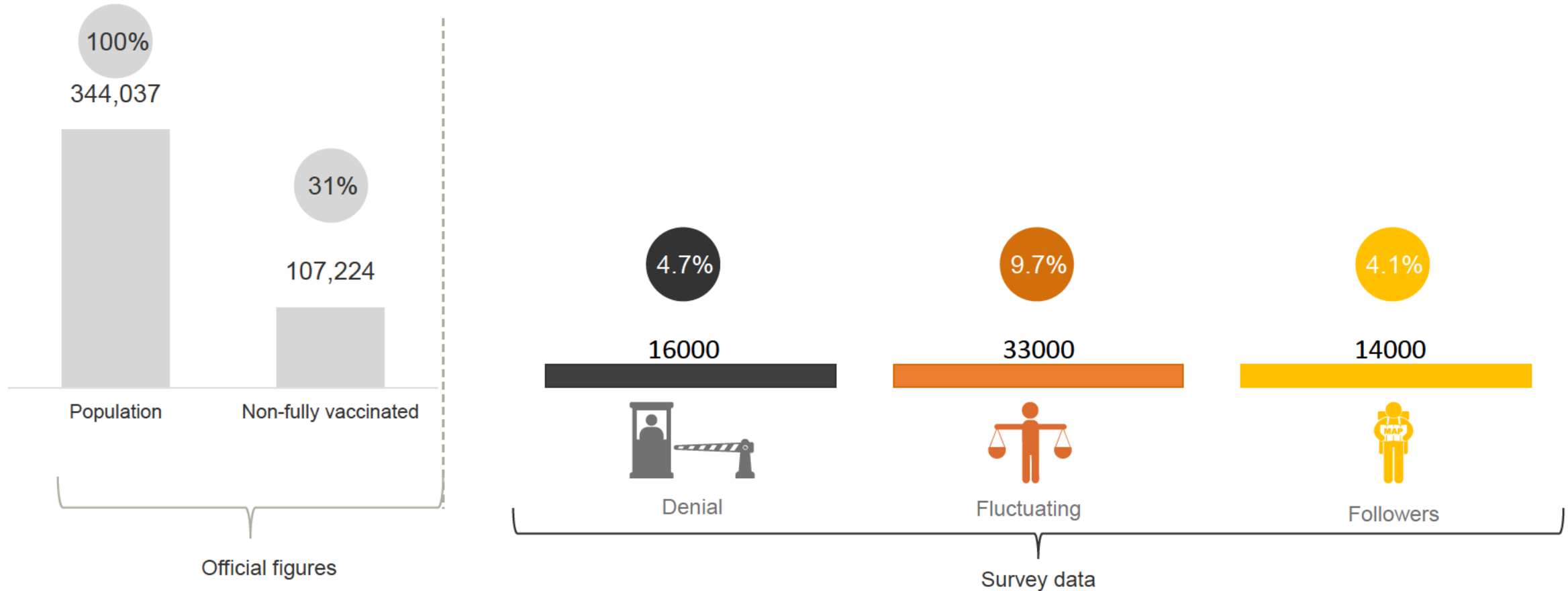
- Recent behavioural theory indicates that commitment to a behaviour (rather than intention) is associated with a greater likelihood of it occurring; in short, the **more committed** someone is to a behaviour, the **more likely they are to do it**.
- Here, not fully vaccinated ACT residents were segmented by how committed they are to becoming fully vaccinated.

Importantly these segments are about attitudes towards a behaviour (in this case, vaccination). So for example, people in the “Denial” segment are not necessarily denying the existence of Covid-19, but are instead refusing to acknowledge that vaccination against it is necessary or relevant for them.

Size of commitment segments amongst the not fully vaccinated ACT population (%)



Estimated size of 'at risk' segments: of those ACT residents who are not currently fully vaccinated, approx. 63,000 (18% of the total population) fall into segments that are more susceptible to resisting or being hesitant about vaccination for themselves or their families





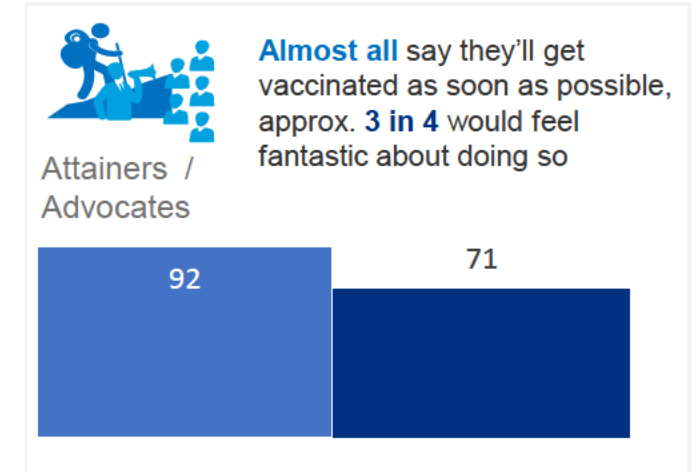
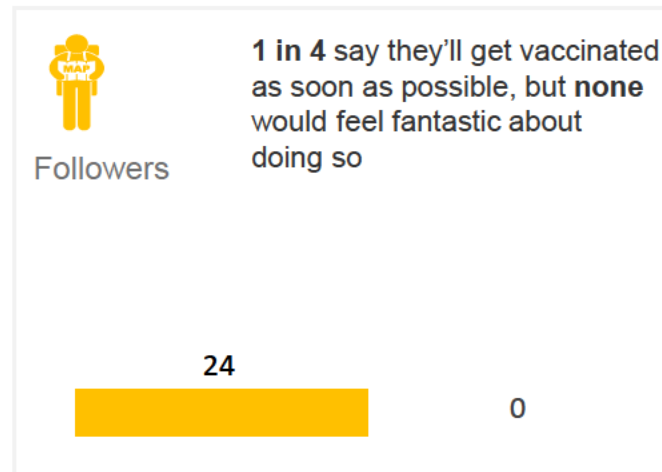
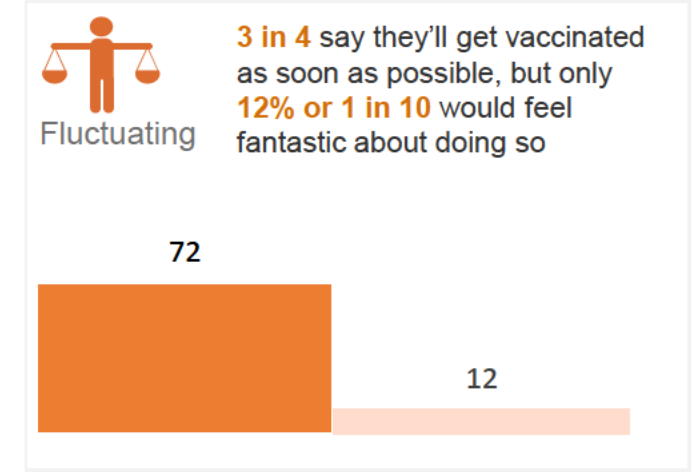
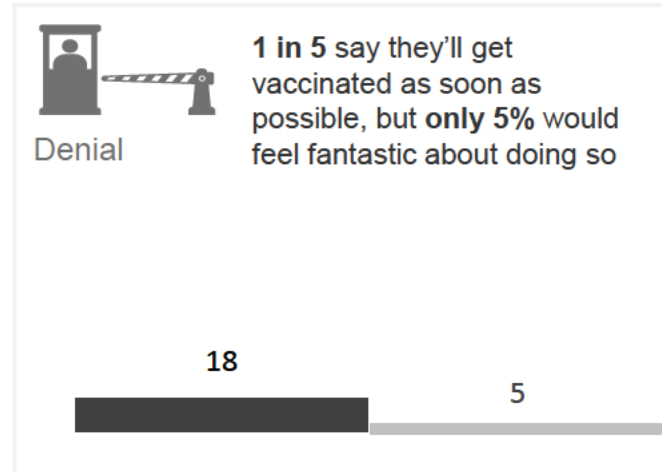
Note: the Difficult audience segment (1%) are not shown because there appears to be no plausible way to engage with or talk to this audience in a way that might change their attitudes or behaviour, hence they are not to be targeted.

The context has changed:

it is no longer about simply getting people vaccinated, we need to ensure people are positive about and committed to the overall behaviour of vaccination to ensure long-term success

- While most residents in the ACT are getting vaccinated, our research suggests a core number are not strongly committed to the behaviour and / or are experiencing dissonance and negative feelings around it, **but are doing it anyway because they feel like they have to.**
- Hence, while the current context is helping to drive vaccine rates, it is also, to some degree, masking a degree of negative sentiment – amongst those who are not fully vaccinated, and some who are.
- This has implications for the longer-term because it shows a risk of lower commitment to **booster vaccinations** or to **supporting and enabling their children to get vaccinated** – both of which will become increasingly important in managing the future impact of Covid-19 on the ACT community.

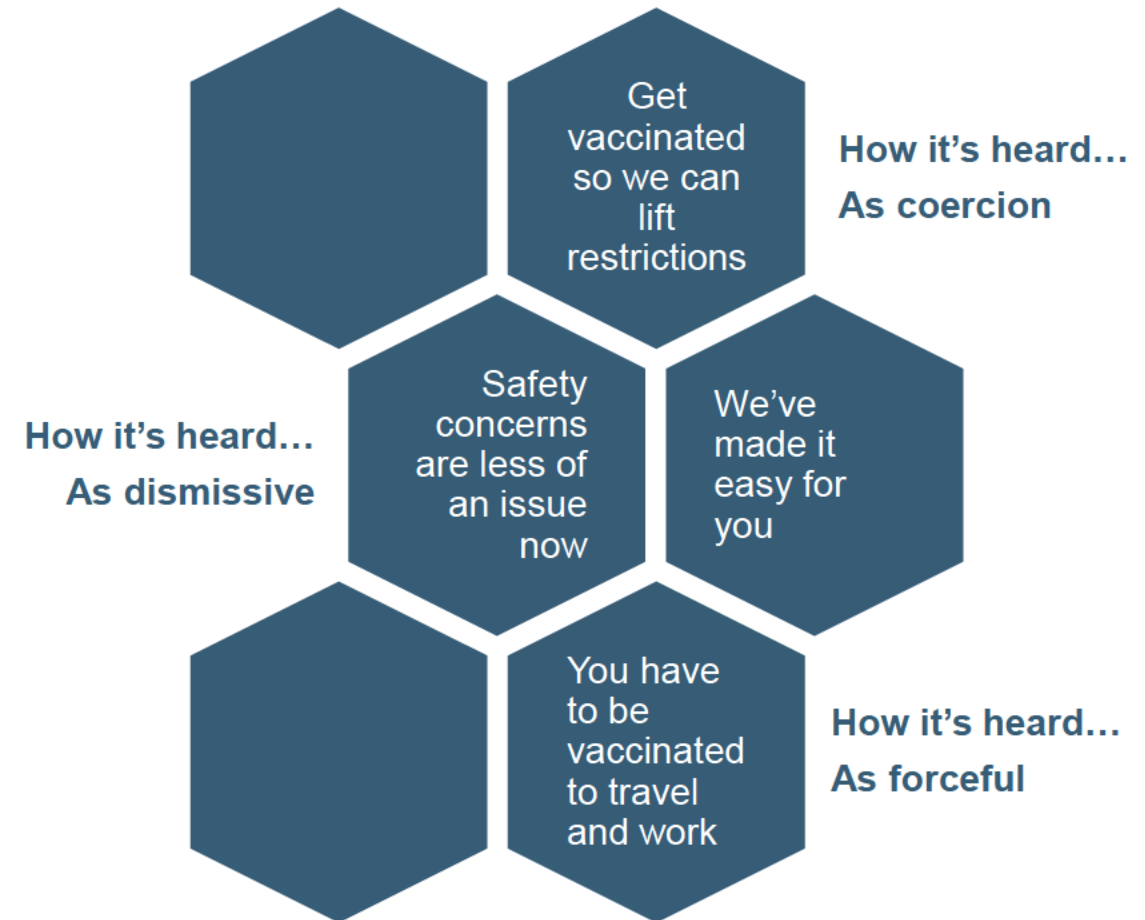
 Dark colour: I will definitely get vaccinated as soon as possible
 Light colour: I would feel fantastic about being fully vaccinated



The current narrative is adding to the issue: ACT citizens

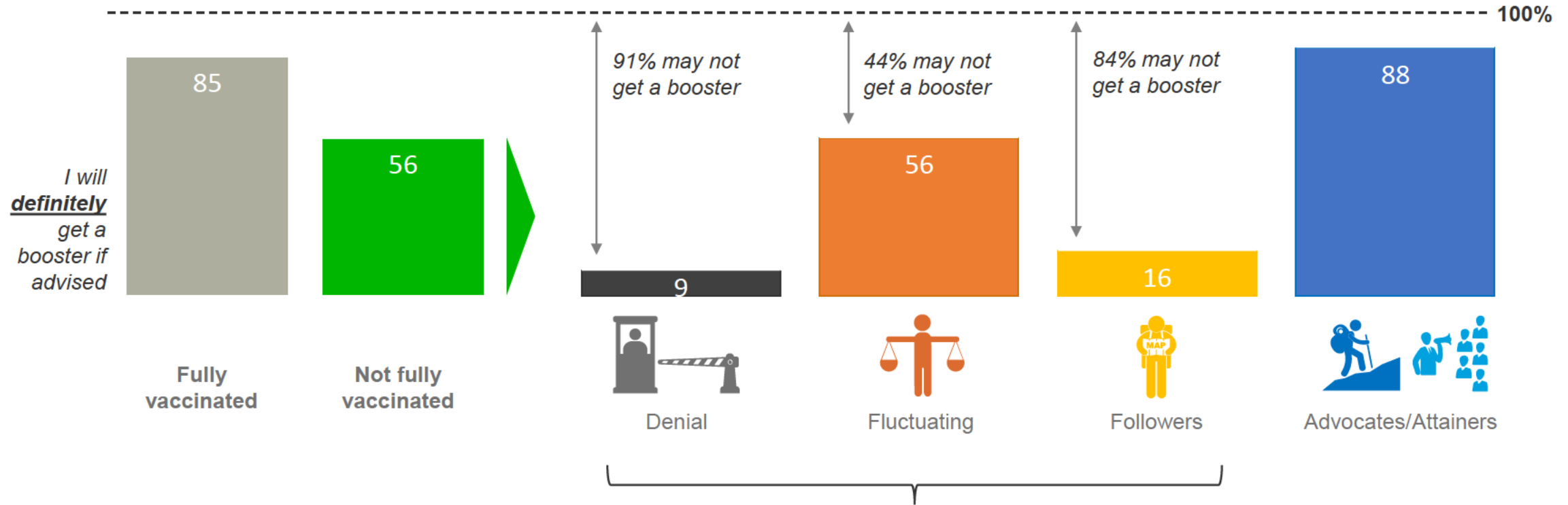
have heard four main message themes, from various sources, and those who are hesitant and resistant (Denial, Fluctuating and Following segments) have interpreted these in a negative frame

- Overall, several rational barriers to vaccination exist, largely driven by a feeling that health advice has been unclear and constantly changing, that there's limited long-term safety data, that the risk of Covid-19 is overblown, etc.
- Importantly though, ACT citizens have been exposed – repeatedly – to **high levels of Covid-19 noise**, from **all angles**, including from **outside** the ACT and from all levels of government and industry...
- The ACT Government's actions and messaging don't appear to have created the problem, but in the broader context of a consistent and frequent pro-vaccination narrative, those who are vaccine hesitant/ resistant **interpret the messages that they are hearing negatively**.
- This is because several **emotional barriers exist** that are triggered by the current narrative, which then **exacerbates feelings of tension and discomfort** including in some who have been vaccinated and more strongly **embeds hesitation or resistance** in others who have not.



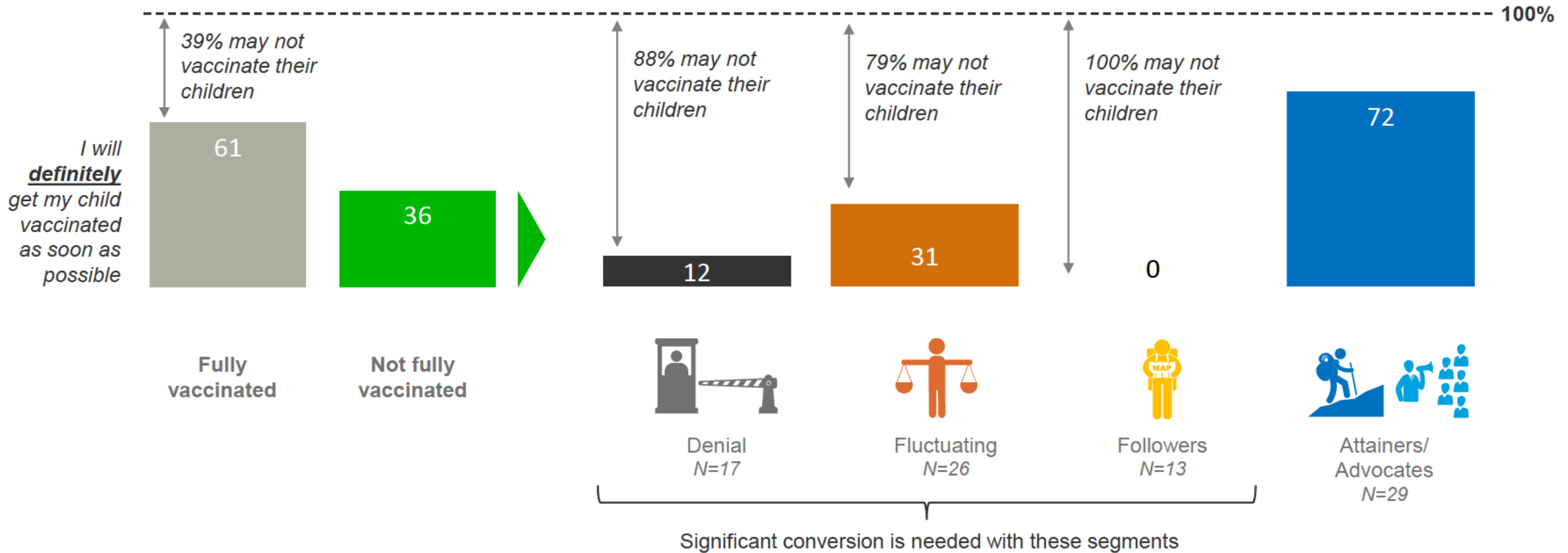
Likelihood to get a booster:

this shows the downstream impact of current hesitancy / resistance on future behaviour amongst the not fully vaccinated – and emphasises the need for engagement



Anything less than 100%, particularly amongst these segments, means there's a high risk for non-compliance with future vaccinations i.e., boosters

Likelihood to vaccinate their children: even amongst advocates and those fully vaccinated, some are hesitant to vaccinate their children, again demonstrating the ongoing need for engagement



Emotional barriers:

the overarching 'pro-vaccine' narrative is exacerbating hesitancy, resistance and points of tension amongst some because their underlying emotional needs are not being met



We need to address the emotional barriers: in those

who are hesitant or resistant, there is an opportunity to shift from a directive / informational frame to a more conversational one – with the aim of diffusing the negative sentiment associated with a lack of acknowledgement

In short, the solution isn't about vaccination targets ("look how well we are doing"), a call to arms for the community ("do it for others"), or information provision ("get to a vaccine hub"), it's about acknowledgement:



Followers



Denial



Fluctuating

Acknowledging the situation

We want you to **acknowledge** the tension we feel because we feel forced and not convinced of the benefits of vaccination.

We want you to show us that you understand this situation has been difficult, and the **'human' concerns around 'sticking something in my body' are valid.**

Acknowledging the individual

We also need you to show us that you see us as **individuals, not as a numbers.**

That this is about me now – it's not just about the community any more.

Opening up a conversation

We're not antivax - **but we don't want to be forced into something we don't want to do, we want a conversation**, not an order.

We want you to **invite us to talk**...to listen to our concerns and our reasons, even if you don't think they're valid, and to support the **decision that is right for me and my body.**

diffuse

discuss

Appeal to the heart

Appeal to the mind

The strategy on a page:

there is a clear need for the ACT Government's above and below the line communications and outreach regarding Covid-19 vaccinations to be delivered differently



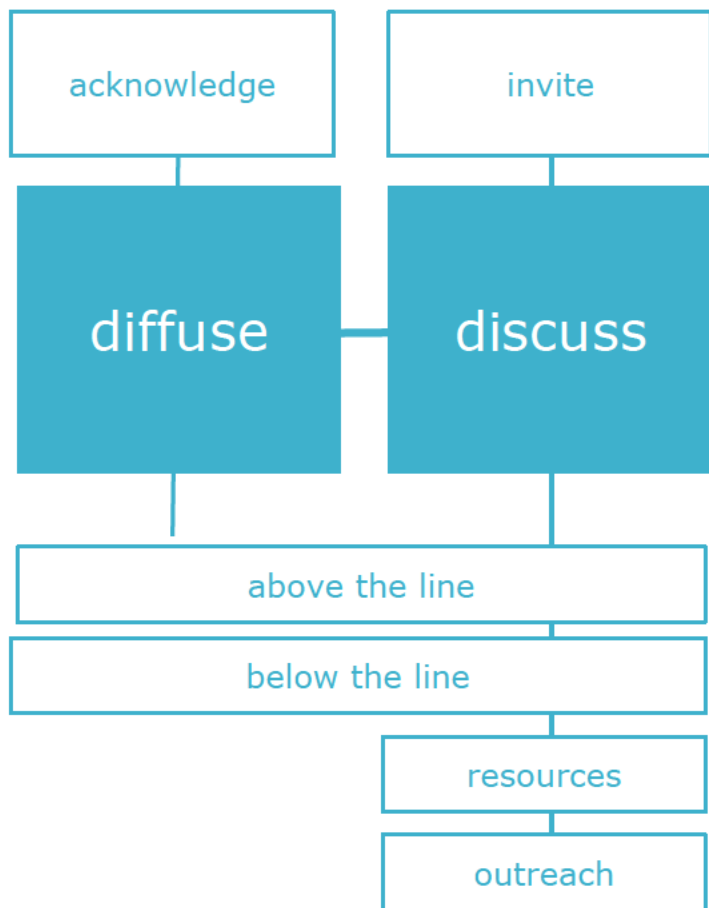
Followers



Denial



Fluctuating



Call to action needs to be considered: we suggest asking people in the ACT to 'speak to a health professional' to facilitate or open up the conversation about what might be the right choice for them – but future creative testing on this will be essential.

Consideration needs to be applied to **phasing in shift of strategy.** Current campaign and ACT Government activities may be enhancing vaccine hesitancy / resistance so it's likely that the fresh narrative needs to be first delivered by new voices.

Reactive messaging to address concerns of 'return to work/travel' vaccination policies may be required – focusing on activating the 'acknowledge' pillar of the strategy...as this policy stance will serve to potentially enhance hesitancy / resistance.

In-language CALD remains a requirement – but the messaging is aligned with mainstream – CALD communities in the ACT hold similar attitudes.

Recommended creative territory:

further testing and optimisation of this territory is essential before it goes to market, but the need for acknowledgement is a critical first step in future communications

Note, this was developed following testing of alternative message territories - the framing of this 'territory' is to indicate the tone and structure of messaging – it is not the final wording of an advertisement or public message.

Diffuse and invite

- **[acknowledge]** Making your decision about the Covid-19 vaccine can feel complicated, pressured and even uncomfortable
- **[acknowledge/discuss]** It's a big ask (getting vaccinated) ...and, that's why it's good to ask your questions, if you have any.
- **[acknowledge/ individualise]** We're all different, we all have different situations and experiences, and we can support you to decide what's right for you and your family.
- **[individualise/discuss]** It might feel like you have no choice with everything going on around us ...but in the ACT we want to support you and give you confidence to do what's right for you, regardless of everyone and everything else.
- **[discuss/call to action]** If you are unsure about anything, or just have questions, spend some time talking to a health professional to help you decide what's best for you.

KANTAR PUBLIC



YourSay Community Panel COVID-19 Round 7 Survey

December 2020





Background: The ACT Government conducted a seventh round of research focusing on how coronavirus (COVID-19) is impacting Canberrans. This included community engagement in events and initiatives to support the local economy, perceptions of mental health and wellbeing, behaviours* to help prevent the spread of COVID-19, attitudes towards vaccination, community and government response, and any information gaps or needs.

Purpose: The findings from the survey will help inform ACT Government public health messaging to encourage Canberrans to continue to engage in COVID-safe behaviours and provide insight towards strategies and programs supporting recovery into 2021.

Timeframe: The Round 7 survey ran between **10-14 December 2020**.

Sample: **1,159** YourSay Community Panel members completed the survey.

Weighting: The results have been weighted to reflect relative population proportions based on Australian Bureau of Statistics (ABS) Census figures.

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

Limitations: The methodology is biased towards those with internet and computer literacy.

*NOTE: Several measures were amended in Round 7 from previous waves to account for the changing context of COVID-19 prevention as restrictions ease.



Headline findings – health and COVID-19 response

COVID-19 behaviours

While some complacency exists, Canberrans tend to be **adhering to COVID-safe practices at a similar level to other Australians**, with a large majority indicating that they physically distance, practice good hand hygiene, register at venues, and would take preventative action if feeling unwell

Young people (16-24) are less likely than others to engage in these practices

Vaccination

A large majority of Canberrans say they would **definitely (68%) or probably (25%) get a COVID-19 vaccine** if a safe and effective one becomes available – this is a higher rate of intent than the Australian population as a whole

Response and information

Around nine out of ten Canberrans (88%) feel they are well informed about COVID-19 by the ACT Government and that the ACT Government is **responding appropriately** to the pandemic (91%)

Mental health and wellbeing

There has been a **positive improving trend in self-rated mental health** among Canberrans between June and December 2020, with marked improvements in reported mental health among **young people** on the YourSay Panel

Business owners and **people on lower incomes** tend to be less likely to consider themselves to have positive mental health, while around **1 in 8 people have not sought support** when experiencing distress due to COVID-19



Headline findings – economy and participation

Choose CBR

At the time of research, around **three-quarters of Canberrans were aware of ChooseCBR** and a third of YourSay panellists had registered

Engagement appeared highest among **25-44 year olds**, with demand strongest for vouchers relating to food, drink and retail (+ little interest in accommodation)

Barriers to participation tend to relate to awareness, complexities and uncertainty in the process and a perceived lack of relevance / need among individuals

Check In CBR

Around **six in ten** panellists have the **Check In CBR app**, up from 26% in Oct

Changes to business rules regarding use of the app appear likely to increase use, though barriers persist in terms of accessibility and perceived need for some

Job Trainer

Just under half of Canberrans are aware of Job Trainer, though detailed understanding of the program appears limited – suggestions to broaden scope and eligibility of the program may enhance appeal

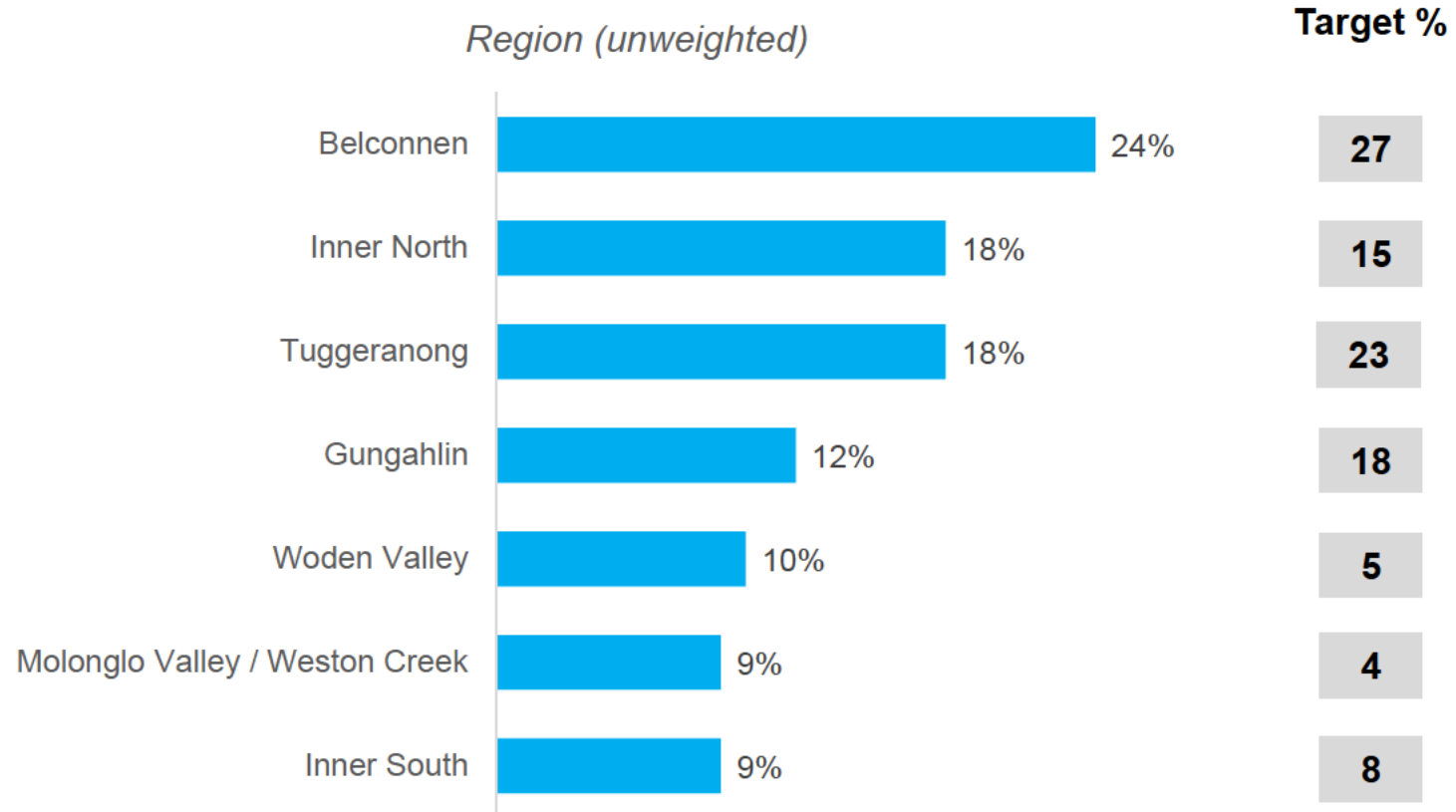
Events

A majority of Canberrans participated in **Floriade: Reimagined**, with much **positive feedback on the format** of the 2020 event

Around a third of Canberrans remain cautious about attending large-scale events in light of the COVID-19 pandemic, though they appear less reticent on average than all Australians



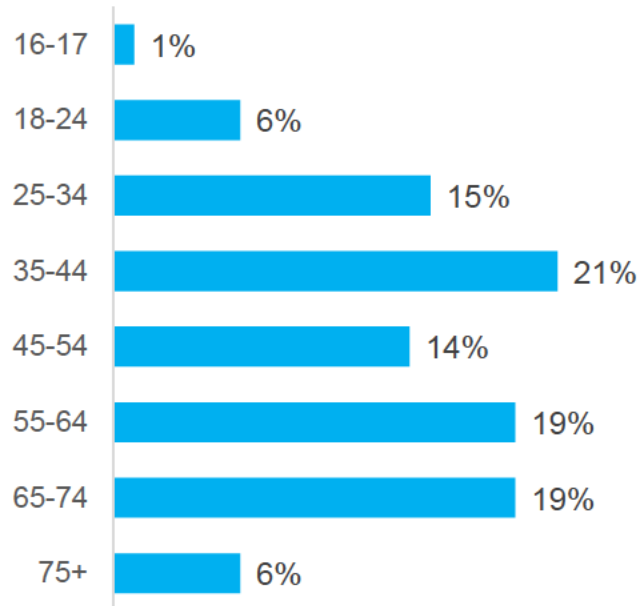
Demographics



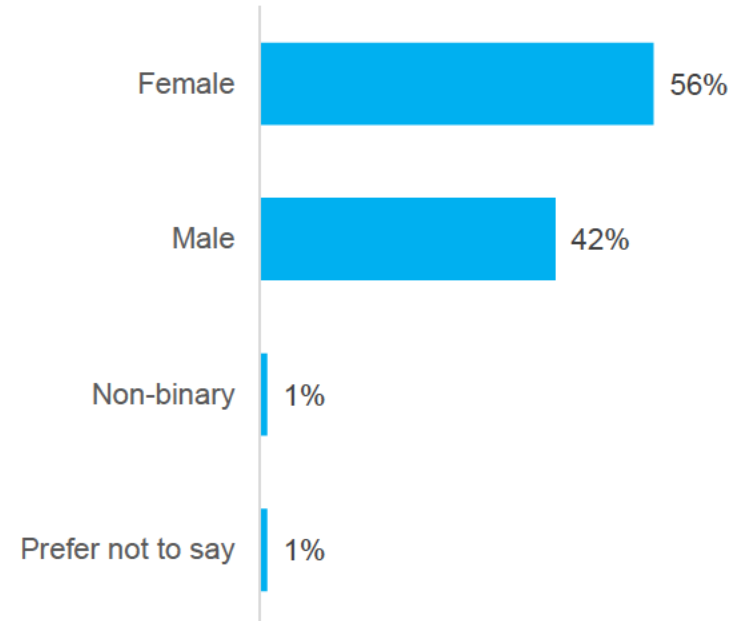


Demographics

Age (unweighted)*



Gender (unweighted)*



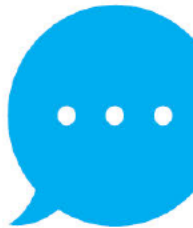


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YOURsay
Community panel



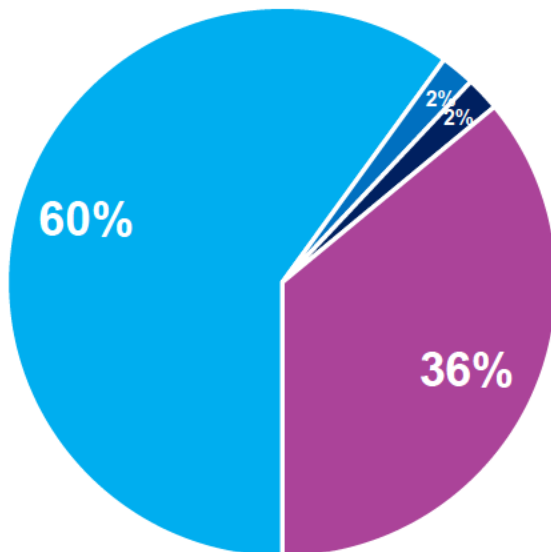
Participation in events





Most Canberrans were positive about Floriade: Reimagined

Q. Did you experience Floriade: Reimagined in 2020?



- Yes - in person
- Yes - online
- Yes - in person and online
- No

I loved it!

It provided a real boost

A great idea – should continue with it spread across the suburbs

Only really stumbled across it in passing

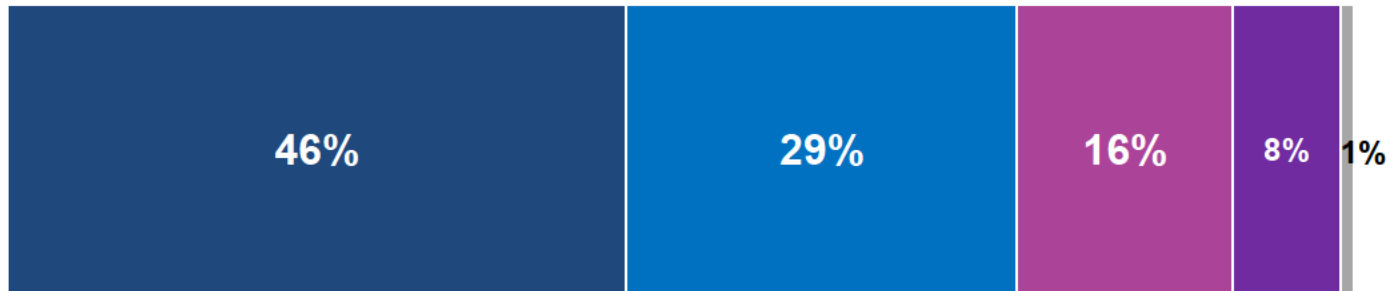
Didn't really feel like an 'event'

Didn't know much about it



Around half of people considered the personal risks in attending Floriade: Reimagined due to the COVID-19 pandemic

Q. To what extent did you consider the personal risks of engaging with Floriade: Reimagined this year (due to the current COVID-19 pandemic)?

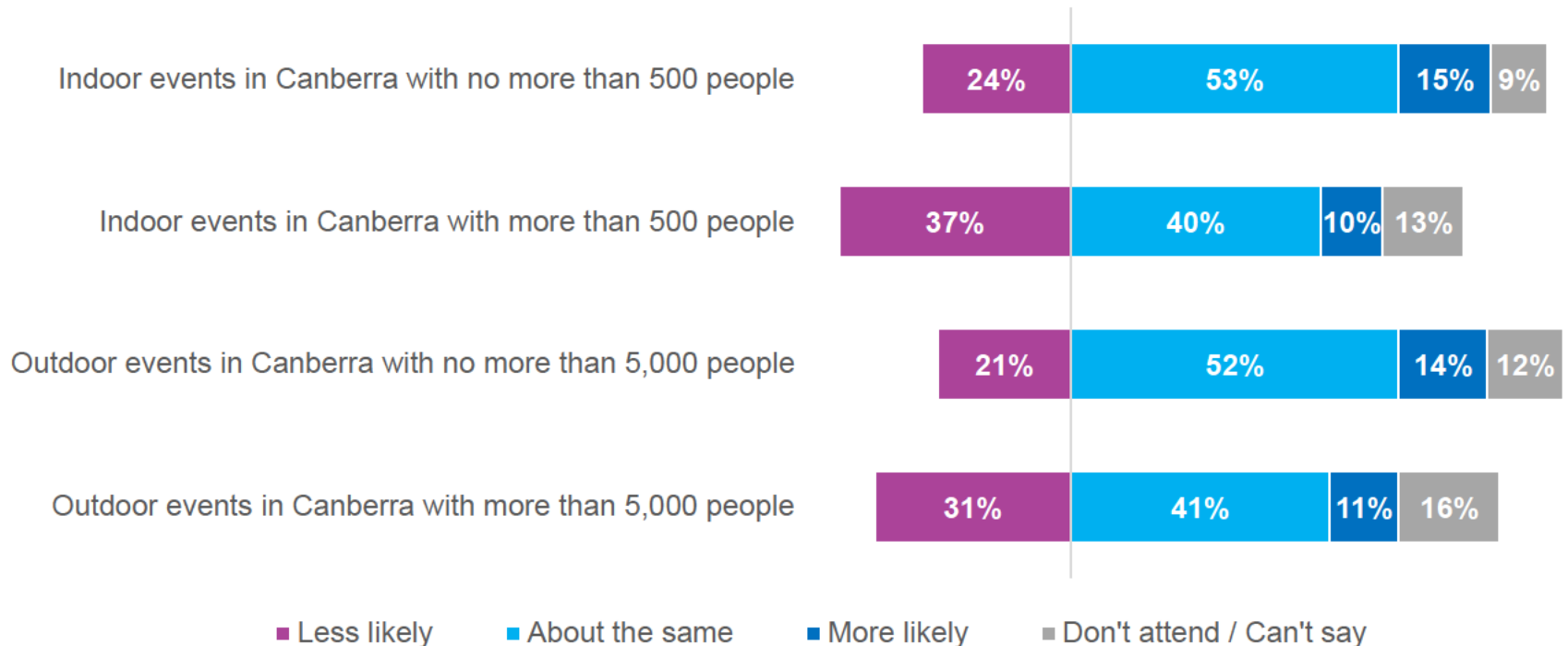


■ Not at all ■ To a small extent ■ To a moderate extent ■ To a large extent ■ Can't say



Around a third of Canberrans are less likely to attend large indoor or outdoor events in the current climate

Q. Thinking about organised events... If no restrictions are in place, how likely would you be to attend the following types of event over the next 3 months, compared to before the Coronavirus pandemic

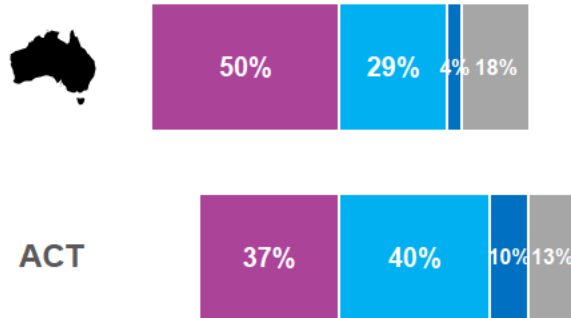




Canberrans appear to be less resistant to attending large scale events than the national average*

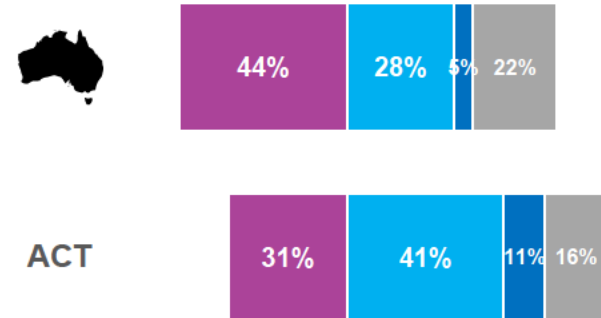
Indoor events with more than 500 people

■ Less likely ■ About the same ■ More likely ■ Can't say



Outdoor events with more than 5000 people

■ Less likely ■ About the same ■ More likely ■ Can't say





ACT
Government

YOURsay
Community panel



ChooseCBR





Among all Canberrans responding on the YourSay Panel...

76% were **aware** of the ChooseCBR initiative

36% had **signed up** as a customer

24% were, in addition, **likely or very likely to sign up**

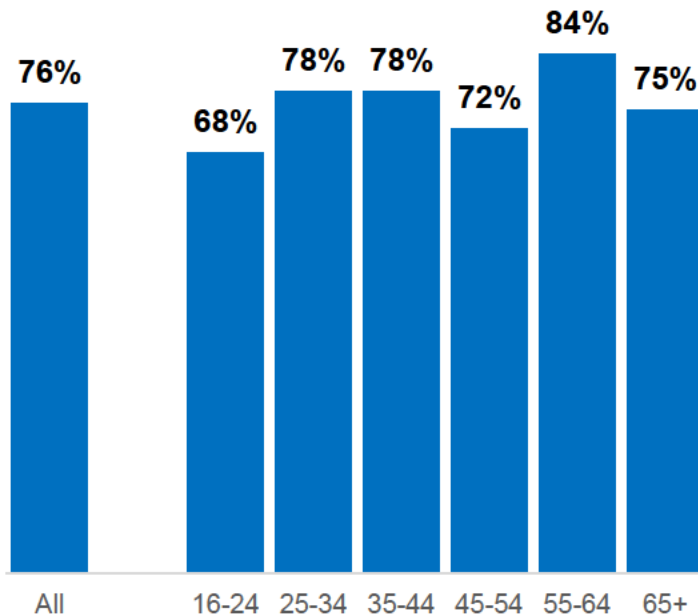
4% had, at the time of the survey, **used vouchers** *



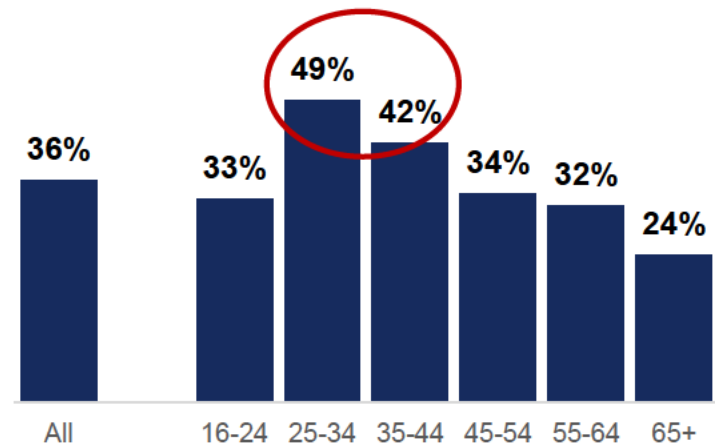


ChooseCBR appears to resonate most among young professionals / families (25-44 years)

Awareness



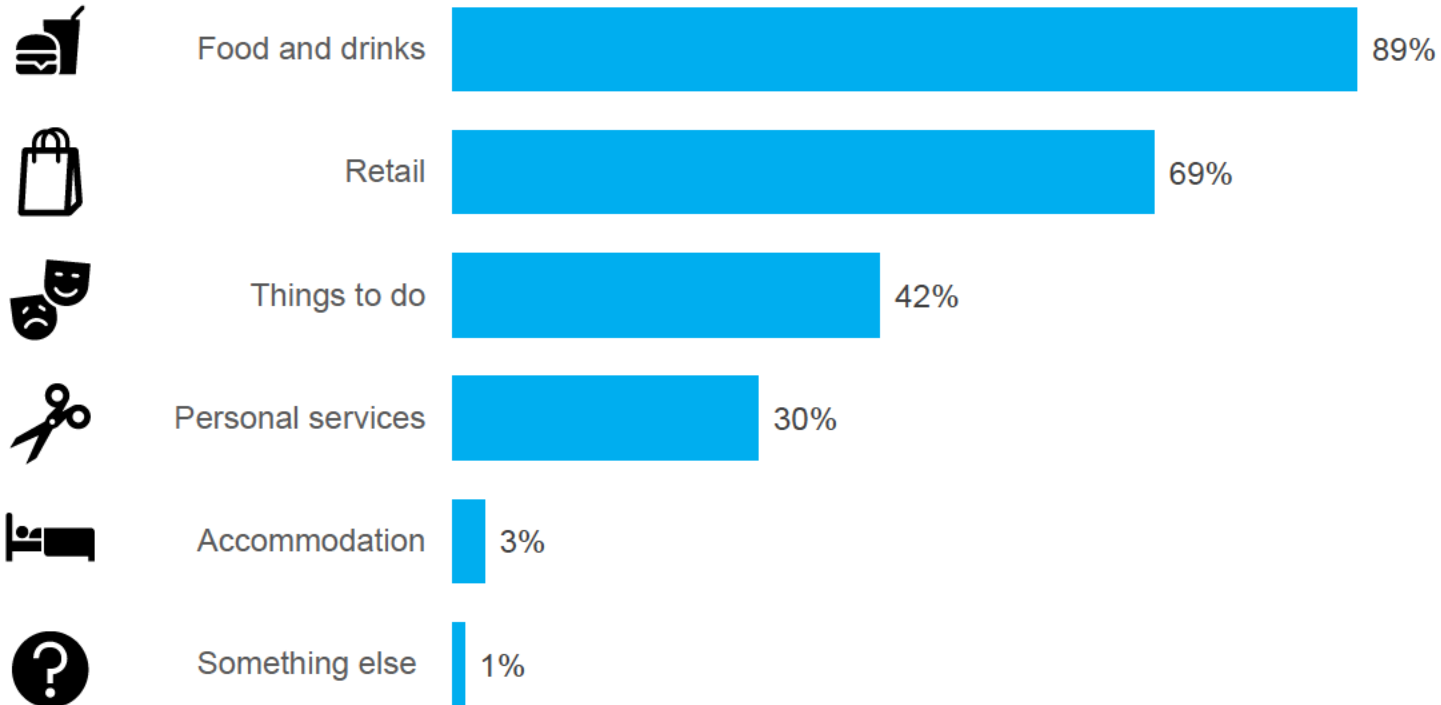
Registration





Dining and retail are of most interest to participants in the program, while there is little appetite for local accommodation

Q. What area/s are you most interested in using vouchers for? (Select up to 3)

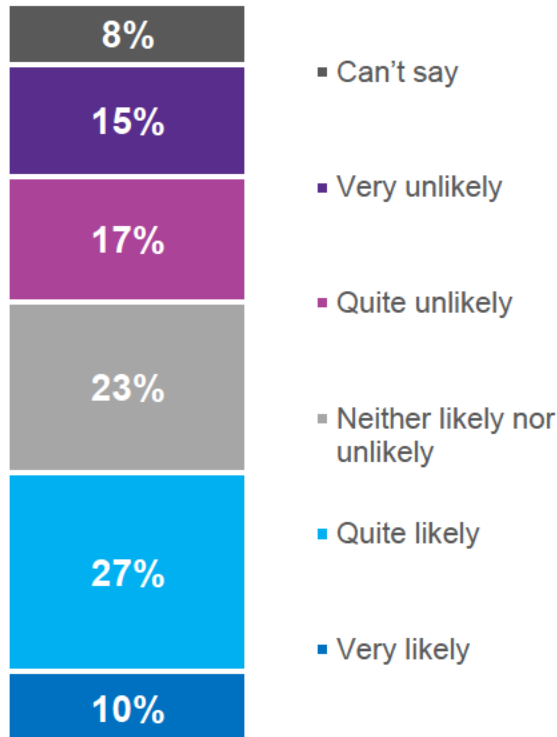




Some further interest in the program but barriers also exist

Not currently signed up:

Q. How likely are you to sign up to ChooseCBR?

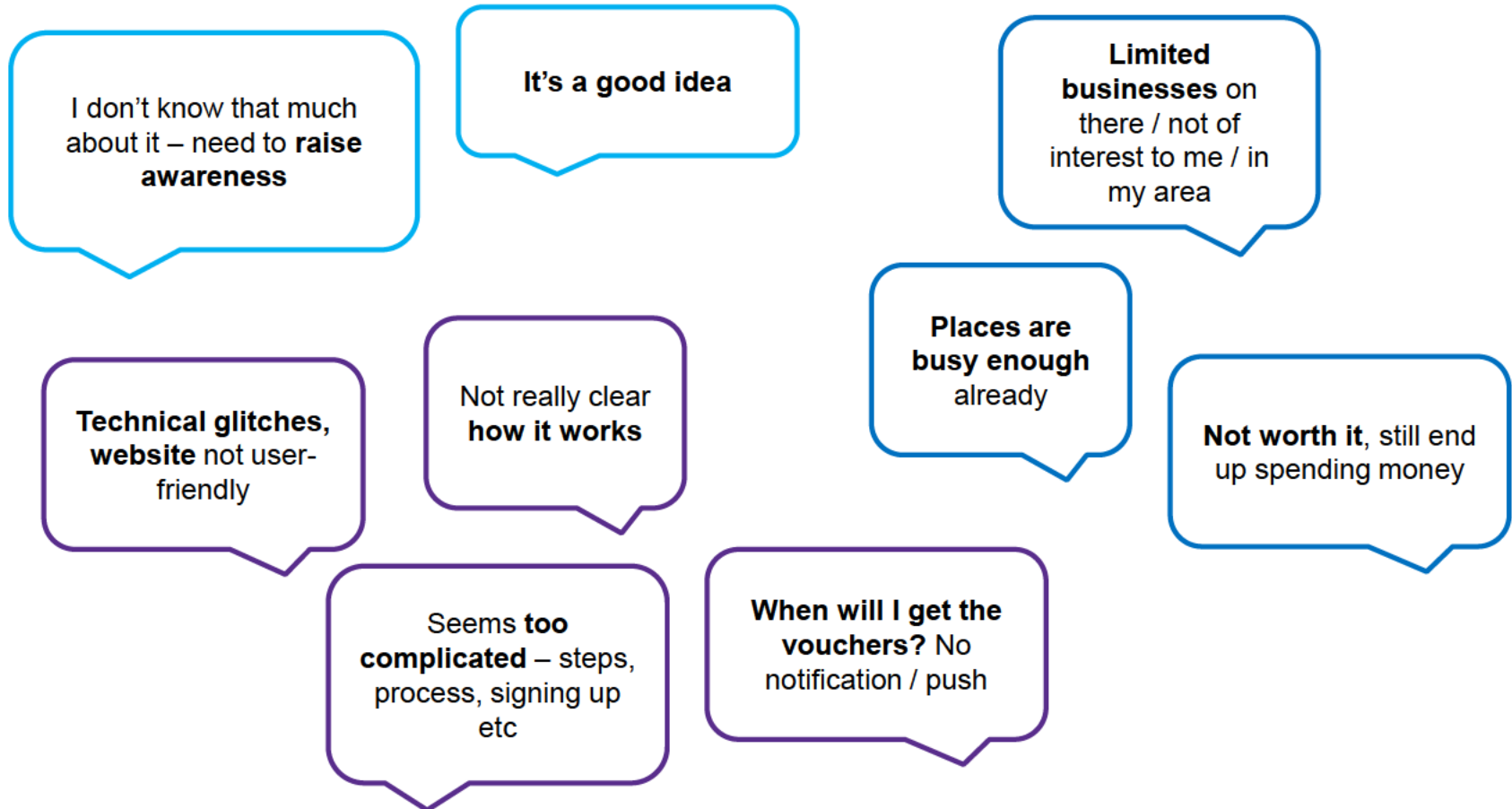


Q. Why unlikely?

- Have few opportunities to use, not shopping / going out that much
- Don't need a discount, happy to support local business without this
- Not enough incentive, still have to spend money
- Too much hassle, time, bother, process
- Don't want another app / personal details
- Don't support subsidies / public money on business
- Don't know enough about it
- Not going to change where I shop



Other comments often relate to useability and perceived benefits of the program





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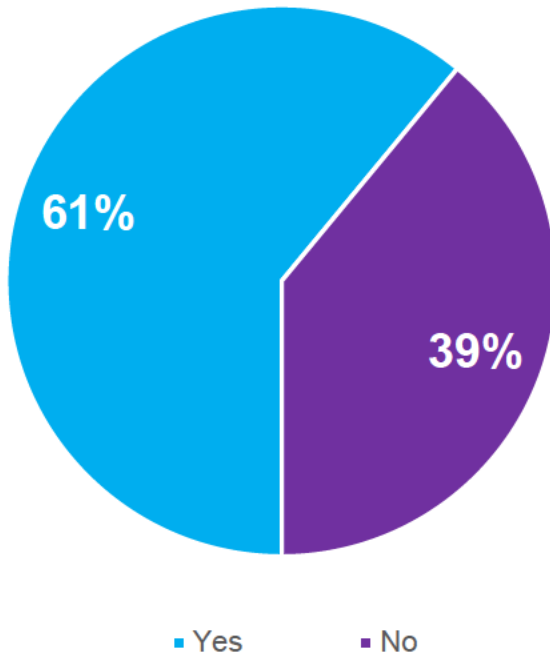
Check In CBR





Around six in ten panellists say they have downloaded Check In CBR – up from 26% in October

Q. Have you downloaded the 'Check In CBR' app?



Downloads tend to be highest among the 45-64 year old cohort – around seven in ten, compared with six in ten under 45s

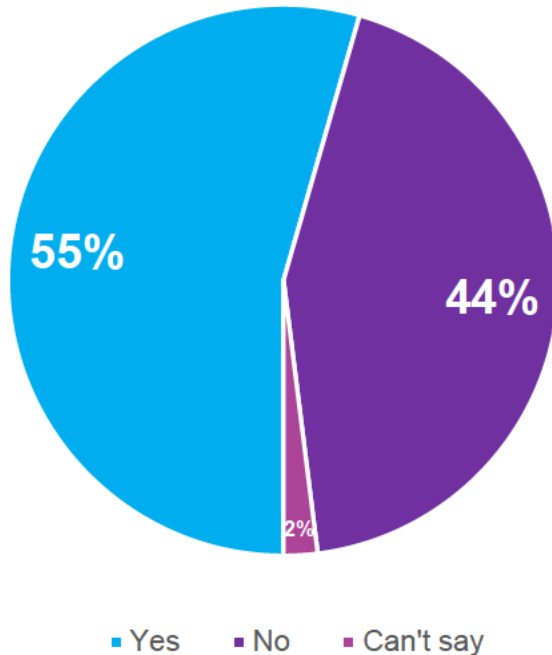
Some indication that CALD Canberrans are less likely to have downloaded the app (52%)

Download rates appear to increase with income

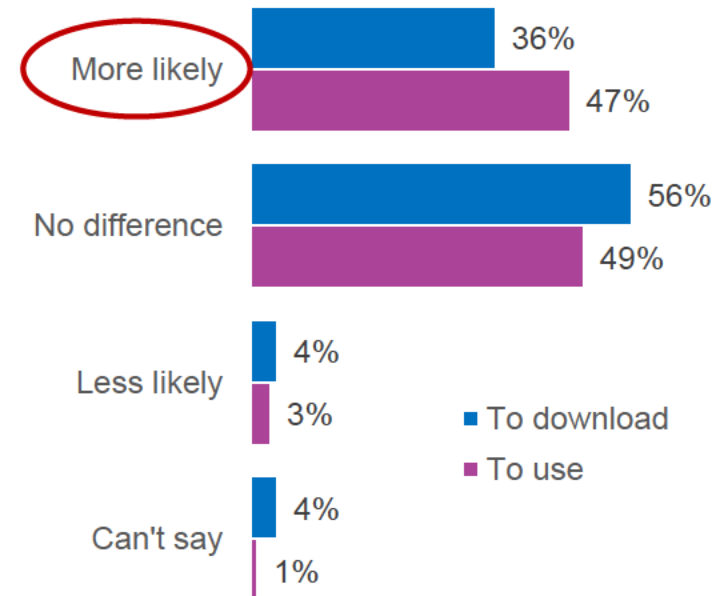


Change in rules for business likely to drive some increased use

Q. Before today, were you aware that some Canberra businesses will be allowed to have more people across their venue if they use the Check In CBR app?



Q. And would this make you more likely to use / download the Check In CBR app?





Change to rules not enough to increase use or downloads among some – primarily through low perceived need / relevance

Why unlikely to make me use the app more?

- Am already using it a lot
- Not going to change by normal, day-to-day activities
- No COVID-19 in Canberra
- Don't think it will make a difference
- It's up to the venue to make you aware / enforce registration

Why unlikely to make me download the app?

- Have too many apps for different things (including COVID)
- No mobile phone
- Privacy concerns with government
- No COVID-19 in Canberra
- I don't tend to go out much
- Not interested / don't care

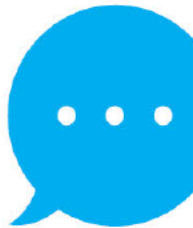


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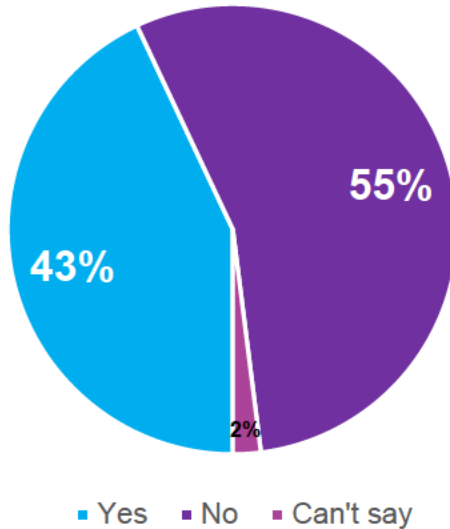
Job Trainer





Fewer than half of Canberrans aware of Job Trainer

Q. Before today, were you aware of 'Job Trainer'?



Those aware:

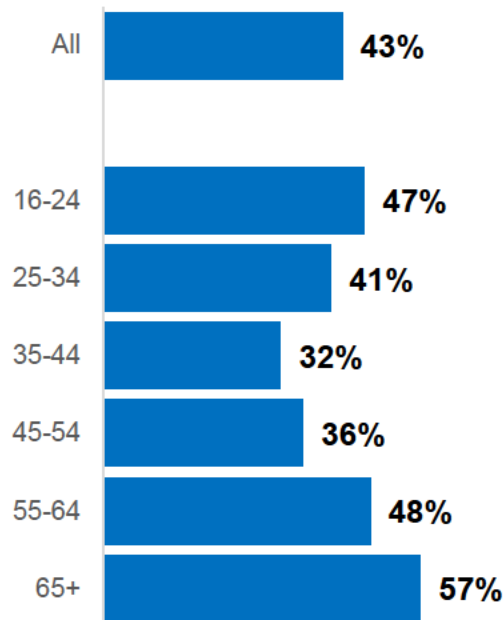
Q. Have you completed or registered for a training course in Canberra through Job Trainer?



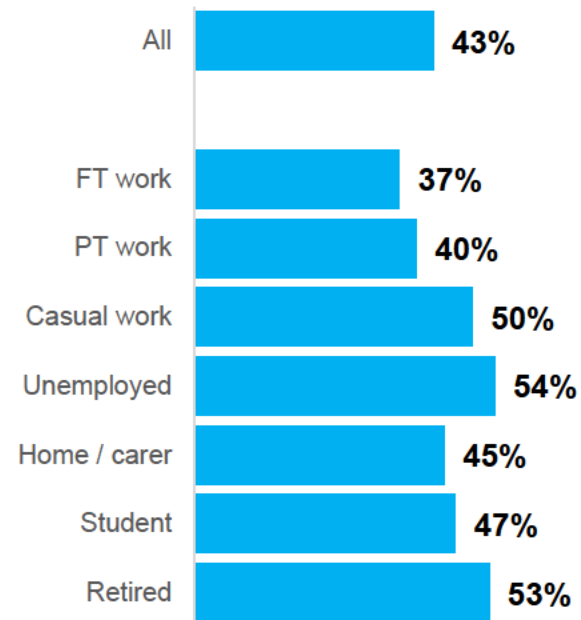


Some reach among key target groups but not extensive

Awareness by age



*Awareness by working status**



** Caution: low base size for unemployed and home / carer categories*



Most comments about Job Trainer are positive and suggest demand for expansion / greater reach

Sounds like a **good idea** – hope it helps people to get work

Sounds like a (Federal) Government **slogan** – no substance?

Not really **relevant** to me

Need more info about it – not aware of much

Should **broaden eligibility**, open it up to other people

Offer **more / additional courses** you can do through this scheme

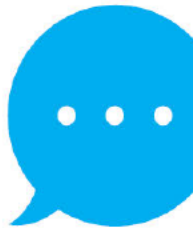


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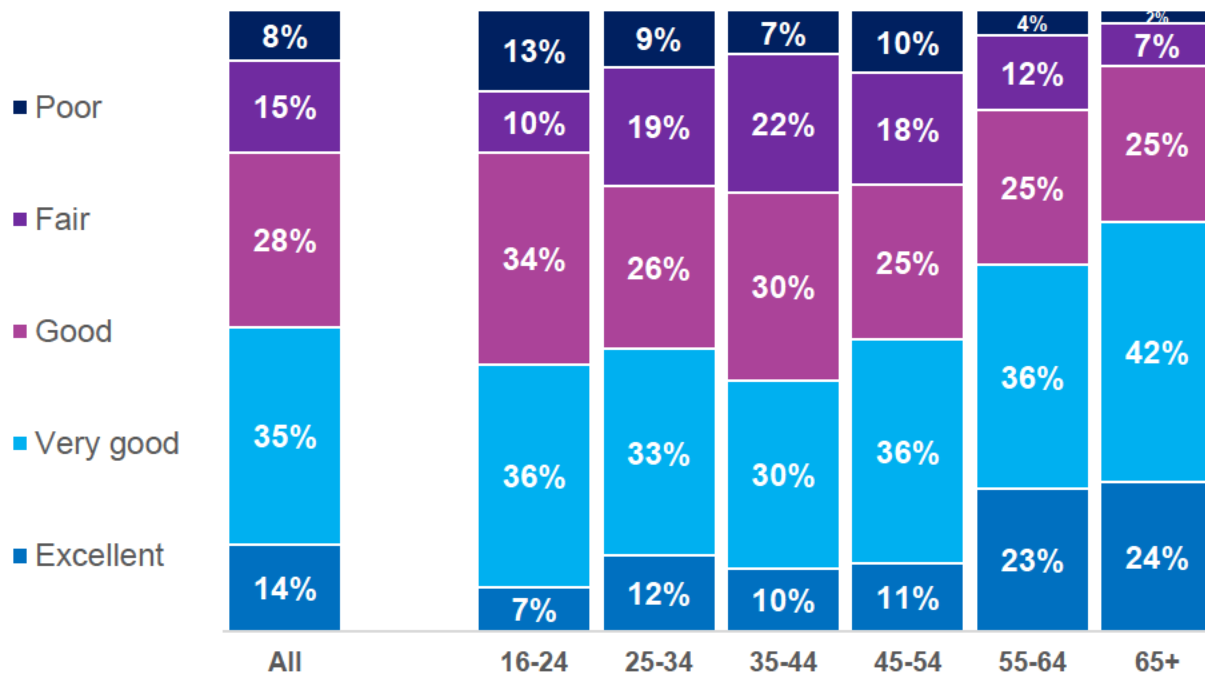
Mental health and wellbeing





Around three-quarters of Canberrans rate their mental health as good or higher, with older ages tending to be more positive

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



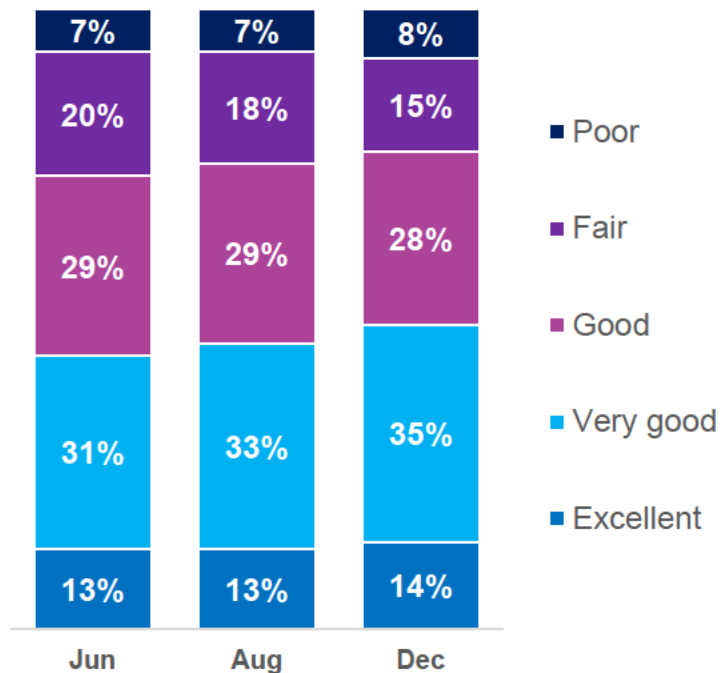
Small business owners tend to rate their mental health less positively – 30% poor or fair

Low income Canberrans also more likely to rate mental health as poor (13%)

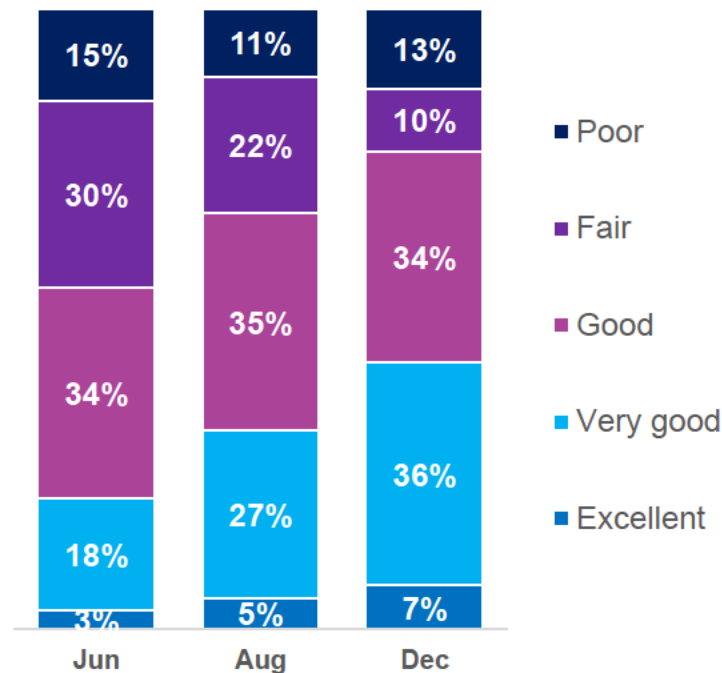


An improving picture over time, especially for young people, though a persistent core experience poor mental health

All Canberrans



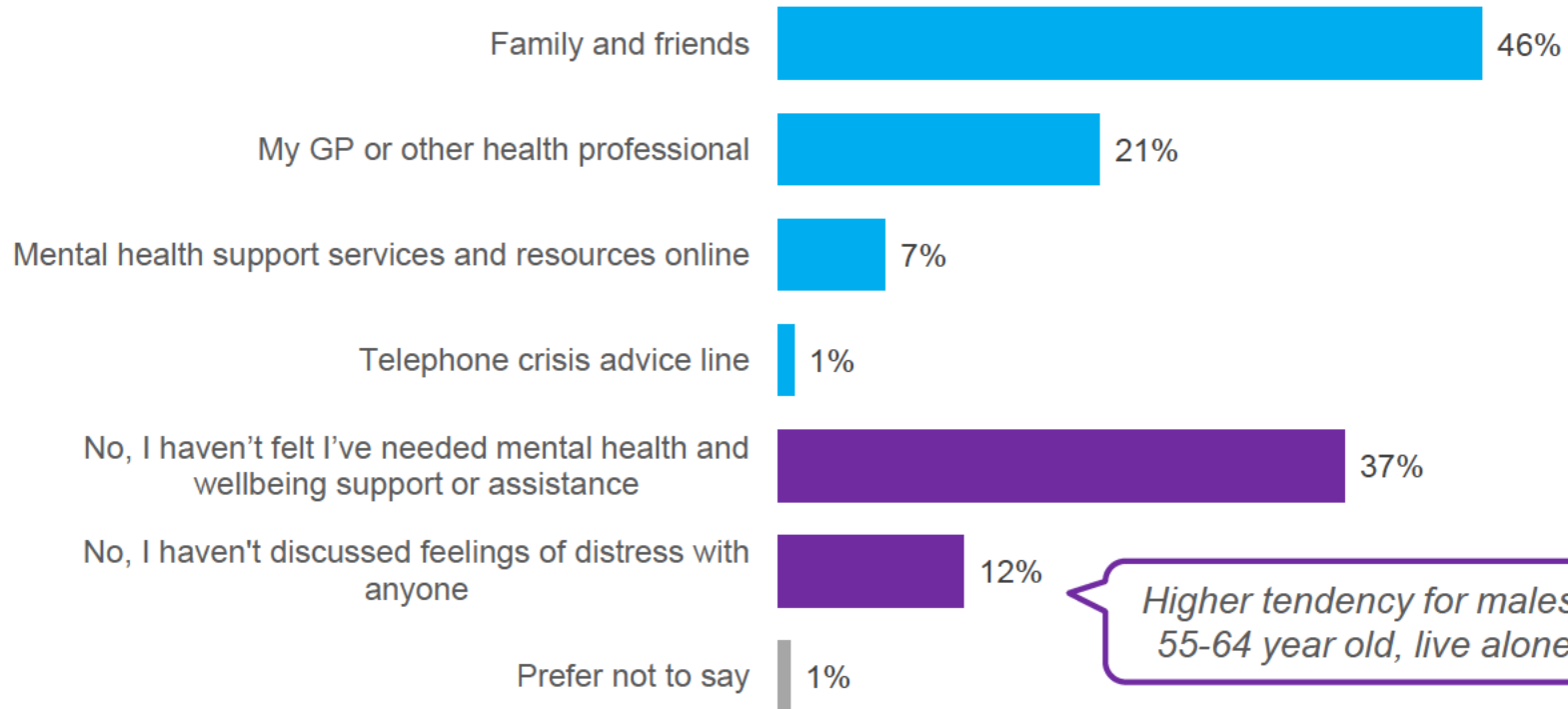
*16-24 year olds**





Around one in eight haven't discussed feelings of distress

Q. Have you discussed feelings of distress with any of the following due to COVID-19?





Around six in ten were able to access support when needed

All who have accessed support and for whom it is relevant:

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.



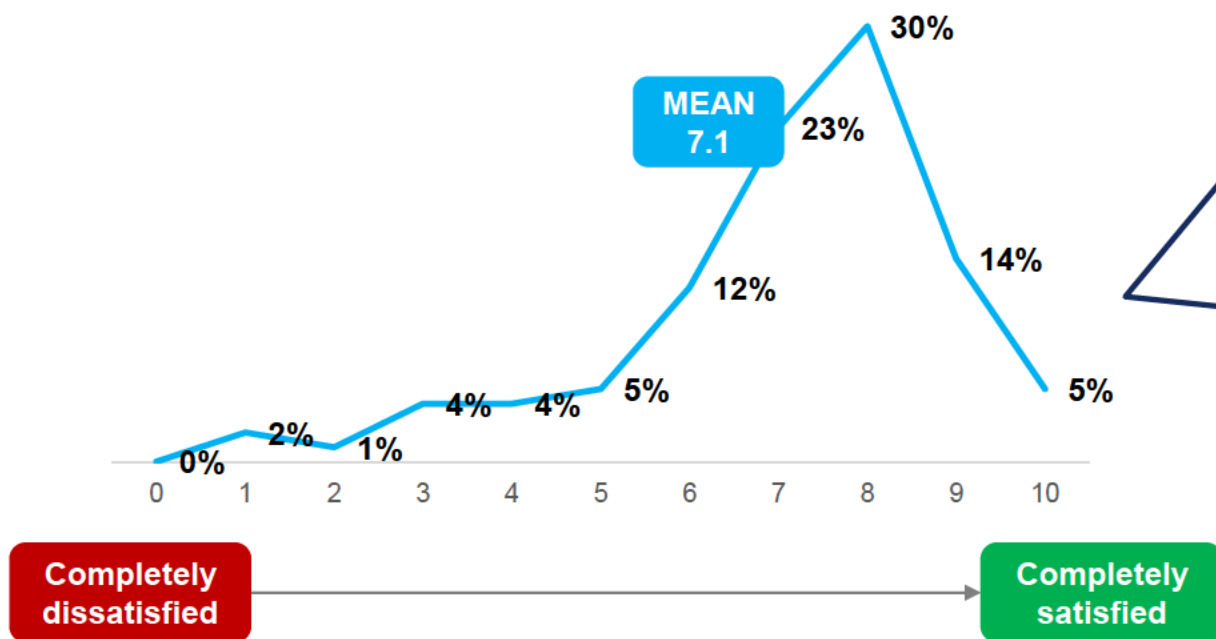
■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

*58% agree or strongly agree,
marginally lower than in
August and June (62%)*



Mean life satisfaction score of Canberrans is 7.1 out of 10

Q. Overall, out of 10, how satisfied are you with your life as a whole these days?



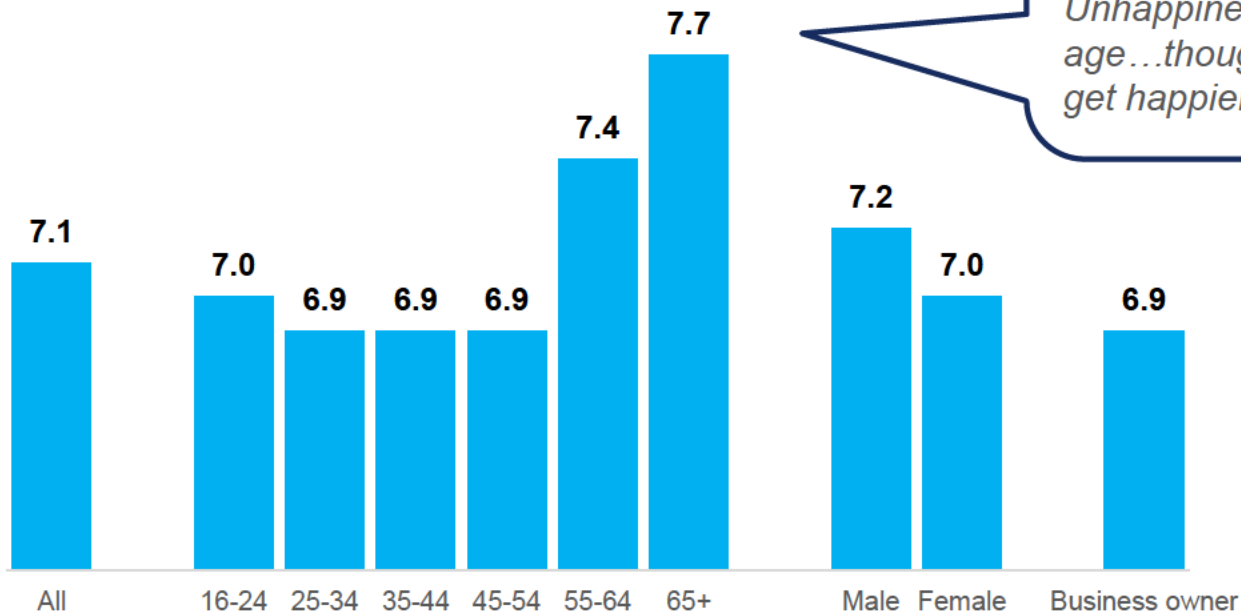
Canberrans appear to be less satisfied than the national average according to the Household, Income, and Labour Dynamics in Australia Survey (HILDA)

Admittedly measured in 2018 (before the year that was 2020), life satisfaction for all Australians was 7.9 out of 10



Subjective wellbeing has a similar pattern to mental health, with older Canberrans tending to be more satisfied with life

MEAN OUT OF 10



The HILDA Survey notes a similar dip in life satisfaction in middle ages

Unhappiness peaks at 47.2 years of age...though Canberrans appear to get happier after 55!



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COVID-safe behaviours





COVID-safe behaviours – summary*

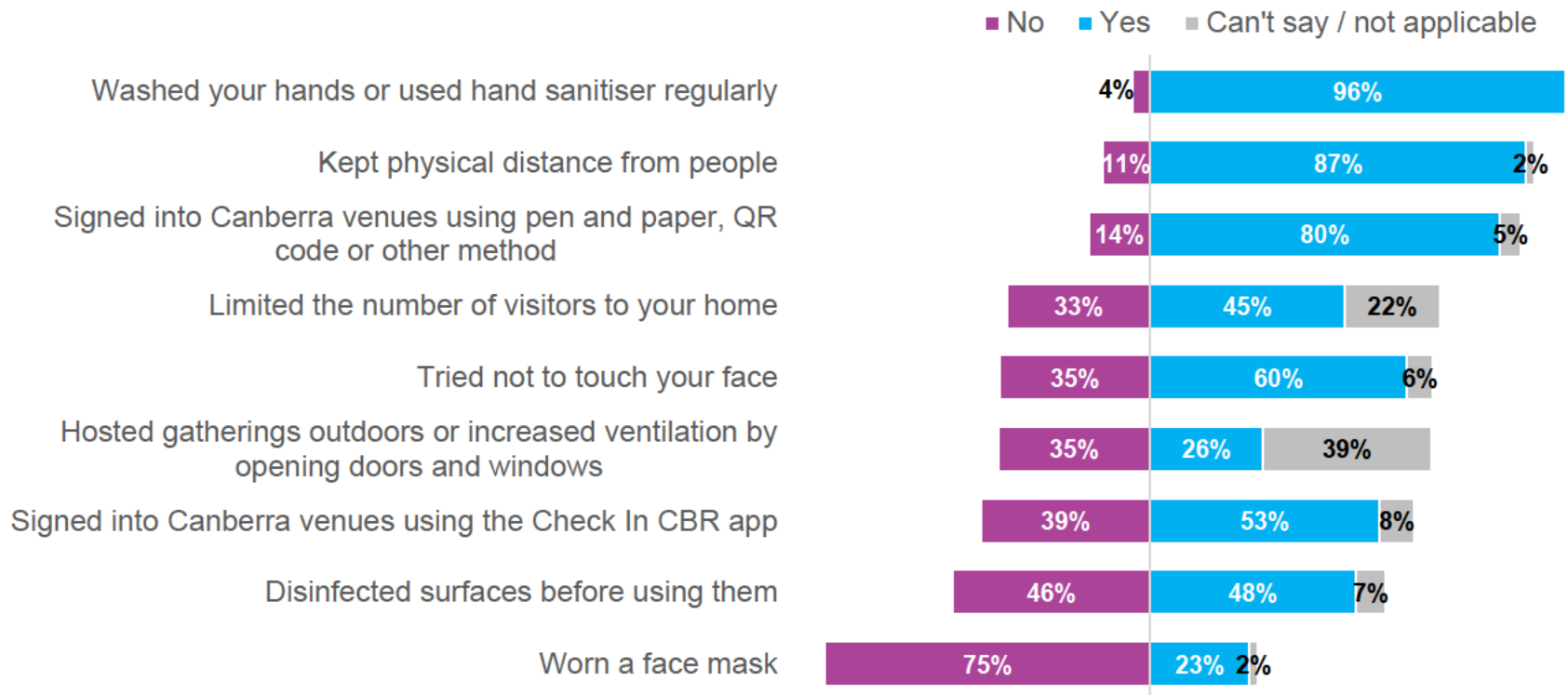
	Did / likely to do (excl n/a) Dec 2020	Did a great deal / to some extent Oct 2020	Australia comparison (ABS) Nov 2020
DID IN THE LAST WEEK	Washed / sanitised hands more regularly	96%	(79%) (93%)
	Kept physical distance from people	88%	(85%) (80%)
	Signed in to venues using pen & paper / QR	85%	n/a
	Tried not to touch my face	64%	(42%)
	Limited number of visitors to home	57%	n/a
	Signed in to venues using Check In CBR	57%	n/a
	Disinfected surfaces before using them	51%	(49%) (57%)
	Hosted gathering outdoors / with ventilation	43%	n/a
	Worn a face mask	24%	(17%) (52%)
	LIKELY TO DO	Very likely / likely to stay at home if unwell	96%
Very likely / likely to seek medical advice if unwell		85%	
Very likely / likely to get a test if have symptoms		86%	(61% yes)

* Note: a change in question wording in Round 7 means direct comparison with previous rounds of research is indicative in nature only



Self-reported hand hygiene and physical distancing are prevalent, while registration at venues appears common

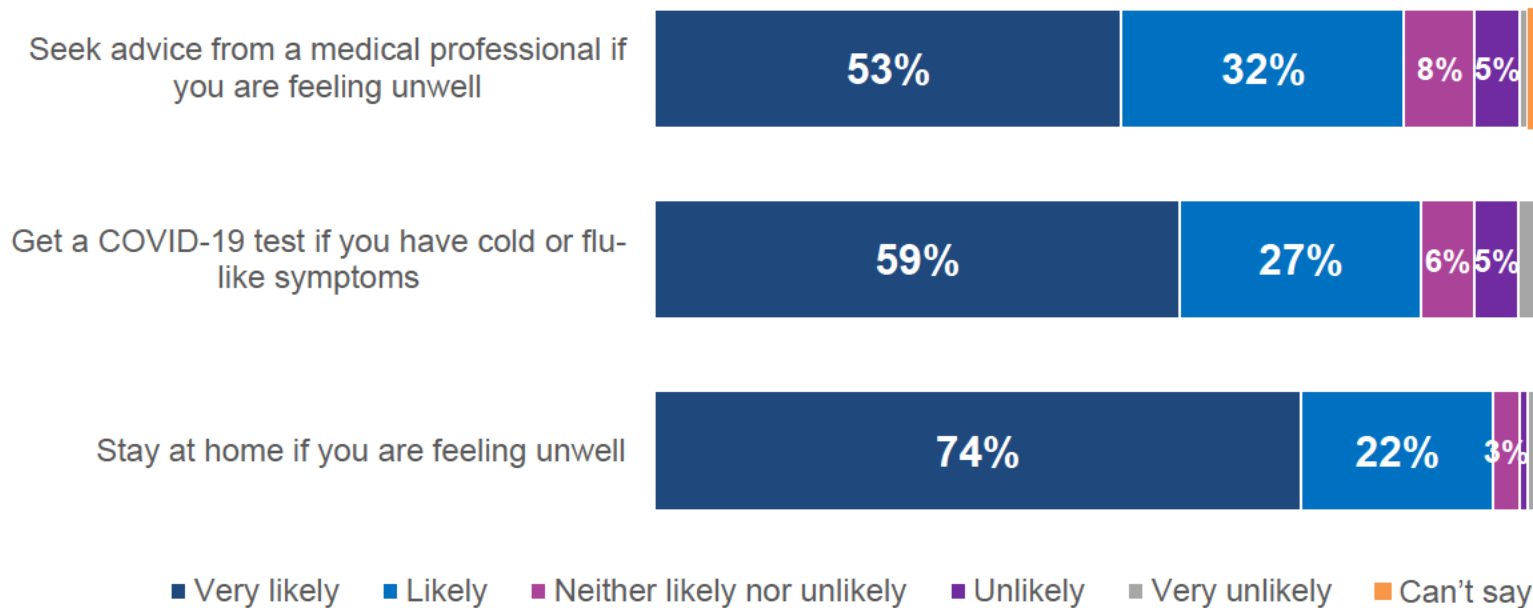
Q. Have you taken any of the following precautions in the last week to help reduce the spread of COVID-19?





High likely adherence to measures if feeling unwell, though not inevitable for everyone

Q. And how likely or unlikely are you take the following actions to help reduce the spread of COVID-19?





Variations in behaviour across the community

Young people

16-24 year olds are consistently less likely than others to engage in COVID-safe practices, including if unwell

Older Canberrans are more precautionary, including in hand and face hygiene and mask wearing

Parents

While parents comply with practices at a similar level to all Canberrans they are less likely than those without children in the household to take steps (such as staying home and testing) if feeling unwell

People born overseas

People born overseas tend to be more likely to engage in precautionary hygiene practices to prevent the spread of COVID-19, including disinfecting surfaces and avoiding face-touching

Small business owners

Small business owners are more likely to take action if feeling unwell, including getting tested and staying at home

They are also more likely to use the Check In CBR app to sign in to venues

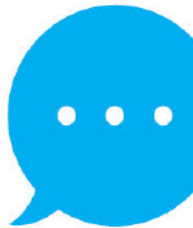


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Vaccination





There is high potential take up of a Coronavirus vaccine among the Canberra population

Q. If a safe and effective vaccine for COVID-19 is developed, would you get vaccinated?



■ Definitely ■ Probably ■ Probably not ■ Definitely not ■ Prefer not to say

Compared to a recent ANU survey, Canberrans are more likely to get vaccinated – 59% of Australians said definitely and 28% probably

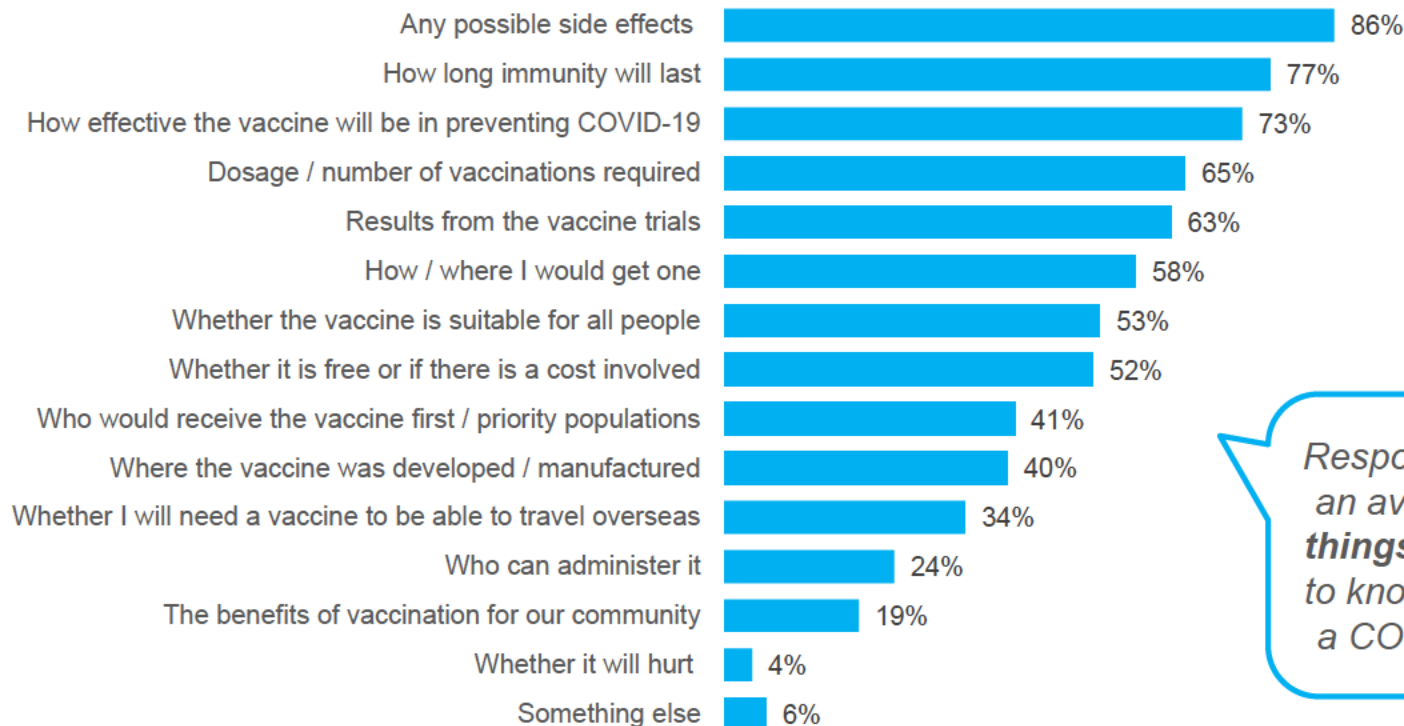
Meanwhile, only 47% of Americans say they would get vaccinated

While likely take up is high across ages, 45-54 year olds are the least likely to say they would definitely get it (60%)



Canberrans have a strong thirst for information about a vaccine, including impact, efficacy and practical considerations

Q. What, if anything, would you like to know before having a COVID-19 vaccination?



Respondents selected an average of **seven things** they would like to know before having a COVID-19 vaccine



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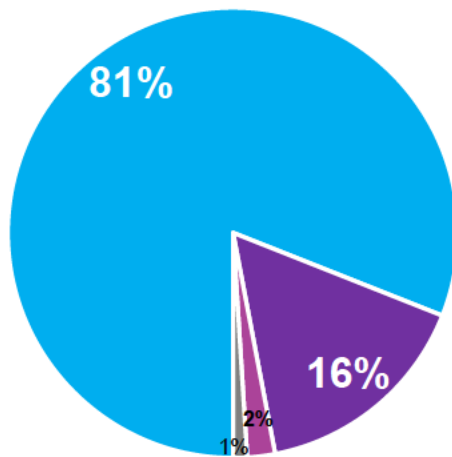
COVID-19 response and information needs





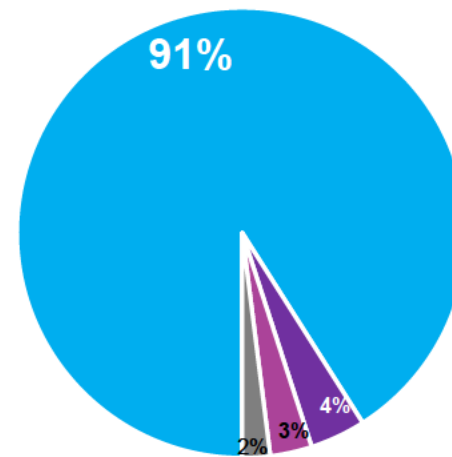
Majority consider community and ACT Government are responding appropriately to the COVID-19 pandemic

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

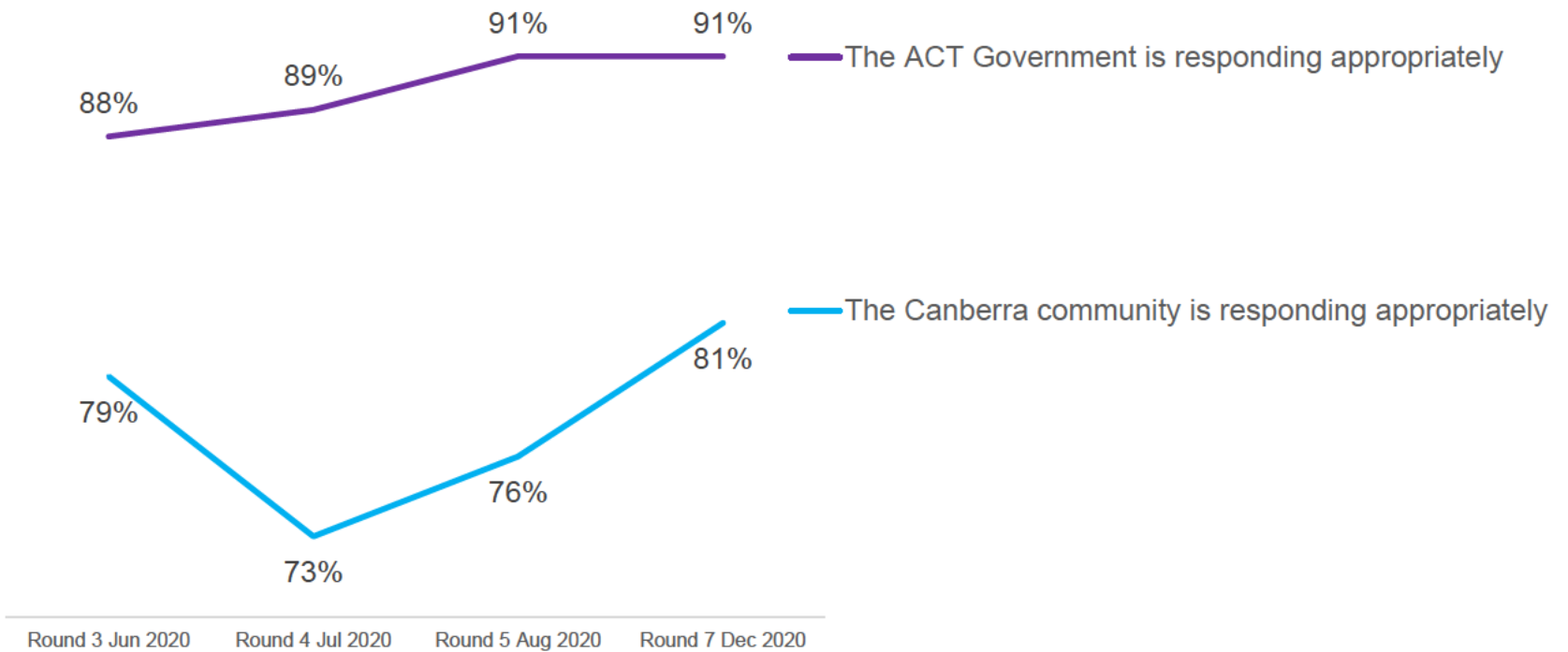
Q. Overall, how would you describe the ACT Government's response to COVID-19?



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



Improved perception of community response since July





Concerns regard complacency v perceived health risk

How is the community not taking it seriously?

- People are complacent / acting as if back to normal
- No physical distancing, lots of physical contact going on
- Places are busy in the run up to Christmas, lots of socialising
- Not wearing masks properly

How is the community over-reacting?

- No COVID-19 here
- Still limitations in what you can access / do
- Been going on for far too long

How is the ACT Government not taking it seriously?

- Have relaxed things too far – perception of normality
- Putting economy over health risk
- Not enforcing regulations among business
- Hotel quarantine issues / breach?
- Little encouragement of mask-wearing

How is the ACT Government over-reacting?

- No COVID-19 here
- Restrictions still limiting / restraining the economy
- Pop-up clinic in Garran



Around nine out of ten Canberrans feel informed about COVID-19 by the ACT Government*

Q. To what extent would you agree with the following statement? Overall, I feel I am being kept well informed about COVID-19 by the ACT Government



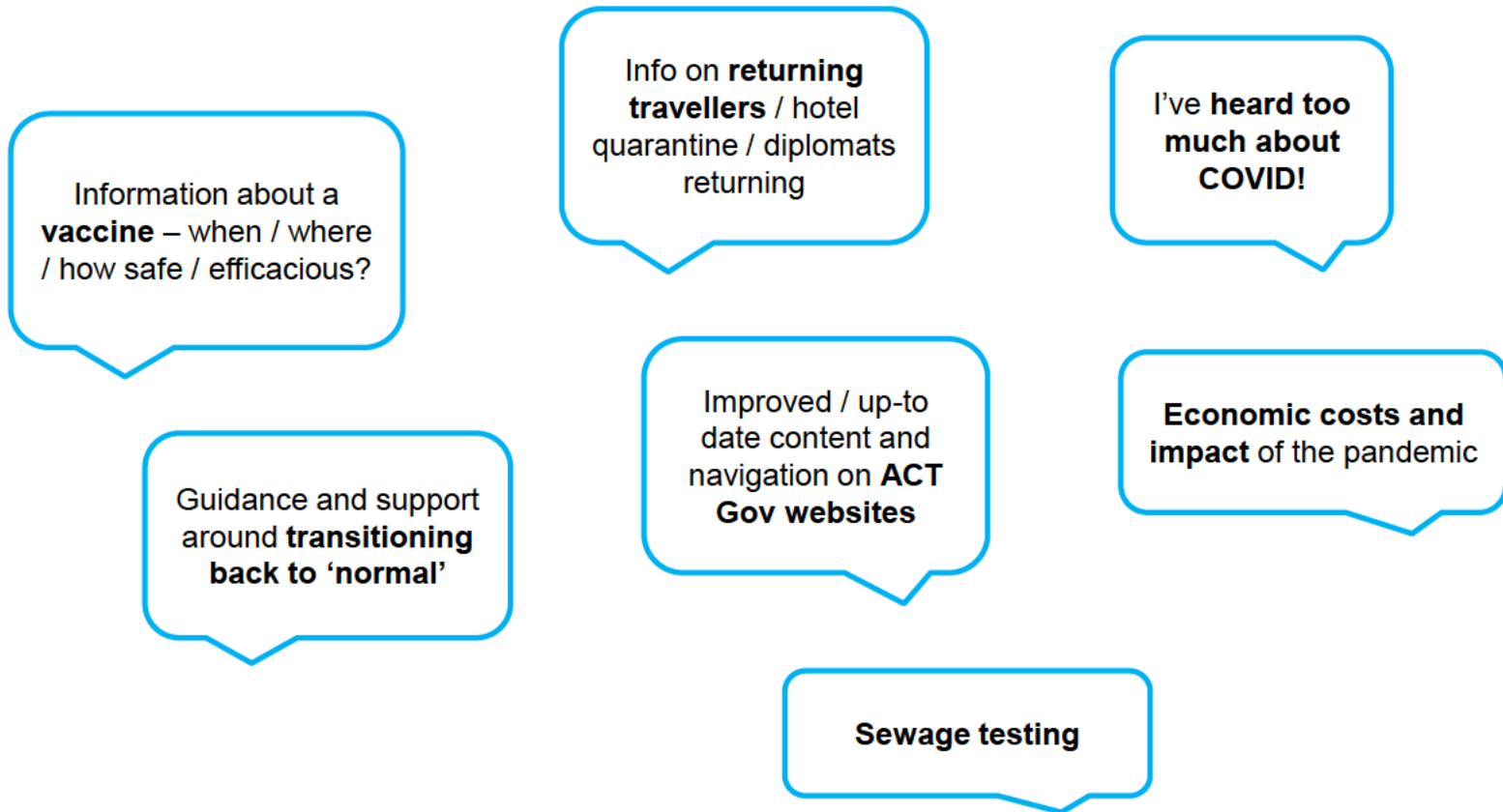
■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree ■ Can't say

88%
agree

* Note: a change in question wording in Round 7 to specify 'ACT Government' means direct comparison with previous rounds of research is not valid



Further information needs reflect next stages of pandemic





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Coronavirus (COVID-19) Round 6 Survey

15 October 2020





Background: The ACT Government conducted a sixth round of research focusing on how coronavirus (COVID-19) is impacting Canberrans. This included the continuation of a series of behavioural measures to track any change over time. Round 6 also examined whether Canberrans have been missing face-to-face medical appointments, barriers to COVID-19 testing, travel intentions, future outlook and awareness and use of the Check In CBR app.

Purpose: The findings from the survey will help inform ACT Government public health messaging to encourage Canberrans to continue to engage in COVID-safe behaviours, access health support and offer a baseline around community resilience and outlook.

Timeframe: This survey opened on Wednesday **7 October 2020** and closed at 11:59pm AEST Tuesday **13 October 2020**.

Sample: **1,376** YourSay Community Panel members completed the survey.

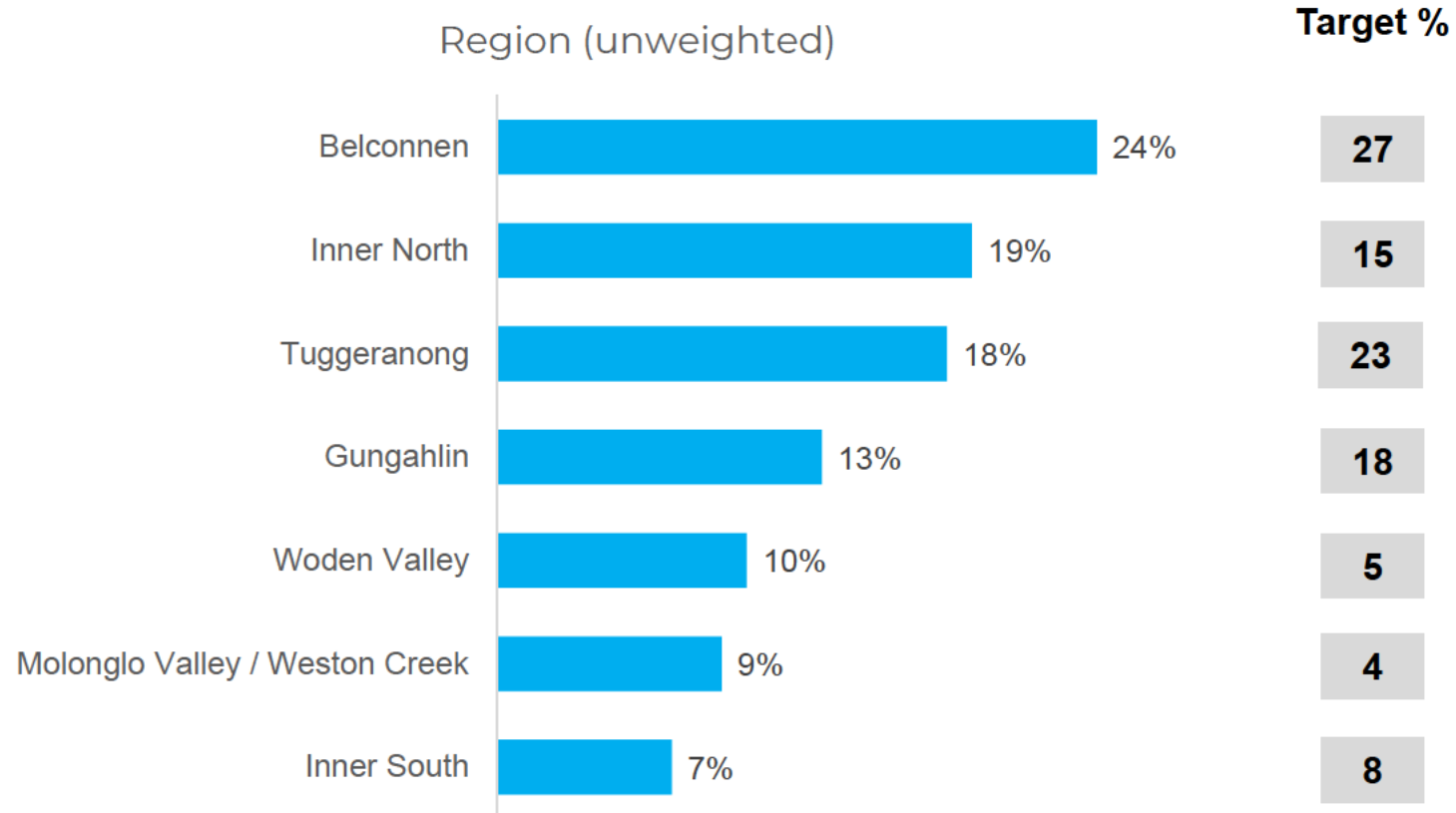
Weighting: The results have been weighted to reflect relative population proportions based on Australian Bureau of Statistics (ABS) Census figures.

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

Limitations: The methodology is biased towards those with internet and computer literacy.



Demographics

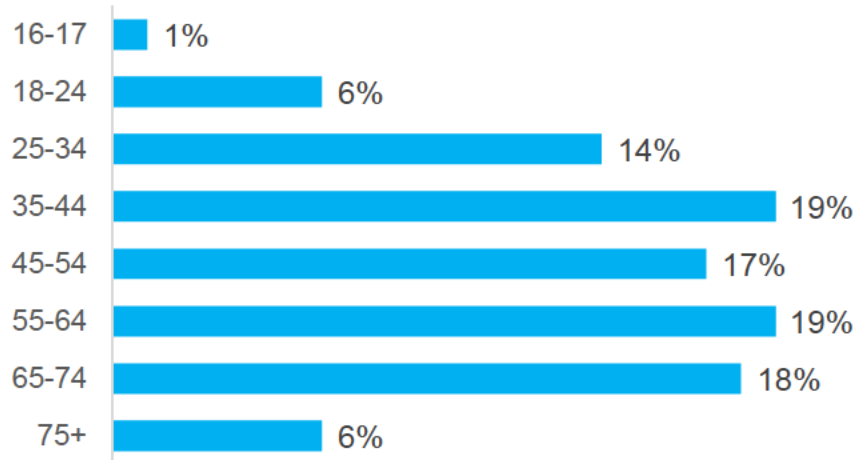


n = 1,376

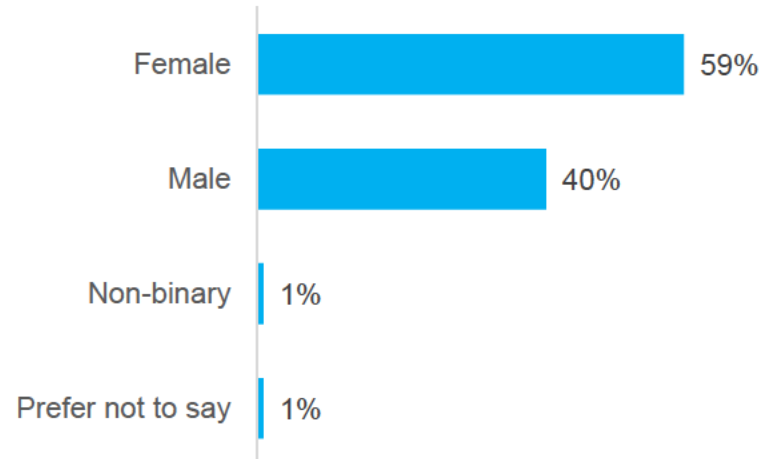


Demographics

Age (unweighted)*



Gender (unweighted)*



*Percentages may not total 100 due to rounding

n = 1,376



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Medical appointments



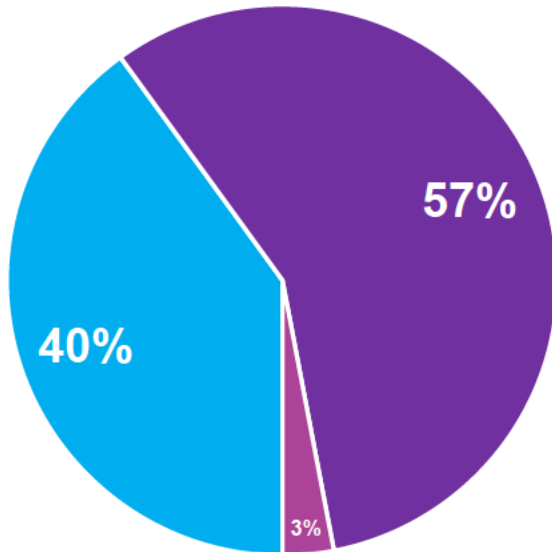


Almost 1 in 5 Canberrans have reduced medical appointments

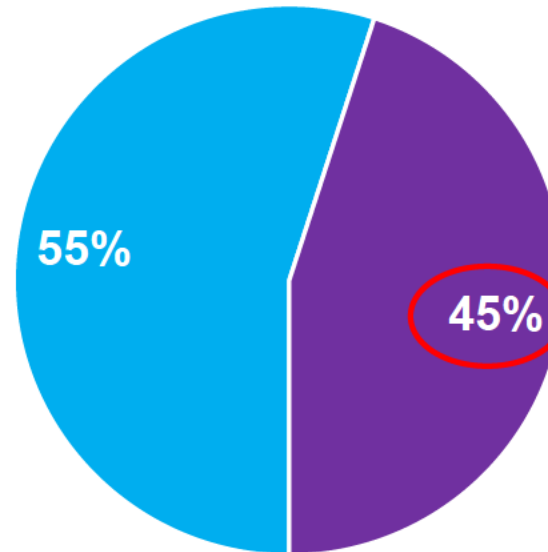
Q. Have you attended fewer non-essential medical appointments in person due to COVID-19?



Q. **IF YES:** And have you attended any medical appointments using telehealth instead?



■ Yes ■ No ■ Prefer not to say



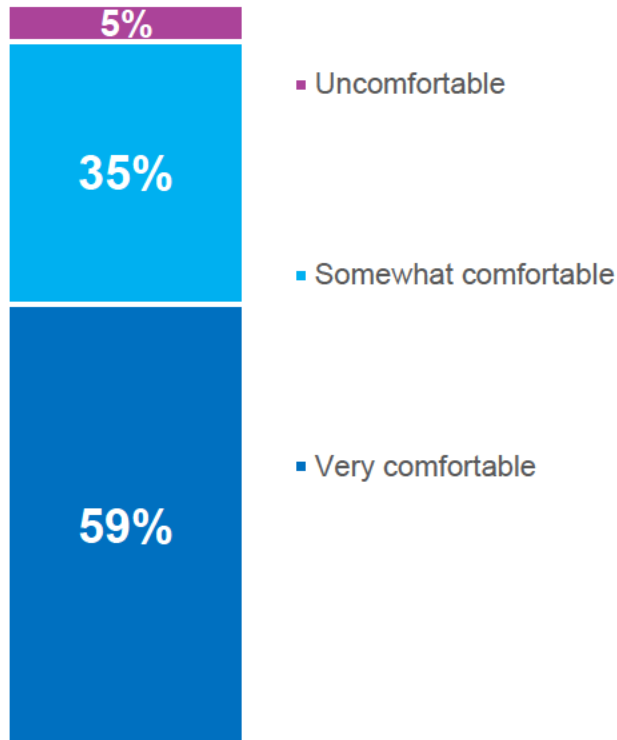
■ Yes ■ No

In total, **18% of Canberrans** have reduced their appointments (fewer in person and no telehealth)



Yet most feel comfortable seeing a health professional in person

Q. How comfortable do you feel about seeing a GP or other health professional in person?



Q. What would make you feel more comfortable?

- Less time waiting / being in waiting room
- Use of masks, PPE and other protective features in the environment
- Suppression / elimination of COVID-19
- Fewer people being in the health setting
- Knowing what precautions health provider is taking beforehand



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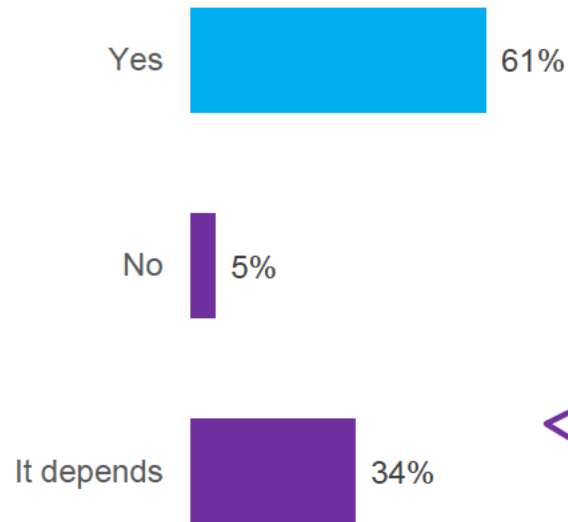
Testing for COVID-19





Nearly four in ten Canberrans would not necessarily get a test

*Q. Would you seek to be tested for COVID-19 if you had any cold or flu-like symptoms?
(e.g. fever, cough, sore throat, runny nose, shortness of breath, loss of sense of smell or taste)*



Who is more likely to say 'No' or 'It depends'?

25-34 year olds (48%)

35-44 year olds (51%)

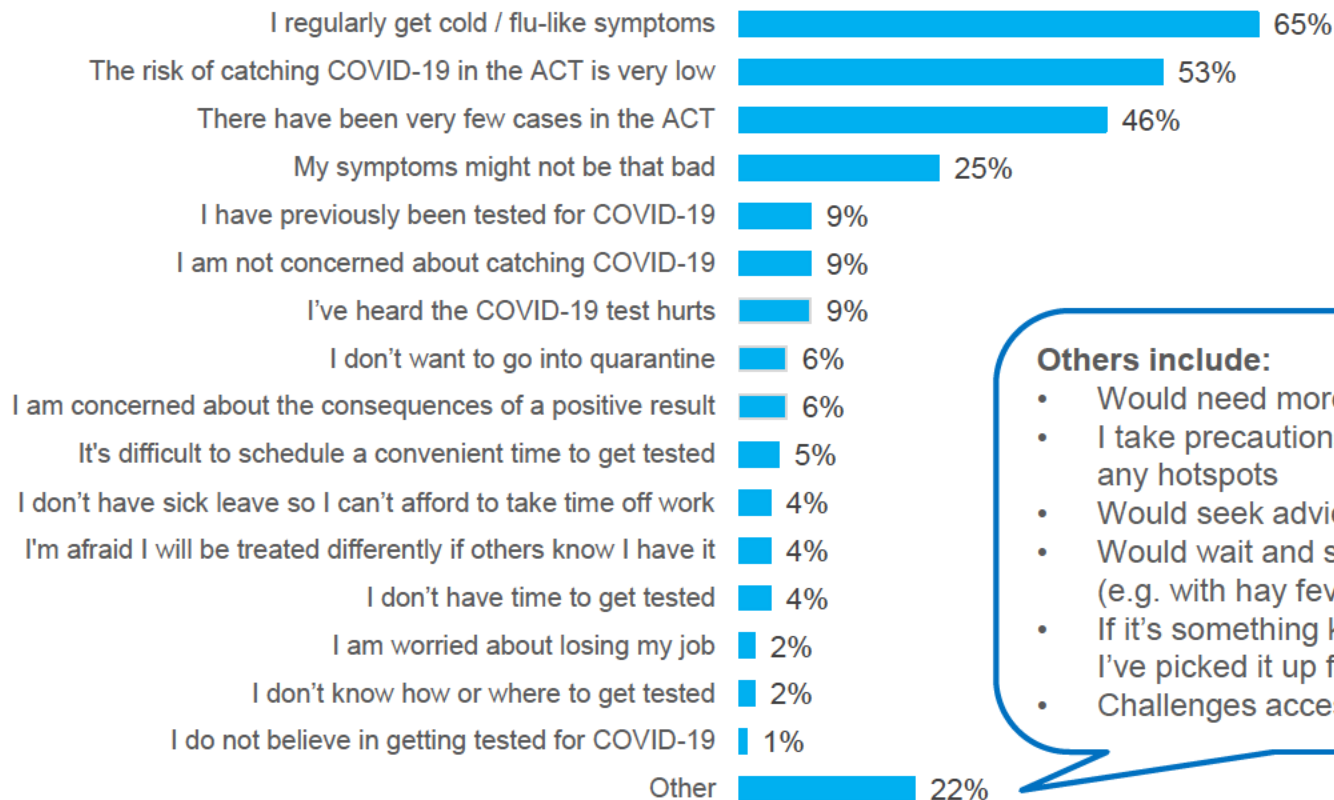
Couples with children at home (47%)

Gungahlin residents (44%)



Largest barriers relate to assumptions it's unlikely to be COVID

Q. Why do you say 'No' or 'it depends' in relation to seeking a COVID-19 test?



Others include:

- Would need more than one symptom
- I take precautions / have not been to any hotspots
- Would seek advice first (e.g. GP)
- Would wait and see if it goes away (e.g. with hay fever medication)
- If it's something kids have had and I've picked it up from them
- Challenges accessing testing site



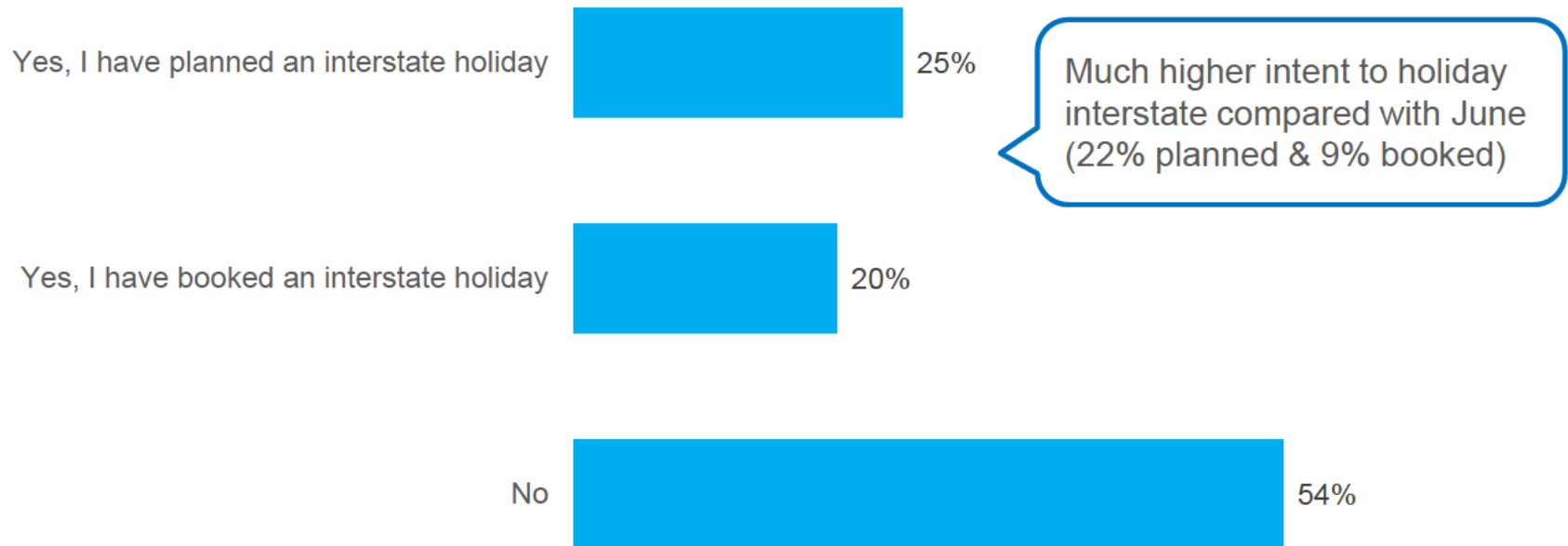
Travel intentions





More than 4 in 10 are planning or have booked holidays

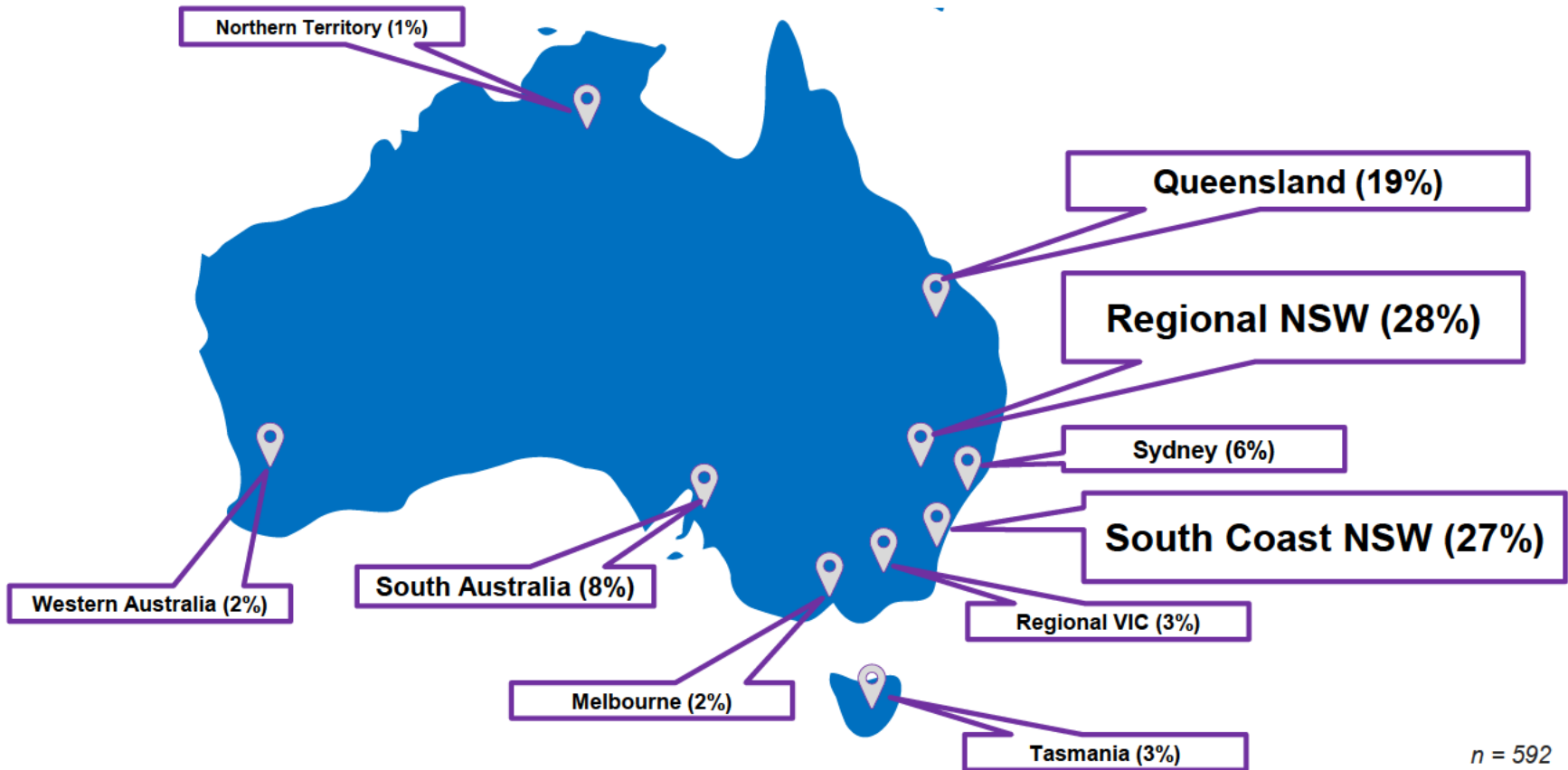
Q. Have you planned or booked an interstate holiday?





Many are intending to keep it local – within NSW

Q. Where are you planning to go on holiday? / Where have you booked to go on holiday?*

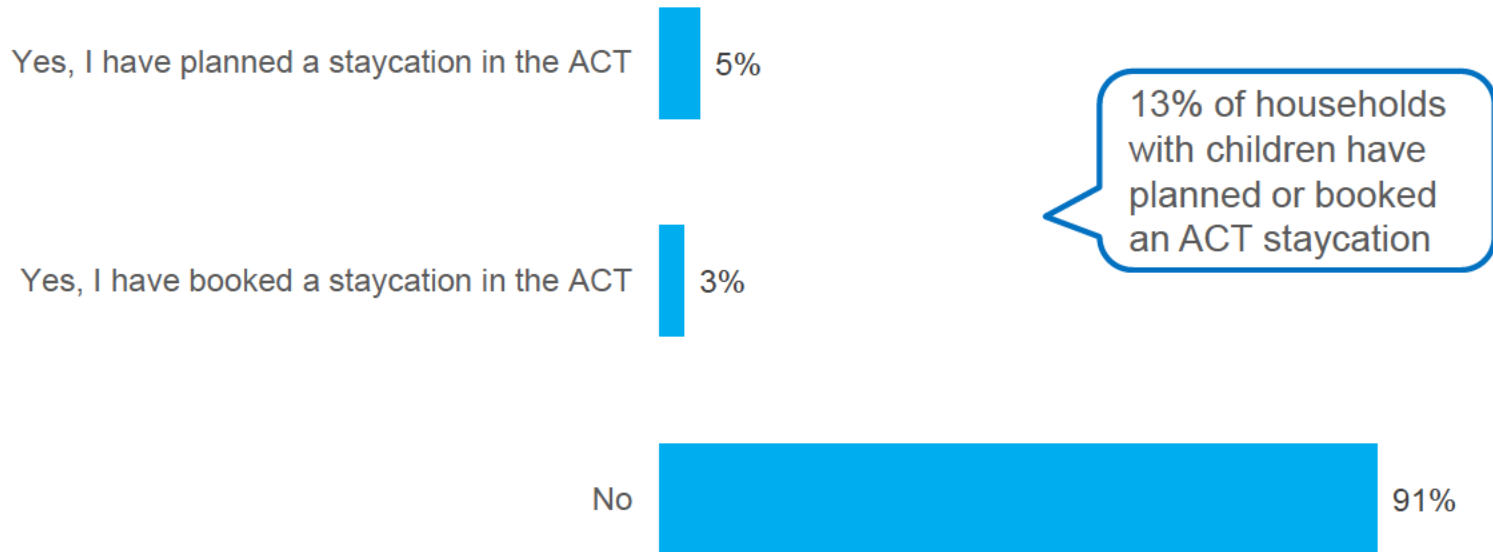


n = 592



Small proportion of residents planning or booked a 'staycation'

Q. Have you planned or booked a 'staycation' in the ACT? (A staycation is a leisure break in the ACT staying in accommodation away from home)





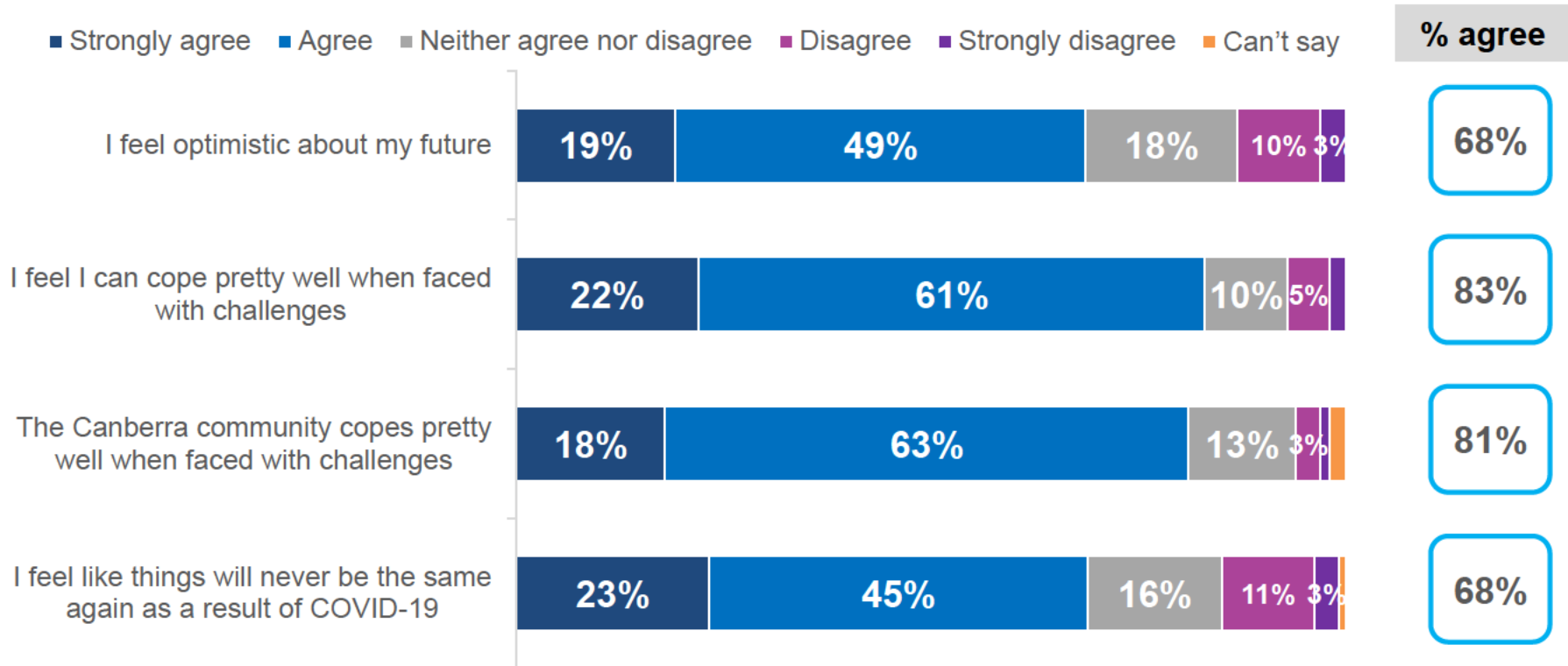
Future outlook





A good foundation of community optimism and resilience

Q. Thinking about things as we head towards the end of the year, how much do you agree or disagree with the following...





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COVID-19 Behaviour change

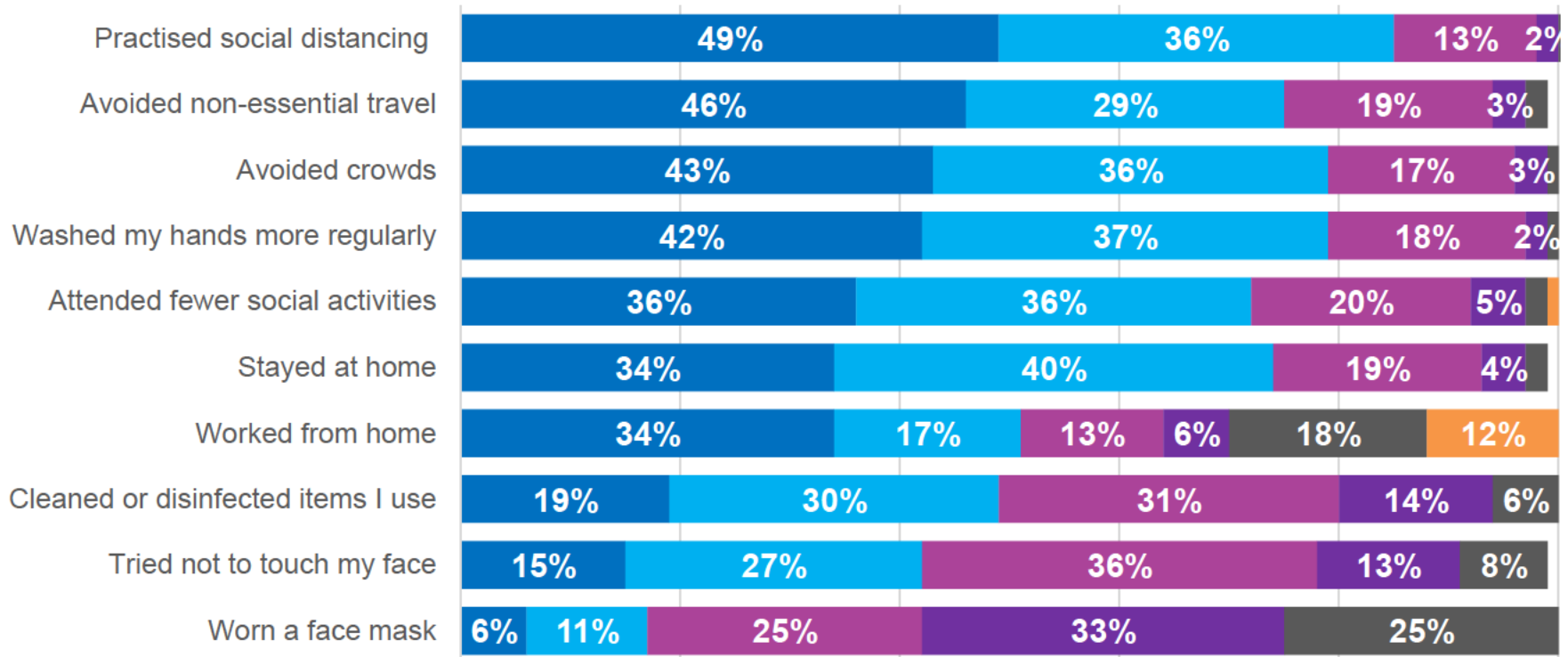




Majority are still practicing a range of COVID-safe behaviours

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

■ A great deal ■ Quite a bit ■ Somewhat ■ Very little ■ Not at all ■ Can't say



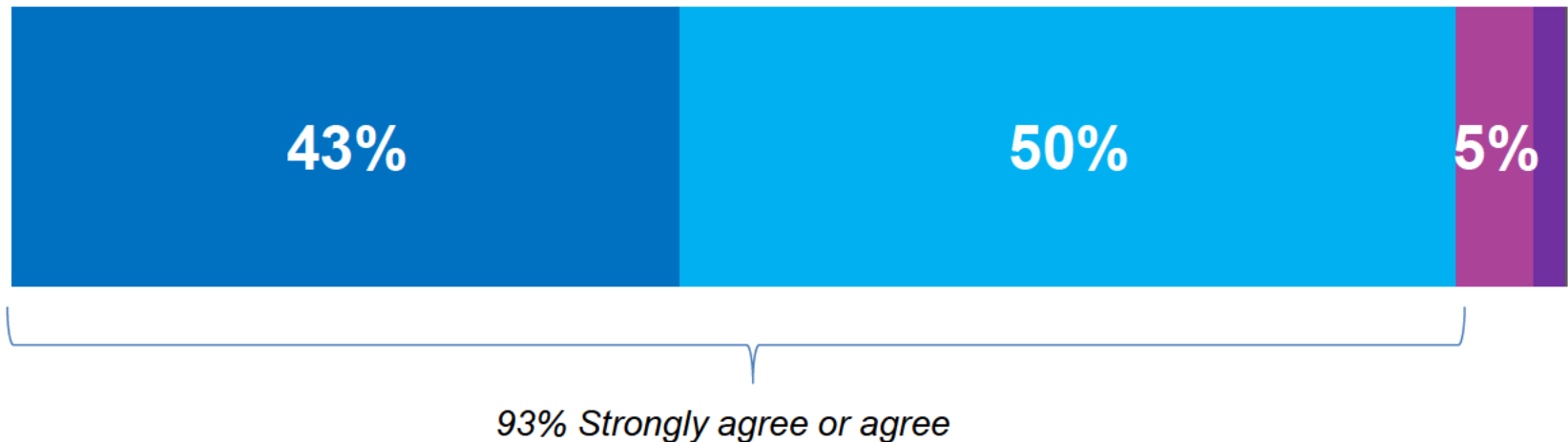


Large majority of Canberrans feel well-informed about COVID-19

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'

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree ■ Can't say



*Disagree (2%); Strongly disagree (1%); Can't say (0)



Information needs – main themes

Information / results about
any local **sewerage**
testing

Latest on the **science**
about COVID-19 and
vaccine progress

Information about
long-term health
impacts of COVID-19

Continue to update /
provide more specific
travel advice – e.g.
provide real time
maps

Data on **infection**
rates and mortality

Reasoning behind
different restrictions
/ why / when lifted

Consistent
national
information all in
one place



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Check In CBR app



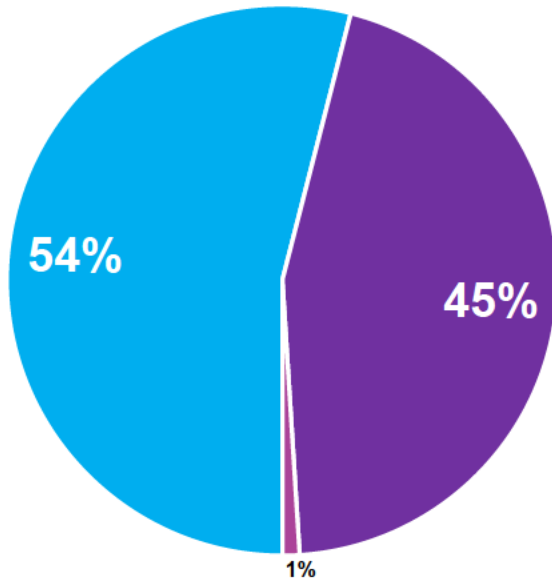


Half of Canberrans aware of app, with a quarter downloading

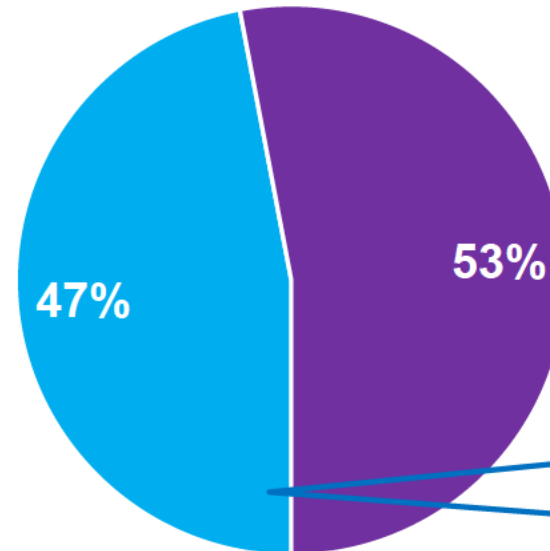
Q. Before today, were you aware that the ACT Government has launched a 'Check In CBR' app?



Q. **IF YES:** Have you downloaded the 'Check In CBR' app?



■ Yes ■ No ■ Can't say



■ Yes ■ No

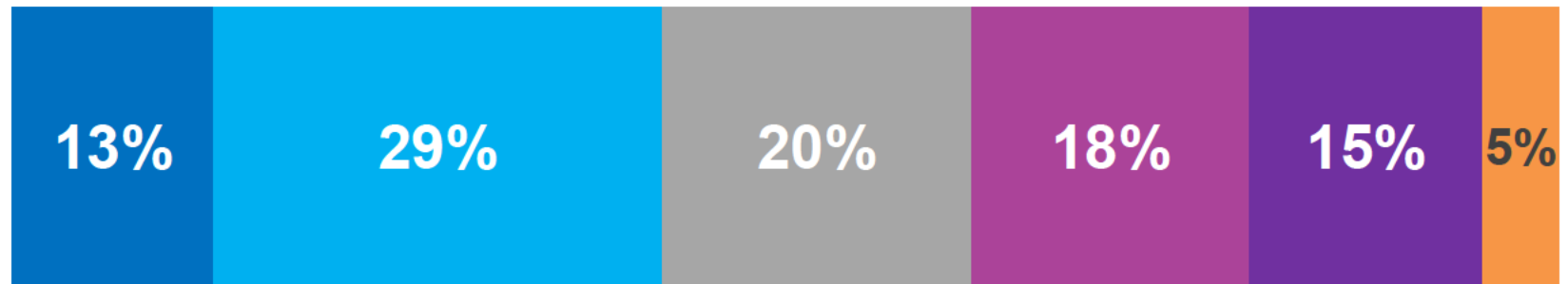
In total, **26%** of respondents say they have downloaded the app



A fair degree of ambivalence if haven't already downloaded

Q. How likely are you to download the 'Check In CBR' app?
(If not already downloaded)

■ Very likely ■ Likely ■ Neither likely nor unlikely ■ Unlikely ■ Very unlikely ■ Can't say



42% Very likely or likely



What would encourage uptake of app – main themes

Need to overcome **technology issues** (e.g. doesn't work on my phone, I have an old phone, no smartphone)

Not enough **venues using the app** or they are using their own check in system

Just **wasn't aware** of this app

Confusing – too many apps... what's the difference between this and COVIDsafe?

Need to know **which businesses are using the app**

Have **privacy concerns** – does it monitor my movements?

Make it **mandatory**



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Coronavirus (COVID-19) Round 5 Survey

28 August 2020





Background: The ACT Government conducted a fifth round of research focusing on how coronavirus (COVID-19) 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 - 4 to identify any significant changes in impacts and/or behaviours over time.

Purpose: The findings from the survey will also help inform ACT Government public health messaging relating to the use of face masks in the ACT and evaluate the effectiveness of public health messaging on domestic and family violence and mental health.

Timeframe: This survey opened on Wednesday **19 August 2020** and closed at 11:59pm AEST Sunday **23 August 2020**.

Sample: **1,586** YourSay Community Panel members completed the survey.

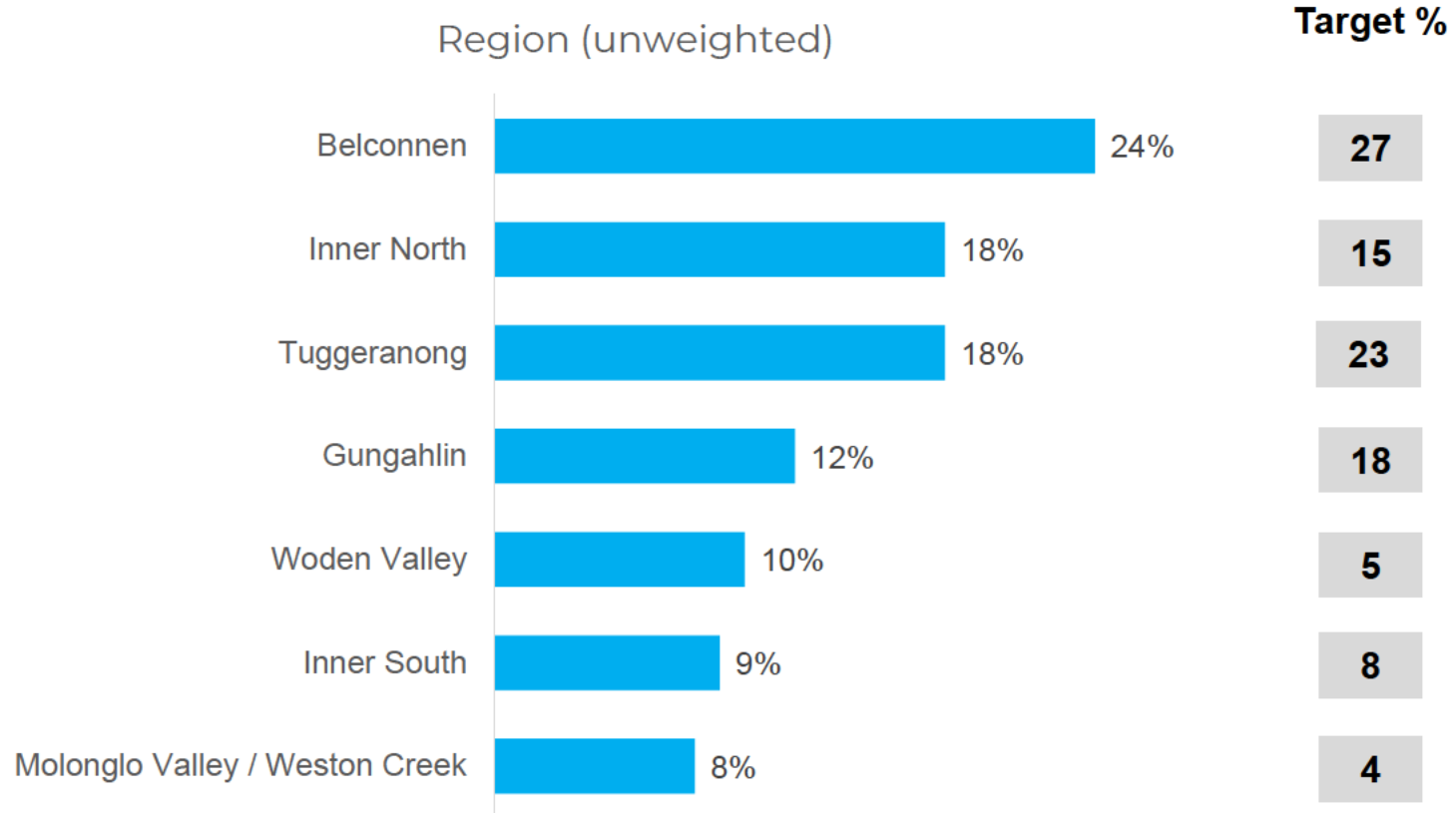
Weighting: The results have been weighted to reflect relative population proportions based on Australian Bureau of Statistics (ABS) Census figures.

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

Limitations: The methodology is biased towards those with internet and computer literacy.



Demographics

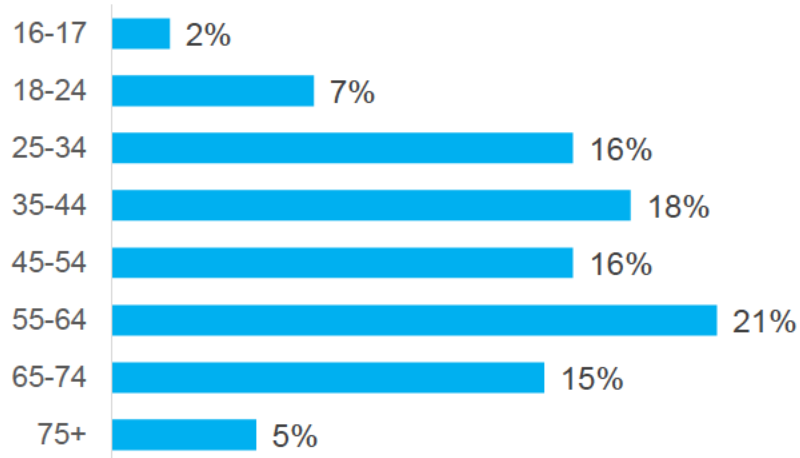


n = 1,586

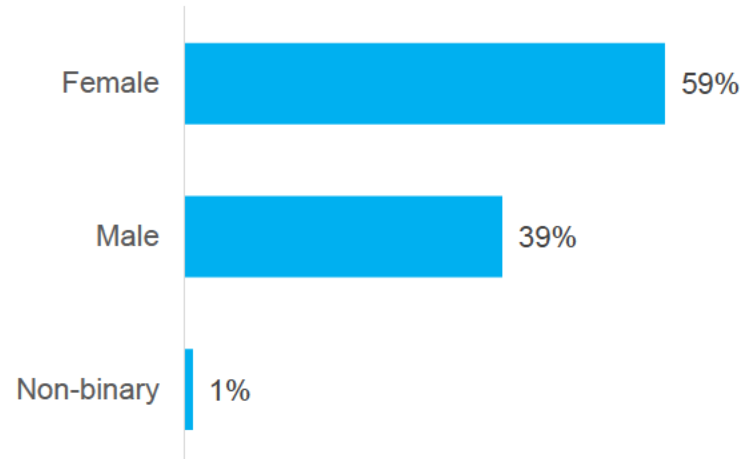


Demographics

Age (unweighted)*



Gender (unweighted)*



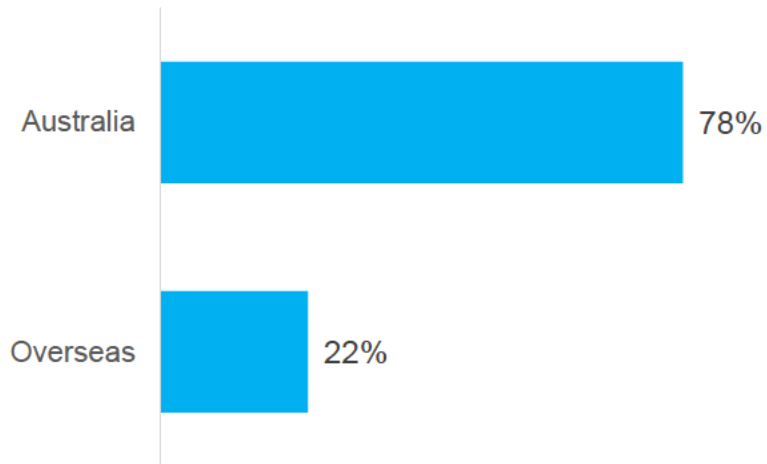
*Percentages may not total 100 due to rounding

n = 1,586

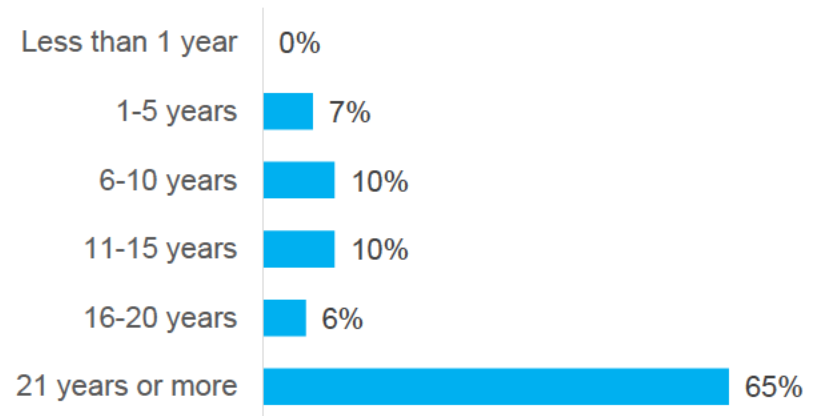


Demographics

Country of birth (unweighted)



Length of time in Australia (unweighted)*



*Percentages may not total 100 due to rounding

n = 1,586



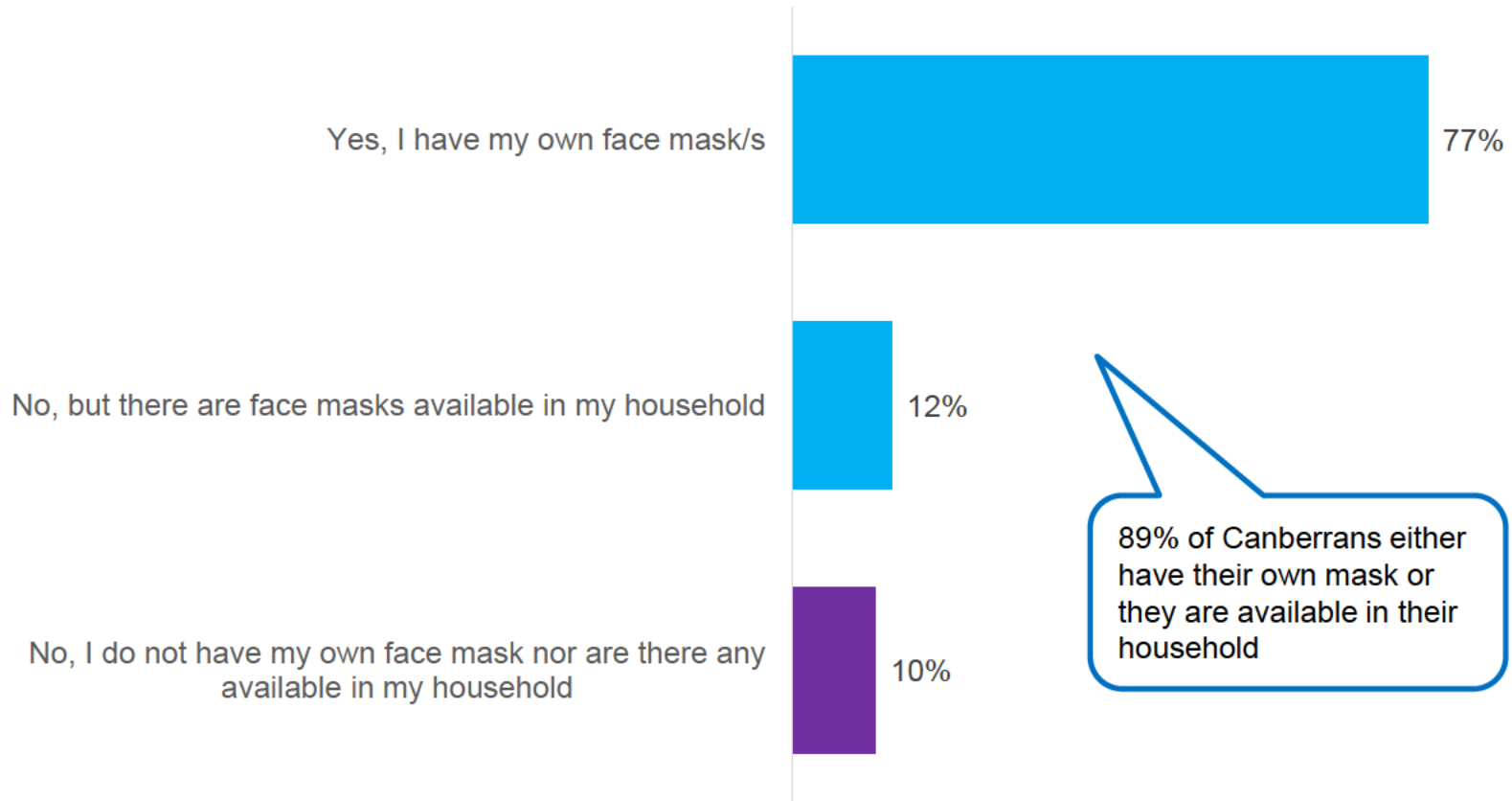
Face masks





Mask availability

Q. Do you have your own face mask/s?*



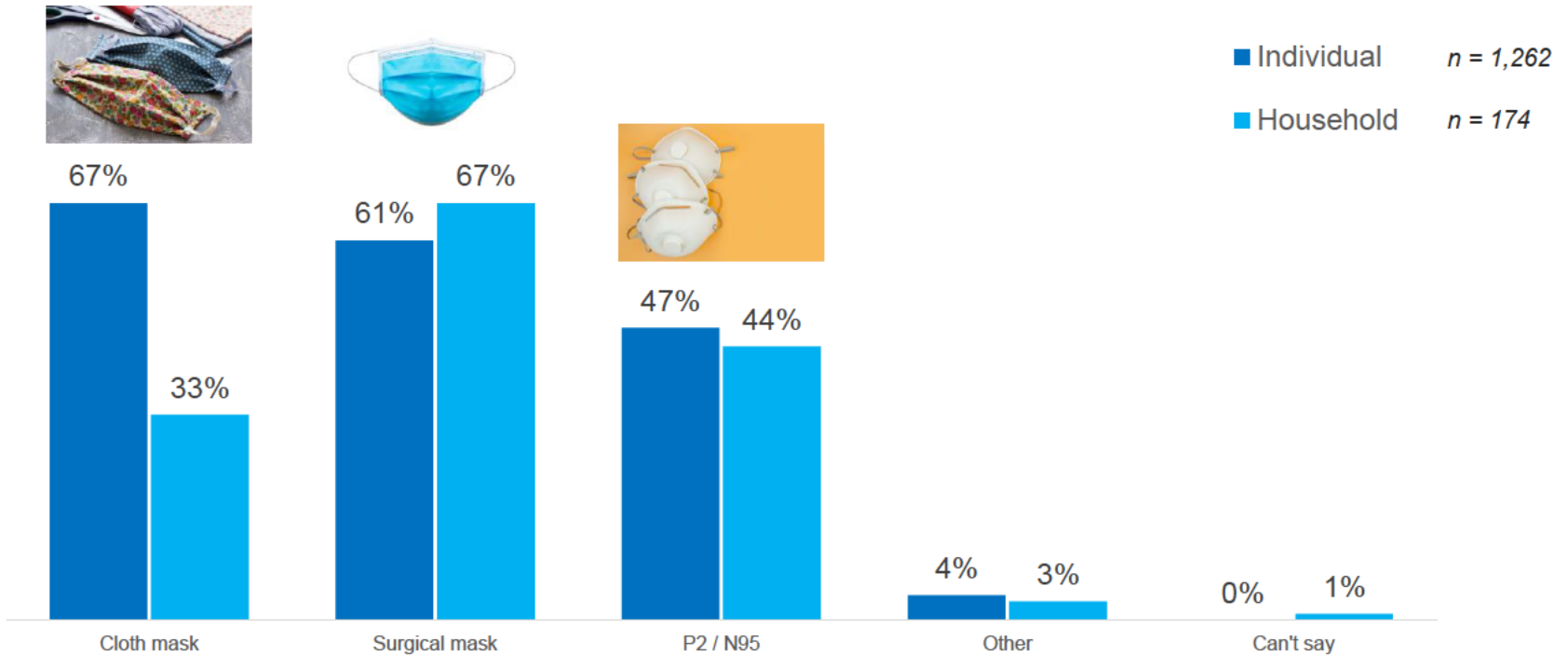
*Percentages may not total 100 due to rounding

n = 1,586



Mask type/s

Q. What type of face mask/s are available in your household?*
(Multiple choice)

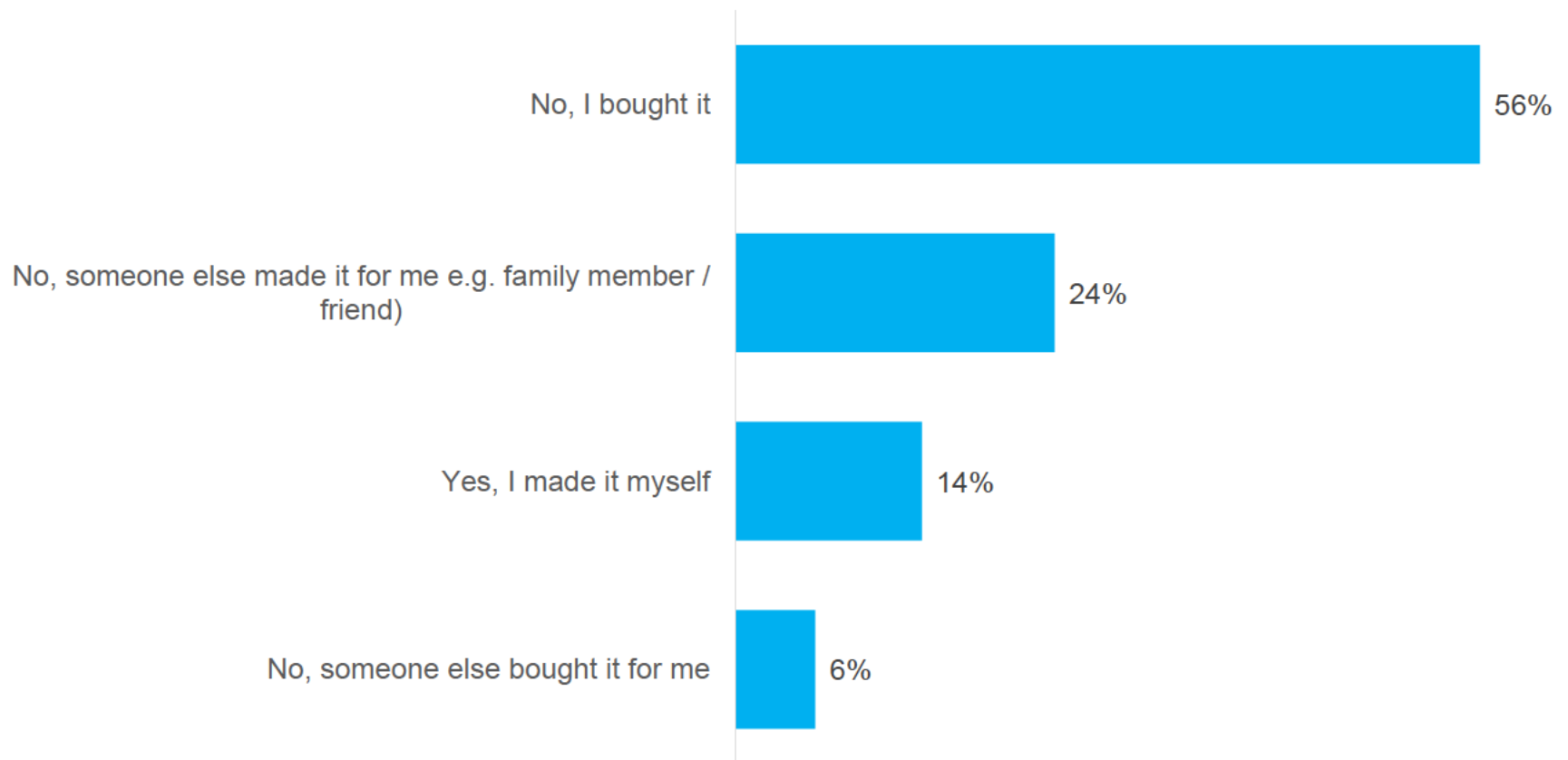


*Totals may exceed 100% as respondents can select more than one option



Cloth mask ownership

Q. Did you make the cloth mask yourself?



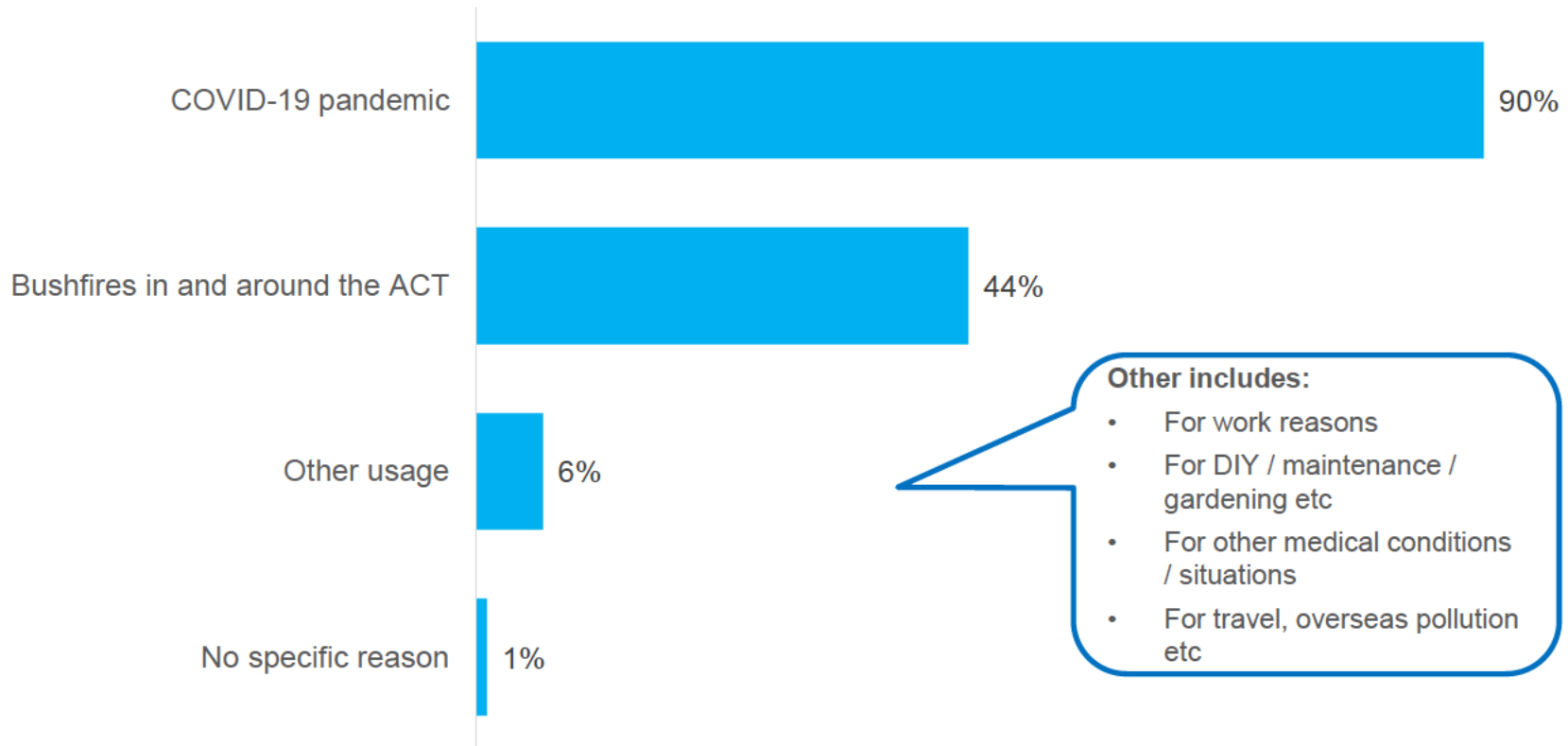
n = 835



Drivers (for having a mask)

Q. What is the main reason you decided to get your own face mask?*

(Multiple choice)



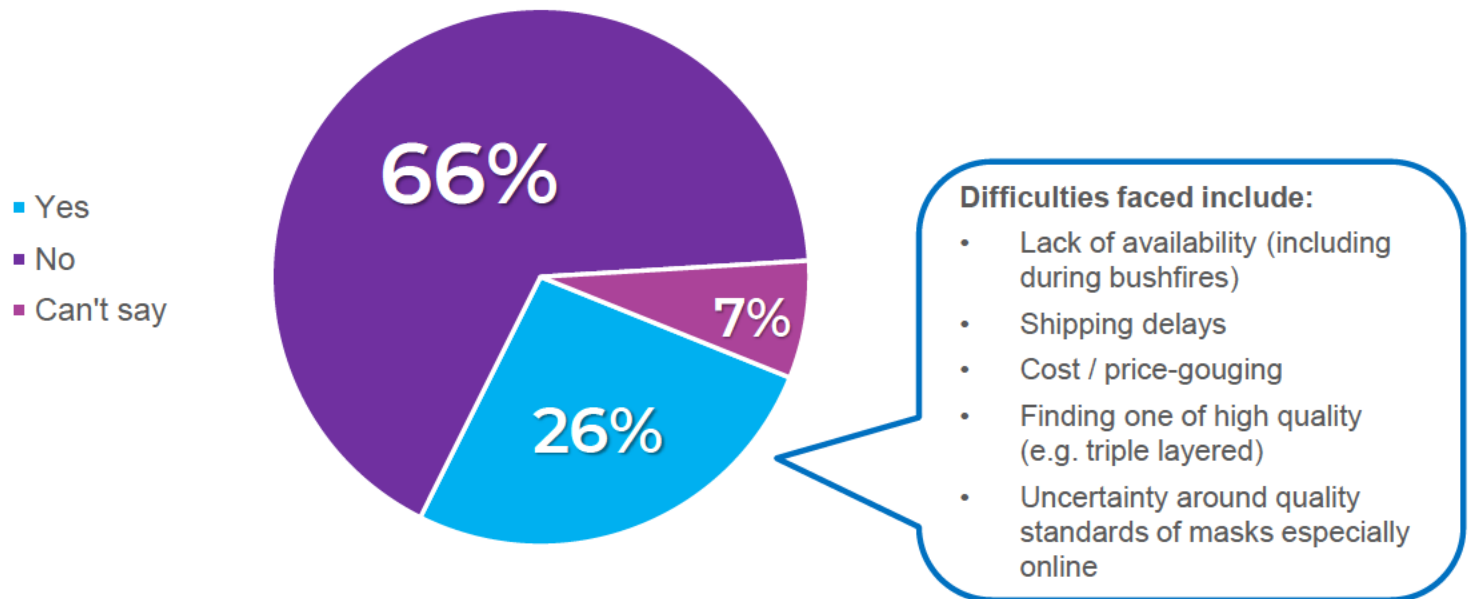
*Totals may exceed 100% as respondents can select more than one option

n = 1,262



Difficulties buying a mask

Q. Have you experienced any difficulties buying a face mask?*



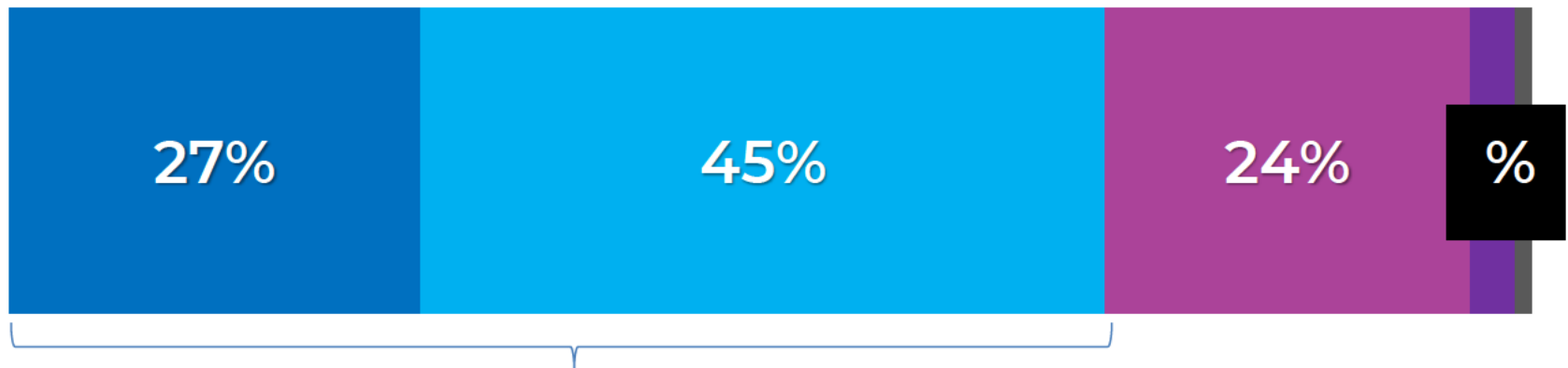
*Percentages may not total 100 due to rounding

n = 1,262



Confidence using a mask

Q. How confident are you that you know how to use a face mask correctly?



72% *Extremely confident or very confident*

■ Extremely confident ■ Very confident ■ Somewhat confident ■ Not so confident ■ Not at all confident ■ Can't say

*Not at all confident (1%); Can't say (0)

n = 1,586



Information that would help build confidence

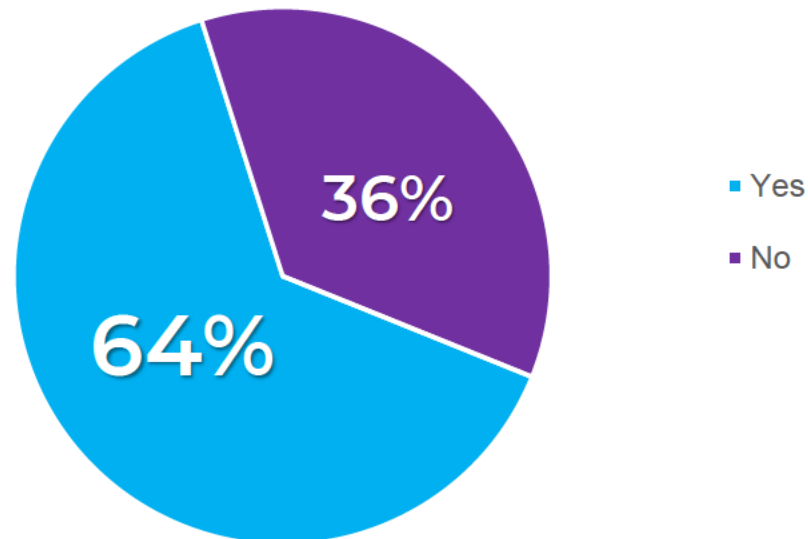
Common themes:

- A 'how to' guide, step by step instructions, images, and / or videos of how to correctly fit a mask
- How to form an effective seal around the mouth and nose, what a proper fit is
- Information around disposal, when and how to and safely dispose of masks
- Information around re-use – how often change, wash etc
- Help to address issues for people wearing glasses
- How to avoid contamination of the mask
- Guidance on what to look for in a mask, different mask components
- I just need to practice wearing it / taking it on and off



Mask usage (COVID-19)

Q. And have you worn a mask at any time to help prevent the spread of COVID-19?

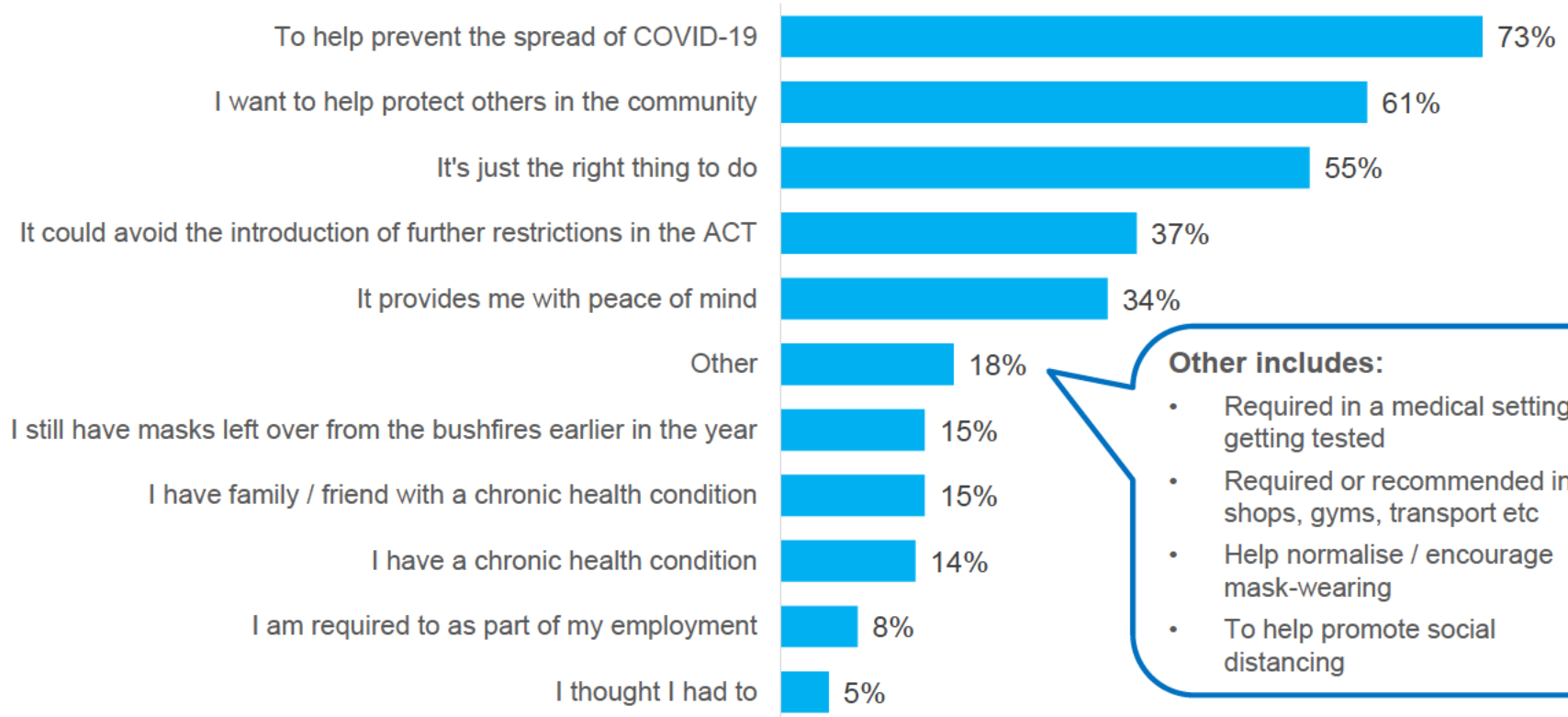


n = 1,586



Drivers (to wear a mask)

Q. What is the main reason you wear a face mask?*(
(Multiple choice)



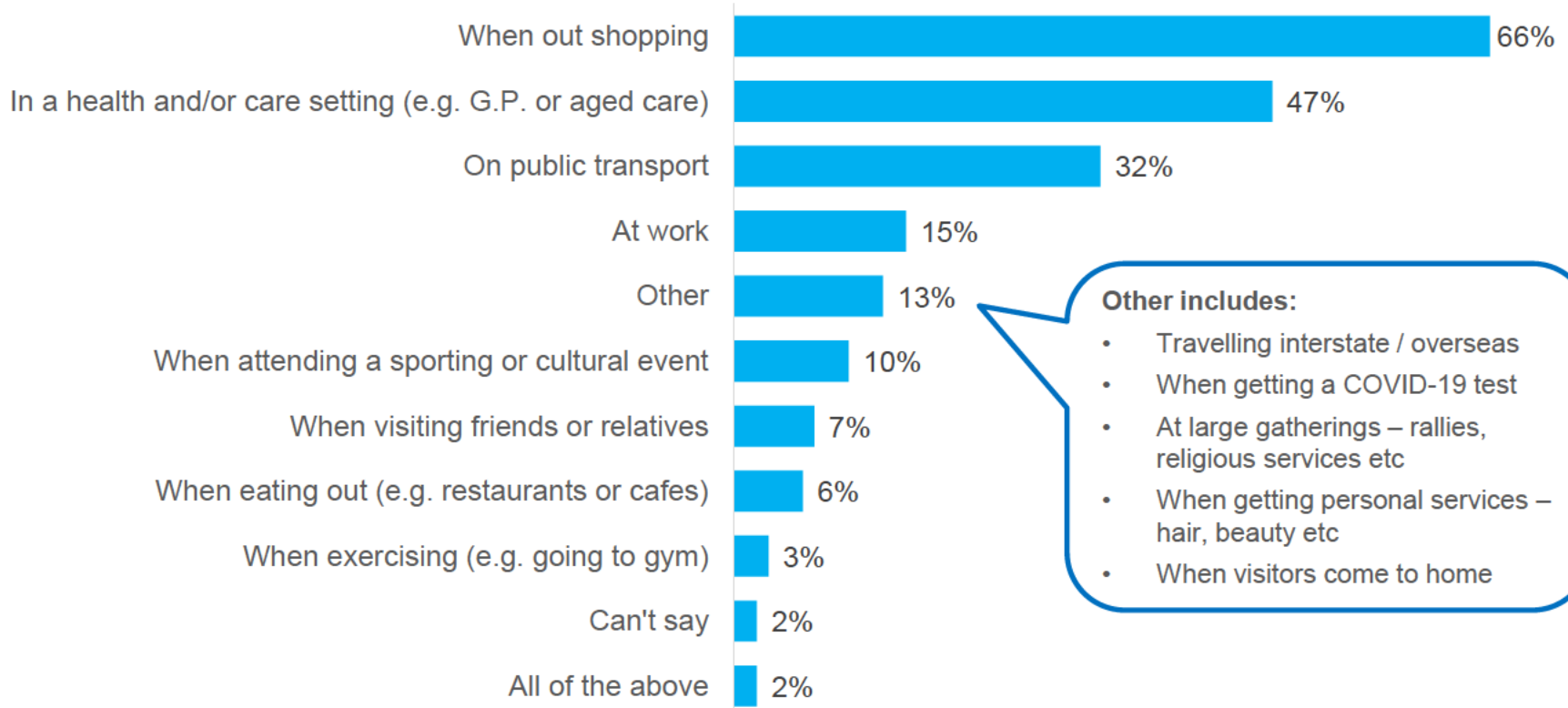
n = 1,009

*Totals may exceed 100% as respondents can select more than one option



Places mask worn

Q. And at which of the following places do you wear a face mask?
(Multiple choice)



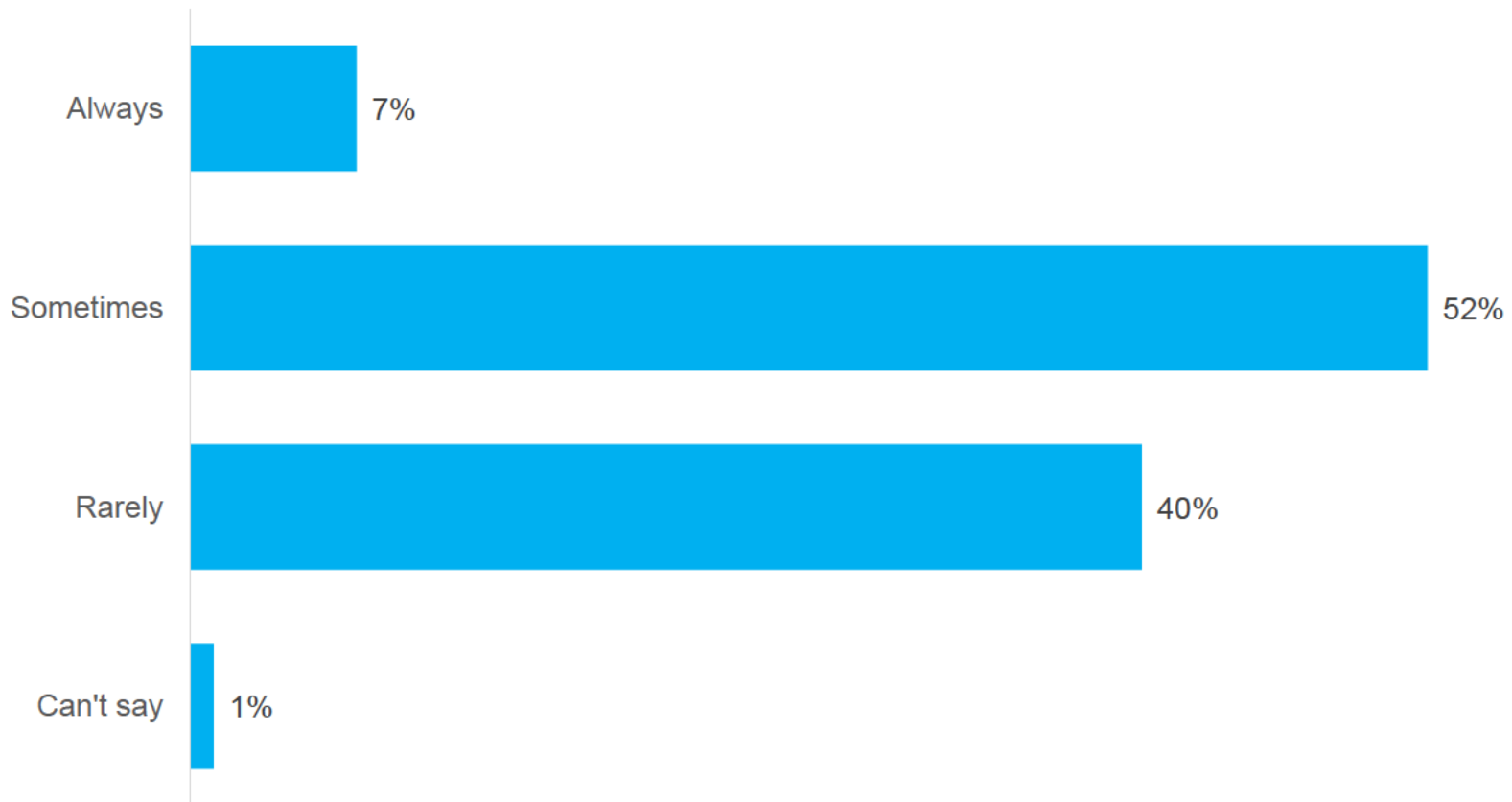
*Totals may exceed 100% as respondents can select more than one option

n = 1,009



Frequency (of mask use)

Q. How often do you wear a face mask when outside your home?

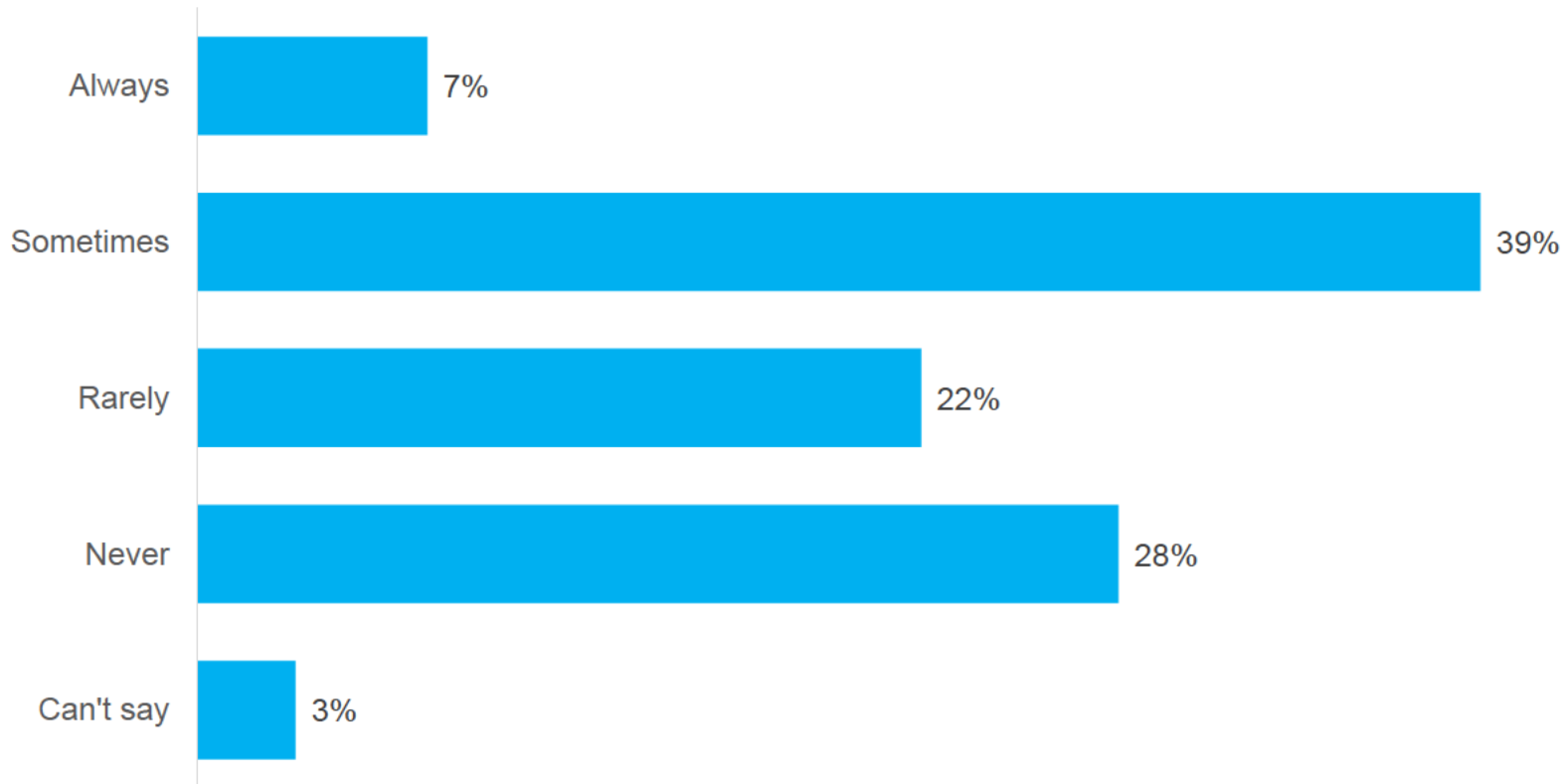


n = 1,009



Feeling out of place

Q. Do you ever feel out of place or embarrassed when wearing a face mask in public?



n = 1,009



Why feel out of place or embarrassed wearing a mask

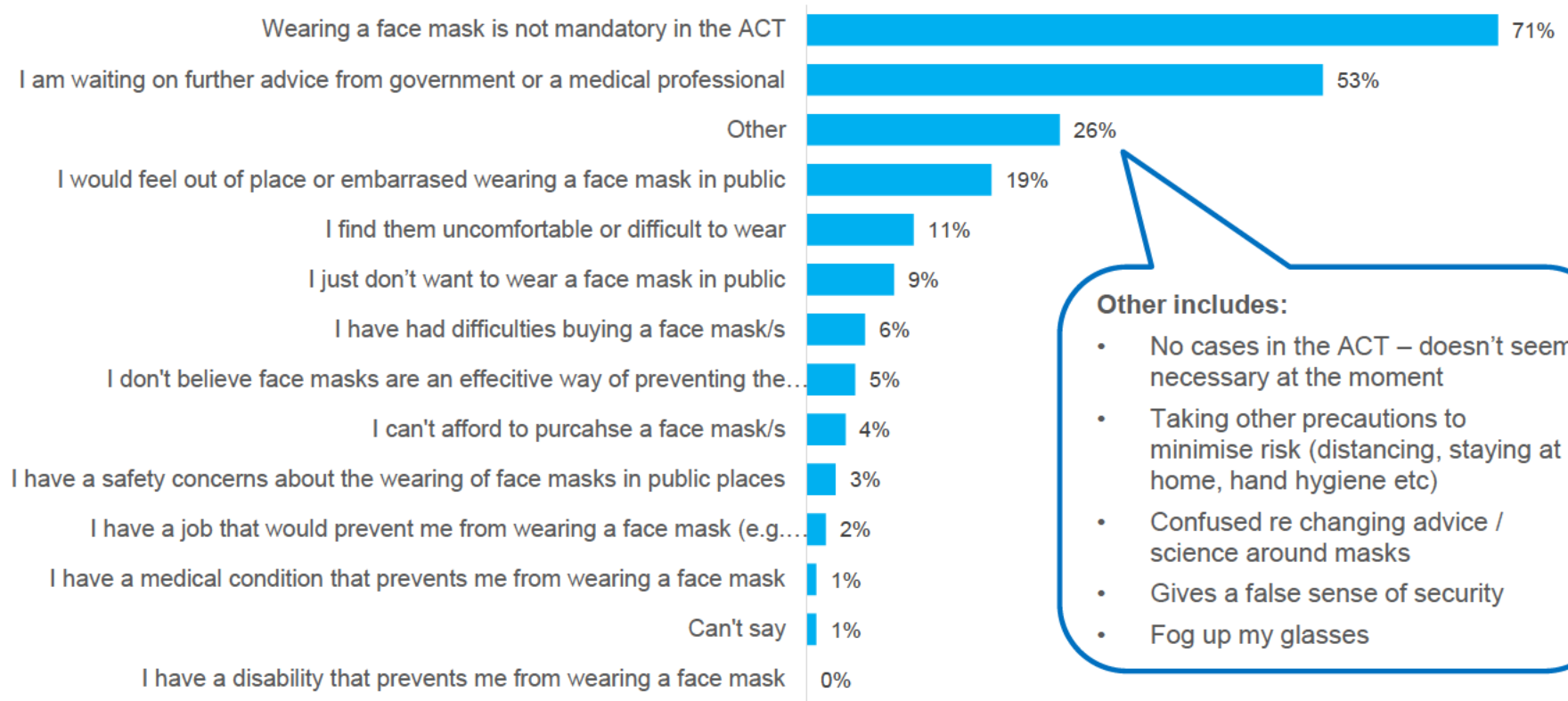
Common themes:

- Feel like the odd one out because not many wearing them
- People think you have COVID-19
- People are dismissive – think you are over-reacting, paranoid, over the top
- People stare and / or deliberately avoid you
- Feel very self-conscious – looks funny, ridiculous, weird
- Just feels a bit strange, not normal
- Can make it difficult to interact and communicate with others
- Can feed prejudices, stigmas, biases – e.g. towards Asian people



Barriers (to wearing a mask)

Q. You said that you haven't worn a face mask to help prevent the spread of COVID-19. Why is that?* (Multiple choice)



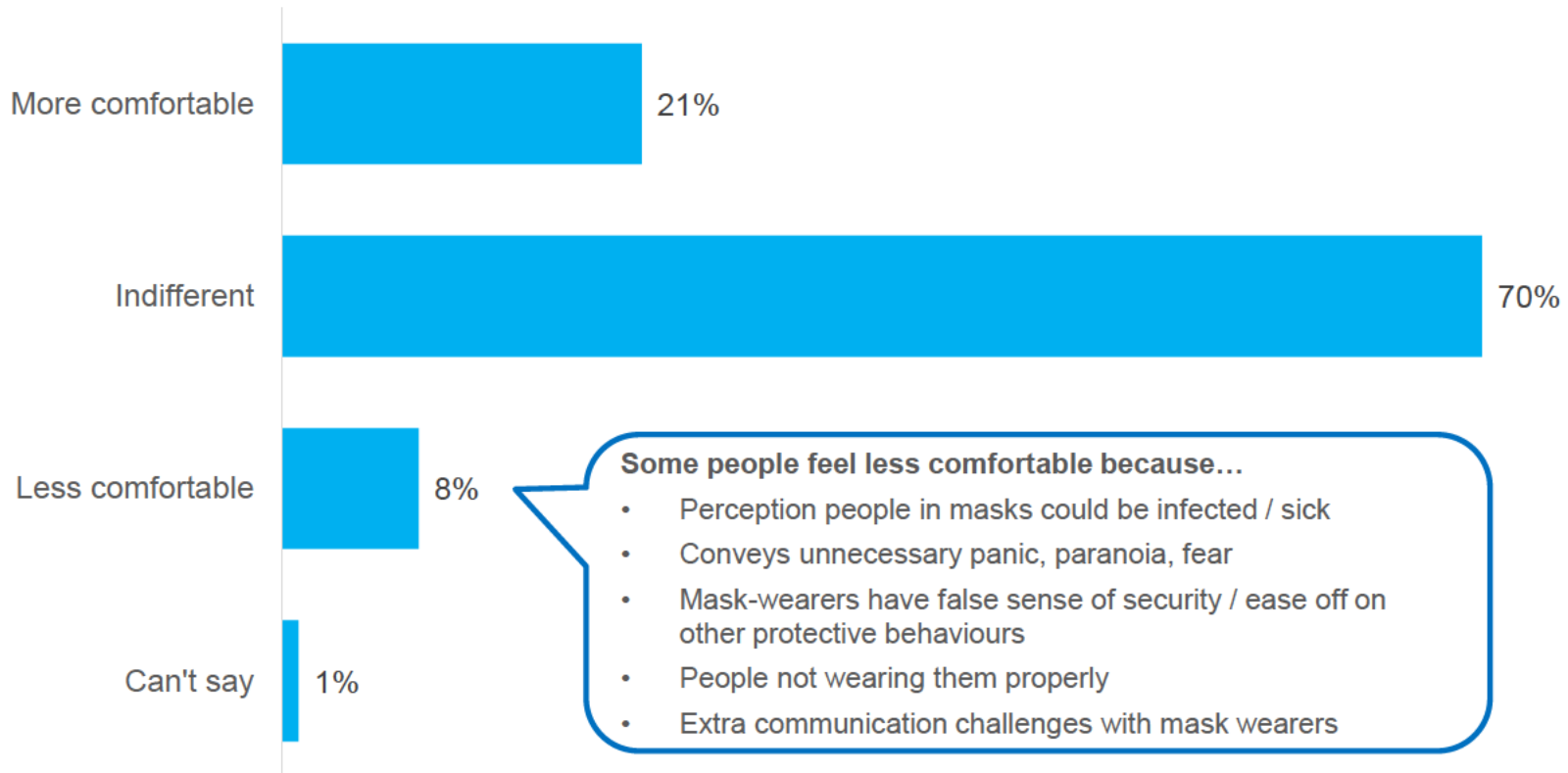
*Totals may exceed 100% as respondents can select more than one option

n = 571



Feeling un/comfortable

Q. When shopping or just out in public, do you feel more comfortable, less comfortable, or indifferent if other people are wearing face masks?

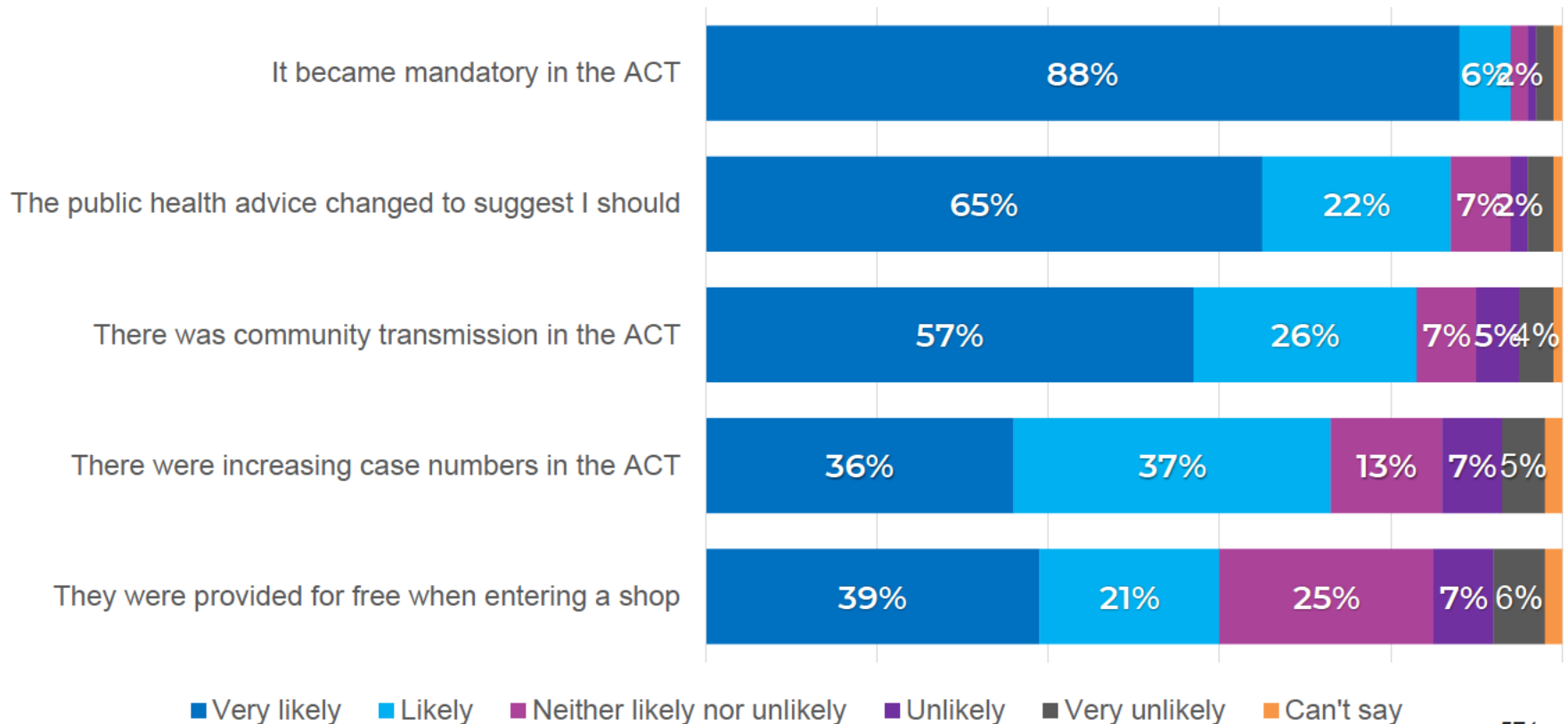


n = 571



Likelihood (to wear a mask)

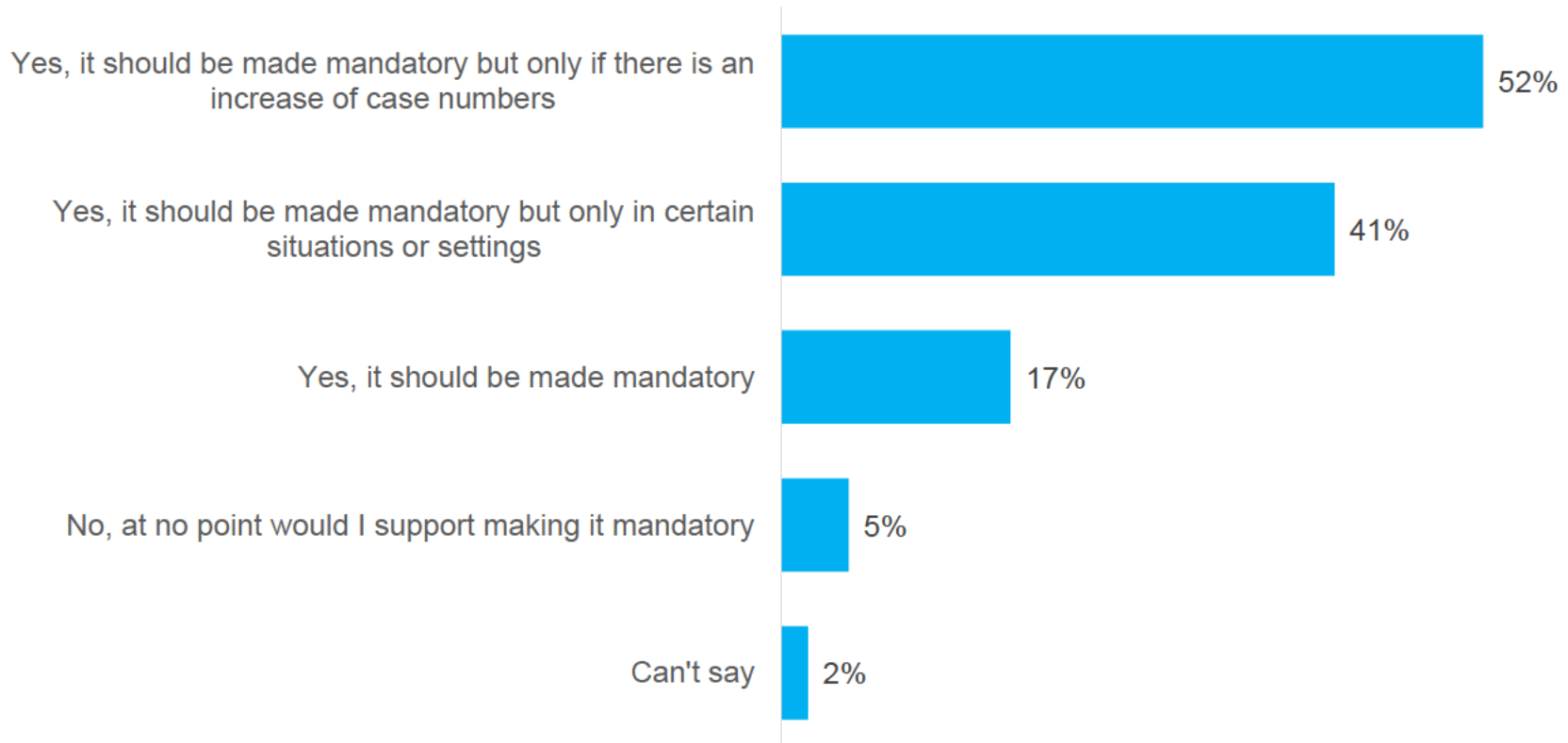
Q. How likely are you to start wearing a face mask in the following circumstances?





Support (for mandatory use)

Q. Do you think the use of face masks in public places should be made mandatory to help reduce the spread of COVID-19?* (Multiple choice)



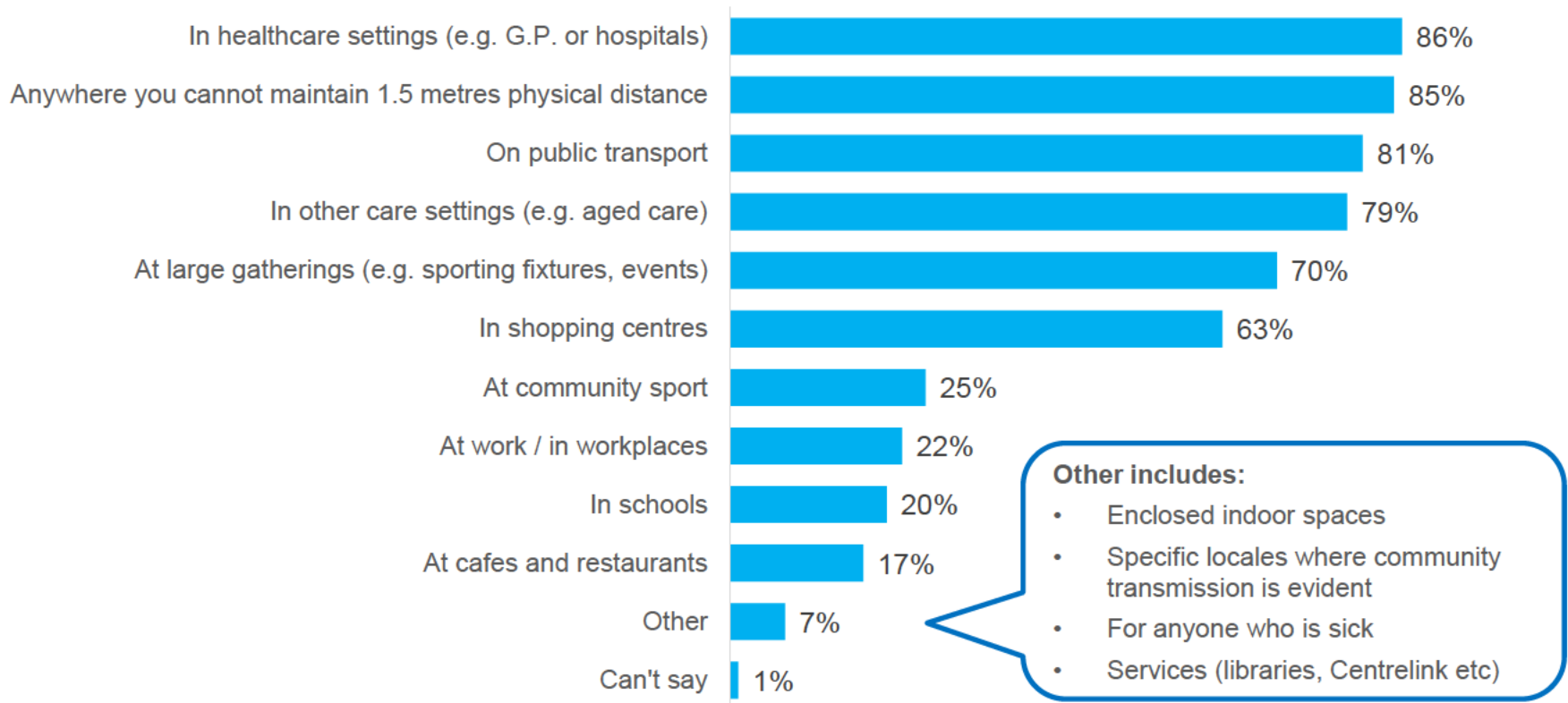
*Totals may exceed 100% as respondents can select more than one option

n = 1,586



Locations (for mandatory use)

Q. In what specific situations or settings do you think the use of face masks should be made mandatory?* (Multiple choice)



*Totals may exceed 100% as respondents can select more than one option

n = 633



Other comments about masks

Common themes:

- Make mask-wearing mandatory especially in high risk settings
- Focus on other measures to stop the spread – masks not a panacea, give false sense of security
- No objections to mask wearing, just not necessary right now
- Concerned about environmental impact of disposable masks
- Ensure easy and equitable access to masks – low cost, provide for free etc
- Provide more community awareness-raising and education around the proper and safe use of masks
- Support and education around mask-wearing with kids
- Help make mask-wearing fun – branded masks (sports teams, CBR), encourage people to have different styles, decorate them etc

n = 353



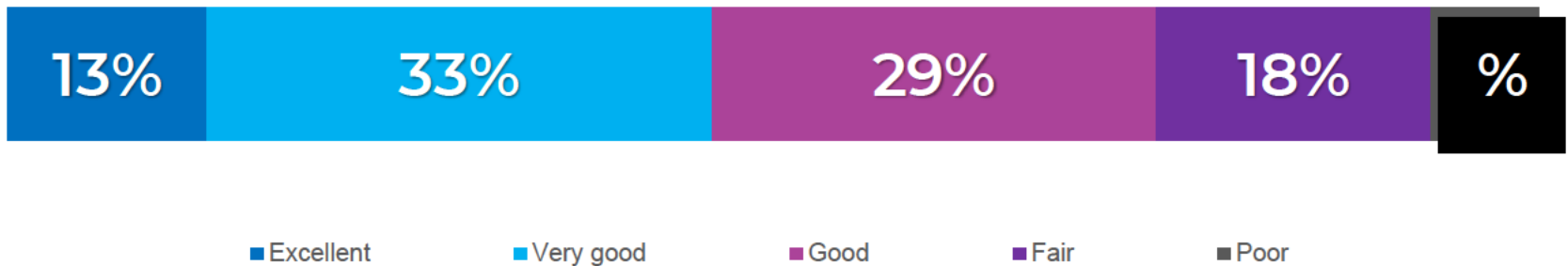
Mental health



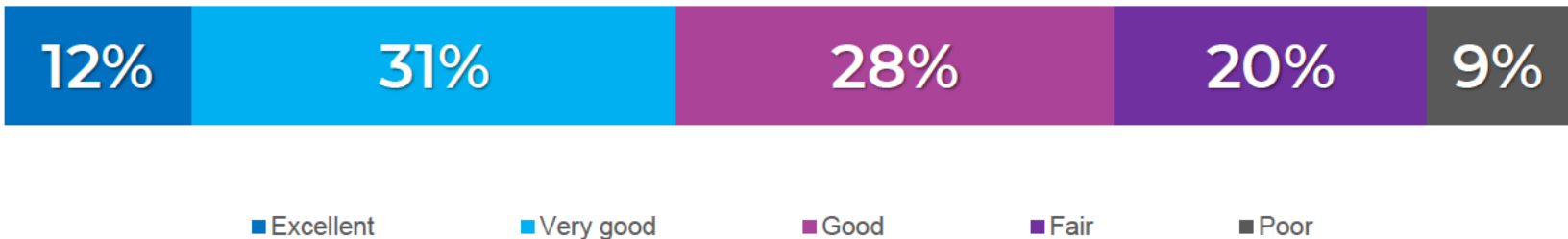


Self-rated mental health

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



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

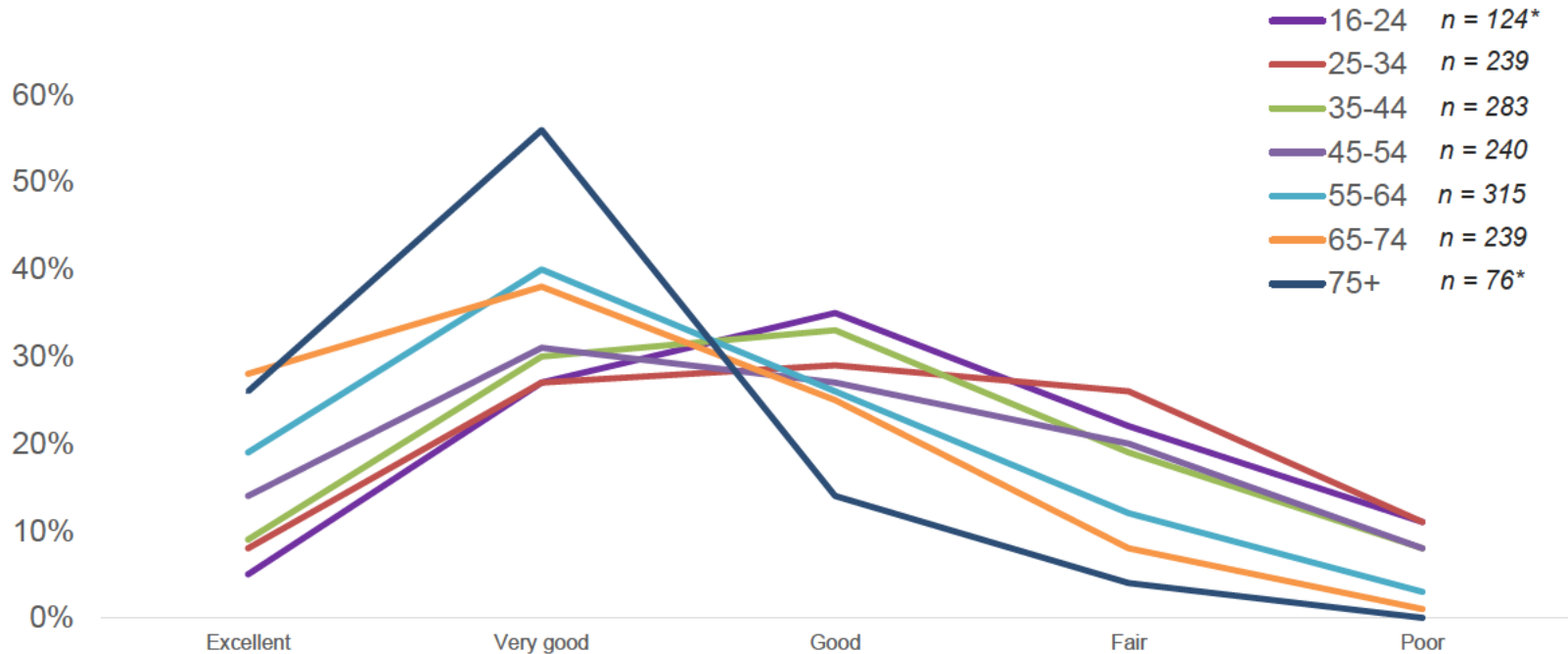


n = 1,516



Mental health (age group)

Q. How would you rate your current mental health and wellbeing?
(By all age groups)

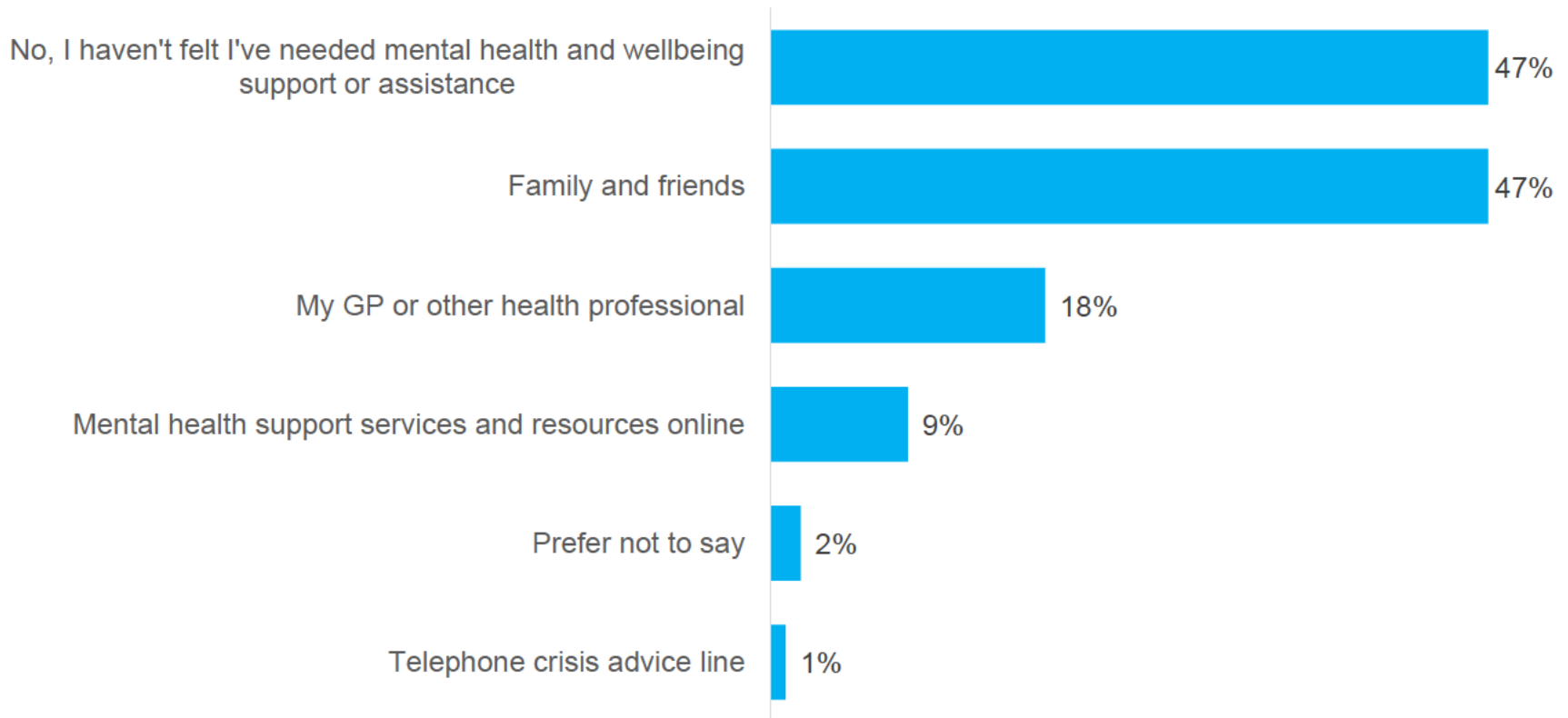


*Caution low base



Discussed mental health

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



*Totals may exceed 100% as respondents can select more than one option

n = 1,516

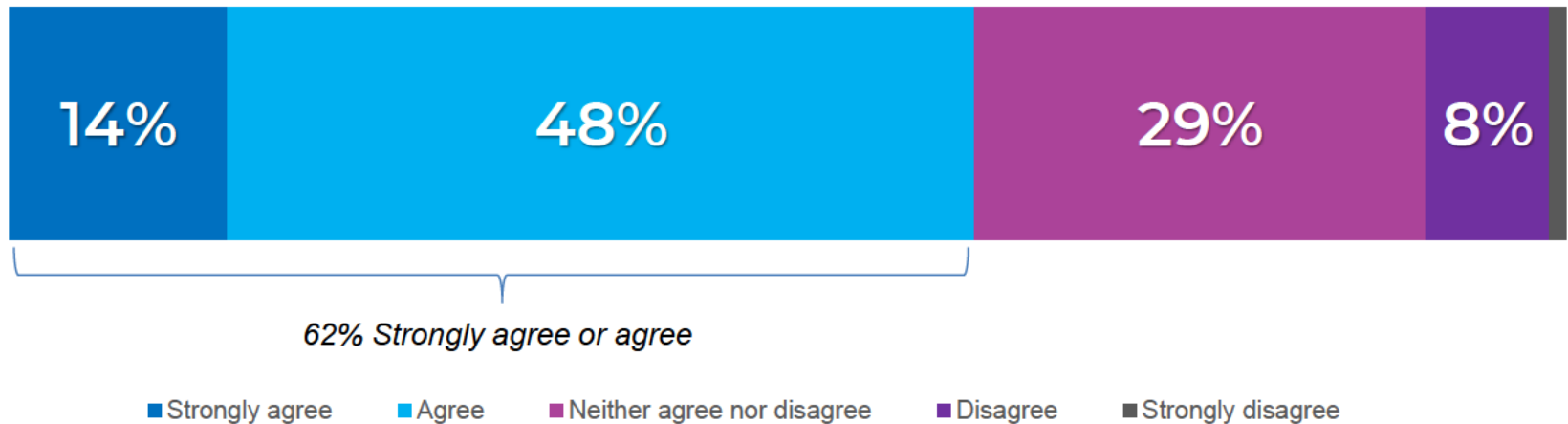


Mental health support

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 have sought mental health support



*Strongly disagree (1%)

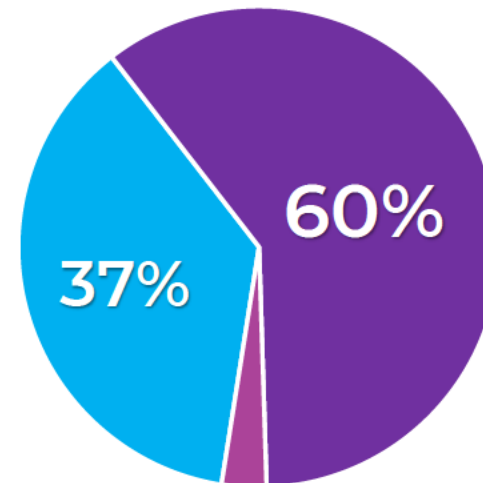
n = 751



Mental health (campaign recall)



Q. Before today, do you recall hearing or seeing anything about this campaign?*



■ Yes ■ No ■ Can't say

*Can't say (3%)

n = 1,516



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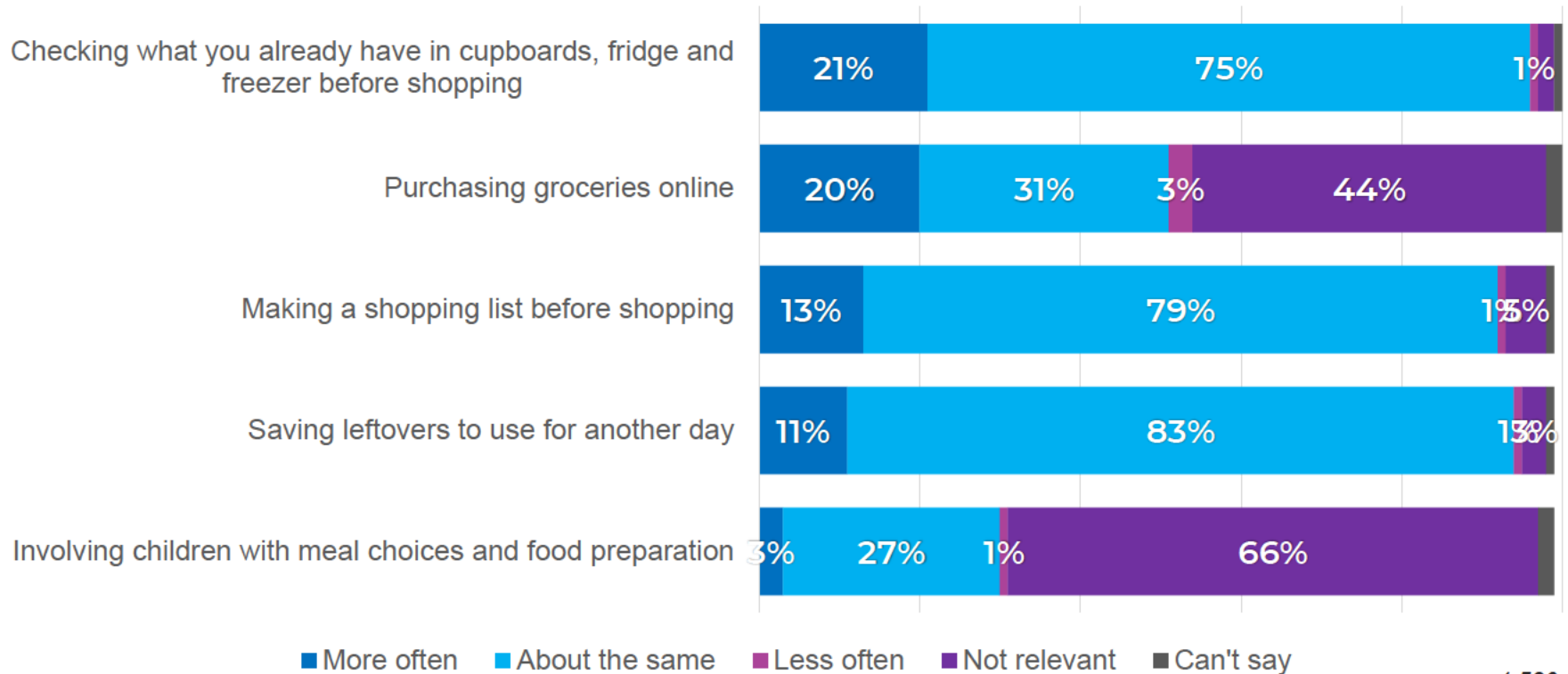
Food waste avoidance





Food behaviours

Q. Since the introduction of COVID-19 restrictions, would you say you are doing the following things more often, less often, or about the same as always?



n = 1,586



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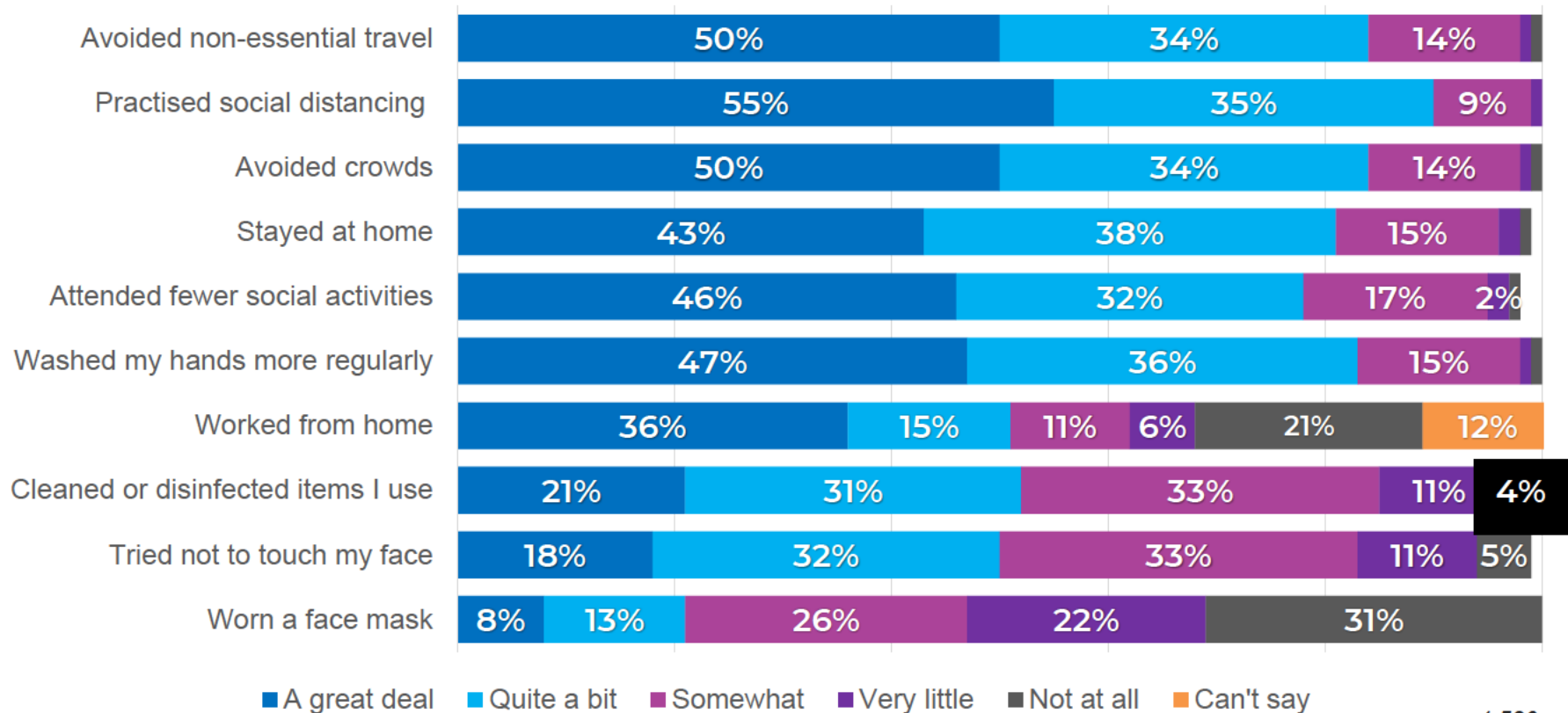
COVID-19 Behaviour change





Behaviour change (August 2020)

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

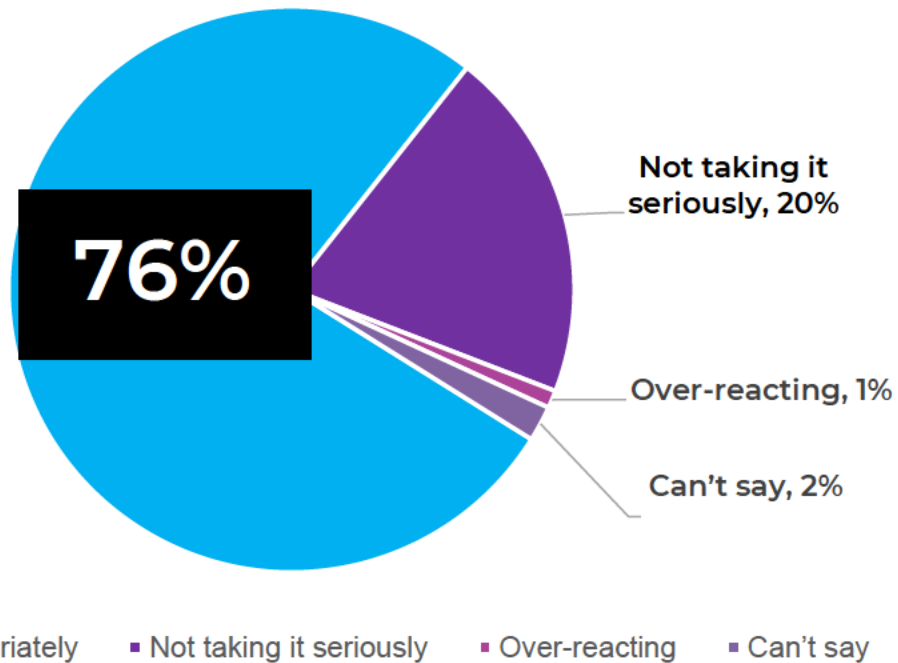


n = 1,586



Canberra's response

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



**Percentages may not total 100 due to rounding*

n = 1,586



Why think Canberrans are not serious or over-reacting

Why not taking it seriously:

- Little social distancing and crowded places (e.g. shops)
- People gathering, hugging, shaking hands, partying etc
- General complacency and / or fatigue
- Borders are open, people travelling
- Not wearing masks, even in higher risk settings (e.g. healthcare)
- Lack of sanitation, hand-wash in shops, cafes etc
- Returning to workplaces

Why over-reacting:

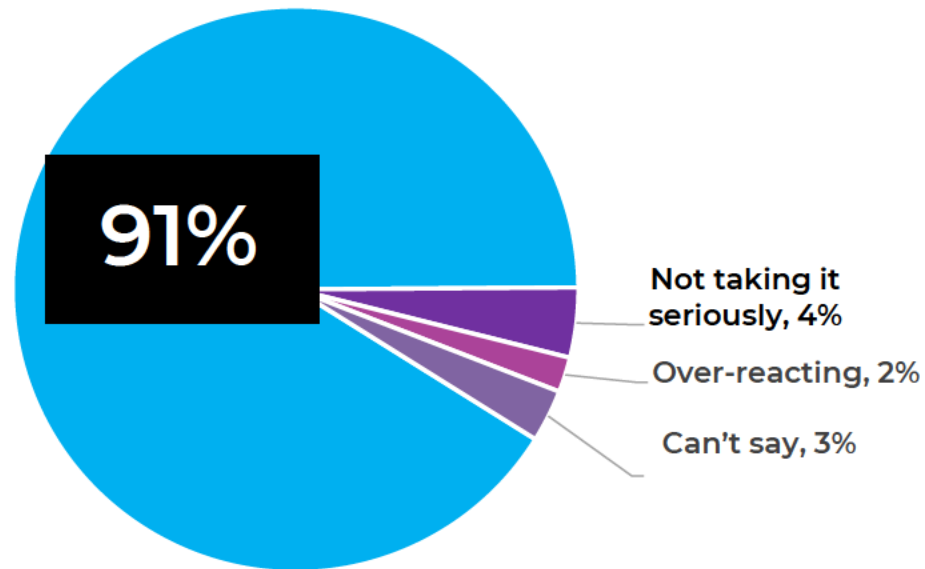
- COVID-19 not a high-risk – low mortality, high recovery rates
- Adverse effect on business and the economy
- Too much fear, panic around it

n = 258 (not serious) / n=16 (over-reacting)



ACT Government's response

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

n = 1,586



Why think ACT Government is not serious or over-reacting

Why not taking it seriously:

- Lifting of restrictions gone too far
- Open borders and travel by people entering the ACT from interstate
- Weak on enforcement / fines
- Need to mandate face masks
- Just providing 'advice' not rules

Why over-reacting:

- Harsh / unnecessary restrictions given no cases
- It's low-risk, low mortality, high recovery rate
- Too much of it, 24/7
- It's become politicised

n = 50 (not serious) / n=21 (over-reacting)



Feel 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'



93% Strongly agree or agree

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree ■ Can't say

**Disagree (1%); Strongly disagree (0); Can't say (0)*

n = 1,586



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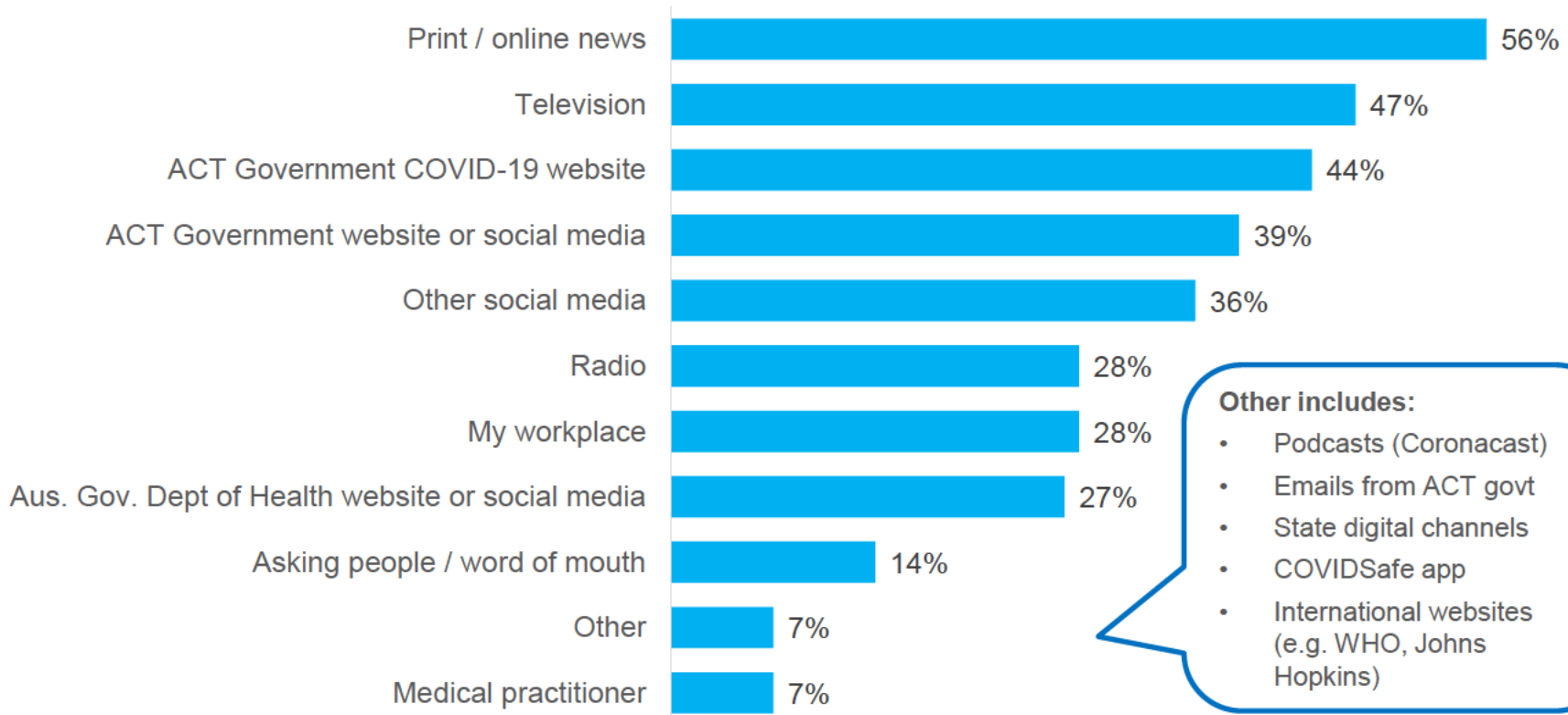
Communications & campaigns





Communication channels

Q. Which of the following channels have you used MOST to keep informed about COVID-19? (Select up to 5 responses)



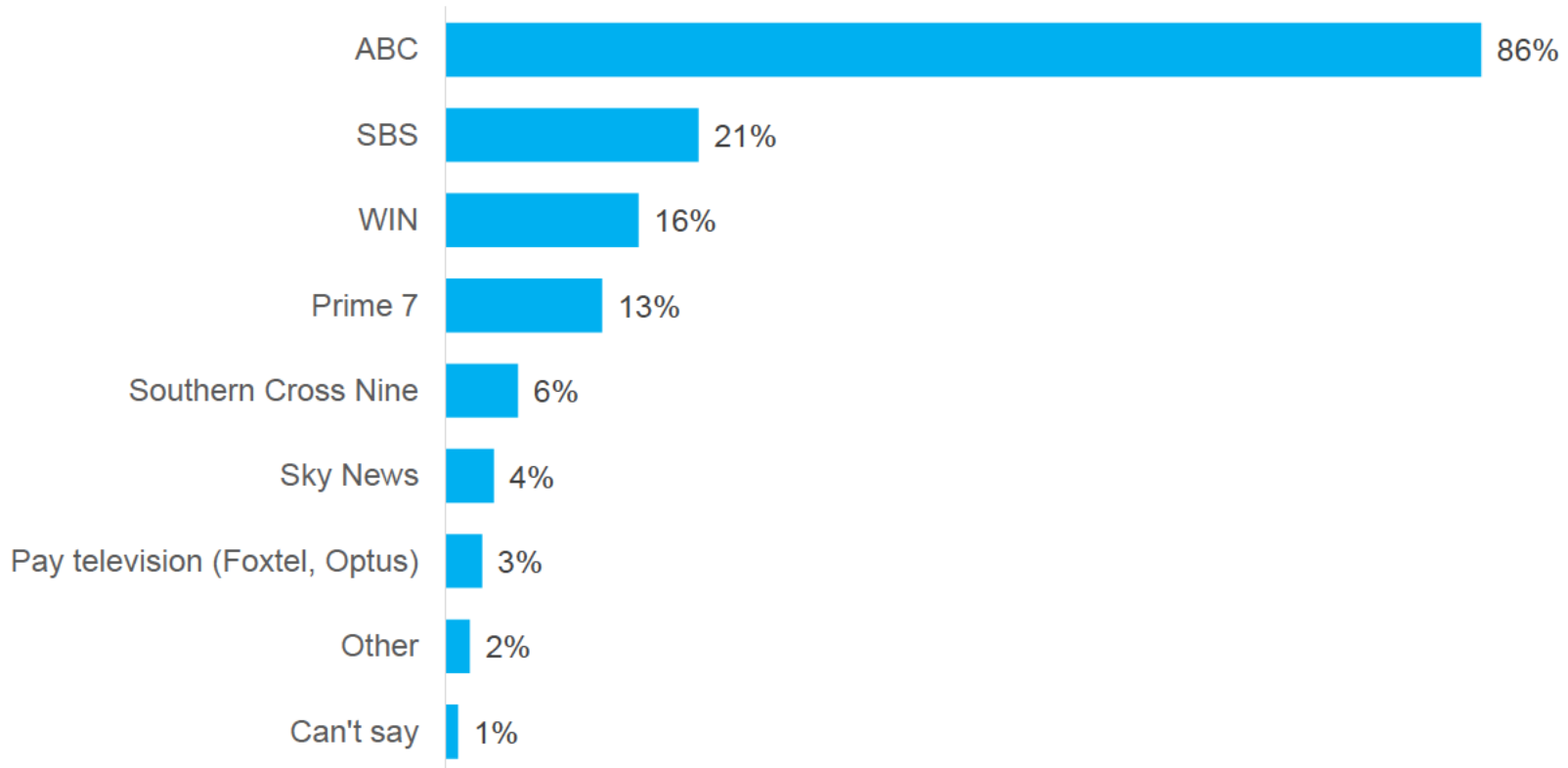
*Totals may exceed 100% as respondents can select more than one option

n = 1,586



Television

Q. Please select the television station you watch the MOST to keep informed about COVID-19.* (Multiple choice)



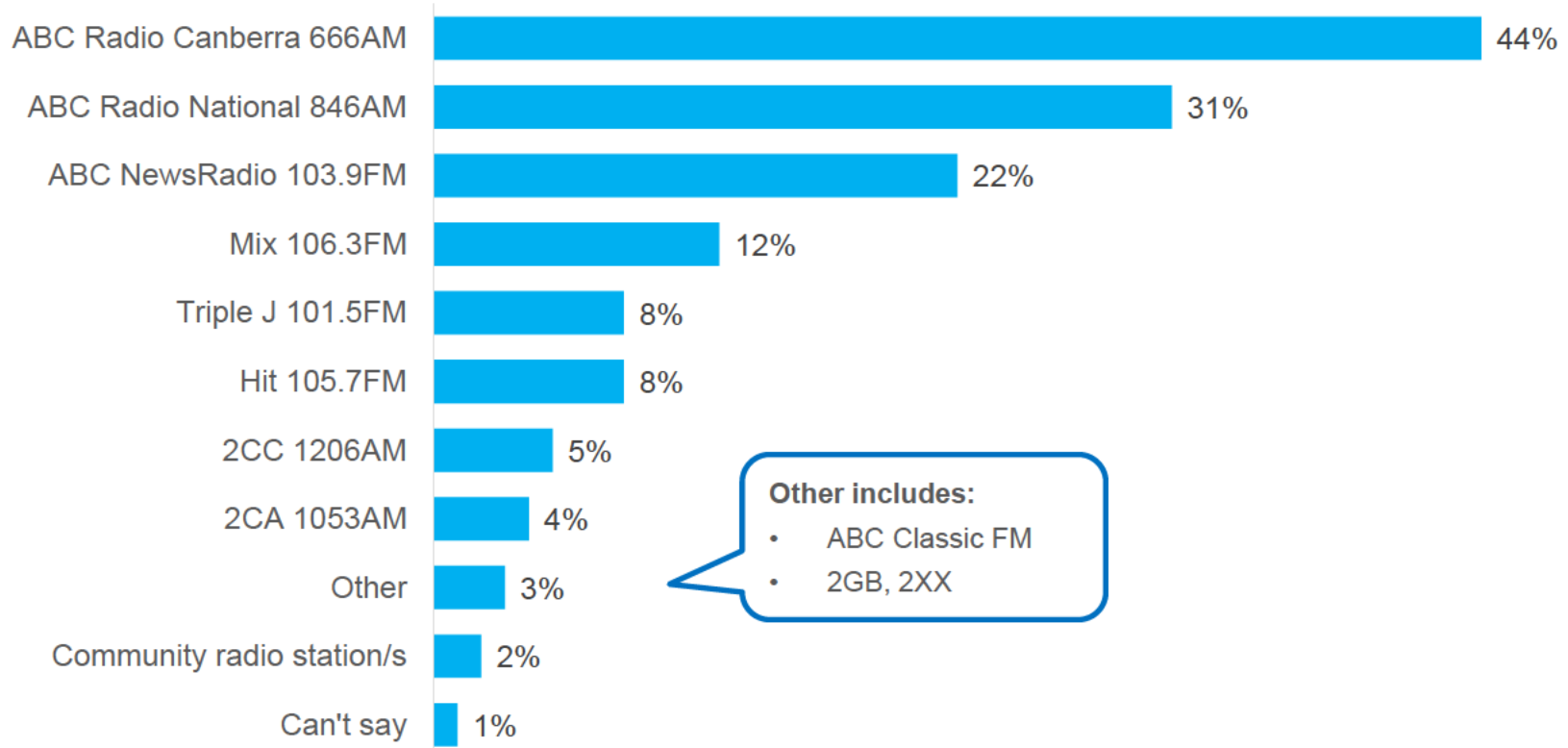
*Totals may exceed 100% as respondents can select more than one option

n = 813



Radio

Q. Please select the radio station you listen to the MOST to keep informed about COVID-19.* (Multiple choice)



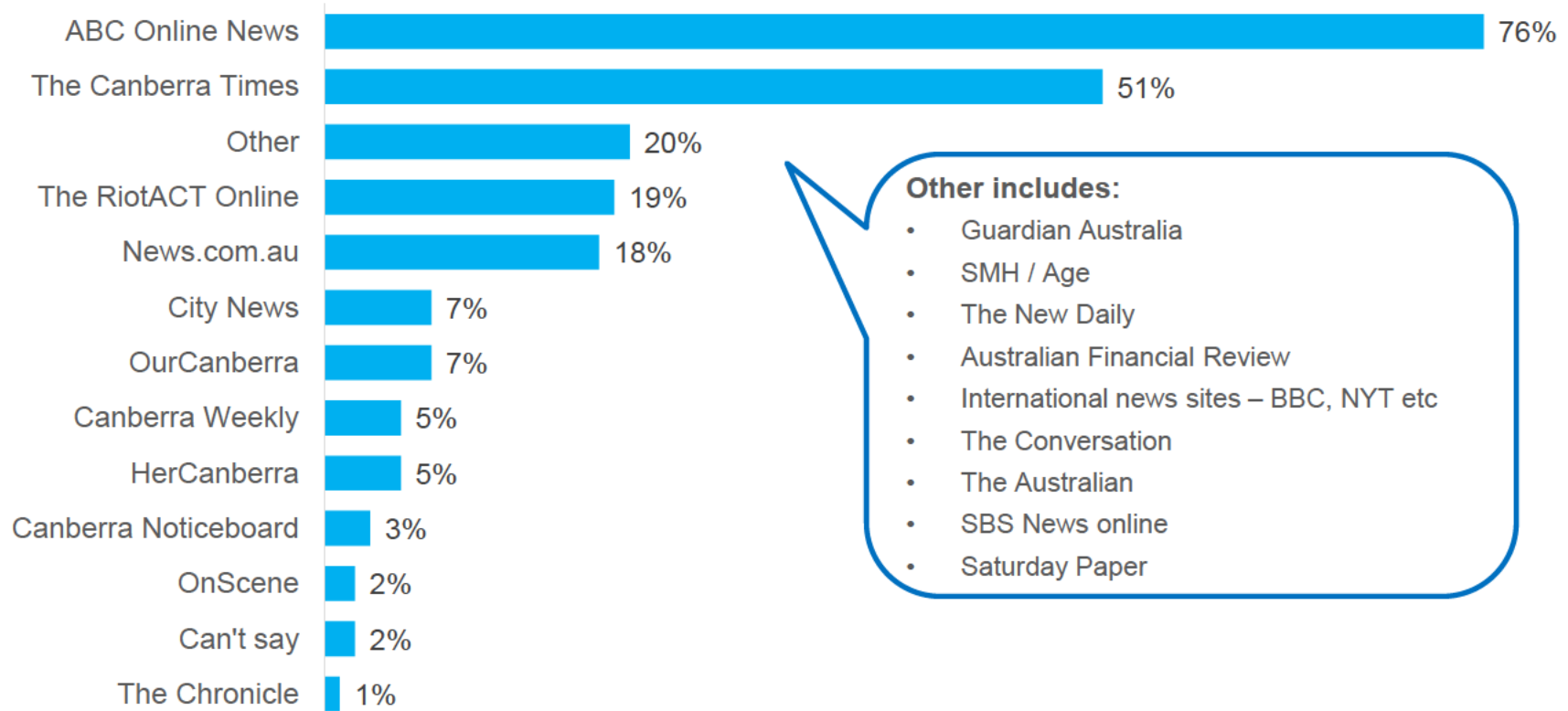
*Totals may exceed 100% as respondents can select more than one option

n = 505



Print / online news

Q. Please select the print / online news source you read / viewed the MOST to keep informed about COVID-19.* (Multiple choice)



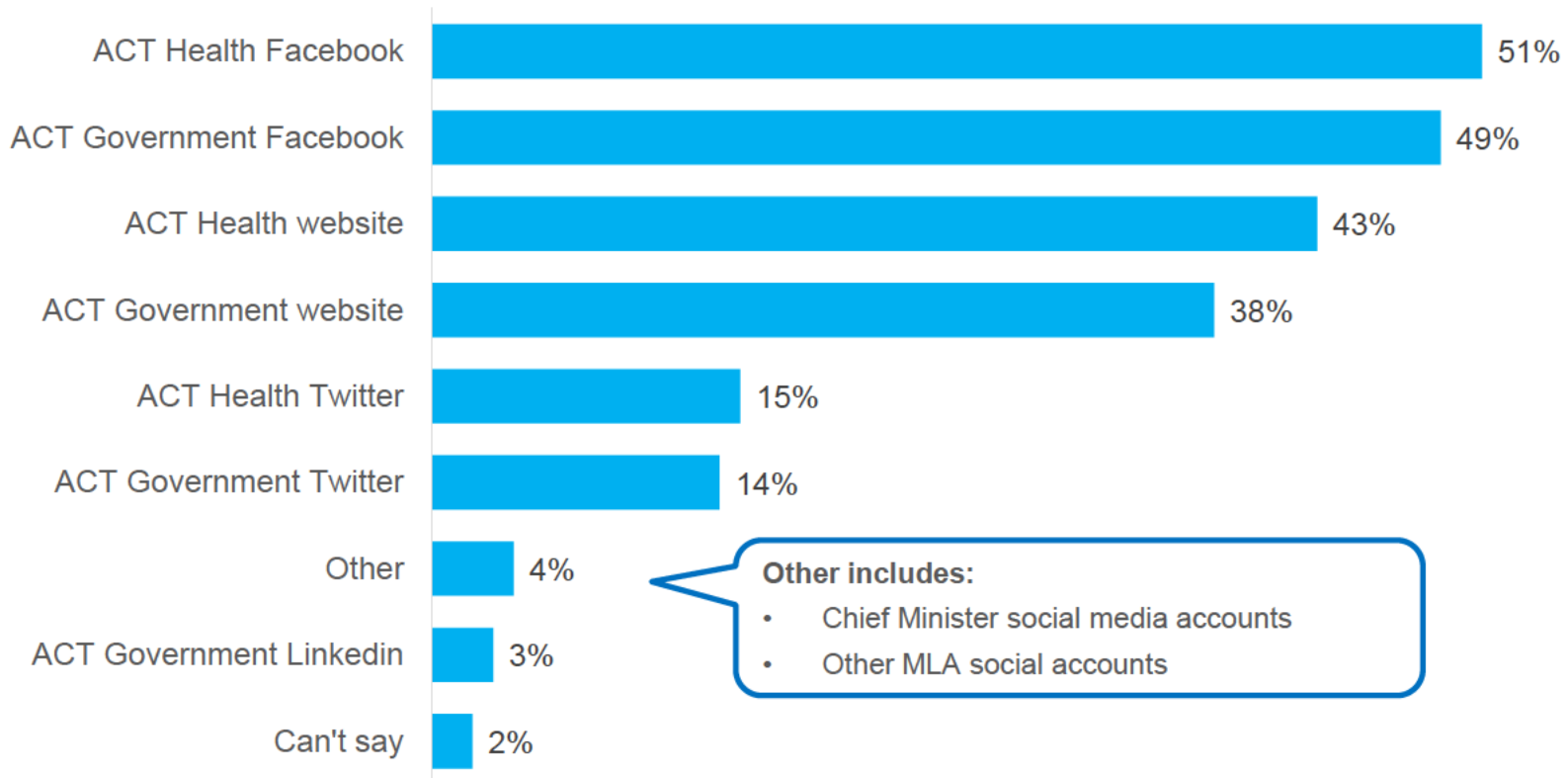
*Totals may exceed 100% as respondents can select more than one option

n = 933



ACT Government

Q. Please select the ACT Government social media or website you read / view the MOST to keep informed about COVID-19.* (Multiple choice)



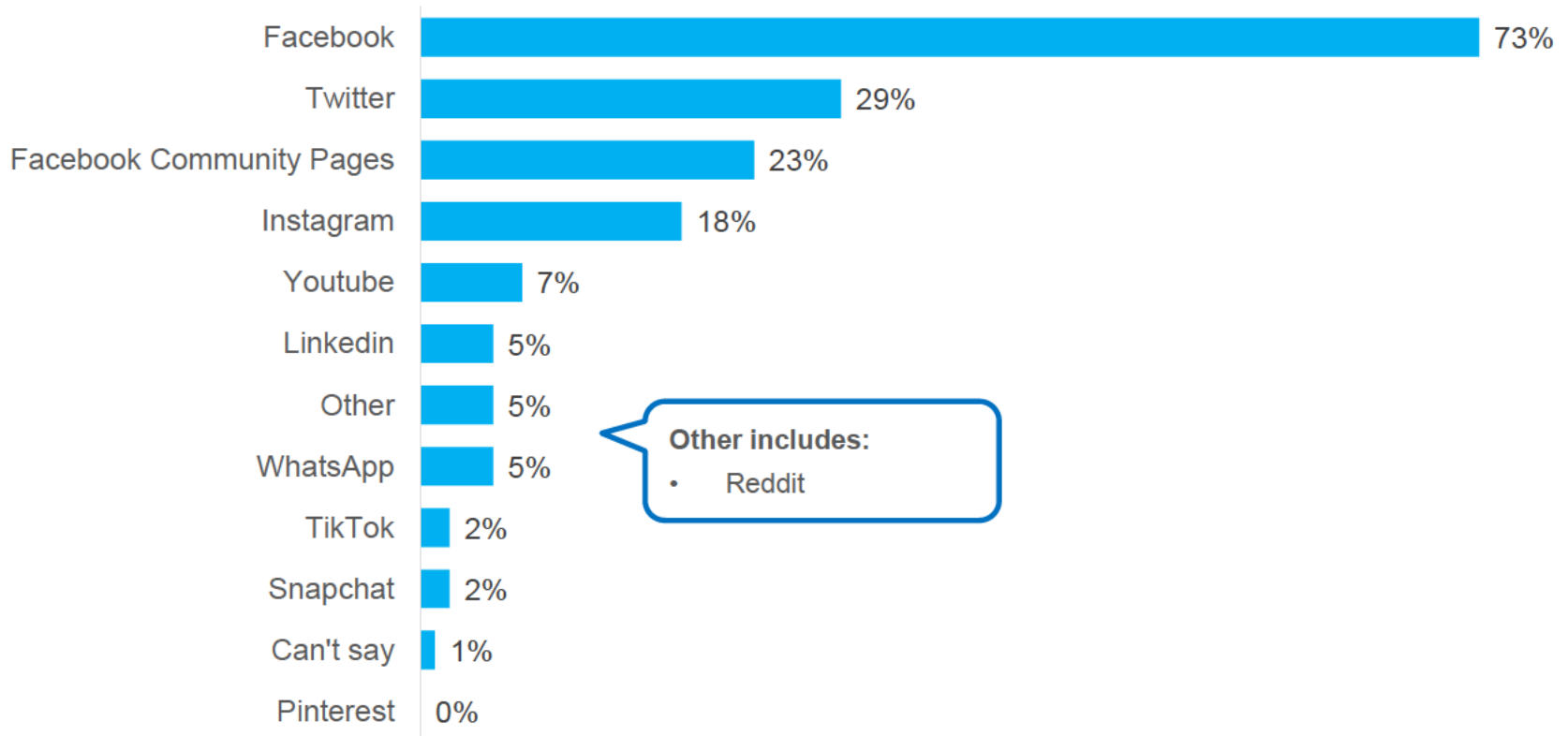
*Totals may exceed 100% as respondents can select more than one option

n = 565



Social media

Q. Please select the social media platform you use the MOST to keep informed about COVID-19.* (Multiple choice)



*Totals may exceed 100% as respondents can select more than one option

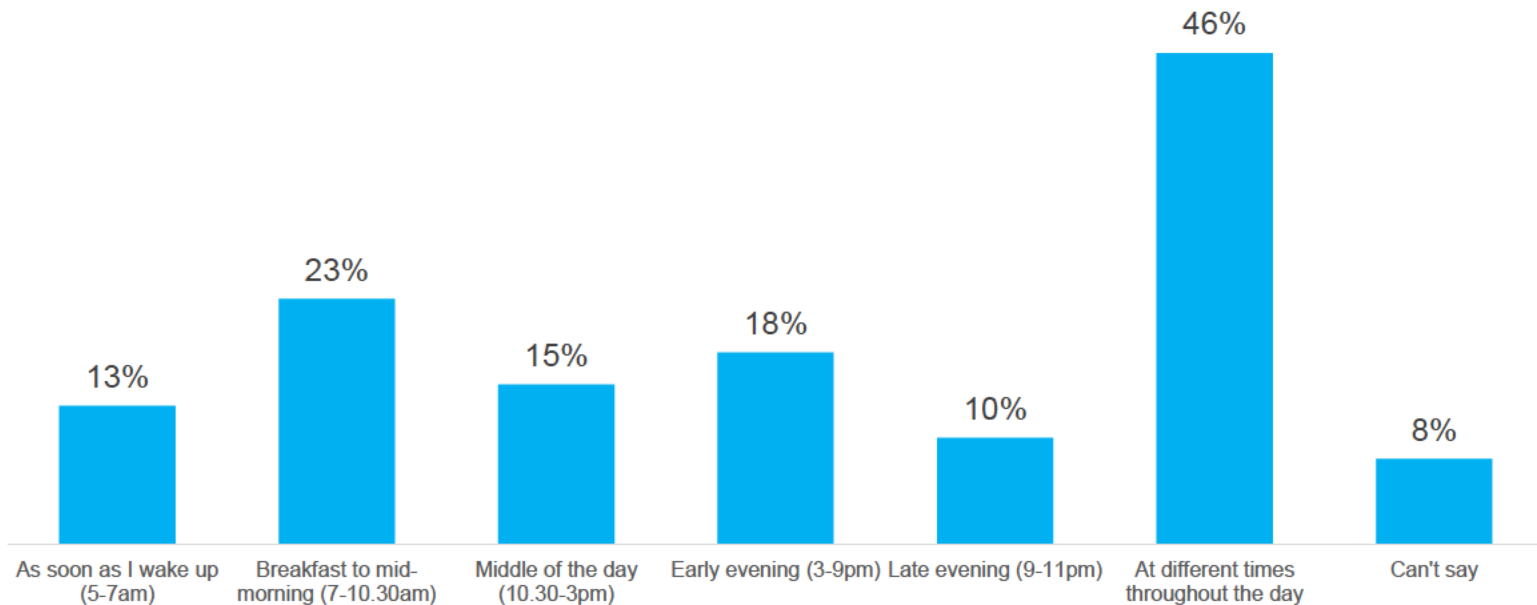
n = 525



Social media use

Q. And when do you usually check social media for updates on COVID-19?*

(Multiple choice)

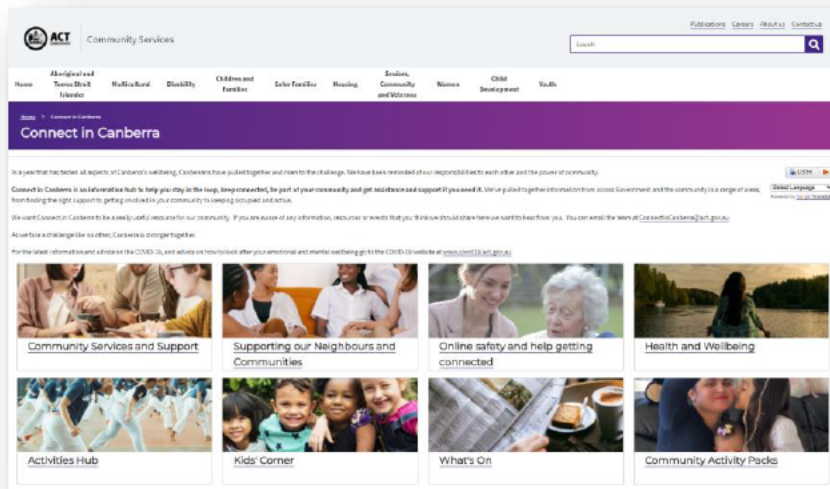


*Totals may exceed 100% as respondents can select more than one option

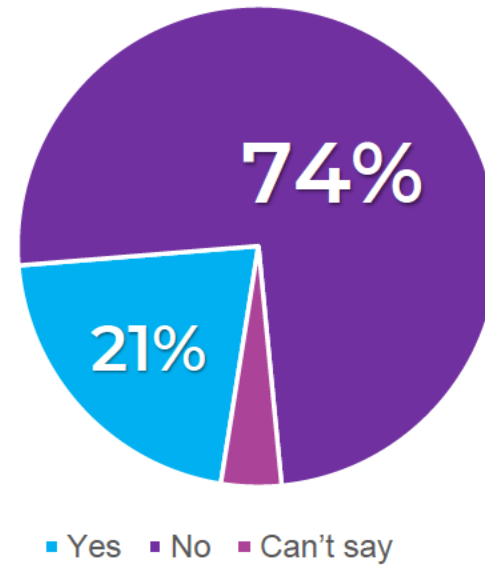
n = 999



Connect in Canberra



Q. Before today, were you aware of the Connect in Canberra information hub?



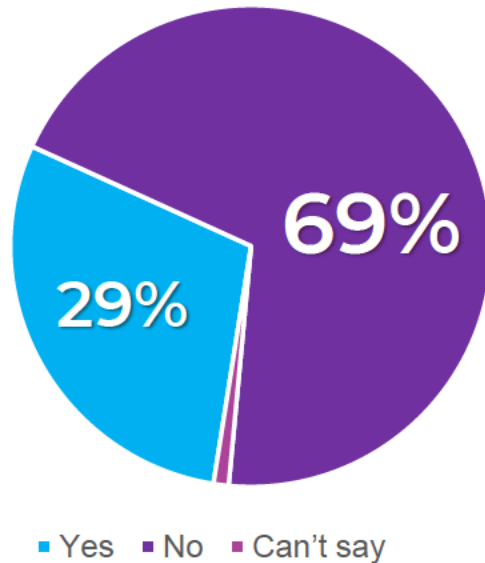
*Can't say (4%)

n = 1,586



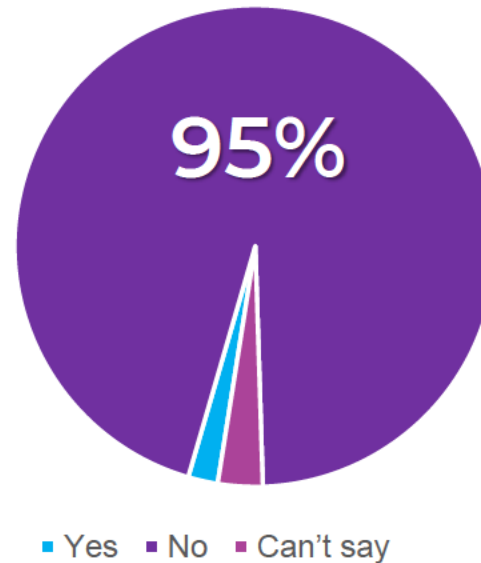
Wellbeing Call Program

Q. And before today, were you aware of the Wellbeing Call program run by Red Cross volunteers?



*Can't say (1%)

Q. Would you like someone to call you on a one off or regular basis for a friendly chat to check in on you?



*Yes (2%); Can't say (3%)

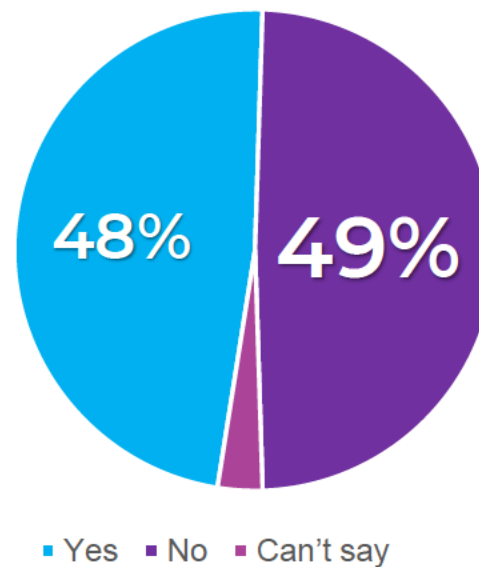
n = 1,586



Domestic violence campaign



Q. Before today, do you recall hearing or seeing anything about this campaign?*



*Can't say (3%)

n = 1,586



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YourSay Community Panel

Coronavirus (COVID-19) Round 4 Survey

28 August 2020





Background: The ACT Government conducted a fourth round of research focusing on how coronavirus (COVID-19) 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 - 3 to identify any significant changes in impacts and/or behaviours over time.

Purpose: The survey will help inform ACT Government decision-making relating to the timing of future easing of restrictions and evaluate the effectiveness of its economic recovery campaign: *'Choose local campaign.'*

Timeframe: This survey opened on Wednesday **22 July 2020** and closed at 11:59pm AEST Sunday **26 July 2020**.

Sample: **1,374** YourSay Community Panel members completed the survey.

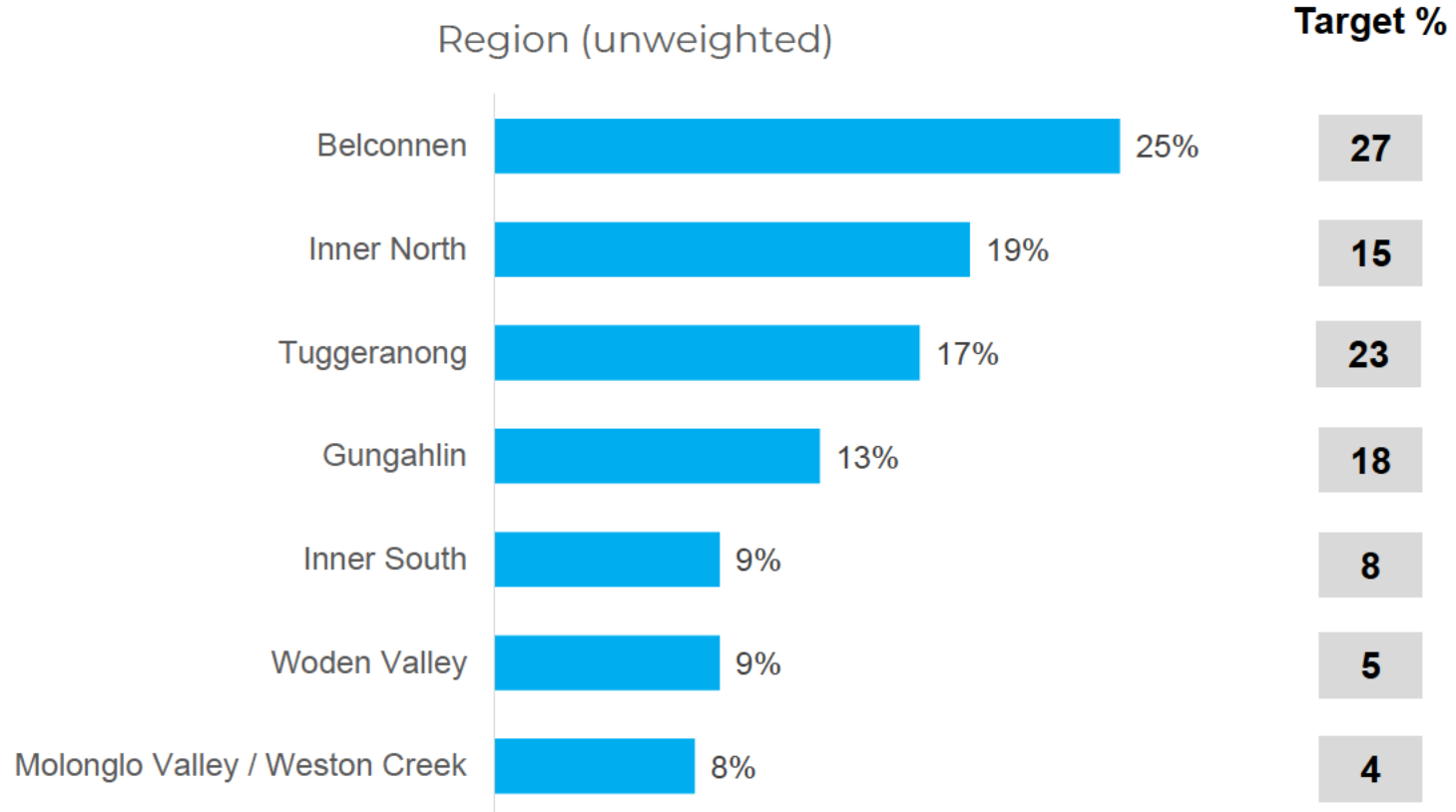
Weighting: The results have been weighted to reflect relative population proportions.

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

Limitations: The methodology is biased towards those with internet and computer literacy.



Demographics

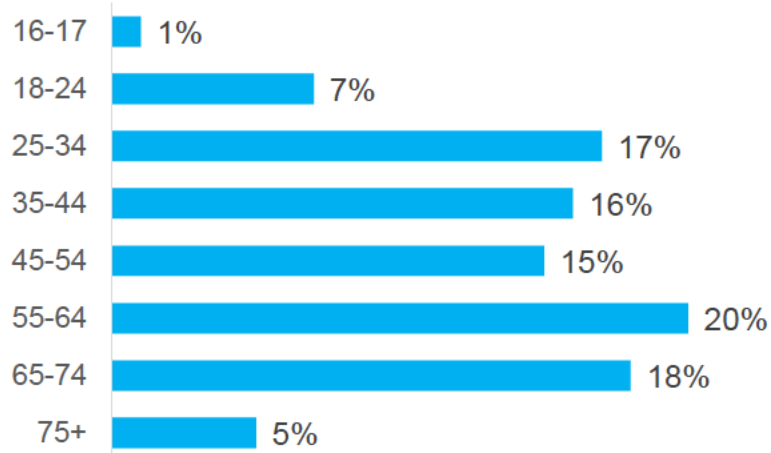


n = 1,374

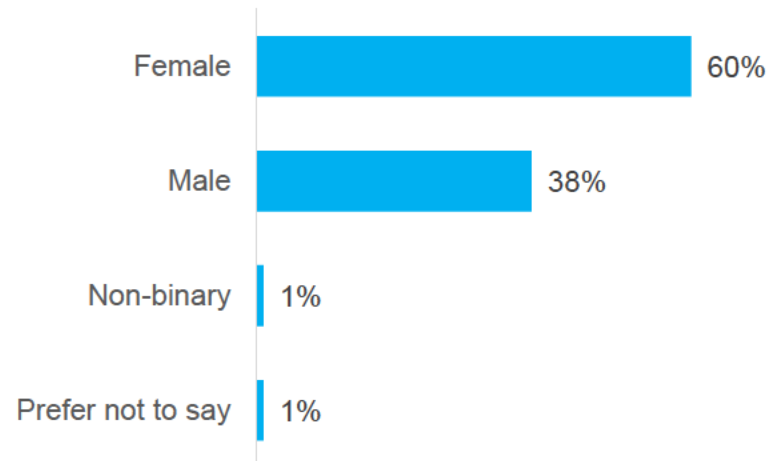


Demographics

Age (unweighted)*



Gender (unweighted)



*Percentages may not total 100 due to rounding

n = 1,374



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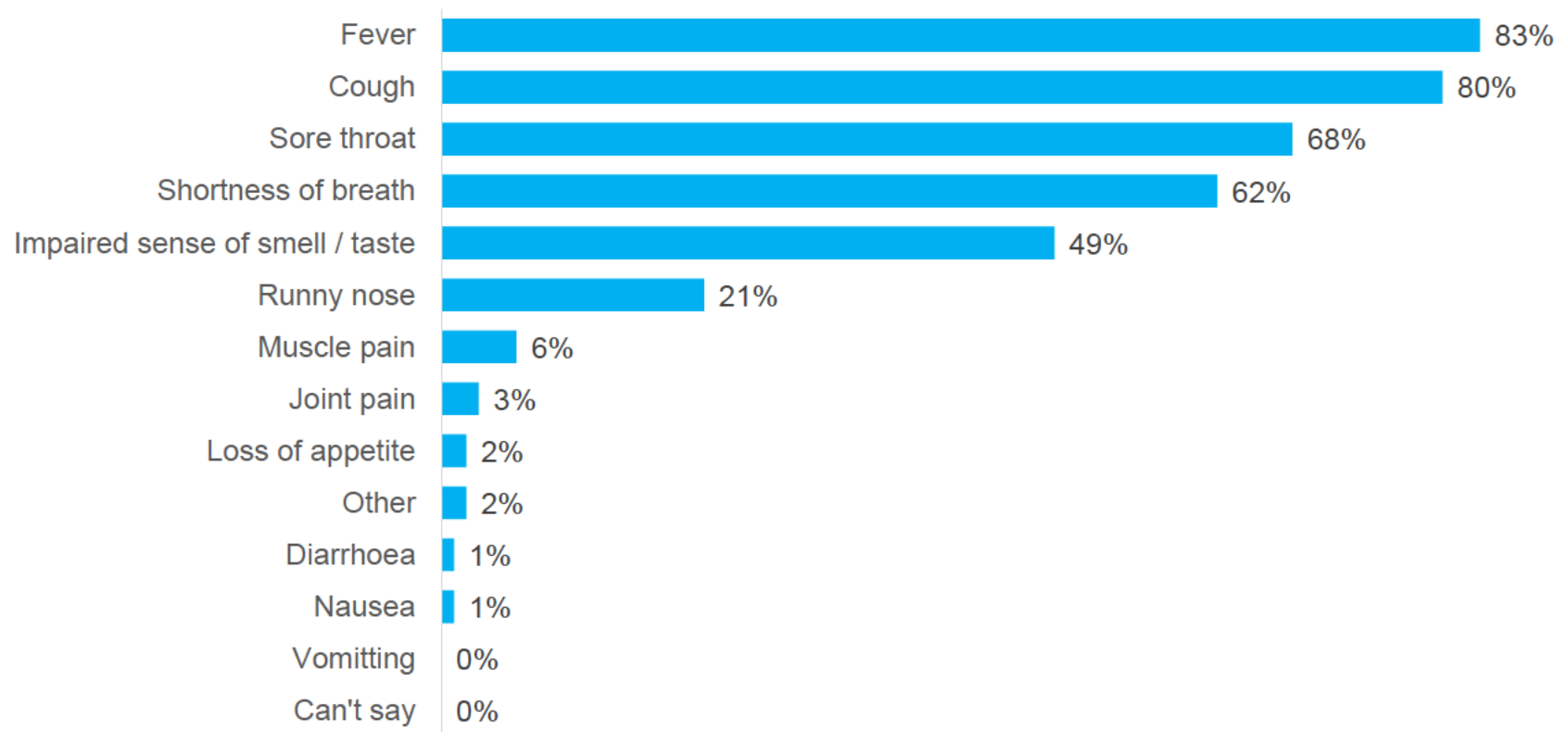
COVID-19 testing & 2020 Influenza vaccination





COVID-19 symptoms

Q. From the following list, please select the most common symptoms of COVID-19. (Multiple choice, up to 4 options)



*Totals may exceed 100% as respondents can select more than one option

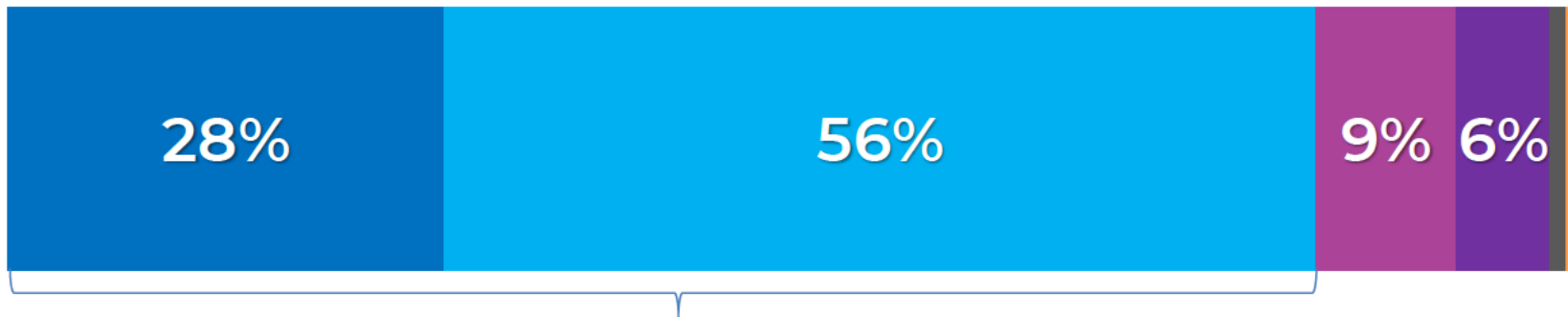
n = 1,364



Knowing when to get tested

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

'I am confident I would know when I, or someone I care for, should get tested for COVID-19'



84% Strongly agree or agree

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree ■ Can't say

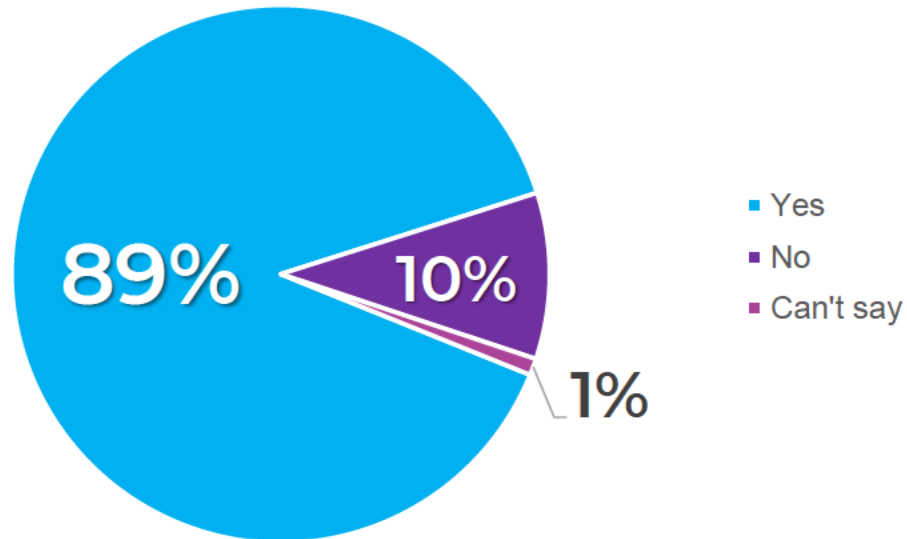
*Strongly disagree (1%); Can't say (1%)

n = 1,364



Knowing where to get tested

Q. If you needed to get tested for COVID-19, would you know where to go?

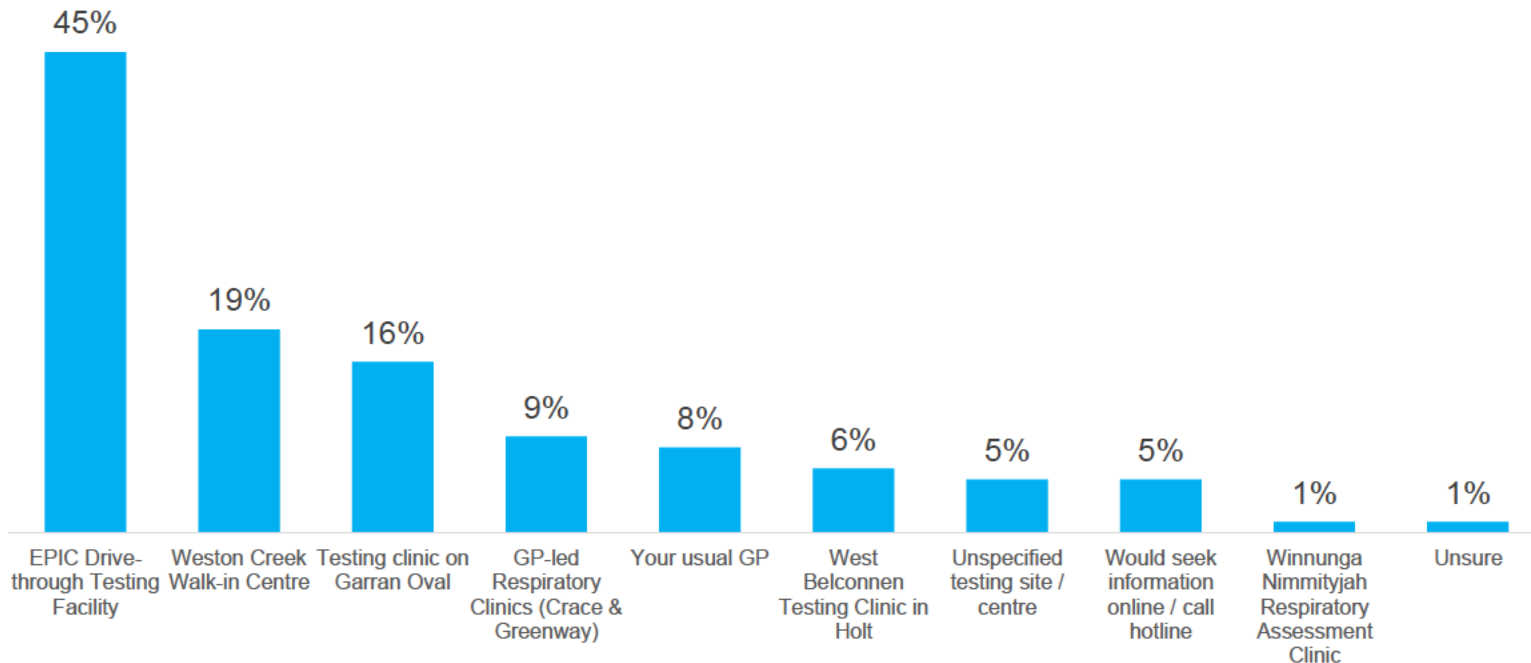


n = 1,364



Where would you go first (Unprompted)

Q. Where do you think you would go first to get tested for COVID-19?*



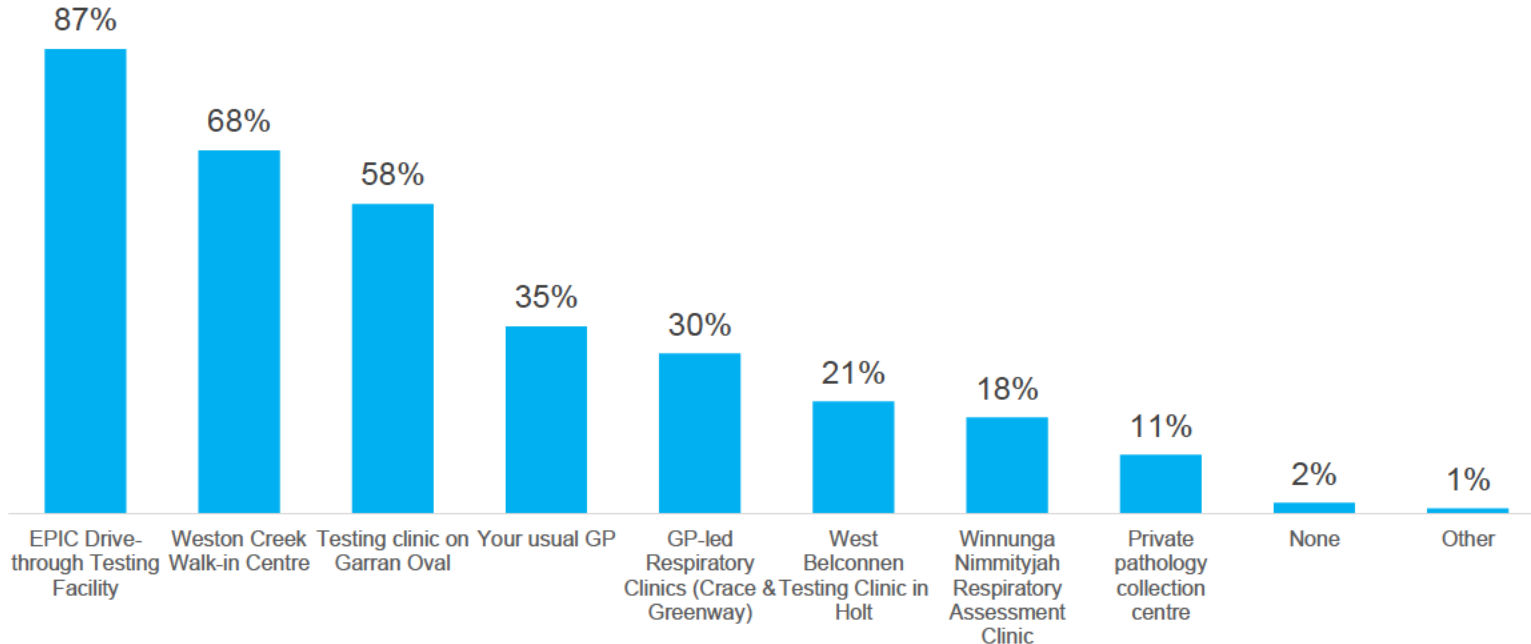
*Private pathology collection centres with a GP referral (0)

n = 1,324



Awareness of testing places

Q. Before today, which of the following COVID-19 testing places were you aware of? (Multiple choice)



*Totals may exceed 100% as respondents can select more than one option

n = 1,364

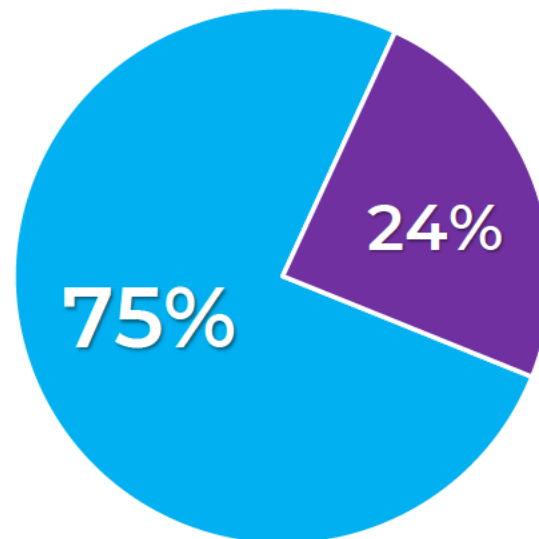


Influenza vaccination 2020

Q. Have you had the influenza vaccination in 2020?*

57% of Canberrans had the influenza vaccination in 2019

(Source: ACT Government Community Views Research Oct '19)



■ Yes
■ No

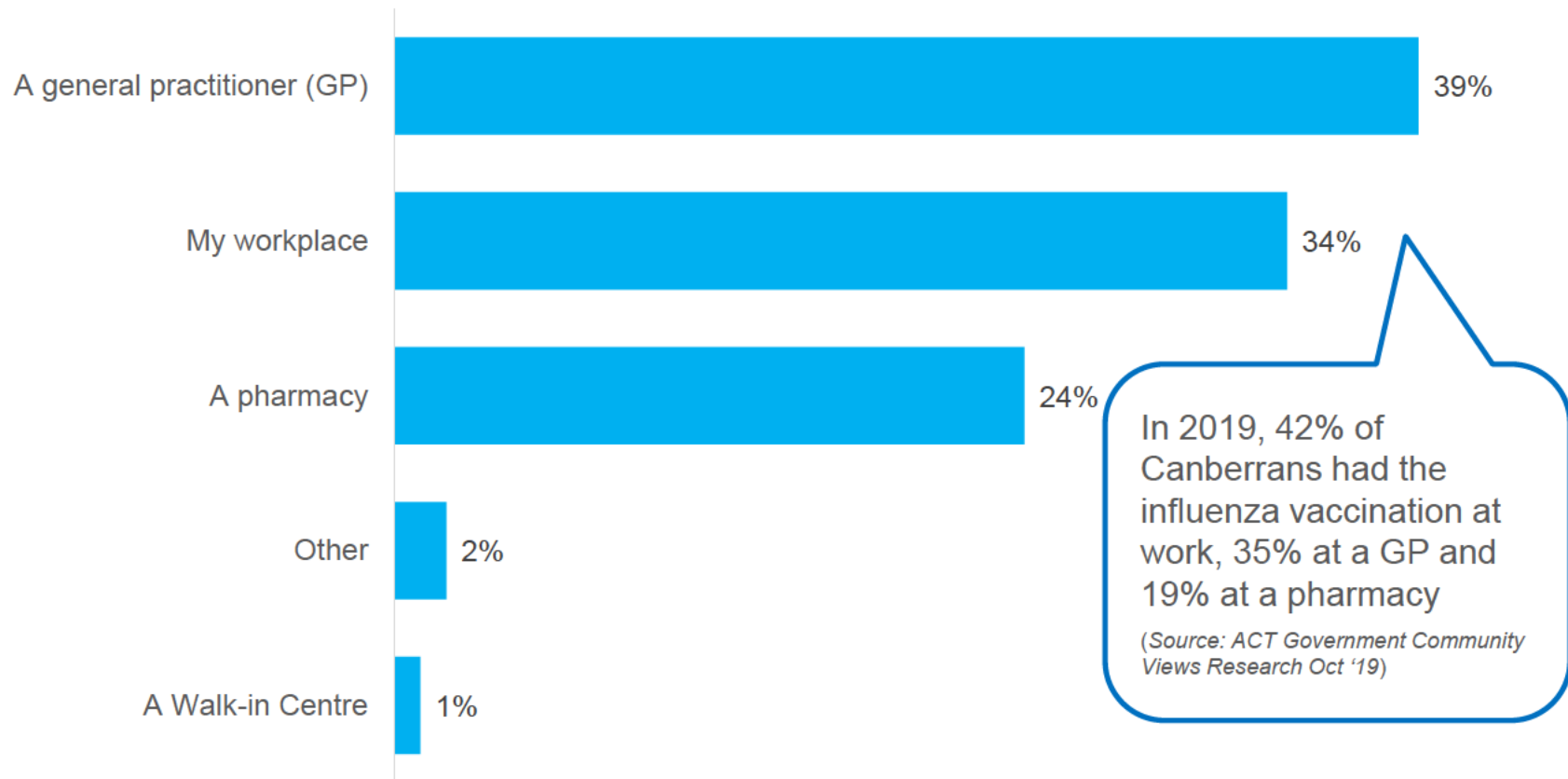
*Percentages may not total 100 due to rounding

n = 1,364



Vaccination location

Q. Where did you get your vaccine in 2020?



*Prefer not to say (0)

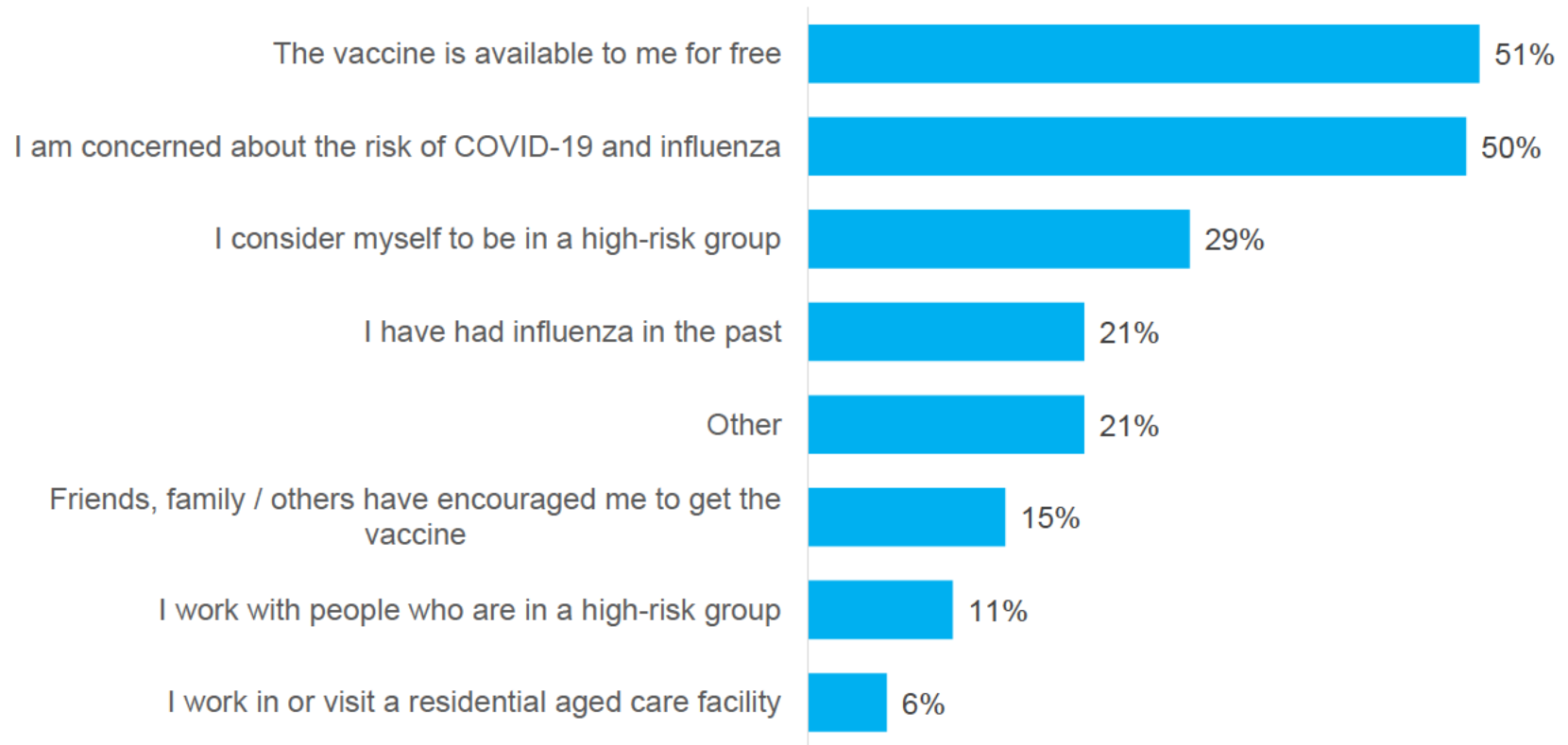
n = 1,090



Drivers (to get vaccinated)

Q. What made you decide to get the 2020 influenza vaccine?*

(Multiple choice)



*Totals may exceed 100% as respondents can select more than one option

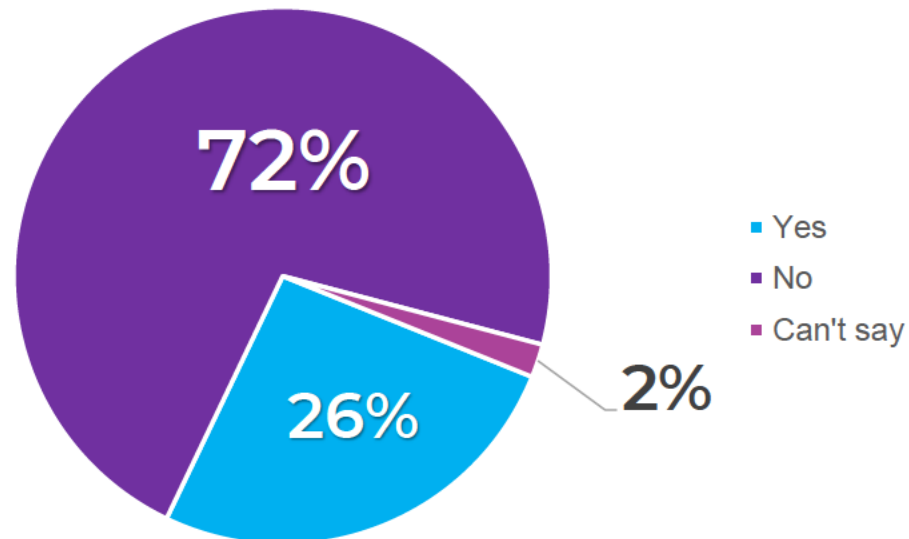
n = 1,090



Likelihood (to get vaccinated)

Q. Are you planning to get the influenza vaccine in 2020?

By those who have not already had the vaccine



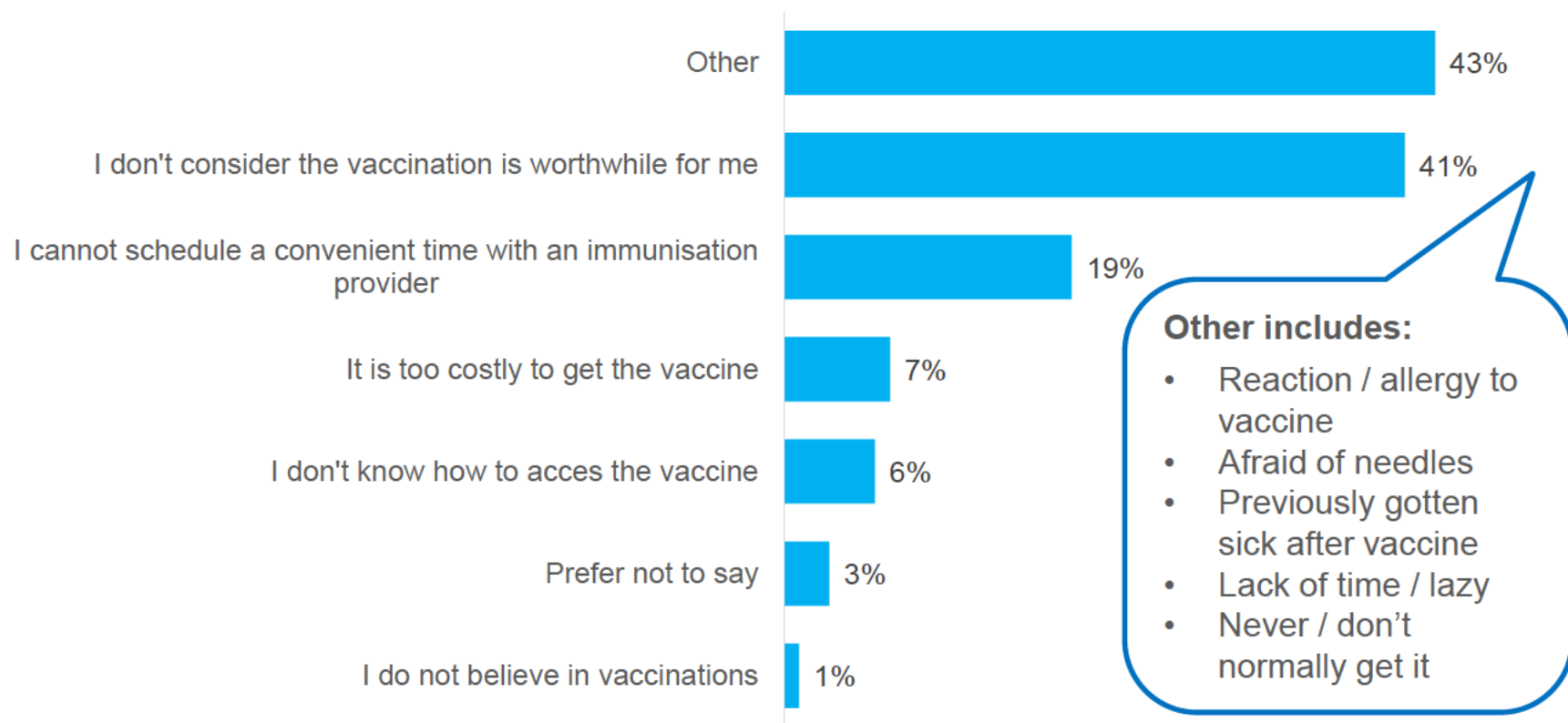
n = 269



Barriers (to get vaccinated)

Q. Why have you decided not to get a vaccine in 2020?*

(Multiple choice)



*Totals may exceed 100% as respondents can select more than one option

n = 202



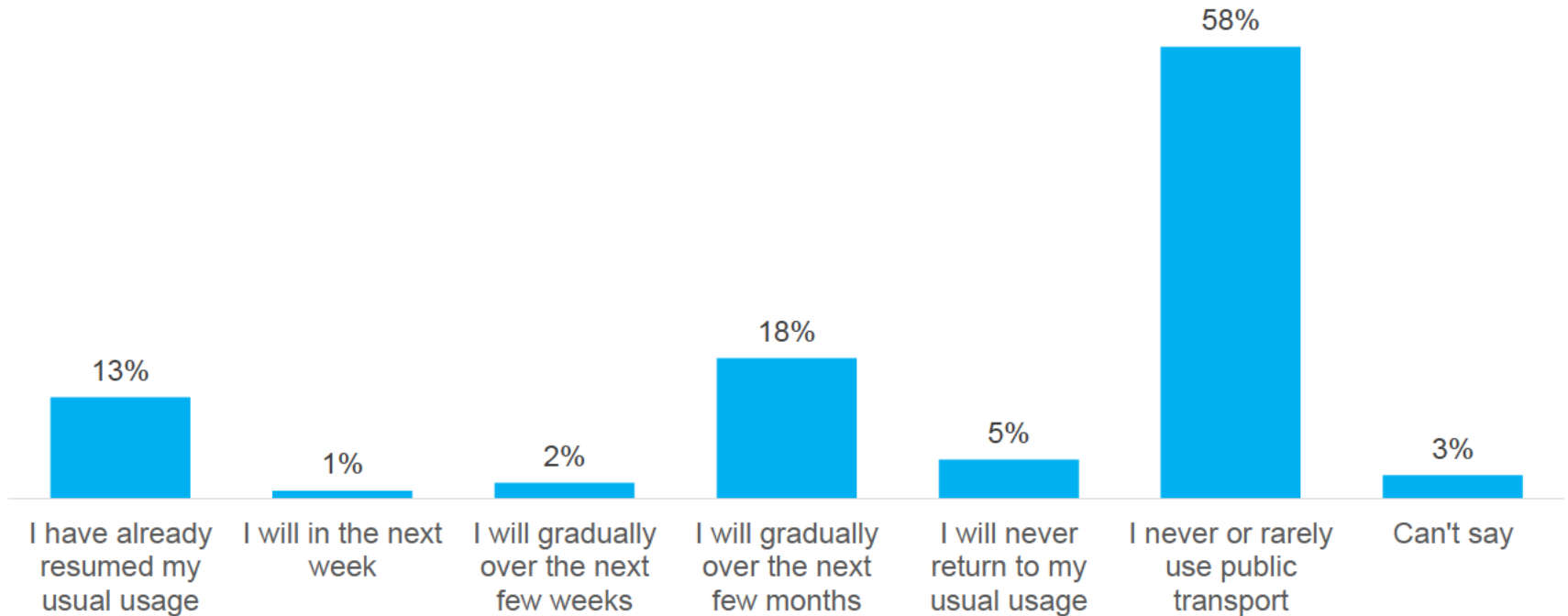
Travel intentions





Public transport usage

Q. Have you resumed your usual (before COVID-19 restrictions) usage of public transport?

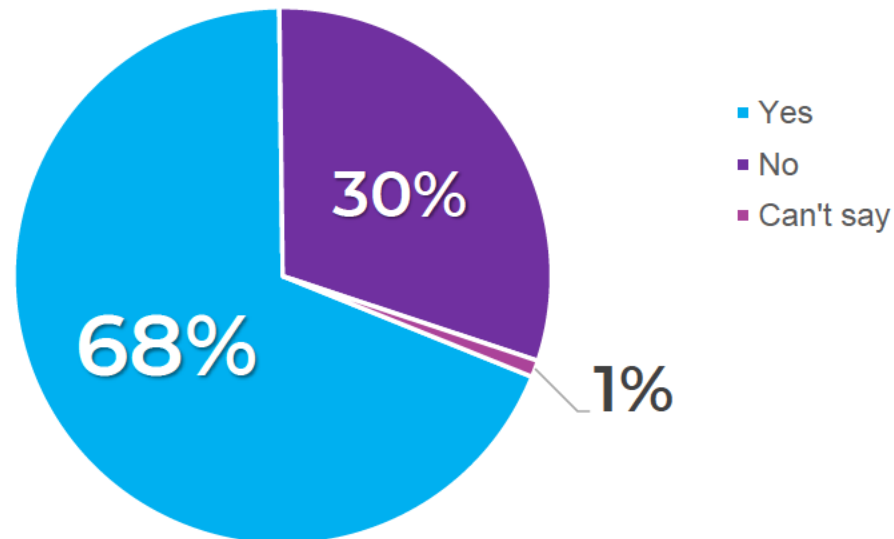


n = 1,374



Public transport update awareness

Q. Before today, were you aware of the public transport network update that happened on 18 July 2020?



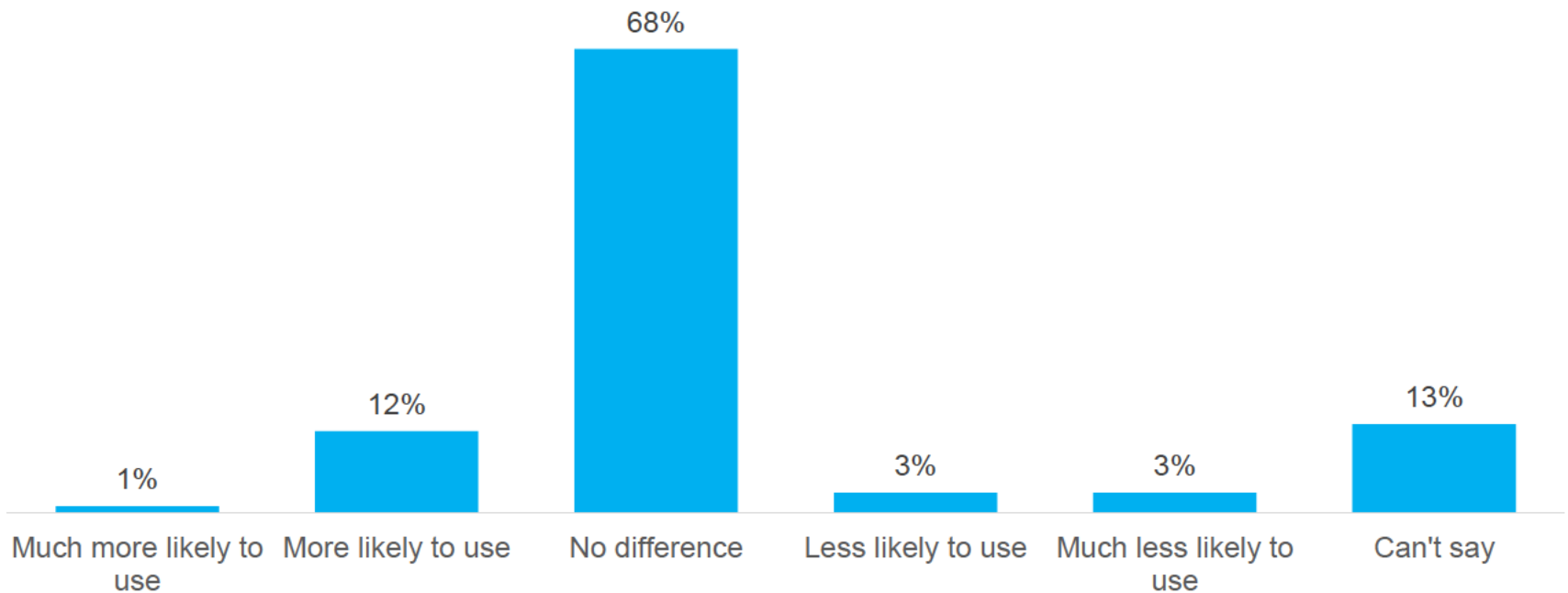
**Percentages may not total 100 due to rounding*

n = 1,374



Impact of update

Q. Will the network update make any difference to how frequently you travel on public transport?
(Of those who use public transport)



n = 504



Comments about update

164 de-identified comments and questions about the public transport update have been provided to TCCS for further analysis and consideration.



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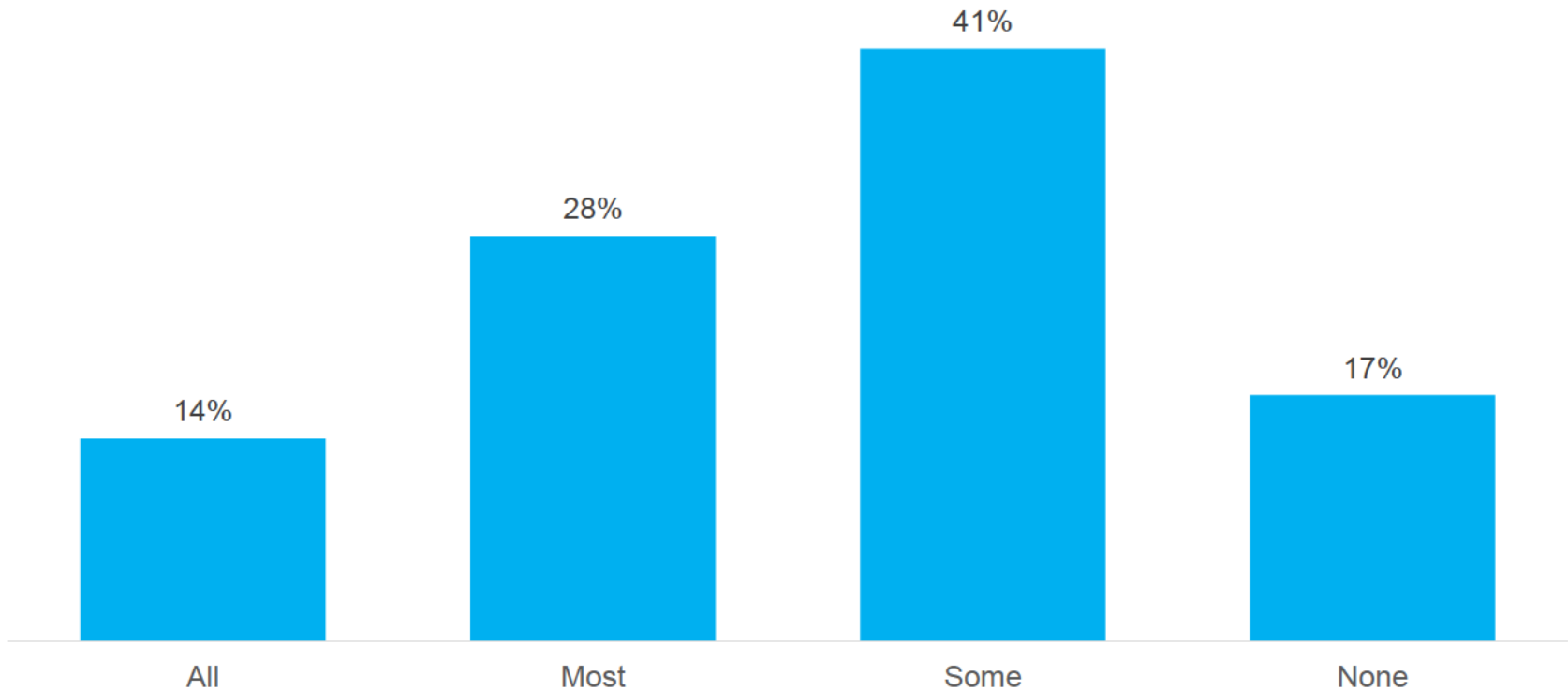
Know your neighbour





Awareness of neighbours

Q. Firstly, do you know the names of the neighbours who live close to you?



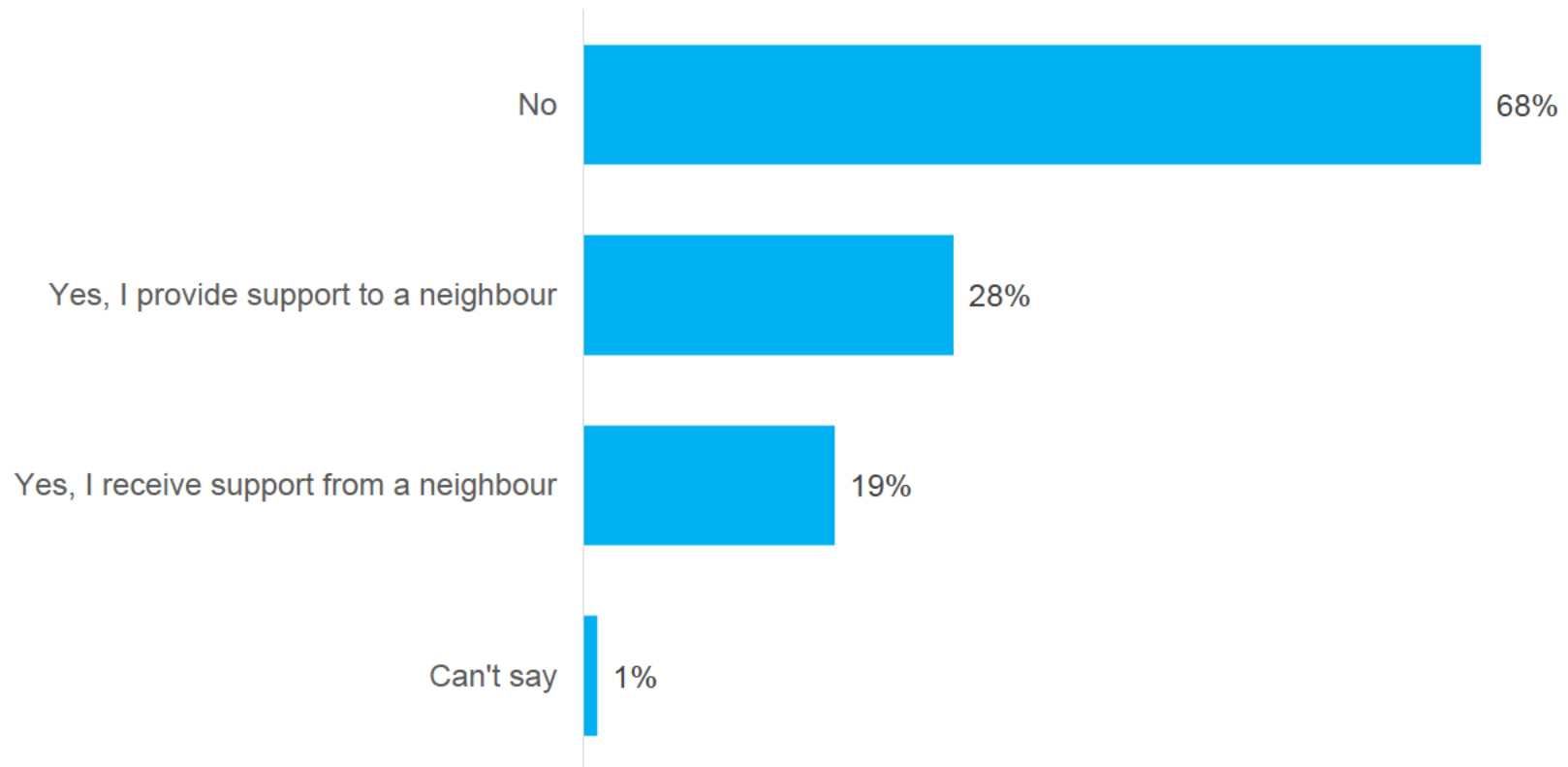
*Can't say (0)

n = 1,374



Usually provide / receive support

Q. Do you usually provide support to, or receive support from, a neighbour who lives close to you?* (*Multiple choice*)



*Totals may exceed 100% as respondents can select more than one option

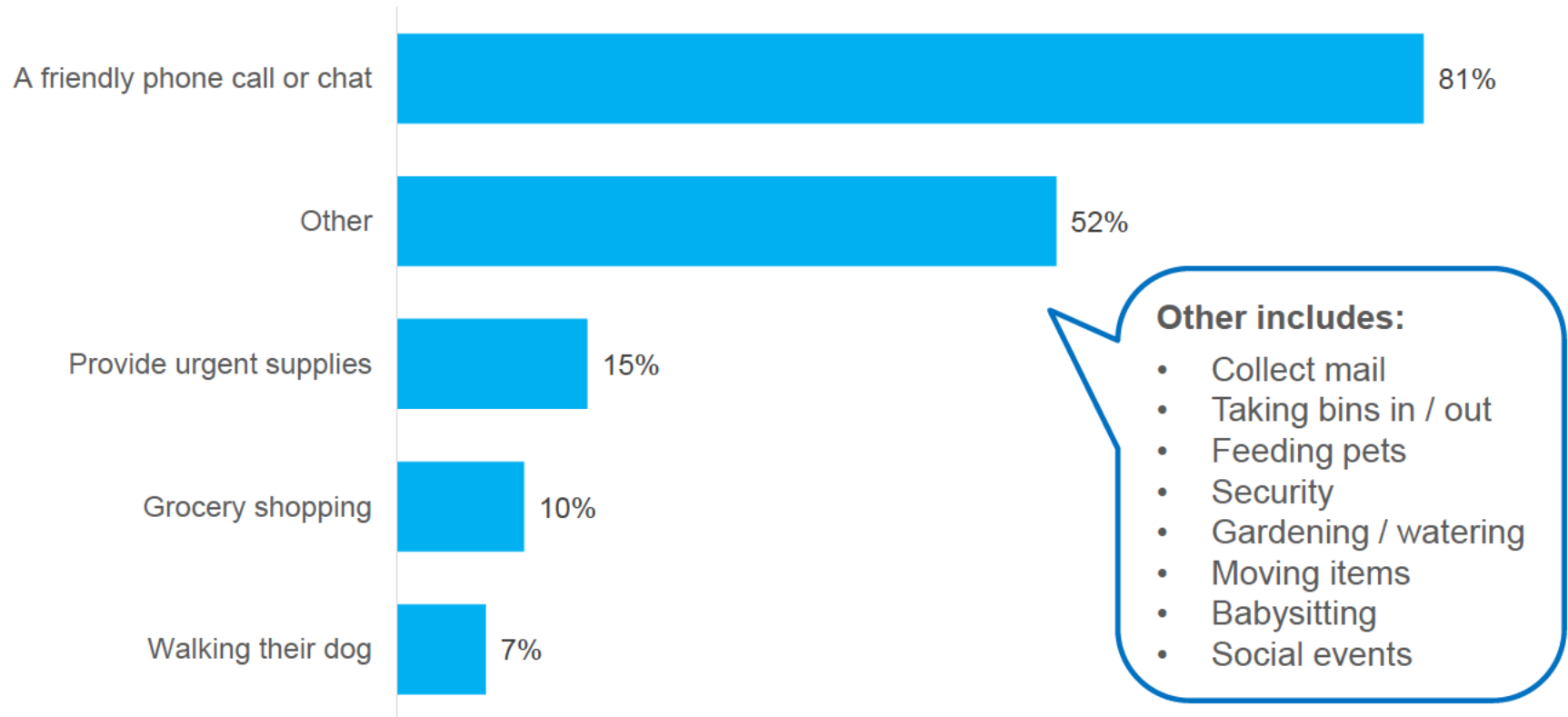
n = 1,374



Support provided (by type)

Q. And what type of support do you usually provide?*

(Multiple choice)



*Totals may exceed 100% as respondents can select more than one option

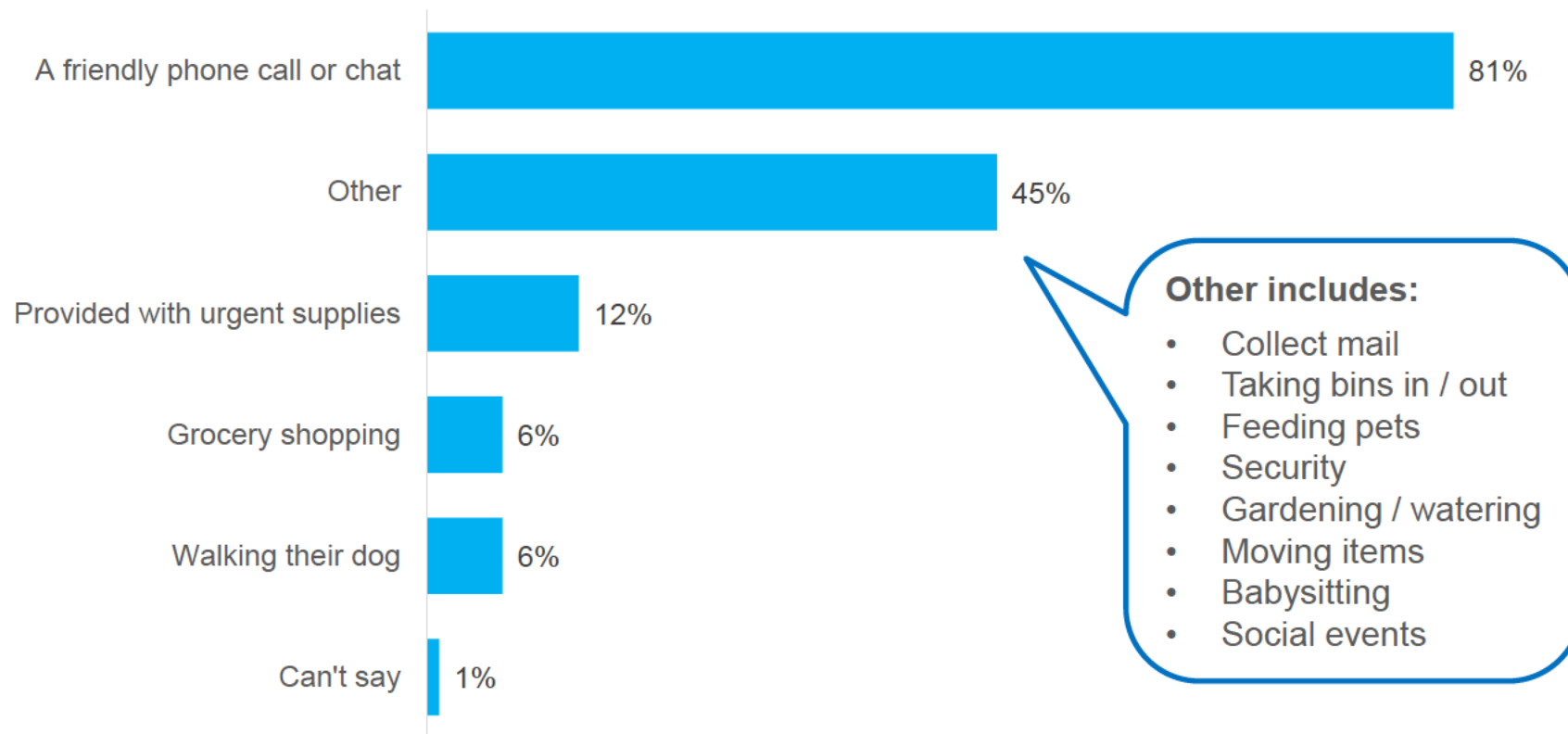
n = 451



Support received (by type)

Q. And what type of support do you usually receive?*

(Multiple choice)



*Totals may exceed 100% as respondents can select more than one option

n = 311



Know neighbour better

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

'I would like to get to know my neighbours better'



48% Strongly agree or agree

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree ■ Can't say

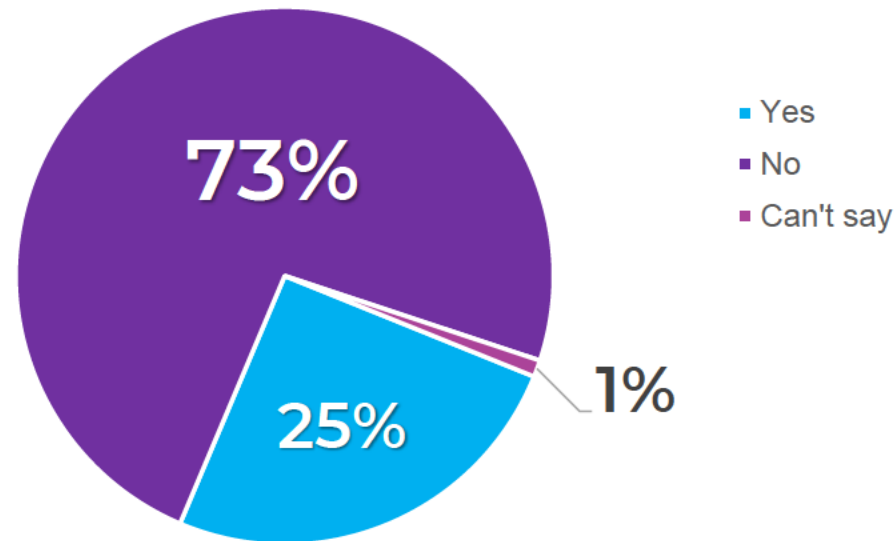
*Strongly disagree (2%); Can't say (1%)

n = 1,374



Awareness (Know your neighbour)

Q. Before today, were you aware of the ACT Government's 'Know Your Neighbour initiative?'



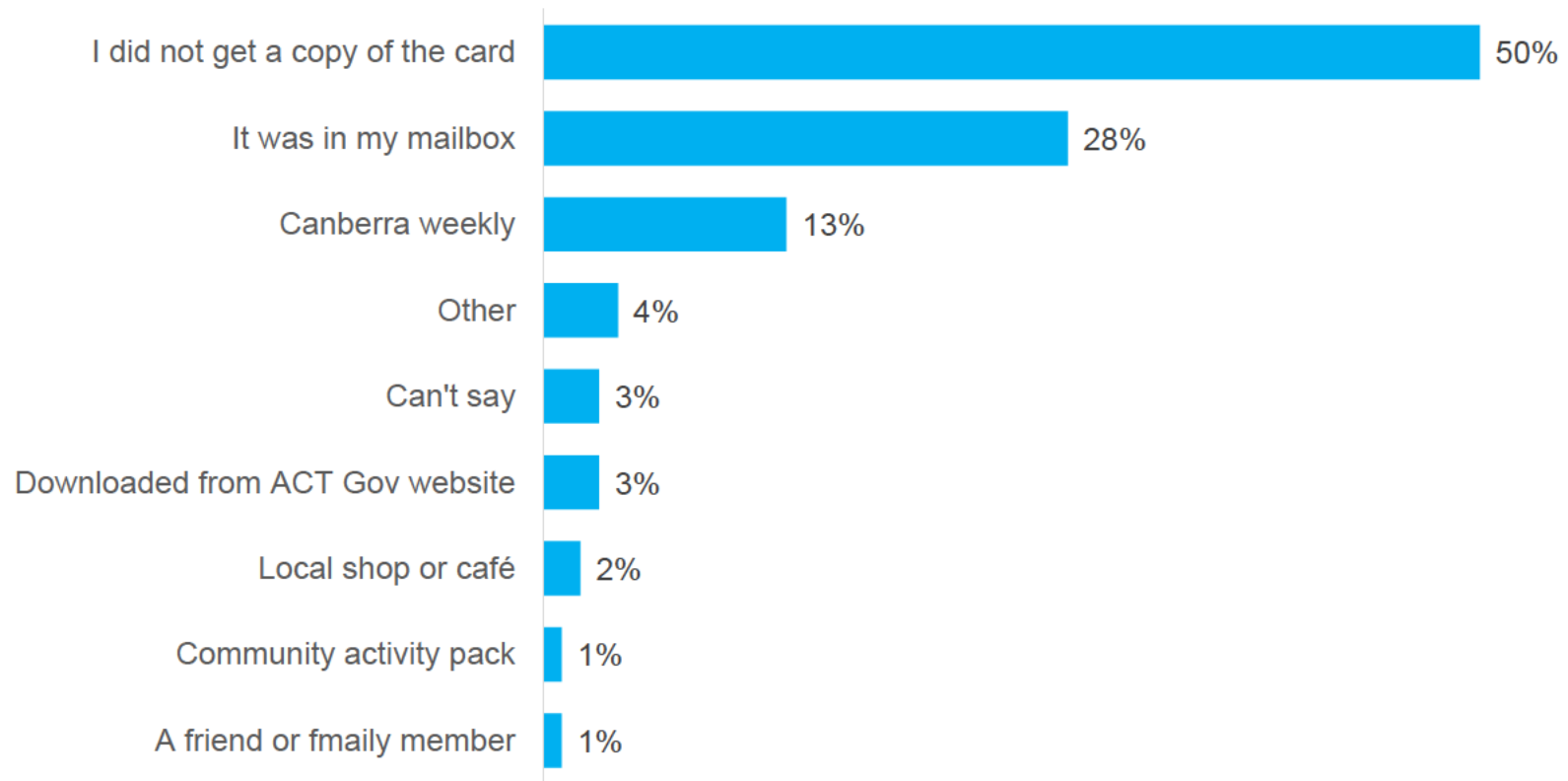
*Percentages may not total 100 due to rounding

n = 1,374



Source of card

Q. Where did you get your copy of the 'Know Your Neighbour' card?
(Multiple choice)*



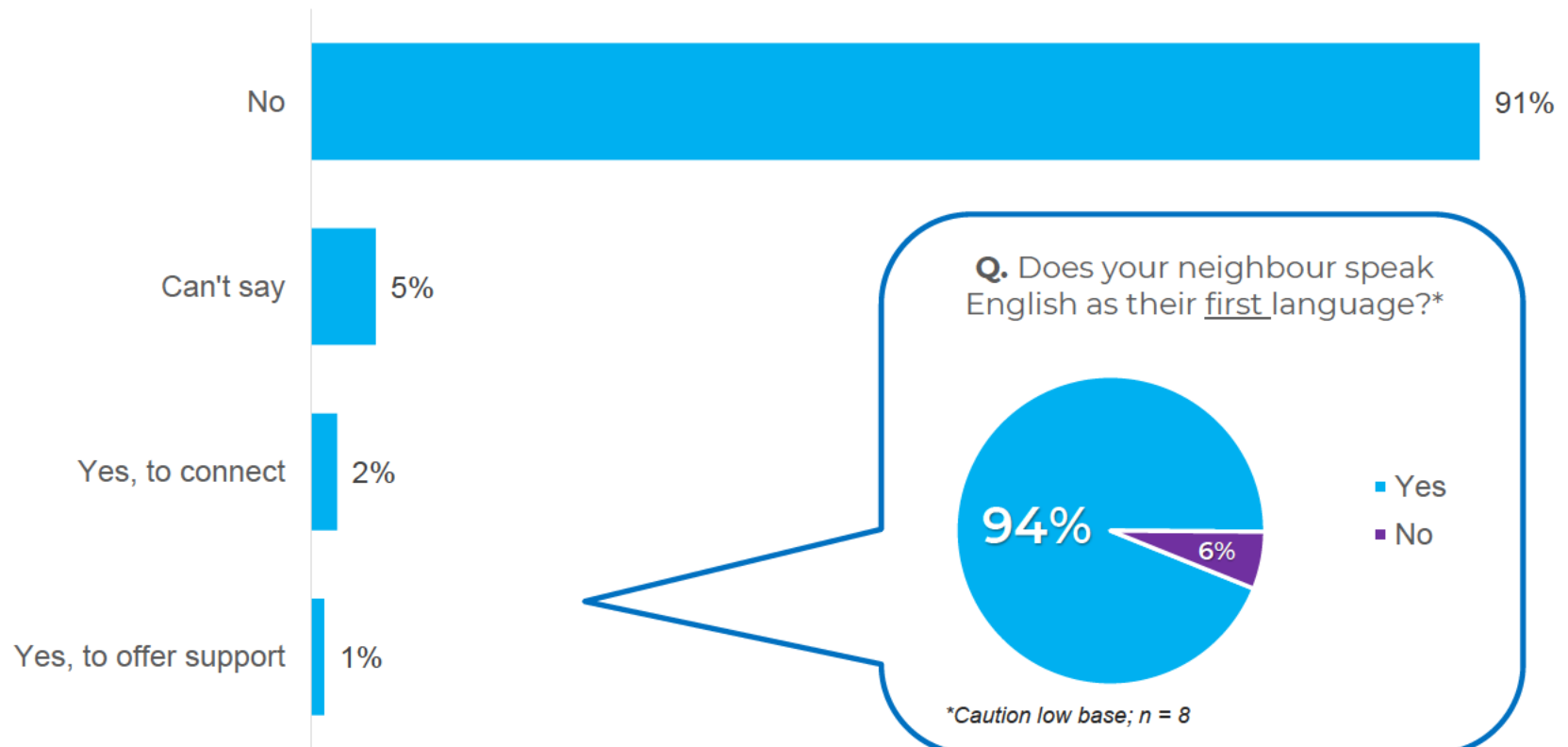
*Community Centre (0); Government shopfront (0)

n = 380



Card usage

Q. Did you use the card to connect with and/or offer support to a neighbour? (Multiple choice)*



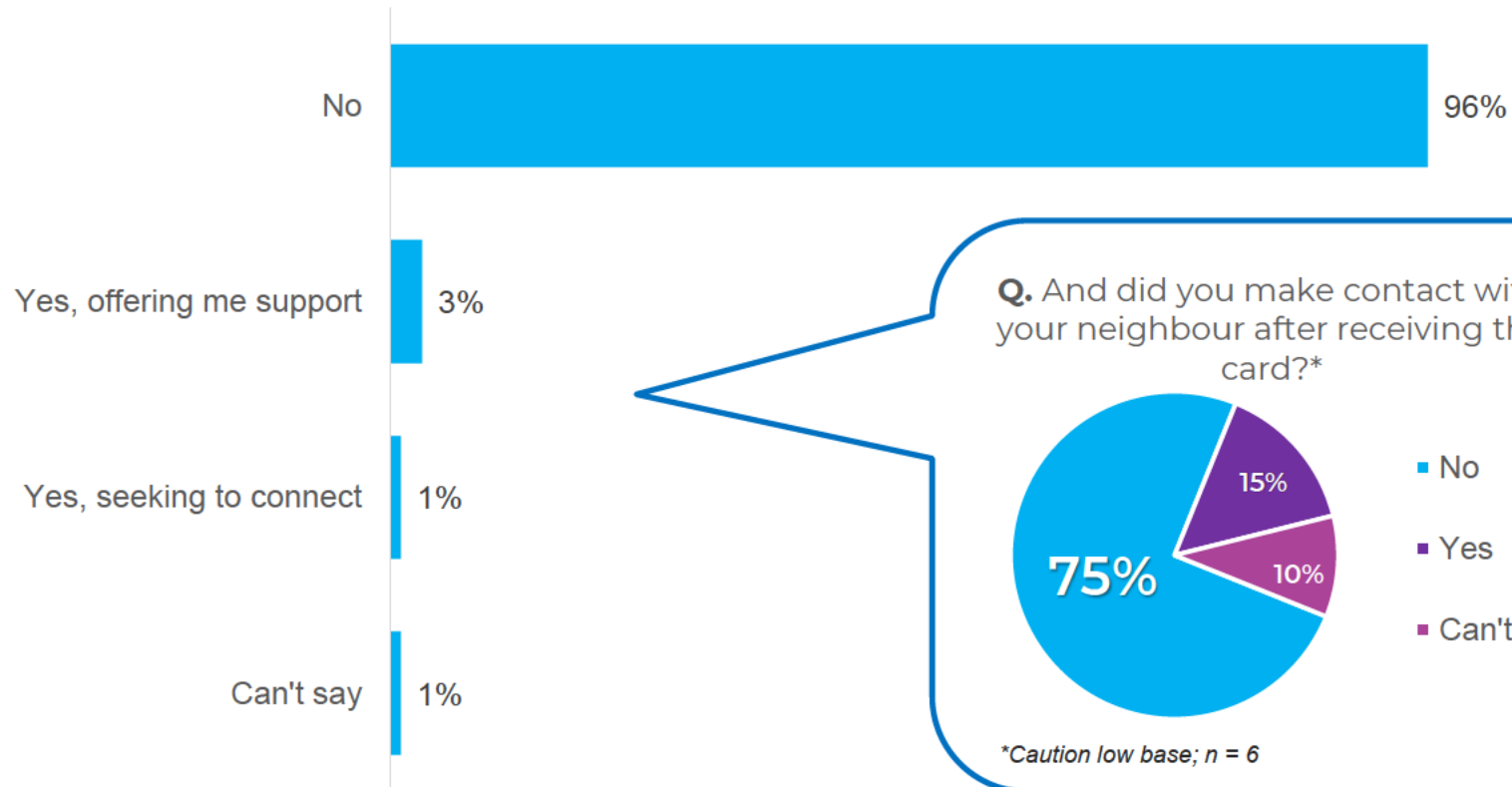
*Percentages may not total 100 due to rounding

n = 203



Received card

Q. Did you receive a card from a neighbour seeking to connect and/or offering you support? (Multiple choice)



*Percentages may not total 100 due to rounding

n = 203



Comments about Know Your Neighbour

54 de-identified comments and questions about the Know Your Neighbour initiative have been provided to CSD for further analysis and consideration.



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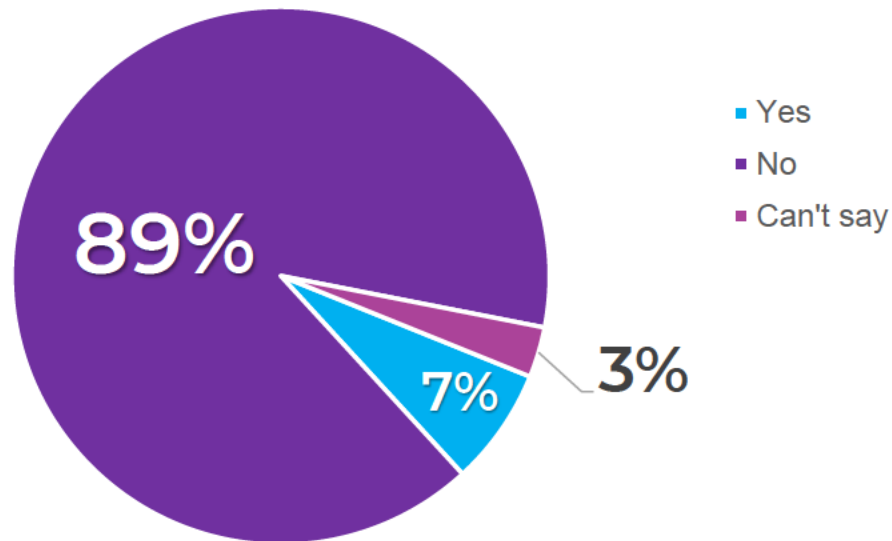
Buying land in the ACT





Buying land in the ACT

Q. Firstly, are you considering buying a block of land in the ACT in next 12 months?*



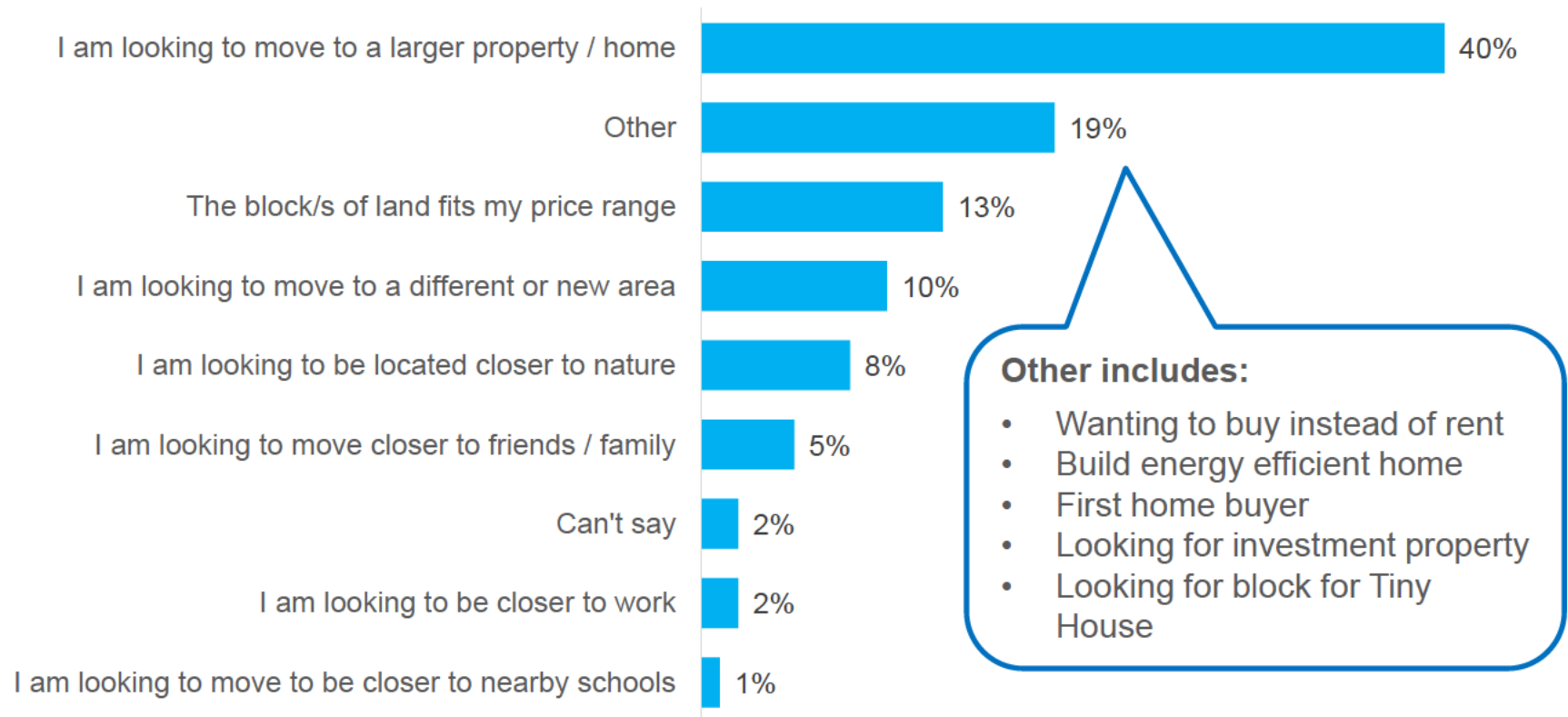
*Percentages may not total 100 due to rounding

n = 1,374



Drivers (to buy land)

Q. What is the main reason you are considering buying a block of land in the ACT?*



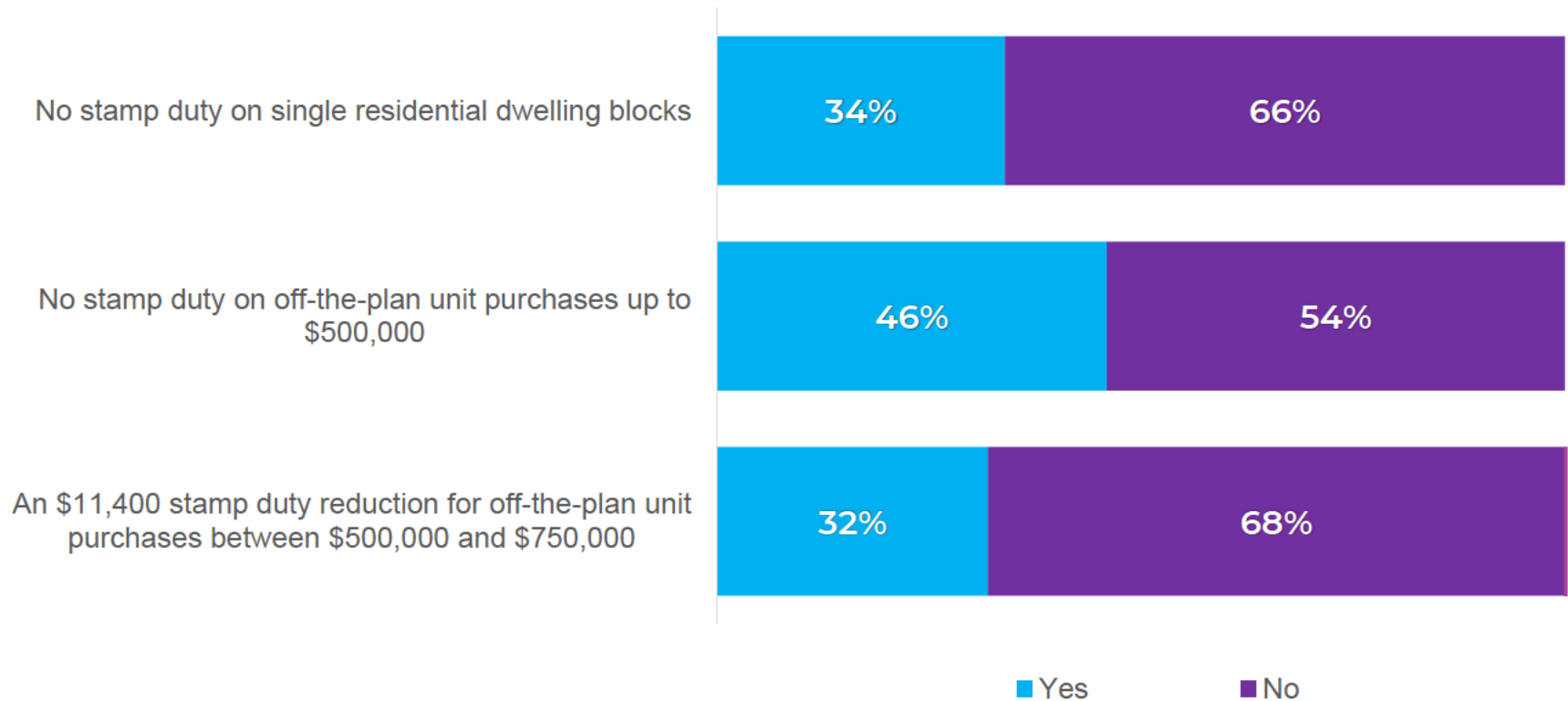
*Caution low base

n = 75



ACT stamp duty changes

Q. Before today, were you aware of the following changes to stamp duty in the ACT which apply to contracts exchanged between 4 June 2020 and 30 June 2021?*



*Caution low base

n = 75



ACT stamp duty changes

Q. What impact, if any, will the new stamp duty concessions have upon your decision to buy a block of land in the ACT?* (Multiple choice)

	More likely to purchase sooner	More likely to purchase in preferred location	It will have no impact	Can't say
No stamp duty on single residential dwelling blocks	58%	34%	22%	1%
No stamp duty on off-the-plan unit purchases up to \$500,000	18%	21%	58%	8%
An \$11,400 stamp duty reduction for off-the-plan unit purchases between \$500,000 and \$750,000	25%	14%	59%	6%

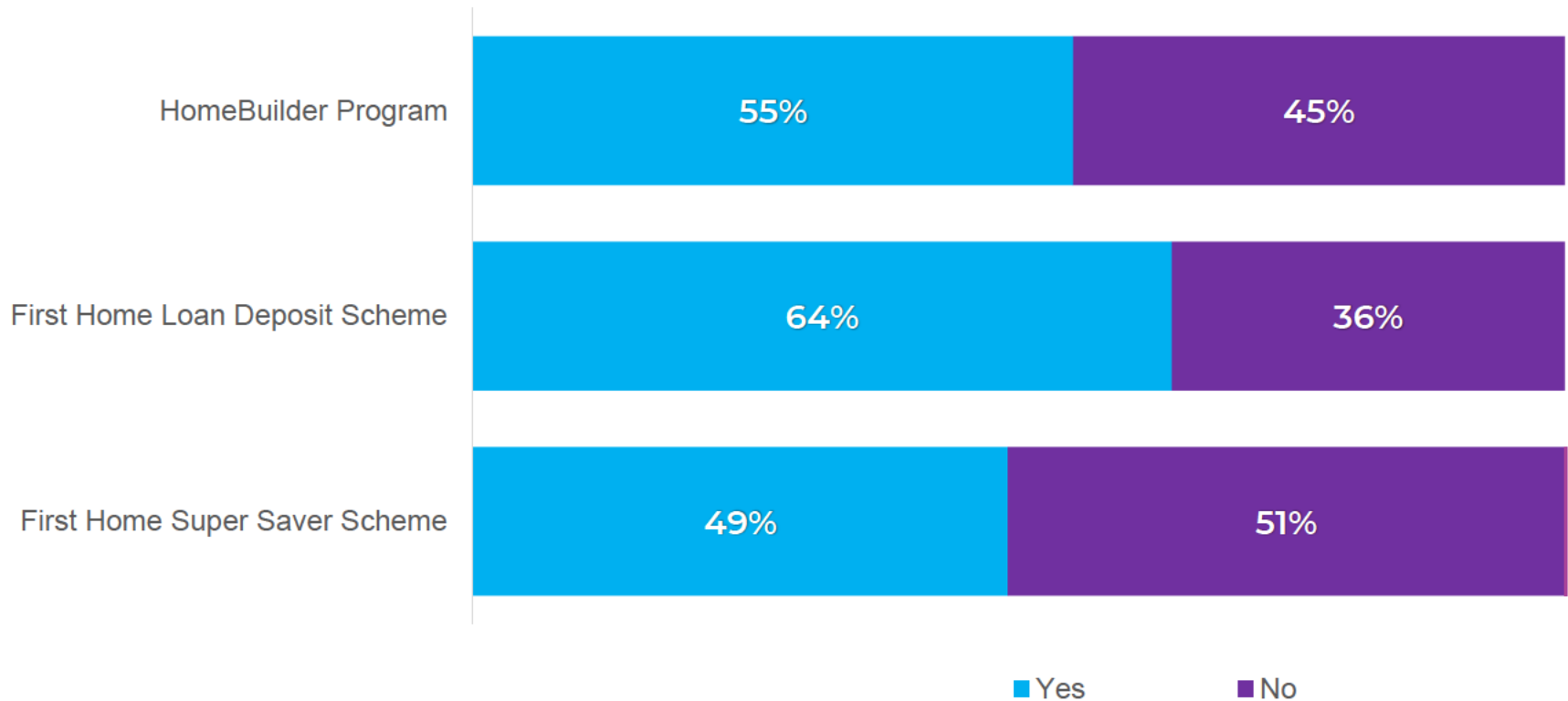
*Caution low base

n = 45



Aus. Gov programs

Q. Before today, were you aware of any of the following Australian Government programs aimed at supporting first homeowners and the residential construction sector?*



*Caution low base

n = 75



Aus. Gov programs

Q. What impact, if any, will these programs have upon your decision to buy a block of land in the ACT?* (*Multiple choice*)

	More likely to purchase sooner	More likely to purchase in preferred location	It will have no impact	Can't say
HomeBuilder program	19%	13%	58%	17%
First Home Loan Deposit Scheme	15%	8%	62%	17%
First Home Super Saver Scheme	5%	7%	74%	17%

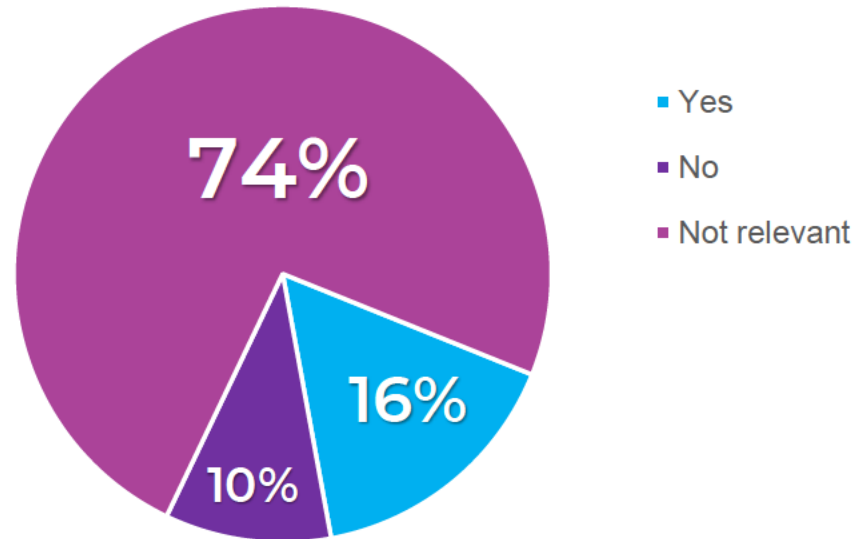
*Caution low base

n = 63



Securing finance

Q. Have you experienced any difficulties securing a home loan / mortgage due to COVID-19?*



*Caution low base

n = 75



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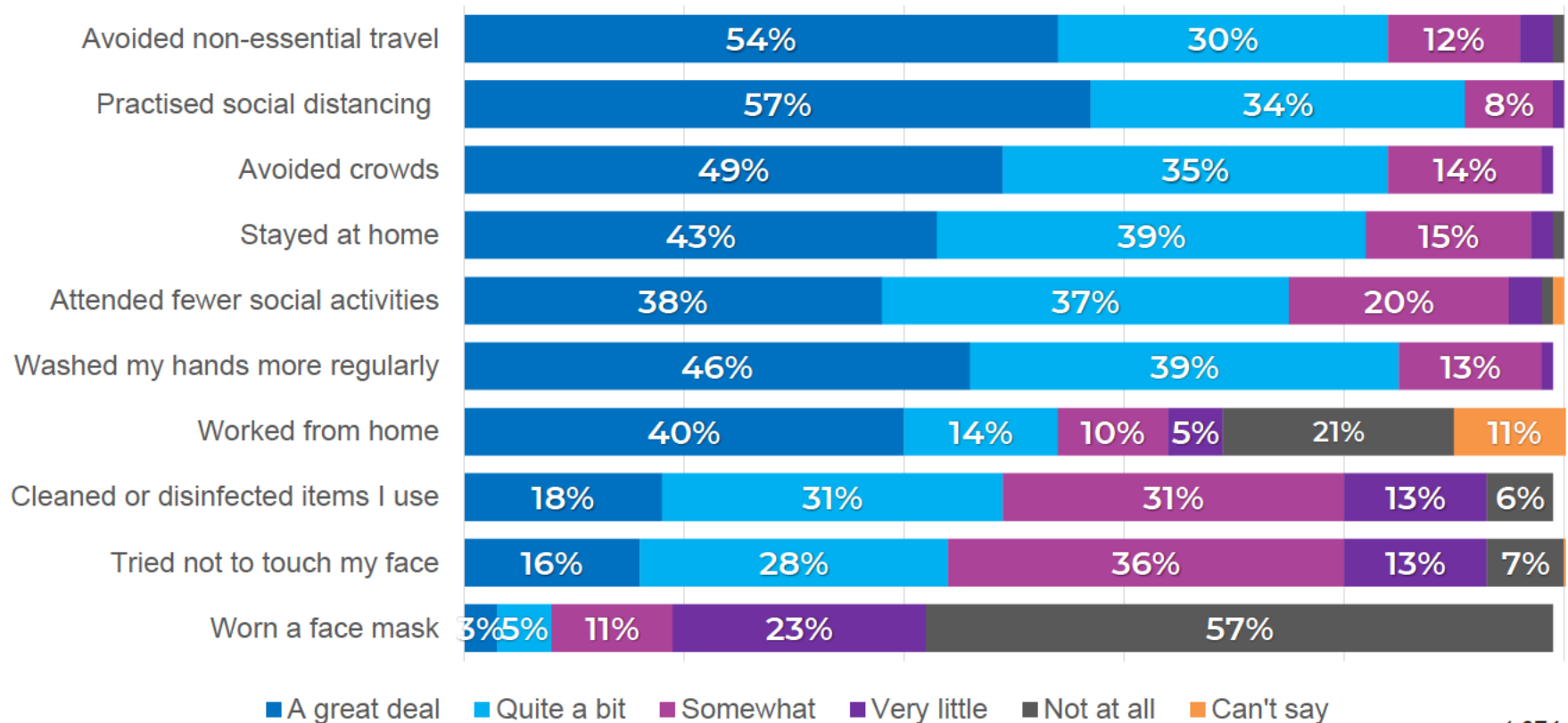
COVID-19 behaviour change





Behaviour change (July 2020)

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

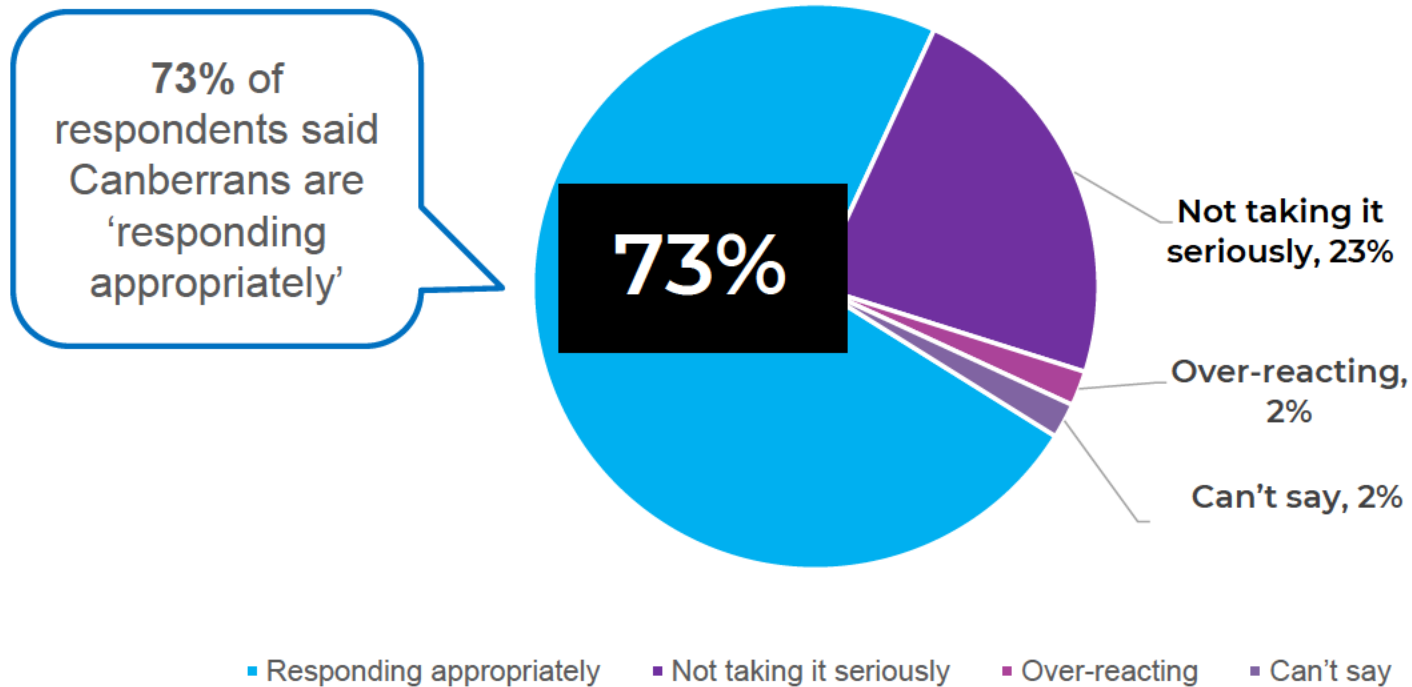


n = 1,374



Canberra's response

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

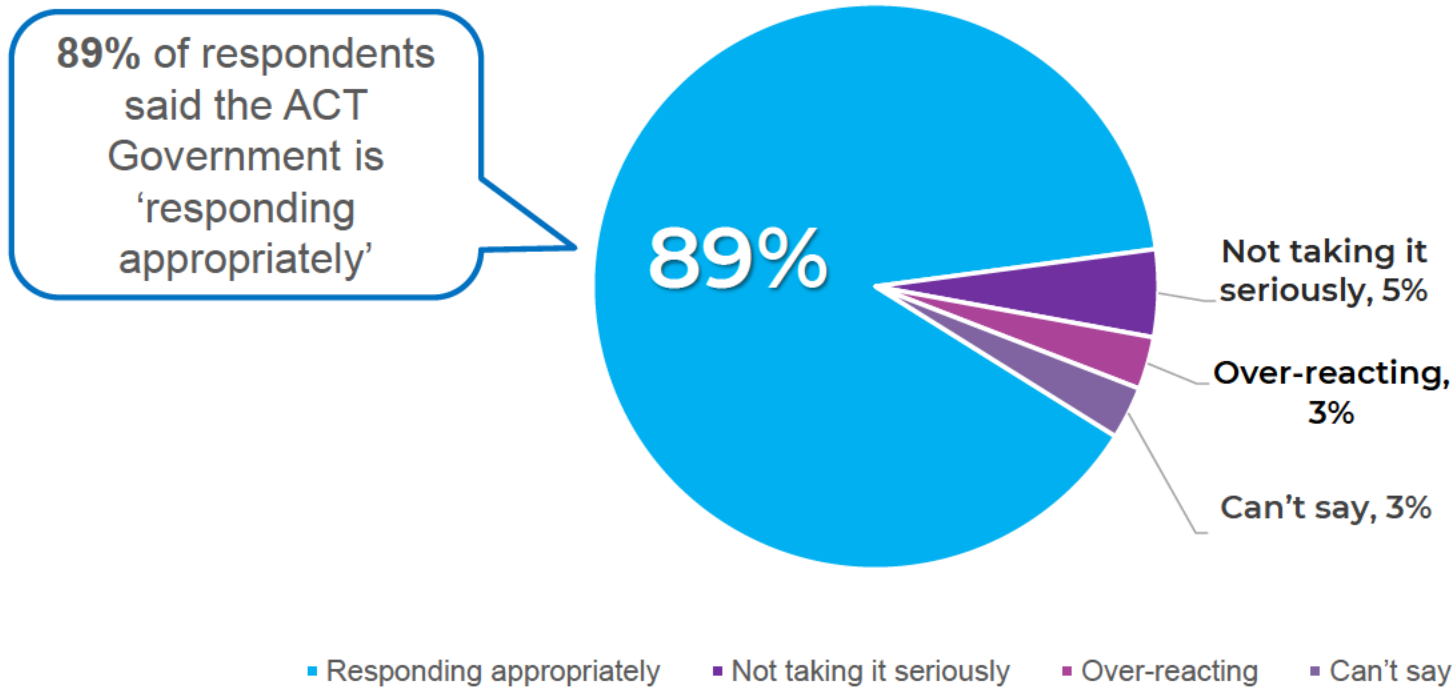


n = 1,374



ACT Government's response

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



n = 1,374



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Communications and campaigns





Feel 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'



90% Strongly agree or agree

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree ■ Can't say

*Disagree (2%); Strongly disagree (0); Can't say (0)

n = 1,374



Other information needed

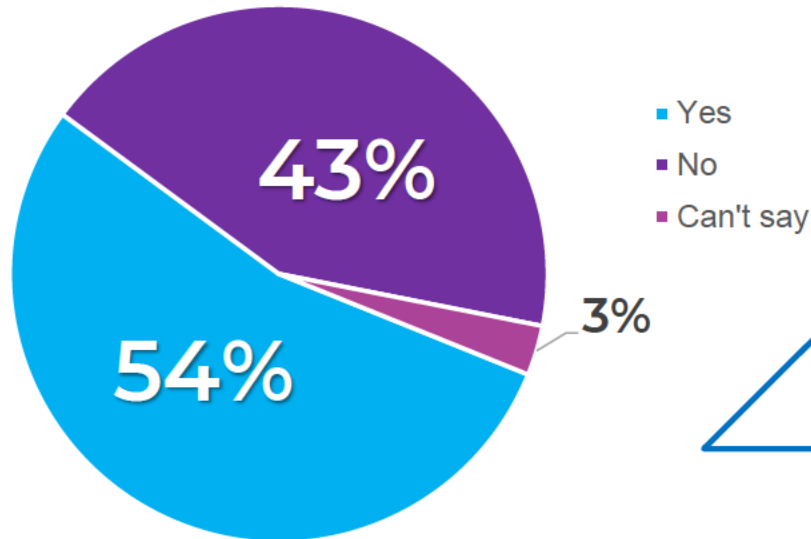
Key themes

- Greater detail on COVID-19 cases and outbreaks
- Clarity on border issues and travel
- Consistency in messaging across jurisdictions
- Information about plans to suppress / eliminate COVID-19
- Information about getting tested for COVID-19
- Information about the role of face masks
- Accessibility of information on COVID-19
- Health information and impacts on vulnerable groups



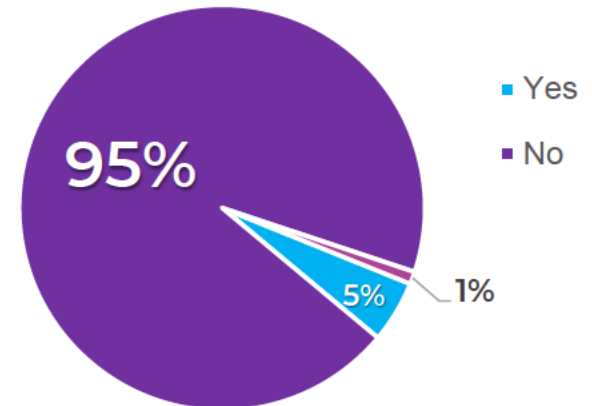
Awareness (translated materials)

Q. Before today, were you aware that a range of translated COVID-19 resources are available on the website www.covid19.act.gov.au?*



*Percentages may not total 100 due to rounding

Q. And have you accessed any of the translated COVID-19 resources to help or provide advice to someone who does not speak English as their first language?



n = 757

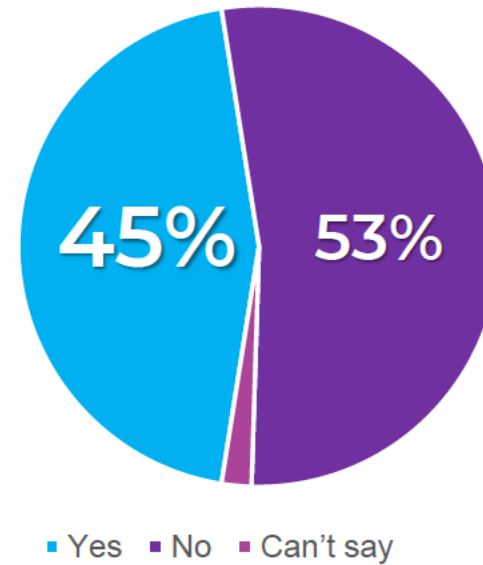
n = 1,374



Choose Local campaign



Q. Before today, do you recall hearing or seeing anything about this campaign?*



*Can't say (2%)

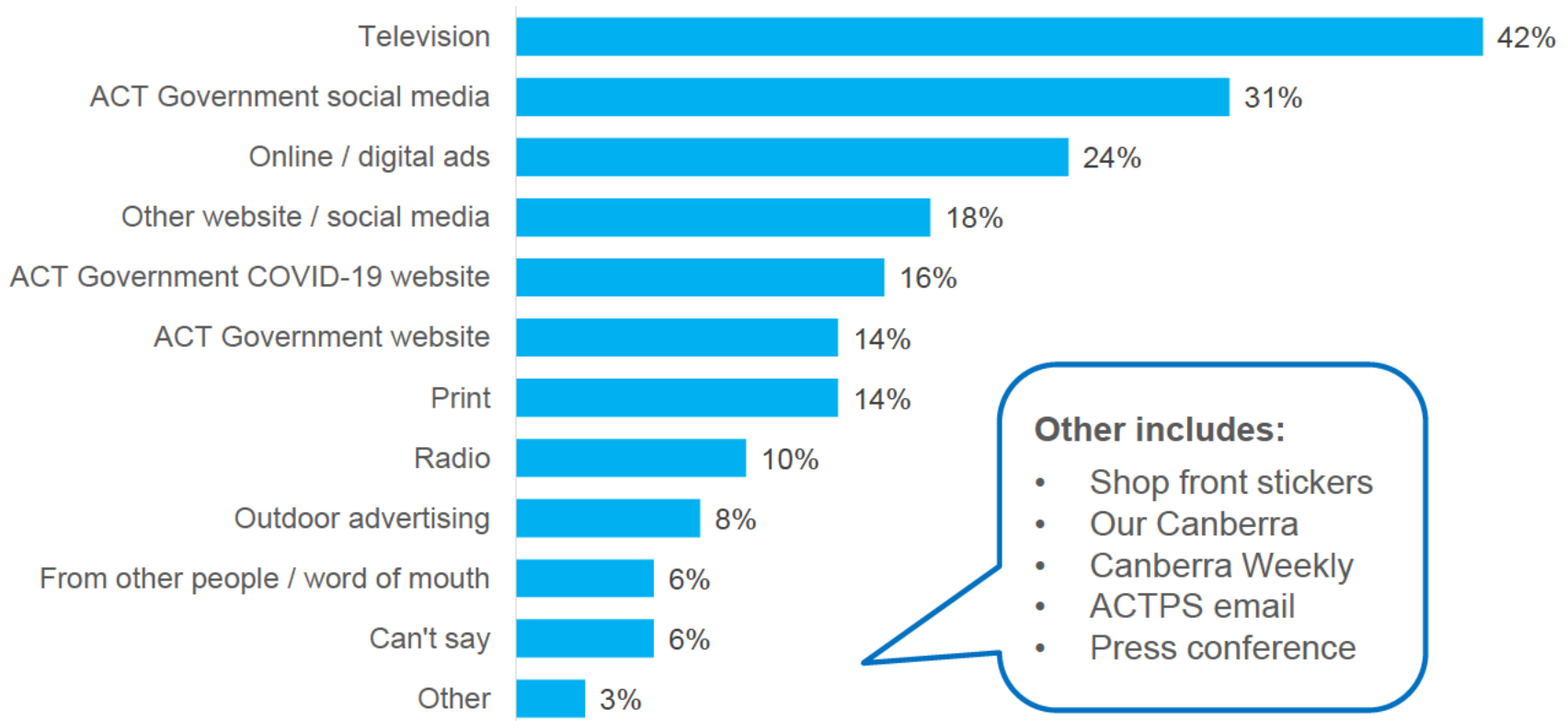
n = 1,374



Communication channels

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

(Multiple choice)



*Totals may exceed 100% as respondents can select more than one option

n = 626



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