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 2021-205

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)	10
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: [redacted]
To: CMTEDD FOI
Subject: FOI request
Date: Tuesday, 10 August 2021 10:37:00 AM

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.

Good morning,

I would like to request any documents from 1 February 2021 that include:

- Public polling, surveys, focus groups, market research or other consulting conducted by, or commissioned by the Directorate with regards to the pandemic, COVID-19, health directions, restrictions or government performance;
- Any briefing materials or reports prepared for the Chief Minister or Directorate with regards to any of the aforementioned data;

Thanks

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[redacted]

ACT Government
Chief Minister, Treasury and Economic Development

Our ref: CMTEDDFOI 2021-205

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 10 August 2021, in which you sought access to:

- Public polling, surveys, focus groups, market research or other consulting conducted by, or commissioned by the Directorate with regards to the pandemic, COVID-19, health directions, restrictions or government performance;
- Any briefing materials or reports prepared for the Chief Minister or Directorate with regards to any of the aforementioned data.

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 7 September 2021.

Decision on access

Searches were completed for relevant documents and four 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 each document that falls within the scope of your request and the access decision for each of those documents.

I have decided to grant full access to all relevant documents. The documents released to you are 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 in the CMTEDD disclosure log after 30 August 2021. 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/

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,

Daniel Riley
Information Officer
Information Access Team
Chief Minister, Treasury and Economic Development Directorate

24 August 2021

ACT Government
Chief Minister, Treasury and Economic Development

FREEDOM OF INFORMATION REQUEST SCHEDULE

WHAT ARE THE PARAMETERS OF THE REQUEST	Reference NO.
• Public polling, surveys, focus groups, market research or other consulting conducted by, or commissioned by the Directorate with regards to the pandemic, COVID-19, health directions, restrictions or government performance; • Any briefing materials or reports prepared for the Chief Minister or Directorate with regards to any of the aforementioned data.	CMTEDDFOI 2021-205

Ref No	Page number	Description	Date	Status	Reason for Exemption	Online Release Status
1	1-36	YourSay Community Panel – Covid-19 Round 8 Survey	16 Feb 2021	Full release	N/A	Yes
2	37-72	Covid-19 Vaccine and behaviours Public Survey	16 Feb 2021	Full release	N/A	Yes
3	73-105	YourSay Community Panel – Covid-19 Round 9 Survey	June 2021	Full release	N/A	Yes
4	106-133	YourSay Community Panel – Covid-19 Round 10 Survey	8 August 2021	Full release	N/A	Yes
Total No of Docs						
4						

YourSay Community Panel
COVID-19 Round 8 Survey

FULL REPORT

16 February 2021

Background: The ACT Government conducted an eighth round of research with the YourSay Community Panel focusing on how coronavirus (COVID-19) is impacting Canberrans. The focus of the survey was on public awareness, attitudes and information needs regarding a COVID-19 vaccine, along with engagement in COVID-safe practices, perceptions of community and ACT Government response to COVID-19, and future outlook.

Purpose: The findings from the survey will help inform ACT Government public health messaging to encourage Canberrans to participate in the COVID-19 vaccination roll-out as well as continue to engage in COVID-safe behaviours.

Timeframe: The survey took place between **29 Jan – 7 Feb 2021**.

Sample: 1,417 YourSay Community Panel members completed the survey.

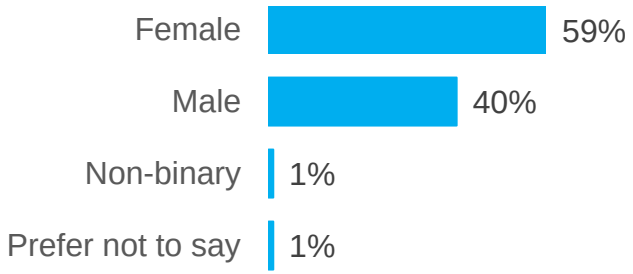
Weighting: The results have been weighted to reflect relative population proportions based on Australian Bureau of Statistics (ABS) Census figures.

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

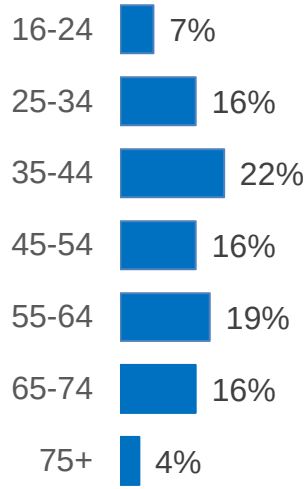
Limitations: The methodology is biased towards those with internet and computer literacy.

Sample profile (unweighted)

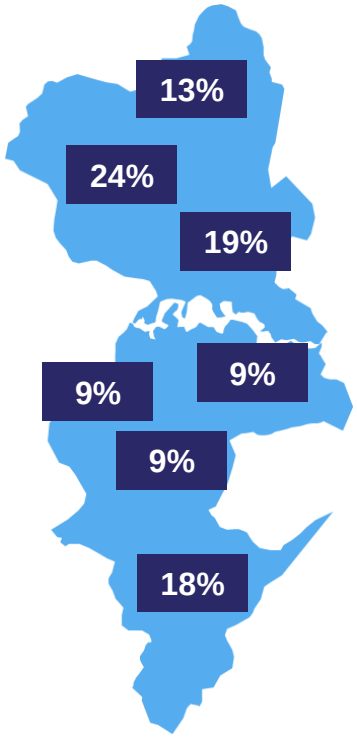
Gender



Age



Region



** Totals may not add up to 100% due to rounding*

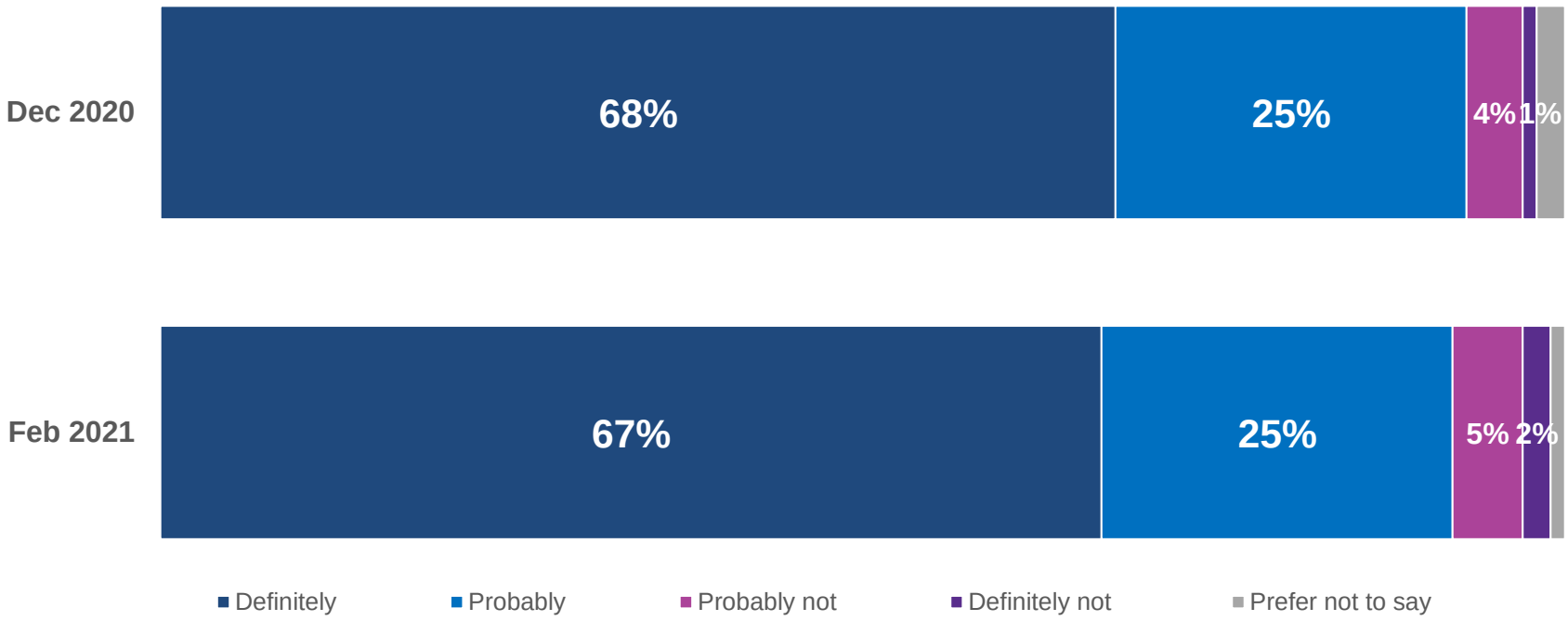
n=1,417

ACT Government | YOURsay Community panel

Vaccine intent

More than nine in ten Canberrans say they will definitely or probably get a COVID-19 vaccine

Q. *If a COVID-19 vaccine was made available to you, would you get it?*

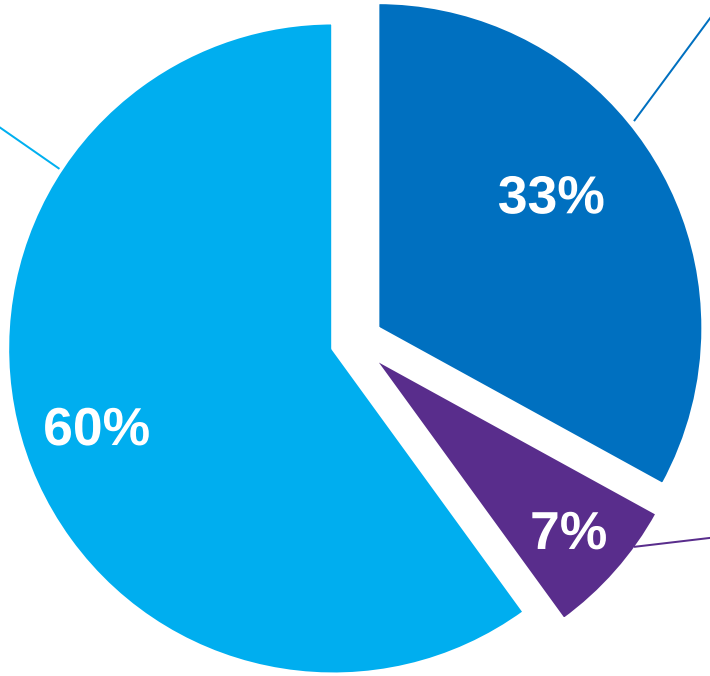


n=1,417

However, there is greater hesitancy apparent when overlaying intent to get a vaccine straight away or not

'Adopter'

*"I would definitely get the vaccine and I **would get it straight away**"*



'Hesitant'

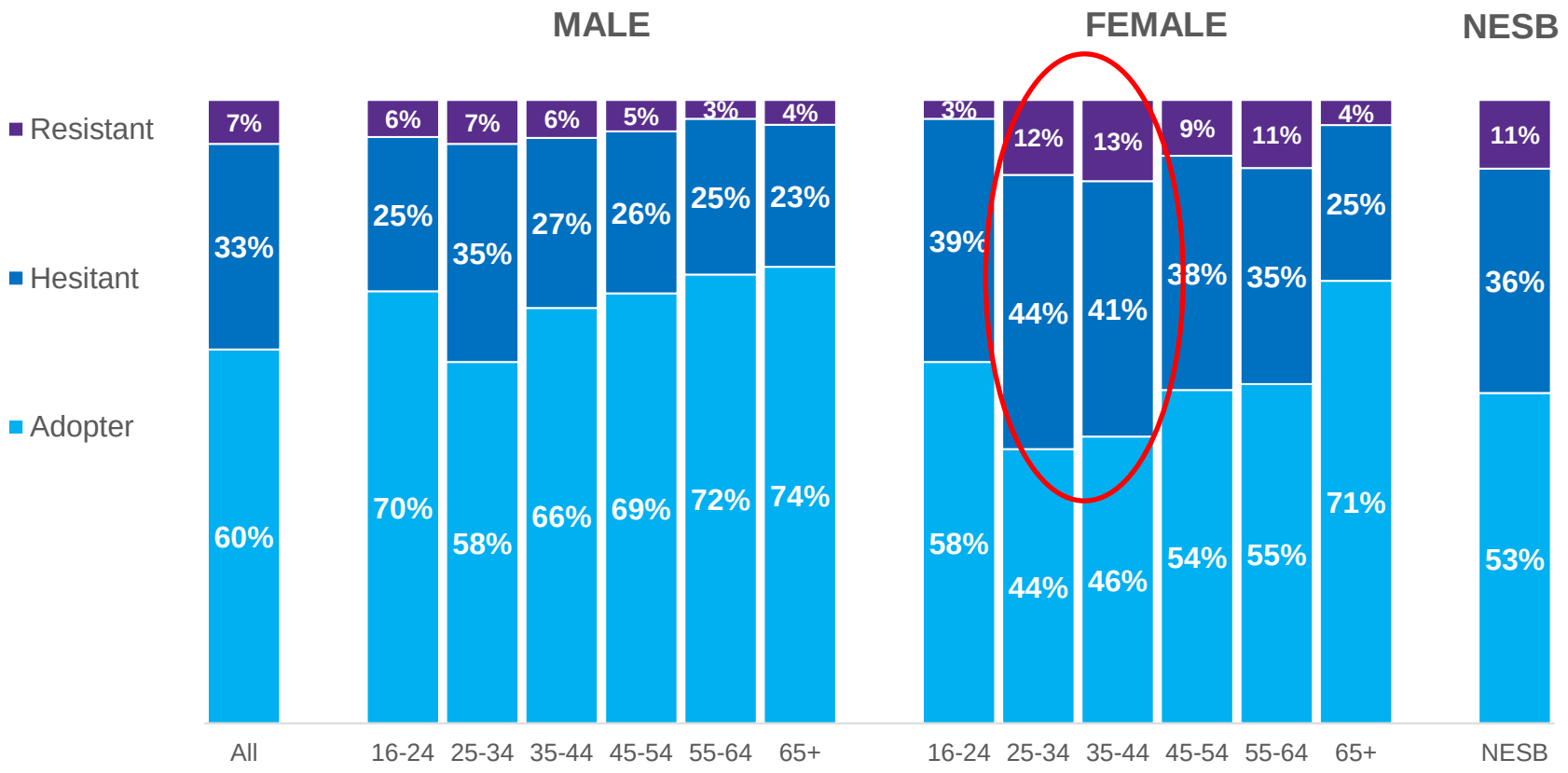
*"I'd probably or definitely get the vaccine but **will just wait and see**"*

'Resistant'

"I would probably not or definitely not get the vaccine"

n=1,417

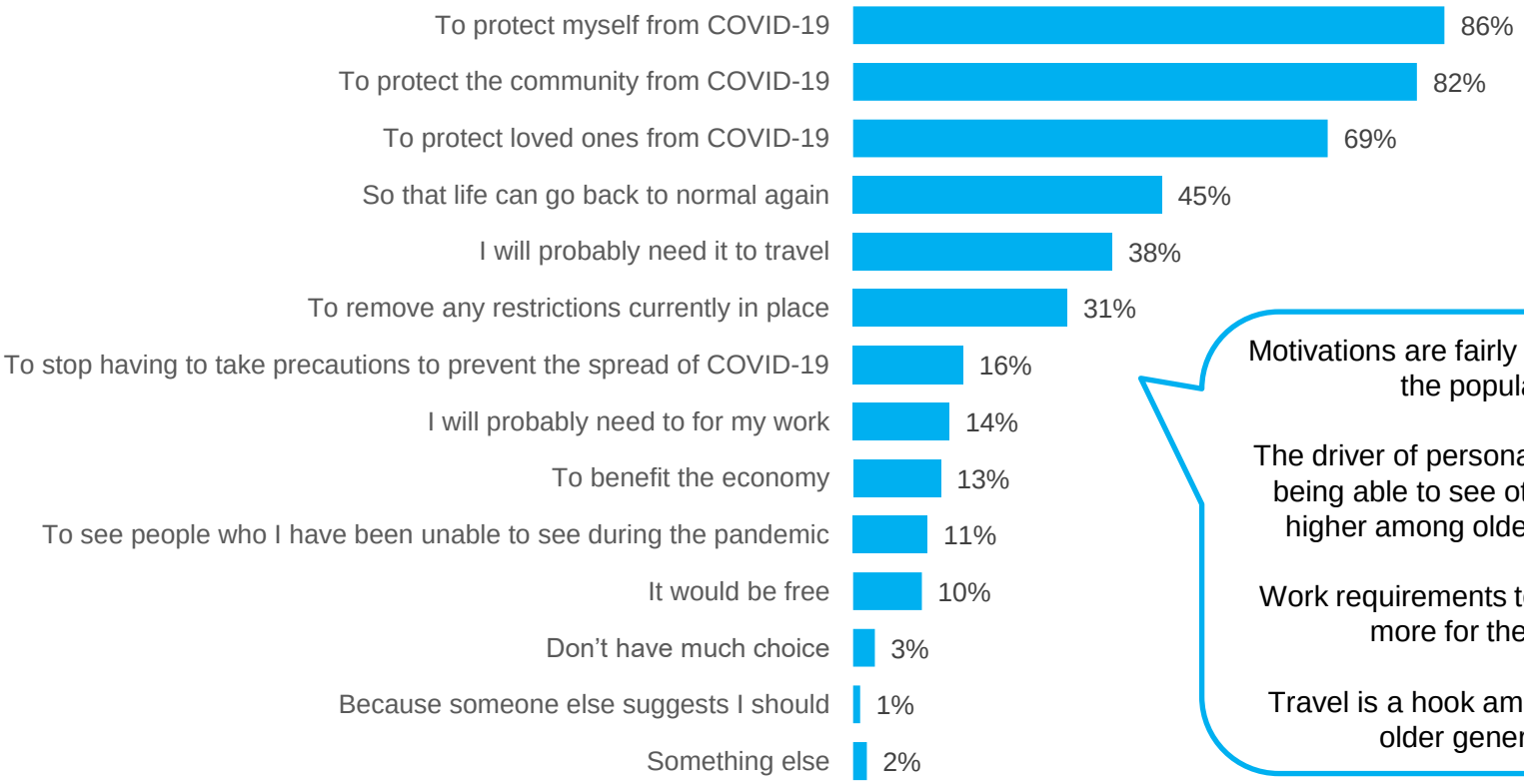
Younger females tend to be the most vaccine hesitant or resistant



n=1,417

Drivers: protection from COVID-19 is the biggest motivation, above that of a return to 'normalcy'

Q. *What are the main reason/s you would probably or definitely get a COVID-19 vaccine?*



Motivations are fairly universal across the population

The driver of personal protection and being able to see others is slightly higher among older Canberrans

Work requirements tend to resonate more for the young

Travel is a hook among young and older generations

n=1,417

Barriers: prominence of safety and efficacy questions along with perceived need or suitability of a vaccine

Safety concerns

- Has been developed quickly – not enough testing / rigour / long-term impacts
- Get adverse reactions / intolerance / side effects
- Reports of negative effects – e.g. Norway deaths, clearance for over 65s

Efficacy

- Question marks over efficacy / protection of different vaccine brands
- New strains of virus?

Suitability

- Fear of needles
- Vaccine ingredients / production
- Suitability for certain health conditions
- Pregnancy

Necessity

- I never get sick, healthy, build immunity naturally
- Not a high risk of COVID, not in a vulnerable group

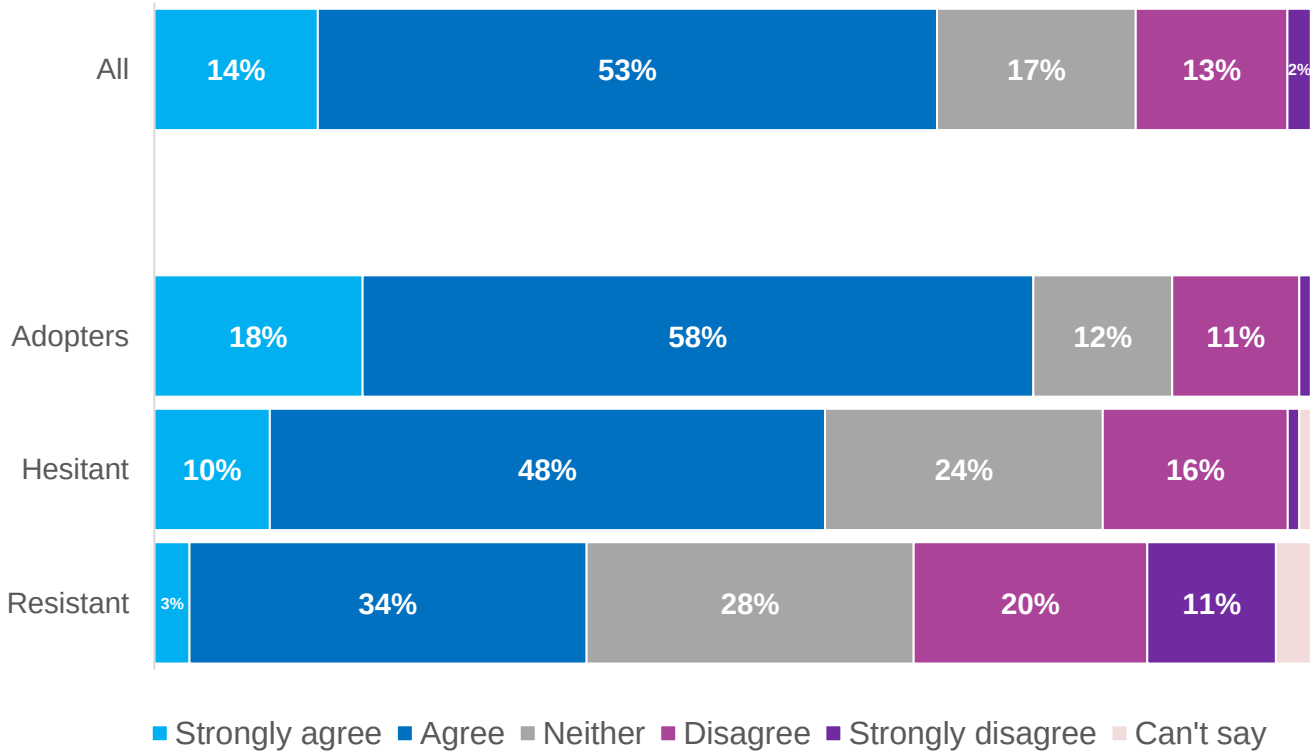
n=94

ACT Government | YOURsay Community panel

Vaccine information needs and sources

Around two-thirds of Canberrans feel informed about a vaccine, with this dropping among hesitant and resistant groups

Q. How much do you agree that… Overall, I feel I am being kept well informed about the roll-out of a COVID-19 vaccine/s

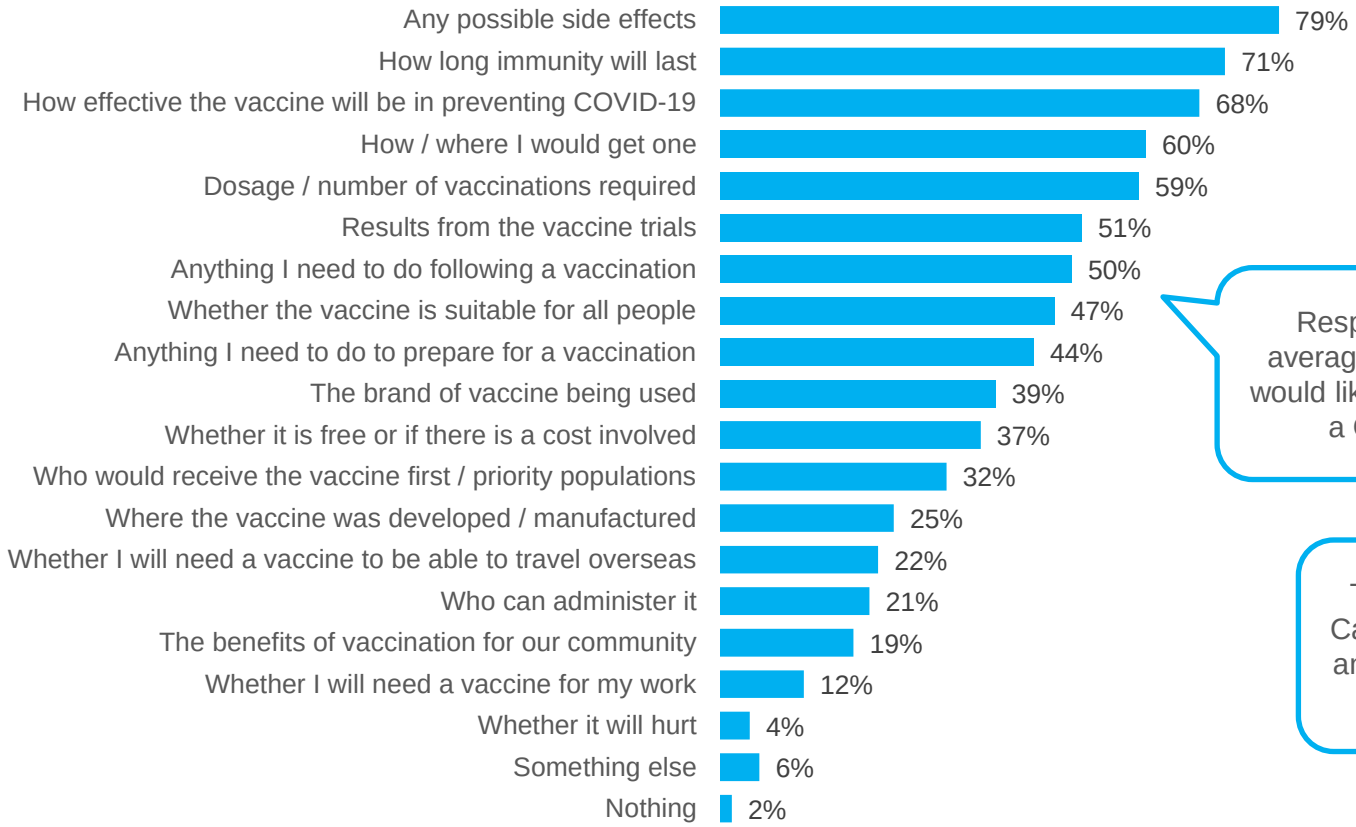


Relating to this, a sense of feeling informed about a COVID-19 vaccine tends to be lowest among 25-44 year olds

n=1,417

Multiple information needs are expressed, with most common focusing around safety and efficacy

***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

This was higher for young Canberrans (16-24), females and those who were vaccine hesitant

n=1,315

While safety and efficacy messages are important for all, some nuances in information need reflect position and situation

Adopter V Hesitant

Greater desire for *practical info to get it*...

- **When and where**
- **What to do to prepare**
- **Who gets it first / priorities**

Desire for *evidence and reassurance*...

- **Safety, suitability for all**
- **Efficacy, trial results**
- **Where vaccine developed**
- **If a requirement for work**

Age groups

Young Canberrans more likely to want to know…

- **When and where**
- **Whether it is free**
- **Who gets it first / priorities**
- **If a requirement for work**

Gender

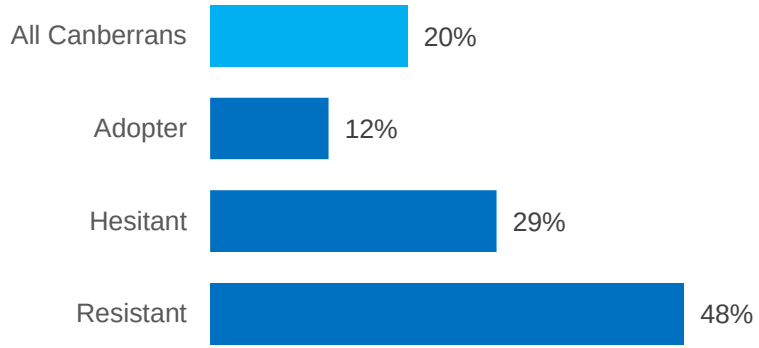
Female Canberrans are more likely than male to desire info around…

- **Safety, suitability for all**
- **Efficacy, trial results**
- **Whether it is free**

n=1,315

Other emerging questions or concerns as the situation evolves

Q. *Do you have any other questions or concerns about a COVID-19 vaccine?*



Will it reduce or stop / reduce transmission?

Efficacy against new strains of COVID-19

Who, when, how will get it – where I fit in the roll out

Vaccine supply / availability / distribution – any choice in brand received?

Suitability for different groups – children, over 65s, pregnant, immuno-compromised

Possible long-term side effects?

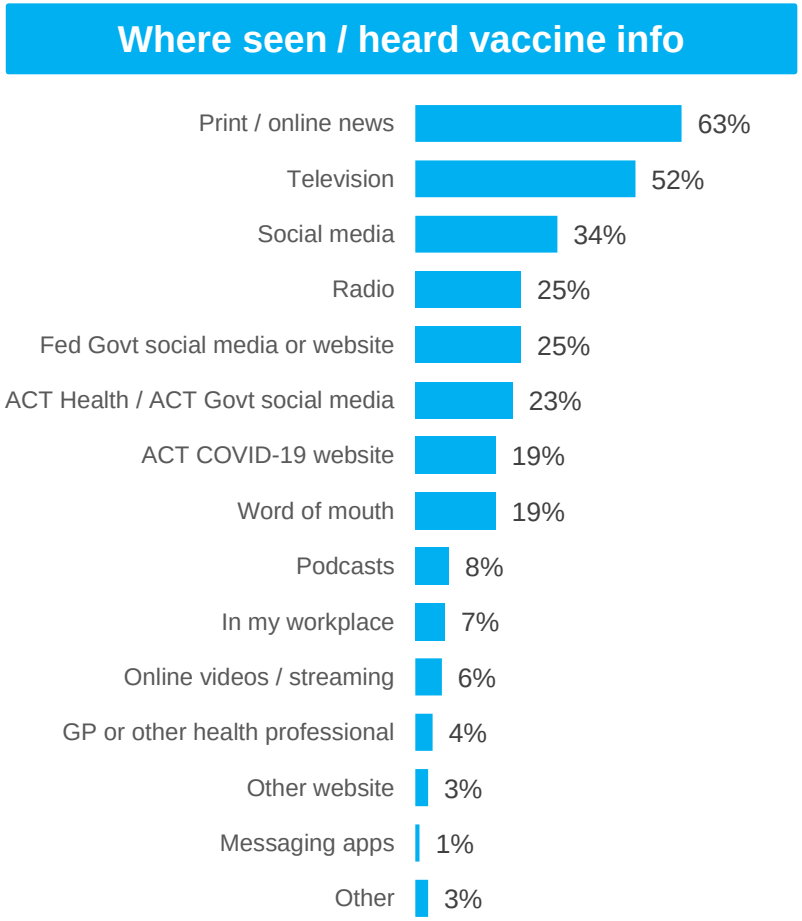
Question marks over Astra Zeneca vaccine efficacy / safety

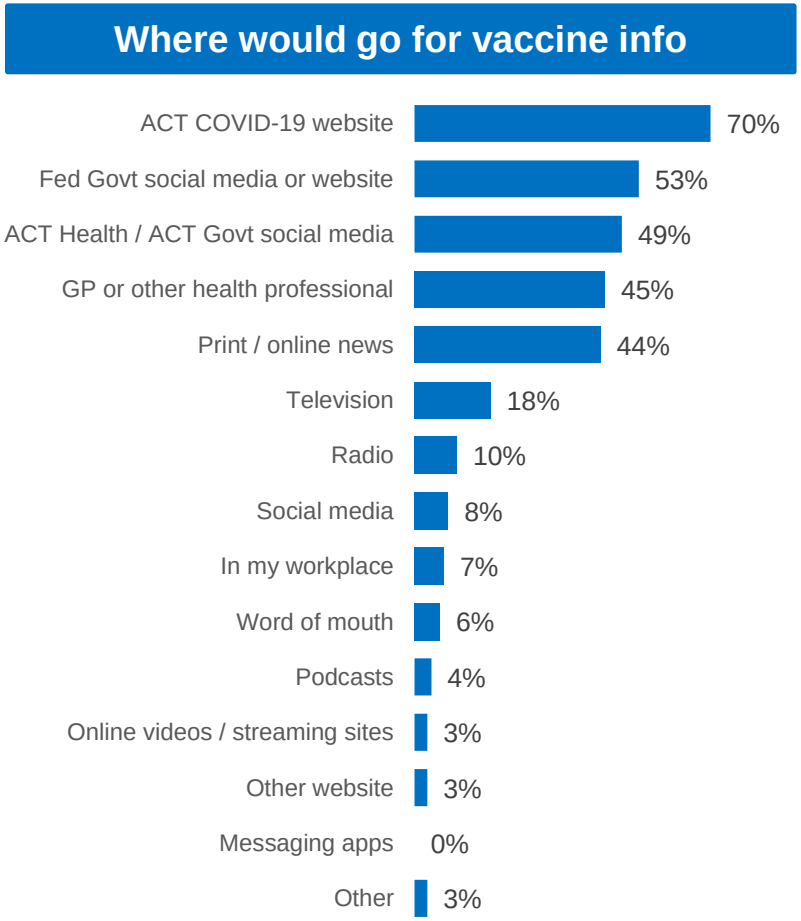
Impact on fertility?

Plans to manage side effects / adverse reactions

n=1,417

Mass media channels providing much of the vaccine info at present, while government sources and GP are the 'go to'





n=1,417

Channel variations across the community

Adopters

Most information to date has come from mass media and social media

More active than others in getting info from print / online sources

More likely than others to have seen or heard info from government, and to consider government as the 'go to' source

Hesitant

Most information to date has come from mass media and social media

Slightly more likely to have received vaccine info via word-of-mouth

Government sources are the most common 'go to' source when seeking info

Resistant

Least likely to have engaged with vaccine information and less likely to seek out info about it

Higher use of 'other' websites, online videos and streaming sites

But also a small cohort seeking info from medical journals, scientific reports etc

Significantly less likely than others to seek info from government

Age variations

Traditional media increases as an info source as age increases

Social media and word of mouth are more common info sources among younger Canberrans

Desire for info from GP or other health professional increases with age

Preference for online government sources are fairly similar across most ages, though this dips for 65+

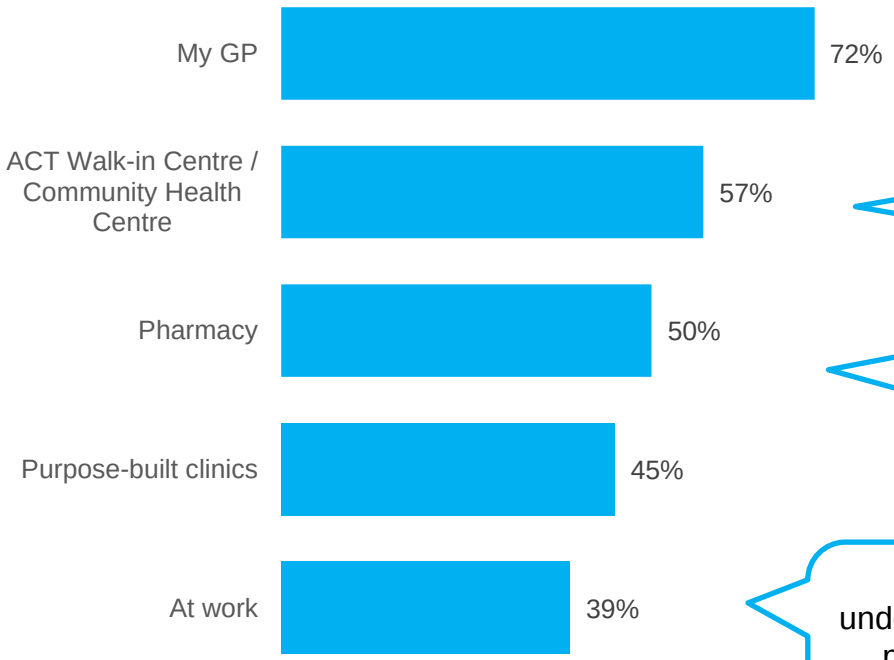
n=1,417

ACT Government | YOURsay Community panel

Vaccine roll out

Most preferred location for vaccine is through GP

Q. *Where would prefer to receive the vaccine?*



Preference for GP significantly higher among 55+

Males more interested in walk-in than females

Interest also higher among 16-24 year olds

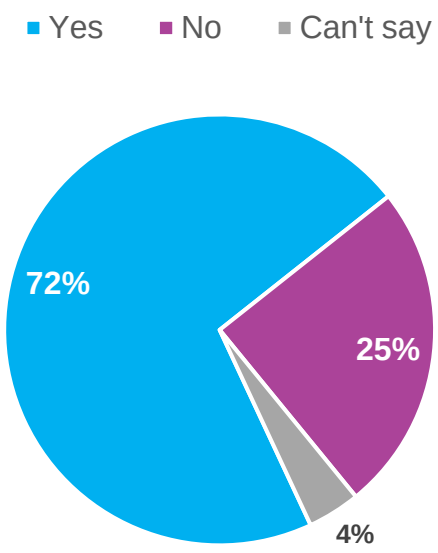
Pharmacy significantly less attractive for 65+ and hesitant groups

Workplace understandably more popular among working age Canberrans

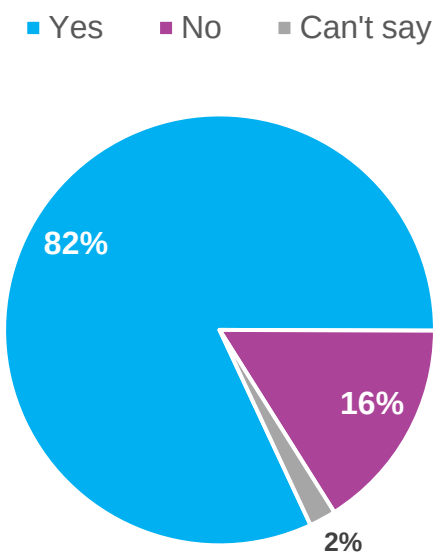
n=1,315

Awareness of roll-out plan appears reasonably high

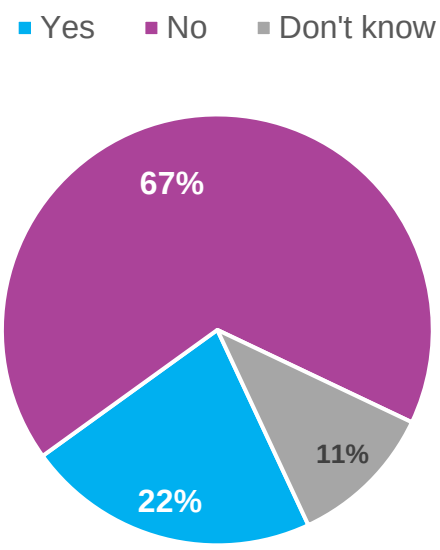
Aware of roll out strategy?



Aware of priority groups?



In a priority group?



Awareness of roll out higher among older Canberrans

Also higher among vaccine adopters over hesitant and resistant groups

n=1,417

What know about roll-out strategy varies considerably

Canberrans' awareness of the strategy largely involves comments around there being:

- **A phased / staged / tiered approach**
- **Priority groups – those most at risk – first**
- **Approximate start date / schedule**
- **Provision of two vaccine brands**

However, many also note only fairly superficial or 'vague' awareness and some conflicting interpretation is apparent…

That it has several stages. That I may be second stage

It involves three stages

There are to be several priority groups - 4 I think using a sliding scale

There are 5 stages (some with sub-stages)

It is staged. I think I am Stage 3

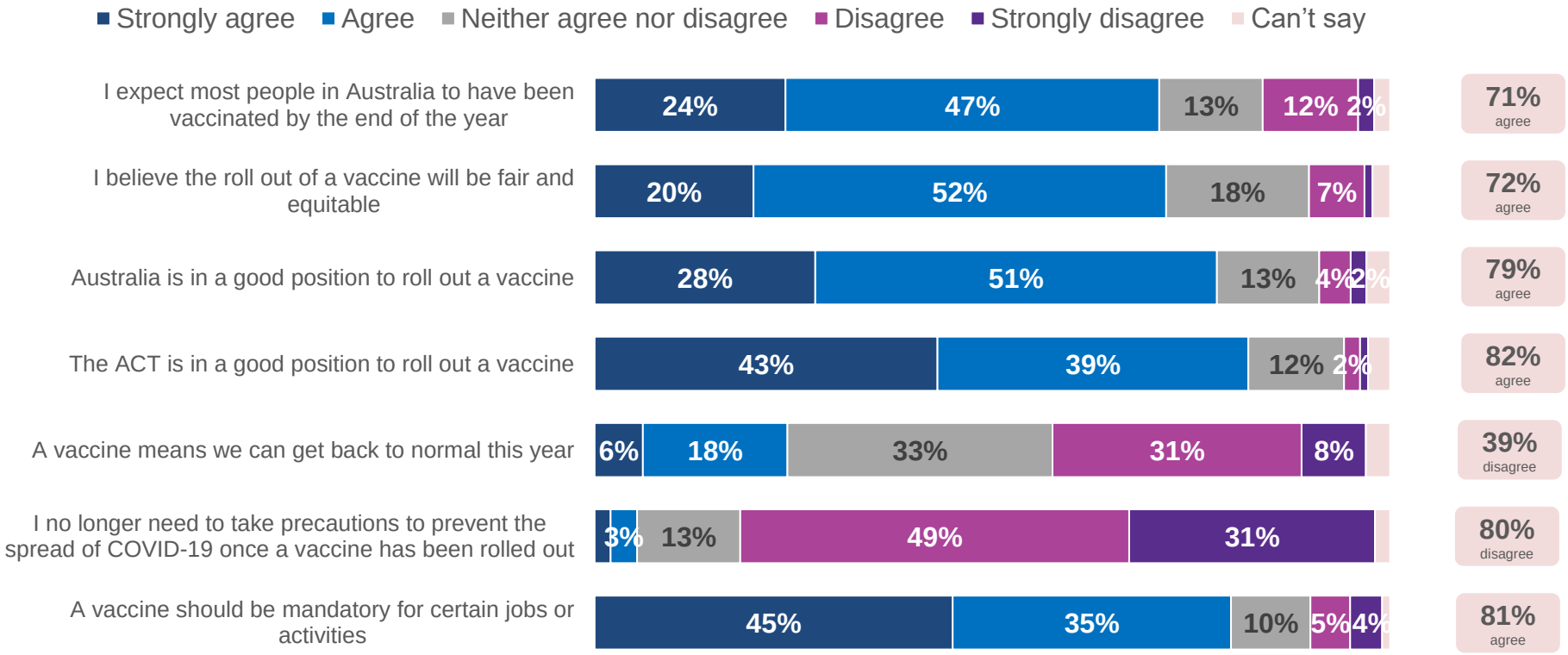
Sequence of rollouts, likely timeframe. Lacks clarity

4 phases

n=836

Overall there are positive expectations and confidence about a vaccine roll-out

Q. How much do you agree or disagree with the following?



n=1,417

Optimism and confidence in roll-out is high among adopters and tends to decline with vaccine hesitancy and resistance

	ALL	ADOPTER	HESITANT	RESISTANT
I expect most people in Australia to have been vaccinated by the end of the year	71% Agree	**81%**	**64%**	**18%**
I believe the roll out of a vaccine will be fair and equitable	72% Agree	**80%**	**66%**	**33%**
Australia is in a good position to roll out a vaccine	79% Agree	**85%**	**76%**	**41%**
The ACT is in a good position to roll out a vaccine	82% Agree	**89%**	**80%**	**42%**
A vaccine means we can get back to normal this year	39% disagree	**34%**	**44%**	**59%**
I no longer need to take precautions to once a vaccine has been rolled out	80% disagree	**82%**	**79%**	**71%**
A vaccine should be mandatory for certain jobs or activities	81% Agree	**93%**	**73%**	**18%**

n=1,417

ACT Government | YOURsay Community panel

COVID-safe measures

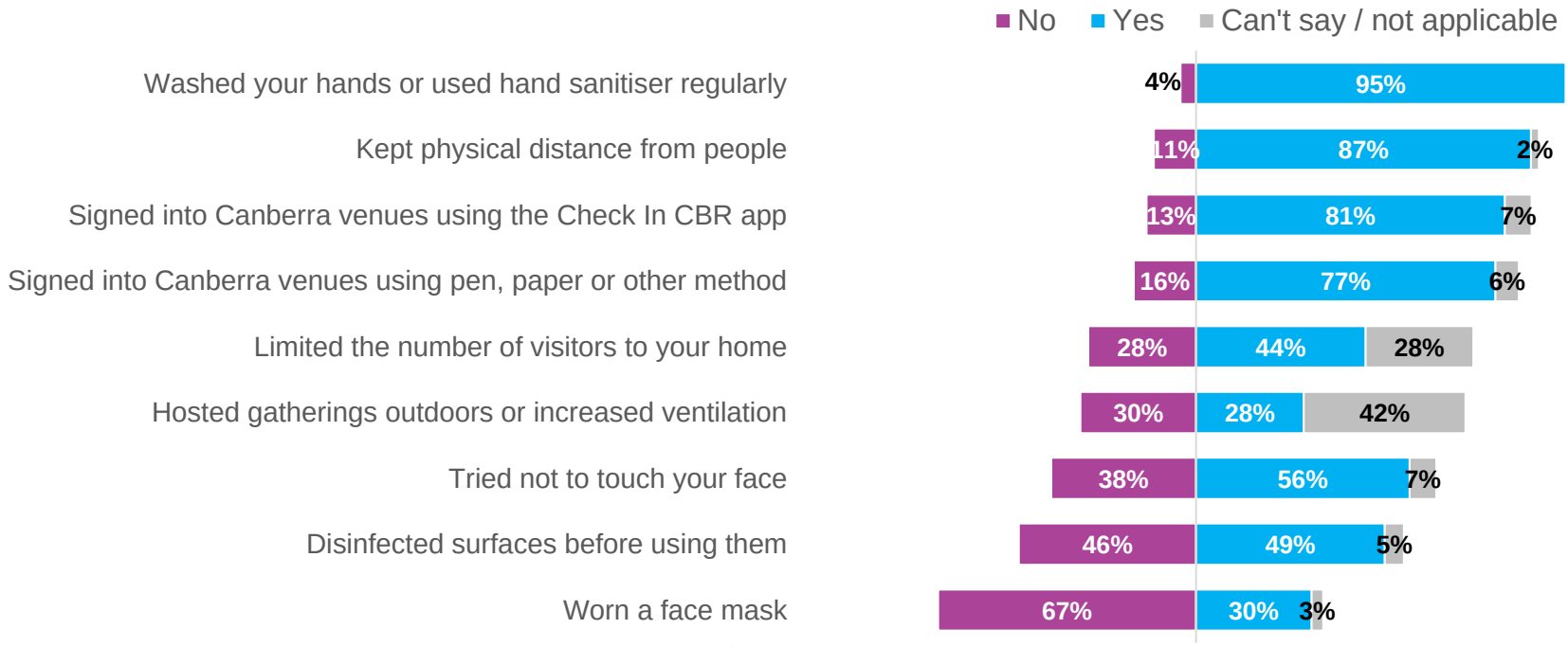
COVID-safe behaviours – summary

		Did / likely to do (excl n/a) Feb 2021		Dec 2020	Latest Australia comparison (Nov 2020)*
DID IN THE LAST WEEK	Washed / sanitised hands more regularly	95%		96%	(93%)
	Kept physical distance from people	87%		88%	(80%)
	Signed in to venues using Check In CBR	87%	↑	57%	
	Signed in to venues using pen & paper / QR	83%		85%	
	Limited number of visitors to home	61%	↑	57%	
	Tried not to touch my face	60%	↓	64%	
	Disinfected surfaces before using them	52%		51%	(57%)
	Hosted gathering outdoors / with ventilation	48%	↑	43%	
	Worn a face mask	31%	↑	24%	(52%)
LIKELY TO DO	Very likely / likely to stay at home if unwell	96%		96%	
	Very likely / likely to get a test if have symptoms	88%		86%	
	Very likely / likely to seek medical advice is unwell	85%		85%	

** Next ABS data release due 22/02/2021 for comparative data more closely aligned to collection period*

Large jump in use of Check-In CBR, third behind hand hygiene and physical distancing

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

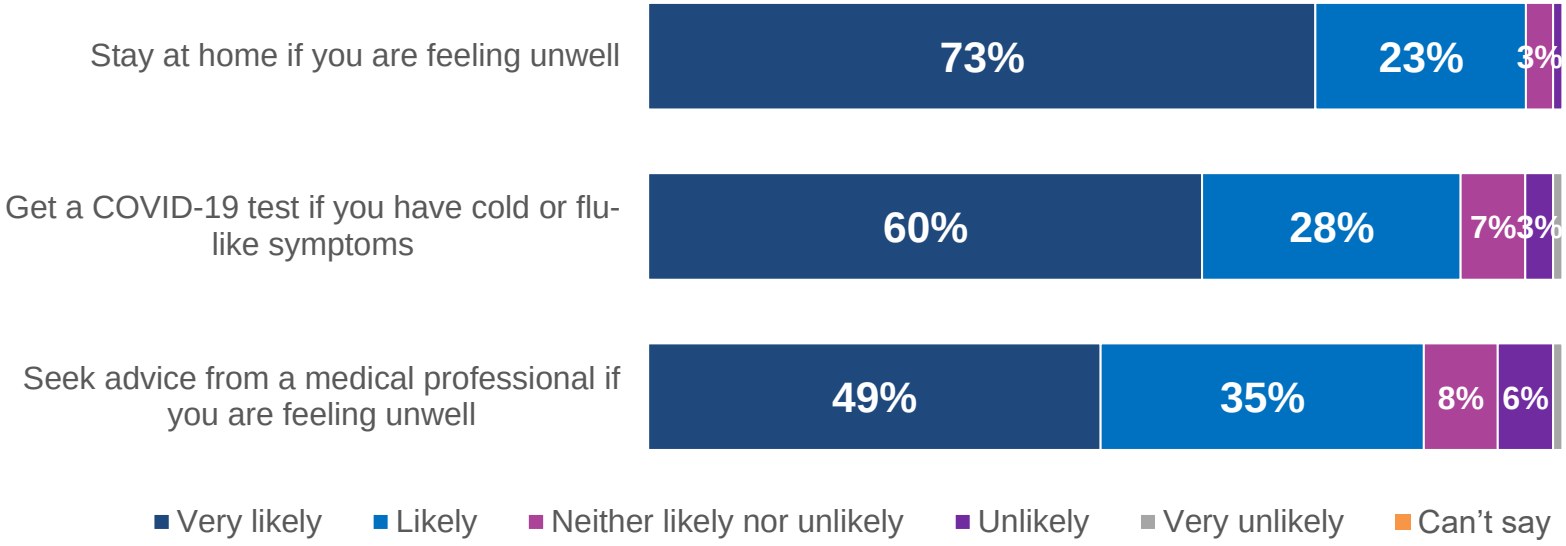


Those resistant to getting a vaccine also tend to be less likely to engage in several of these behaviours

n=1,417

High likely adherence to measures if feeling unwell

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



Likelihood of doing these things tends to increase with age

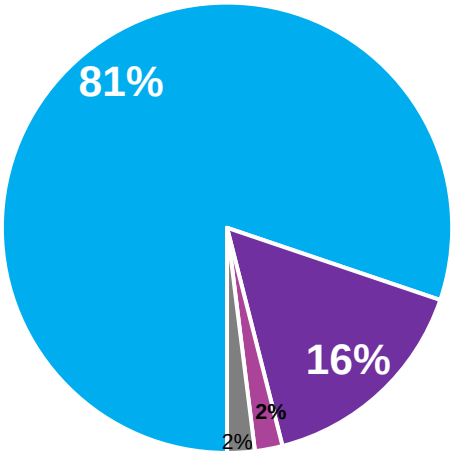
n=1,417

ACT Government | YOURsay Community panel

Information and response

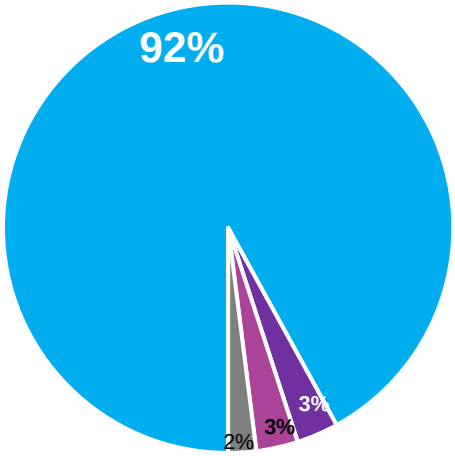
Majority consider community and ACT Government are responding appropriately to the COVID-19 pandemic

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

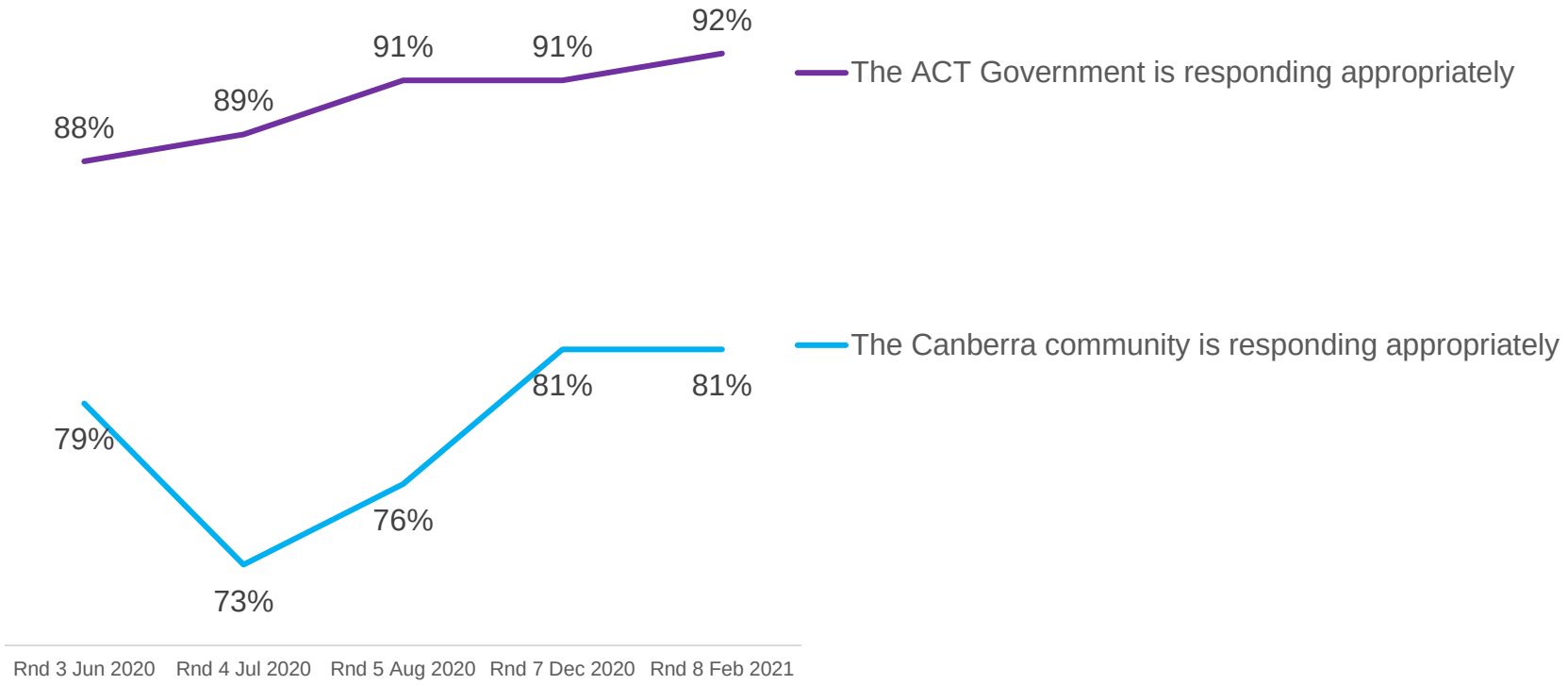
Q. *Overall, how would you describe the* ***ACT Government's response*** *to COVID-19?*



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

n=1,417

Perception of response over time is trending upwards



Response to interstate outbreaks prompting questions over appropriateness of reaction

How is the community not taking it seriously?

- People are complacent, acting as if everything is normal
- No physical distancing, lots of physical contact going on
- Big gatherings, crowded places
- Mask wearing is non-existent
- Not checking in all the time

How is the ACT Government not taking it seriously?

- Border restrictions not stringent enough, not policed sufficiently
- Late to adopt mask-wearing (e.g. at airport)
- Just been lucky
- Relax restrictions / quarantine period too early for people from interstate

How is the community over-reacting?

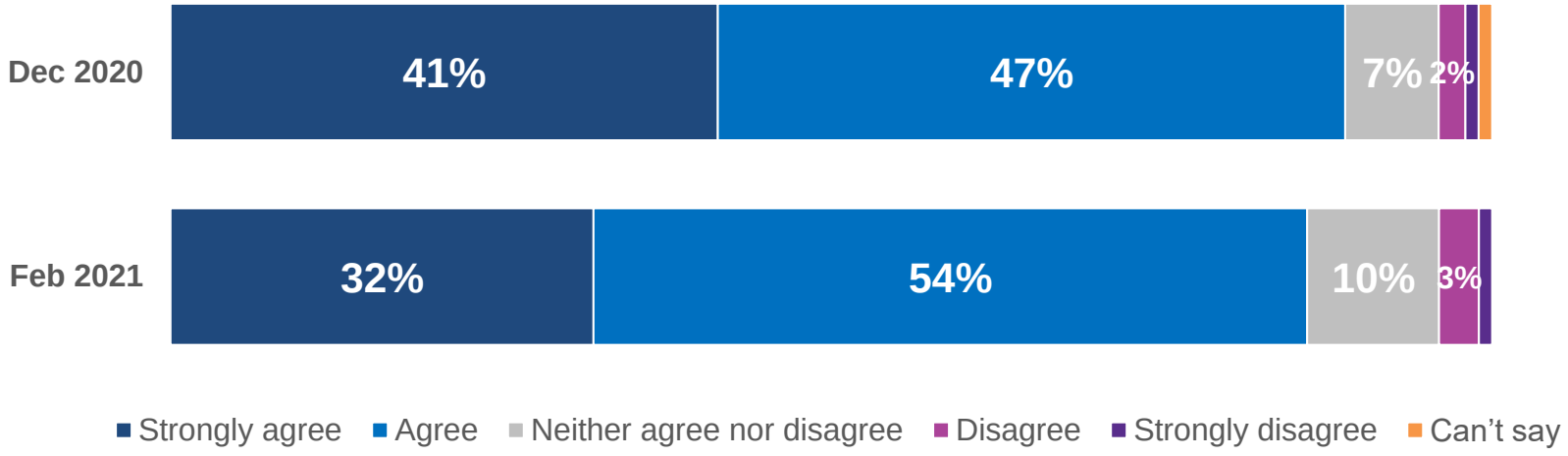
- No COVID-19 here
- Low risk of infection / serious illness from COVID-19
- 'Over-the-top' reactions to interstate outbreaks

How is the ACT Government over-reacting?

- Over-reaction in terms of border closures / requirements for returned travellers
- No / low-risk of COVID-19
- Felt economic impacts

Though still high, a slight drop in sense of feeling informed could relate to evolving vaccine information needs

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



Vaccine hesitant and resistant groups tend to feel slightly less informed

n=1,417

Further information needs reinforce desire for vaccine roll-out details

Information about the **vaccine roll out** – when, where, who, how etc

Consistency and clarity in **travel advice** and requirements for returned travellers

Regular updates / publishing of **sewage testing**

Different **vaccine brands** – ingredients, trial results etc

Improved / up-to date content and navigation on **ACT Gov websites**

Clarity around rules and requirements for **mass gatherings**

Updates on new **virus variants** and risk of transmission

Info about safety of **hotel quarantine** in ACT

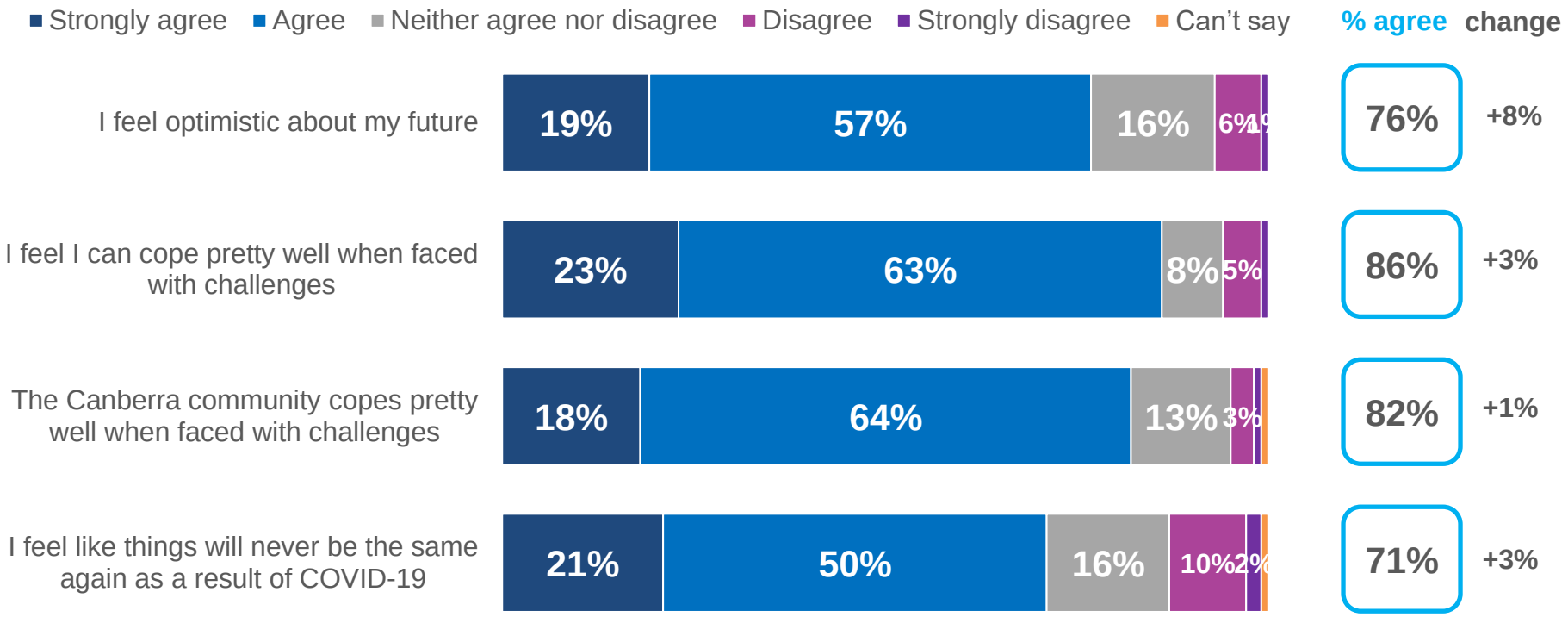
n=213

ACT Government | YOURsay Community panel

Future outlook

There has been a positive increase in optimism in the community since Oct 2020

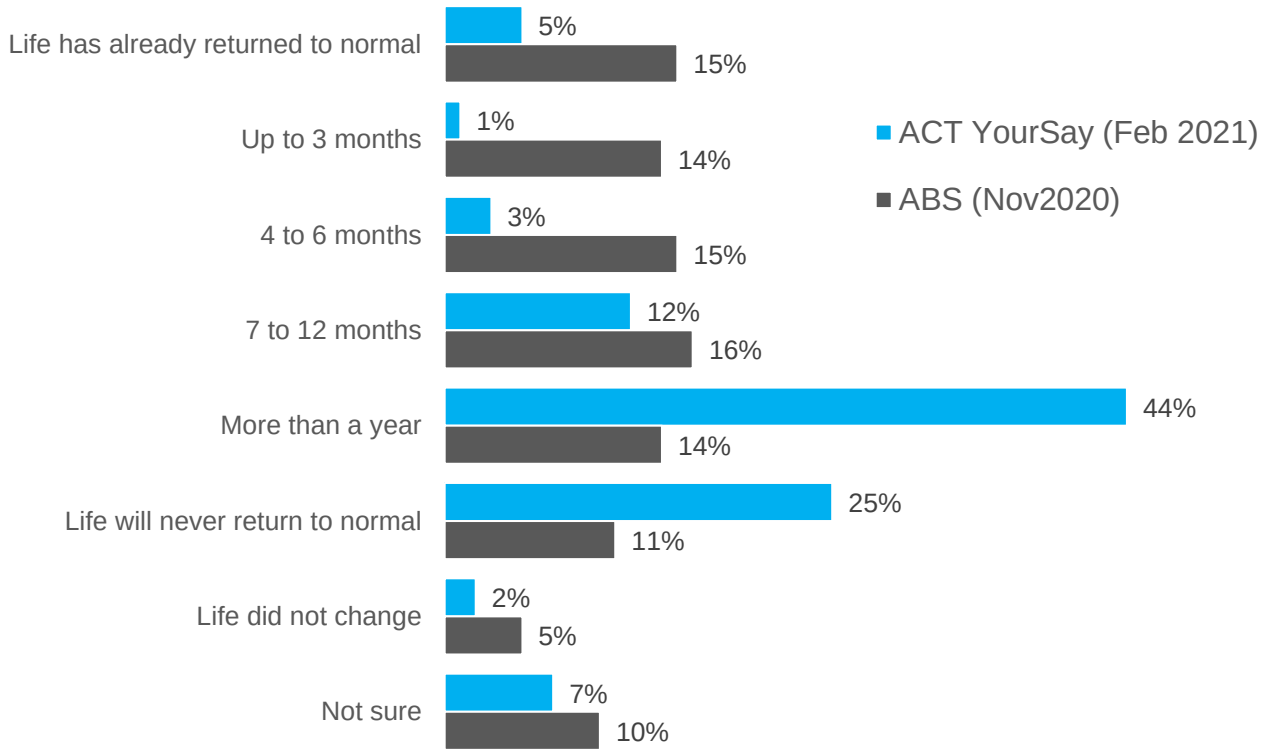
***Q.** Thinking about things as we head into 2021, how much do you agree or disagree with the following...*



n=1,417

Many ACT residents not expecting return to ‘normal’ any time soon, unlike earlier national figures from ABS*

***Q.** When do you think your life will return to ‘normal’?*



** Next ABS data release due 22/02/2021 for comparative data more closely aligned to collection period*

n=1,417

ACT Government

YOURsay Community panel

ACT Government

COVID-19 Vaccine and behaviours

Public survey

FULL REPORT

16 February 2021

Background: The ACT Government has conducted eight rounds of research with the YourSay Community Panel focusing on how coronavirus (COVID-19) is impacting Canberrans. In the latest round (Round 8), the survey was also extended to non-panel members through a call-out on ACT Health social media pages. **This report contains findings from non-panel members**.

The focus of the survey was on public awareness, attitudes and information needs regarding a COVID-19 vaccine, along with engagement in COVID-safe practices, perceptions of community and ACT Government response to COVID-19, and future outlook.

Purpose: The findings from the survey will help inform ACT Government public health messaging to encourage Canberrans to participate in the COVID-19 vaccination roll-out as well as continue to engage in COVID-safe behaviours.

Timeframe: The survey took place between **2 – 9 Feb 2021**.

Sample: 2,268 Canberrans completed the survey.

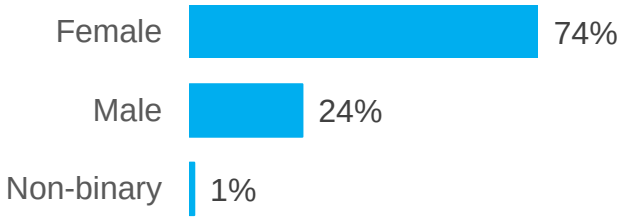
Weighting: The results have been weighted to reflect relative population proportions based on Australian Bureau of Statistics (ABS) Census figures.

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

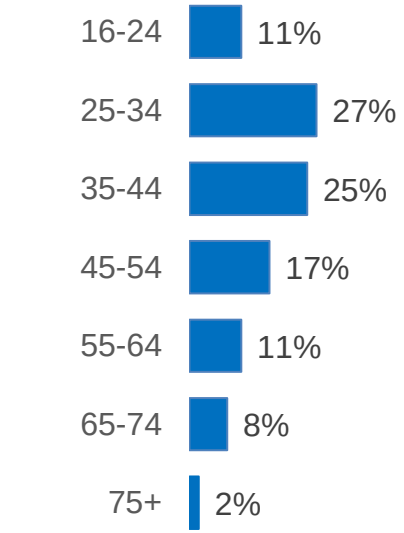
Limitations: The methodology is biased towards those with internet and computer literacy.

Sample profile (unweighted)

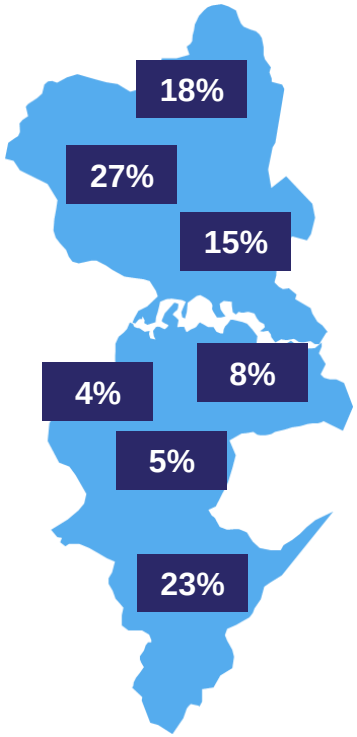
Gender



Age



Region

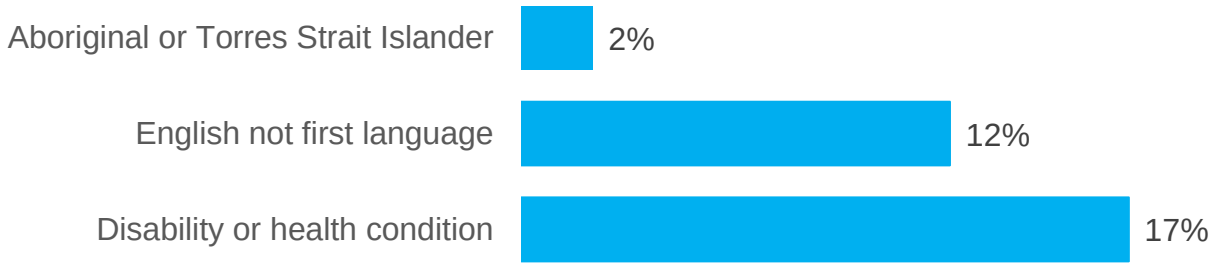


** Totals may not add up to 100% due to rounding*

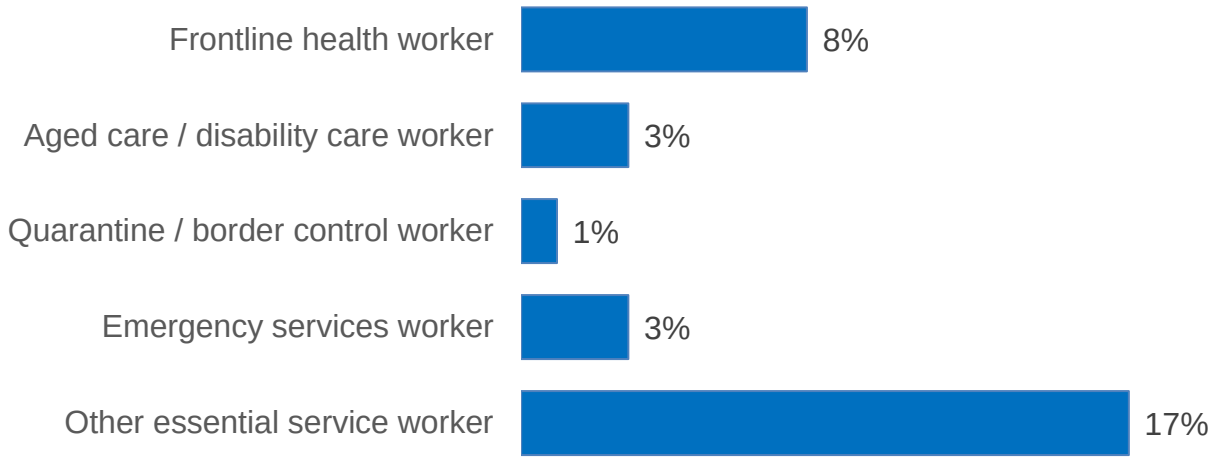
n=2,268

Sample profile (unweighted)

Population groups



Vaccine priority workers

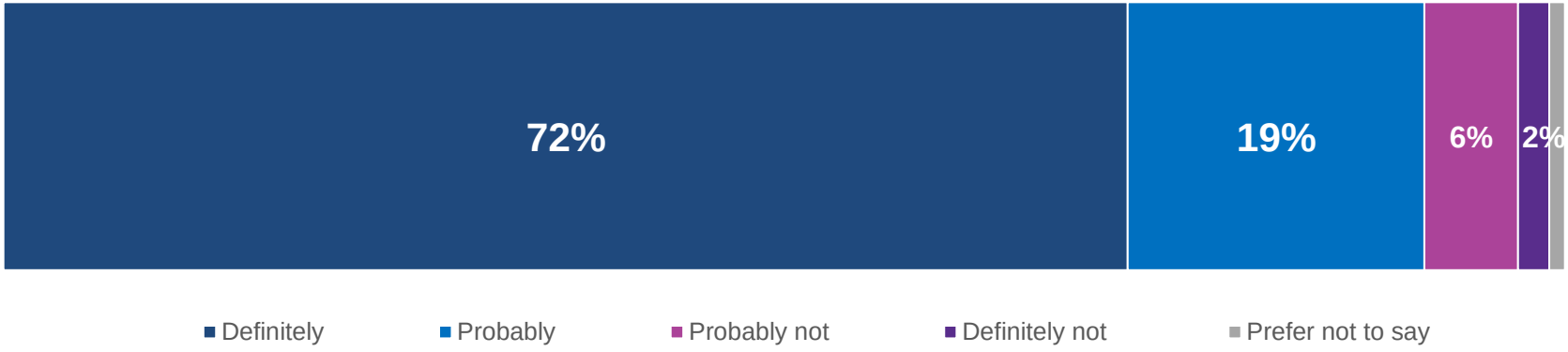


n=2,268

Vaccine intent

Around nine out of ten Canberrans say they will definitely or probably get a COVID-19 vaccine

Q. *If a COVID-19 vaccine was made available to you, would you get it?*



n=2,268

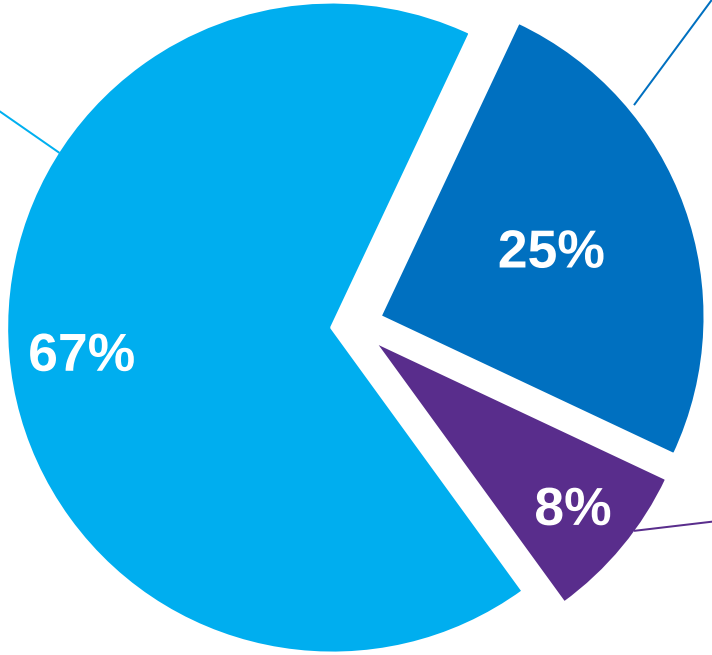
However, some hesitancy is apparent when overlaying intent to get a vaccine straight away or not

'Adopter'

*"I would definitely get the vaccine and I **would get it straight away**"*

'Hesitant'

*"I'd probably or definitely get the vaccine but **will just wait and see**"*

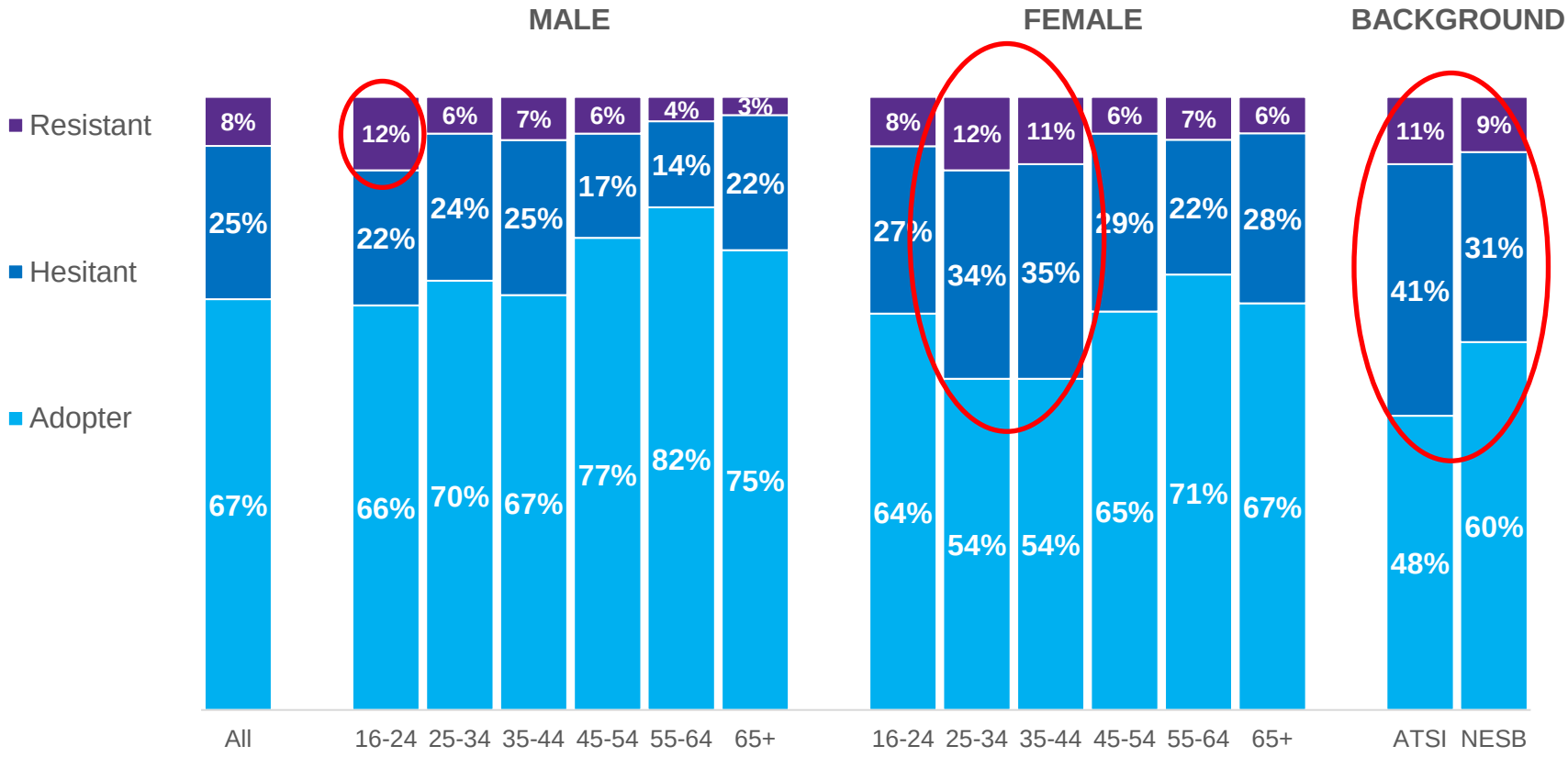


'Resistant'

"I would probably not or definitely not get the vaccine"

n=2,268

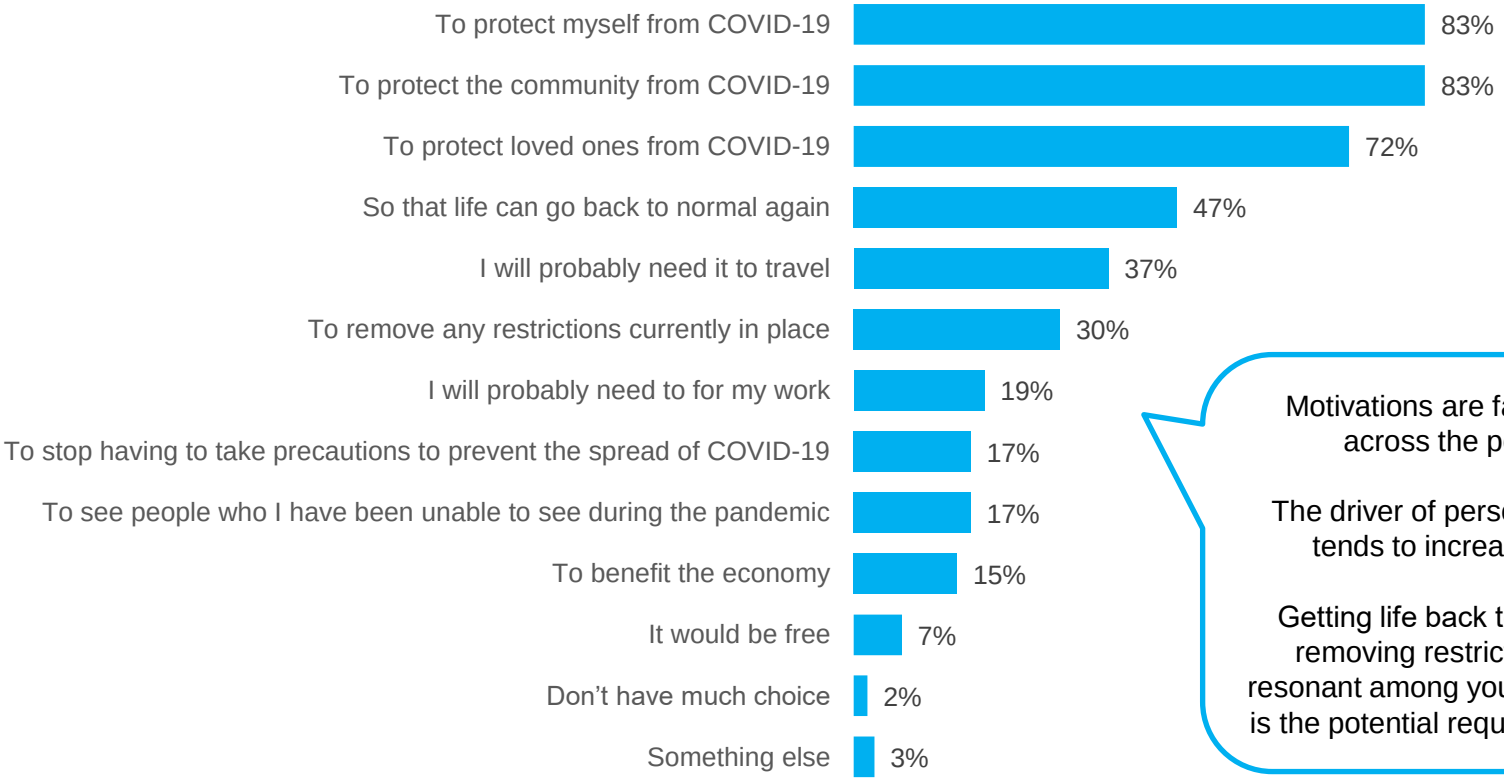
Younger females tend to be the most vaccine hesitant or resistant, with some hesitancy emerging in culturally diverse groups



n=2,268

Drivers: protection from COVID-19 is the biggest motivation, above that of a return to 'normalcy'

***Q.** What are the main reason/s you would probably or definitely get a COVID-19 vaccine?*



Motivations are fairly universal across the population

The driver of personal protection tends to increase with age

Getting life back to 'normal' and removing restrictions is more resonant among younger groups, as is the potential requirement for work

n=2,059

Barriers: prominence of safety and efficacy questions along with perceived need or suitability of a vaccine

Safety concerns

- Has been developed quickly – not enough testing / rigour / long-term impacts
- Get adverse reactions / intolerance / side effects
- Reports of negative effects – e.g. serious illness, deaths

Suitability

- Fear of needles
- Suitability for certain health conditions
- Pregnancy & breastfeeding

Efficacy

- Question marks over efficacy / protection of different vaccine brands
- Efficacy against new virus strains

Necessity

- I never get sick, healthy, build immunity naturally
- Not a high risk of COVID, not in a vulnerable group

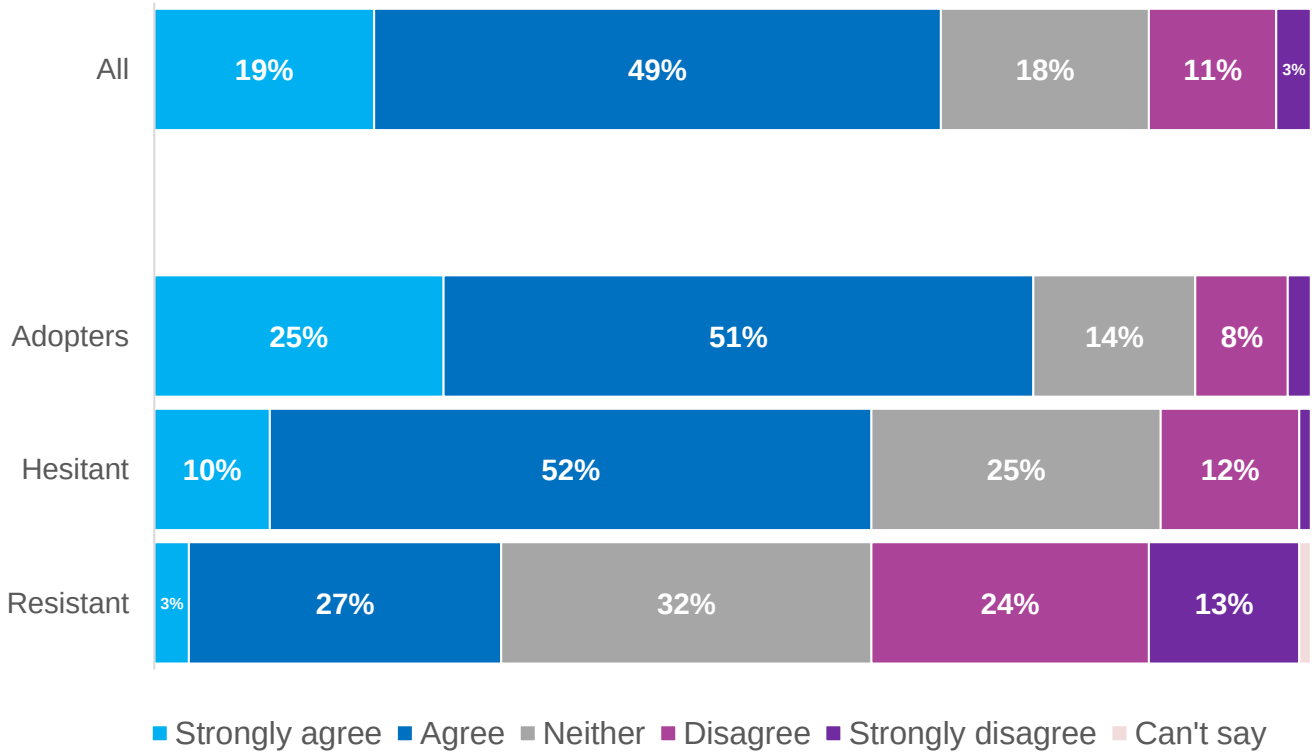
n=171

ACT Government

Vaccine information needs and sources

Around two-thirds of Canberrans feel informed about a vaccine, with this dropping among hesitant and resistant groups

***Q.** How much do you agree that… Overall, I feel I am being kept well informed about the roll-out of a COVID-19 vaccine/s*

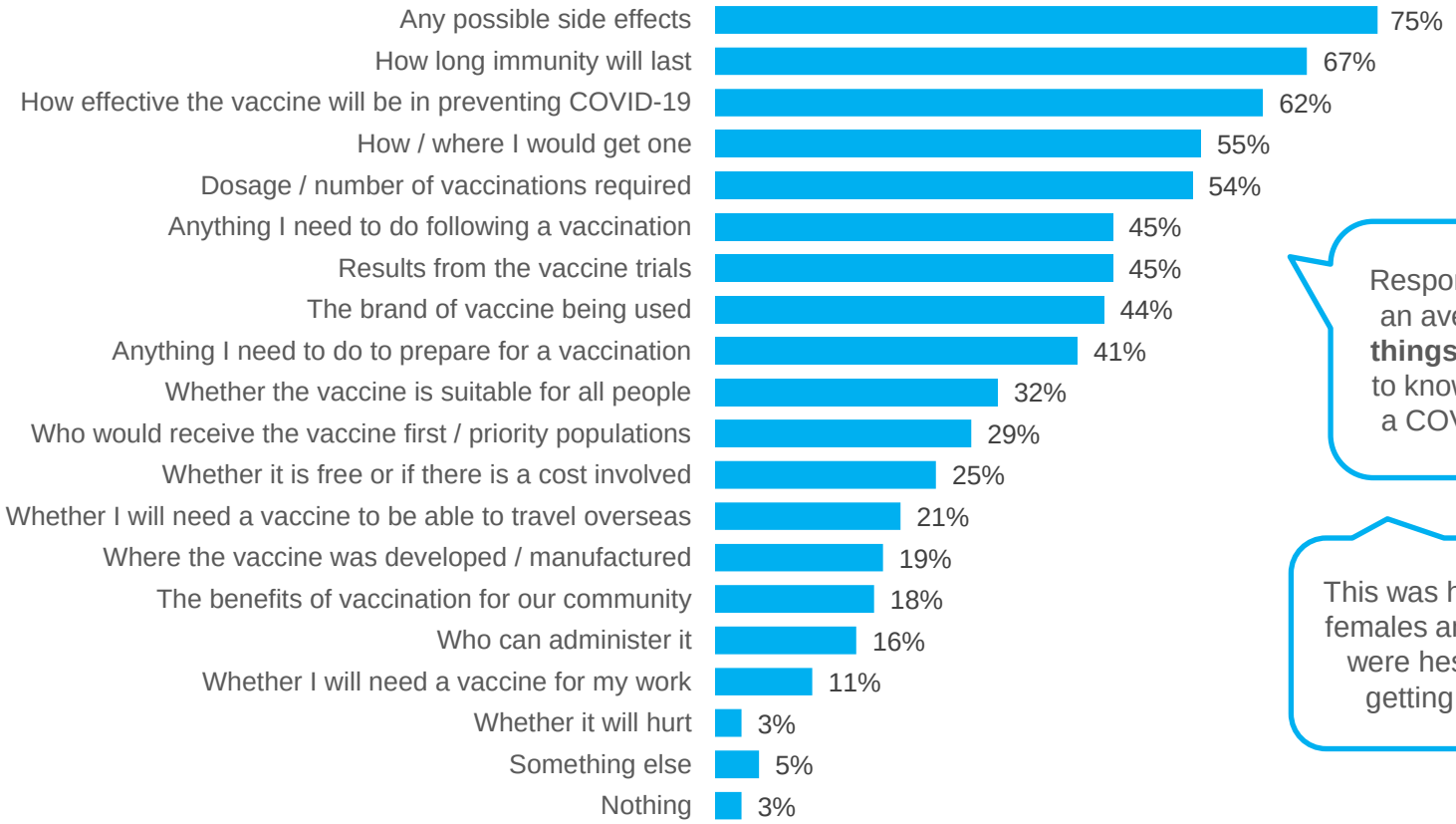


A sense of feeling informed about a COVID-19 vaccine tends to be lower among those under 45 years

n=2,268

Most common information needs focus on safety and efficacy, with practical info also featuring prominently

***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

This was higher among females and those who were hesitant about getting a vaccine

n=2,075

While safety and efficacy messages are important for all, some nuances in information need reflect position and situation

Adopter V **Hesitant**

Greater desire for *practical info to get it*...

- **How, when and where**
- **What to do to prepare and what to expect afterwards**
- **Who gets it first / priorities**

Desire for *evidence and reassurance*...

- **Safety, suitability for all**
- **Efficacy, trial results**
- **Where vaccine developed**
- **If a requirement for work**
- **Benefits of vaccination**

Age groups

Young Canberrans more likely to want to know…

- **Whether it is free**
- **If a requirement for work**
- **What to do to prepare for a vaccine**

Gender

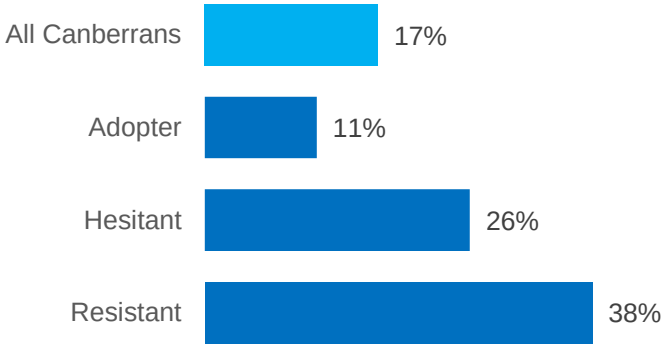
Female Canberrans are more likely than male to desire info around…

- **Safety, suitability for all**
- **Efficacy, trial results**
- **Where vaccine developed**
- **Benefits of vaccination**

n=2,075

Many emerging questions or concerns as the situation evolves

Q. *Do you have any other questions or concerns about a COVID-19 vaccine?*



Will it reduce or stop / reduce transmission?

Who, when, how will get it – where I fit in the roll out

Take up rate for herd immunity

Efficacy against new strains of COVID-19

Suitability for different groups – children, over 65s, pregnant, immuno-compromised

Vaccine supply / availability / distribution – any choice in brand received?

Possible long-term side effects?

Impact on fertility?

Question marks over Astra Zeneca vaccine efficacy / safety

Plans to manage side effects / adverse reactions

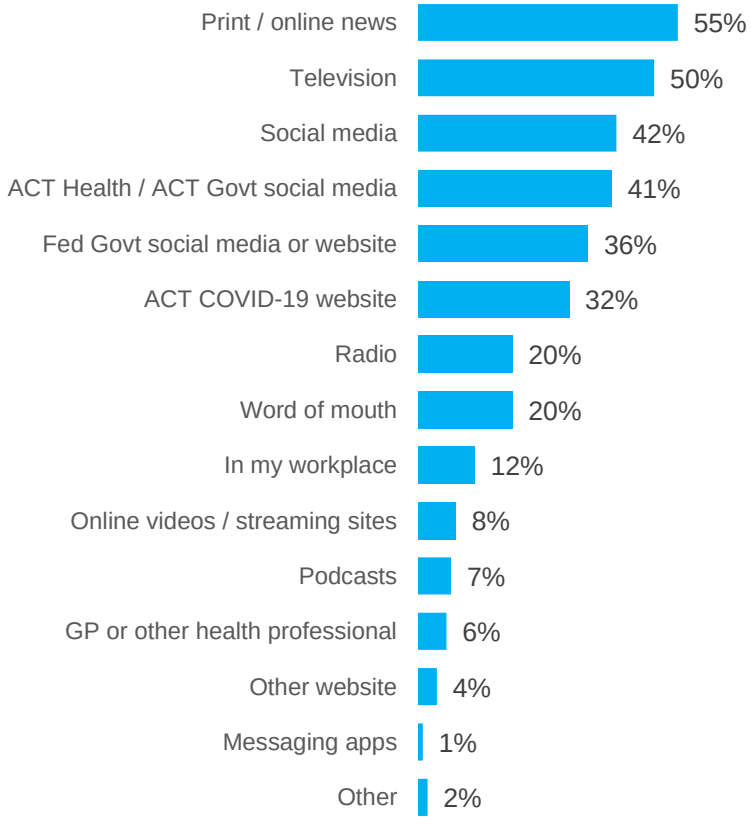
Will it be mandatory for certain things / venues?

Vaccine 'passports'?

n=2,268

Mass media channels providing much of the vaccine info at present, while government sources and GP are the 'go to'

Where seen / heard vaccine info



Where would go for vaccine info

n=2,268

Channel variations across the community

Adopters

Most information to date has come from mass media and social media

More active than others in getting info from print / online sources

Most likely to consider government sources as the ‘go to’ place

Hesitant

Most information to date has come from mass media and social media

Slightly more likely to have received vaccine info via word-of-mouth

Government sources are the most common ‘go to’ source when seeking info

Resistant

Less likely to seek out info about a COVID-19 vaccine

Less likely to receive or seek info from government sources

More likely to access other websites and seek info from informal, word-of-mouth channels

Age variations

Traditional media increases as an info source as age increases

Social media and word of mouth are more common info sources among younger Canberrans

Desire for info from GP or other health professional increases with age

Preference for online government sources are fairly similar across most ages, though this dips for social channels for those aged 65+

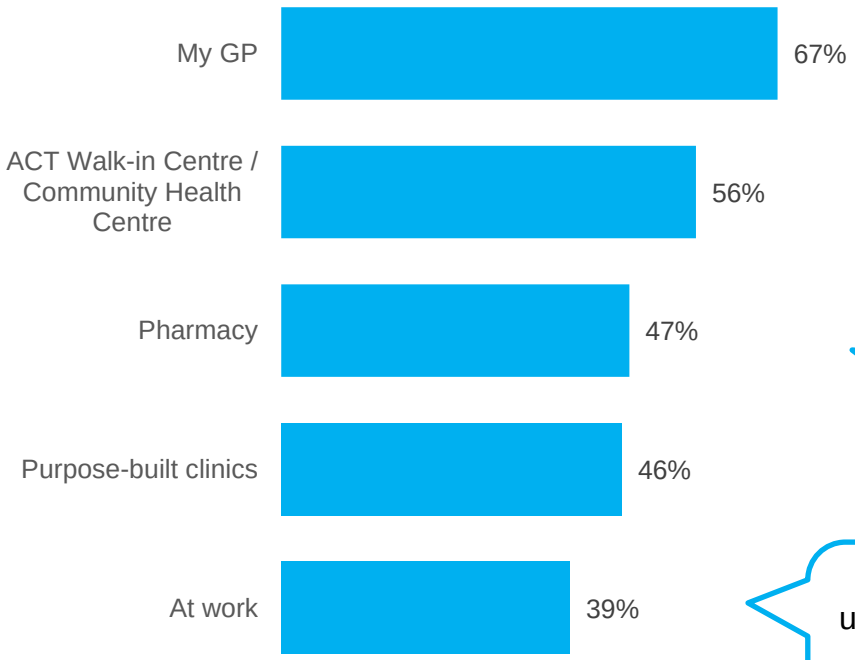
n=2,268

ACT Government

Vaccine roll out

Most preferred location for vaccine is through GP

Q. *Where would prefer to receive the vaccine?*



Preference for GP significantly higher among 65+

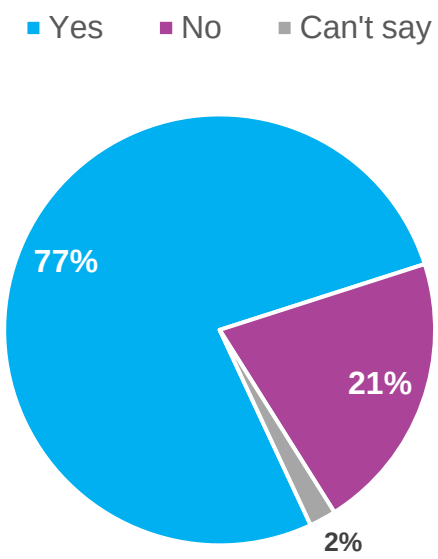
Pharmacy less attractive for 65+ and hesitant groups

Workplace understandably more popular among working age Canberrans

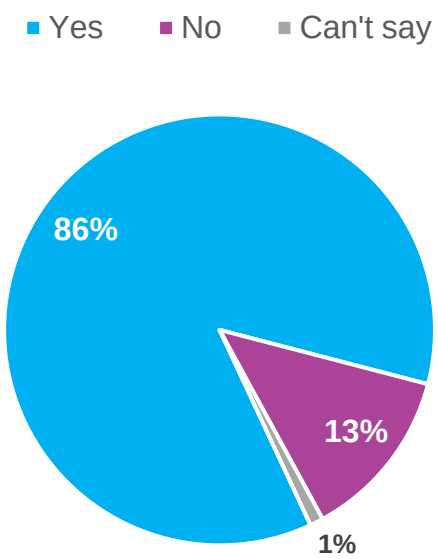
n=2,075

Awareness of roll-out plan appears reasonably high

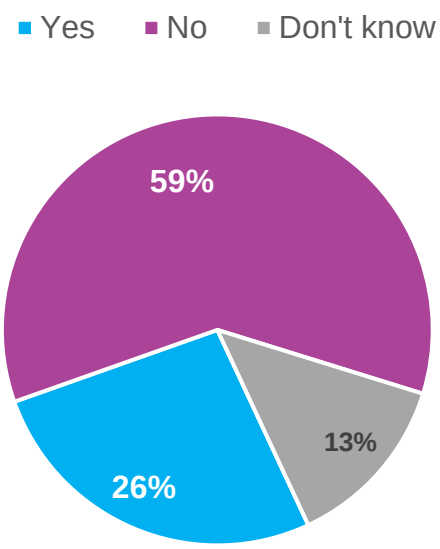
Aware of roll out strategy?



Aware of priority groups?



In a priority group?



Awareness of roll out higher among older Canberrans

Also higher among vaccine adopters over hesitant and resistant groups

n=2,268

What know about roll-out strategy varies considerably

Canberrans' awareness of the strategy largely involves comments around there being:

- **A phased / staged / tiered approach**
- **Priority groups – those most at risk / on the frontline – first**
- **Approximate start date / schedule**
- **Provision of different vaccine brands – Pfizer BioNTech first**

However, many also note only fairly superficial or 'vague' awareness and some conflicting interpretation around terminology is apparent…

Only that there is a 4 tier process

Three stages – frontline workers and vulnerable groups first

There are different groups of people being given the vaccine at different stages. Unclear when exactly this will happen.)

The roll out is divided into three sections, which are further divided. I think I am in group 2b.

I know it's coming out soon and that I'm either going to be in category 2A or 1B

It has 4 phases, 2 different vaccines, due to start in late Feb / March

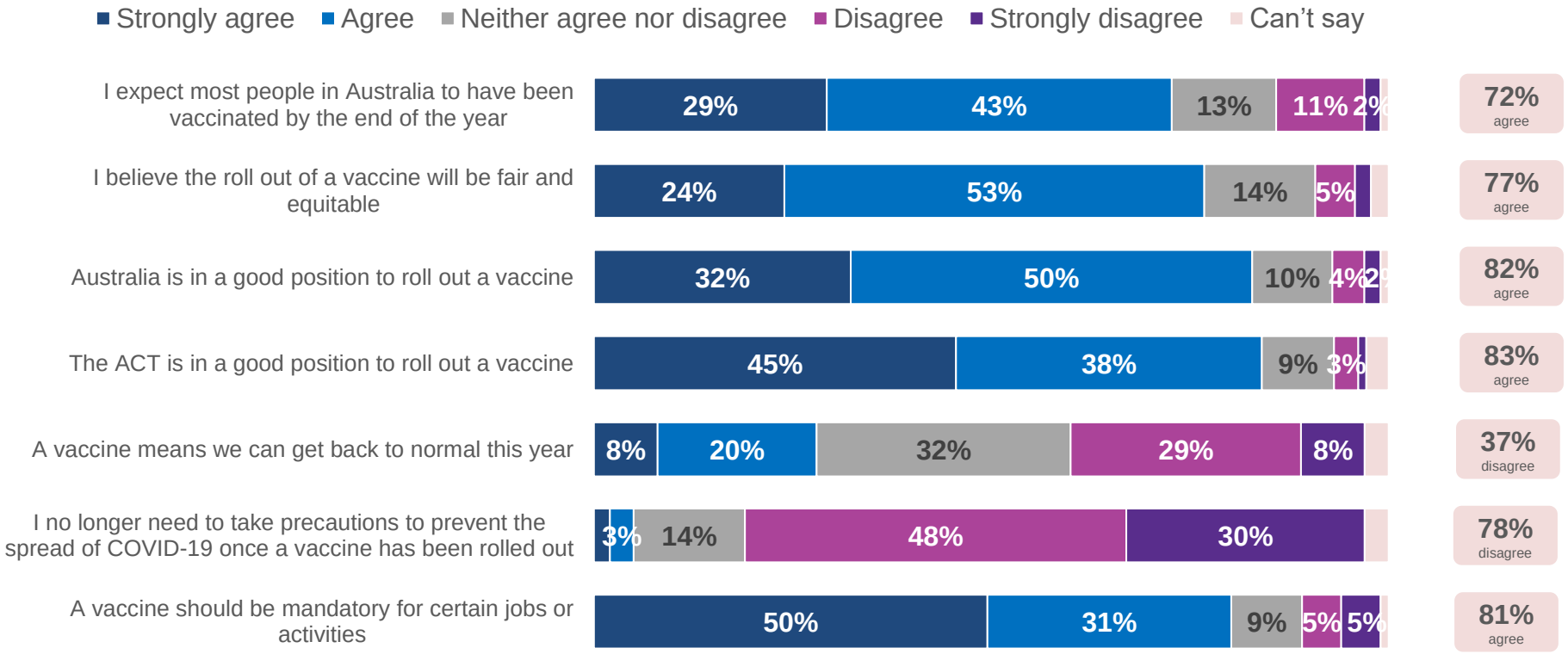
3 stage approach

5 stages using a convoluted numbering scheme but without any detail

n=1,229

Overall there is high confidence in the vaccine roll-out and expectation around its impact

***Q.** How much do you agree or disagree with the following?*



n=2,268

Optimism and confidence in roll-out is significantly lower among those who are resistant to getting a COVID-19 vaccine

	ALL	ADOPTER	HESITANT	RESISTANT
I expect most people in Australia to have been vaccinated by the end of the year	72% Agree	**82%**	**64%**	**11%**
I believe the roll out of a vaccine will be fair and equitable	77% Agree	**83%**	**73%**	**46%**
Australia is in a good position to roll out a vaccine	82% Agree	**87%**	**82%**	**38%**
The ACT is in a good position to roll out a vaccine	83% Agree	**90%**	**82%**	**37%**
A vaccine means we can get back to normal this year	37% Disagree	**31%**	**42%**	**73%**
I no longer need to take precautions to once a vaccine has been rolled out	78% Disagree	**79%**	**76%**	**76%**
A vaccine should be mandatory for certain jobs or activities	81% Agree	**91%**	**75%**	**9%**

n=2,268

ACT Government

COVID-safe measures

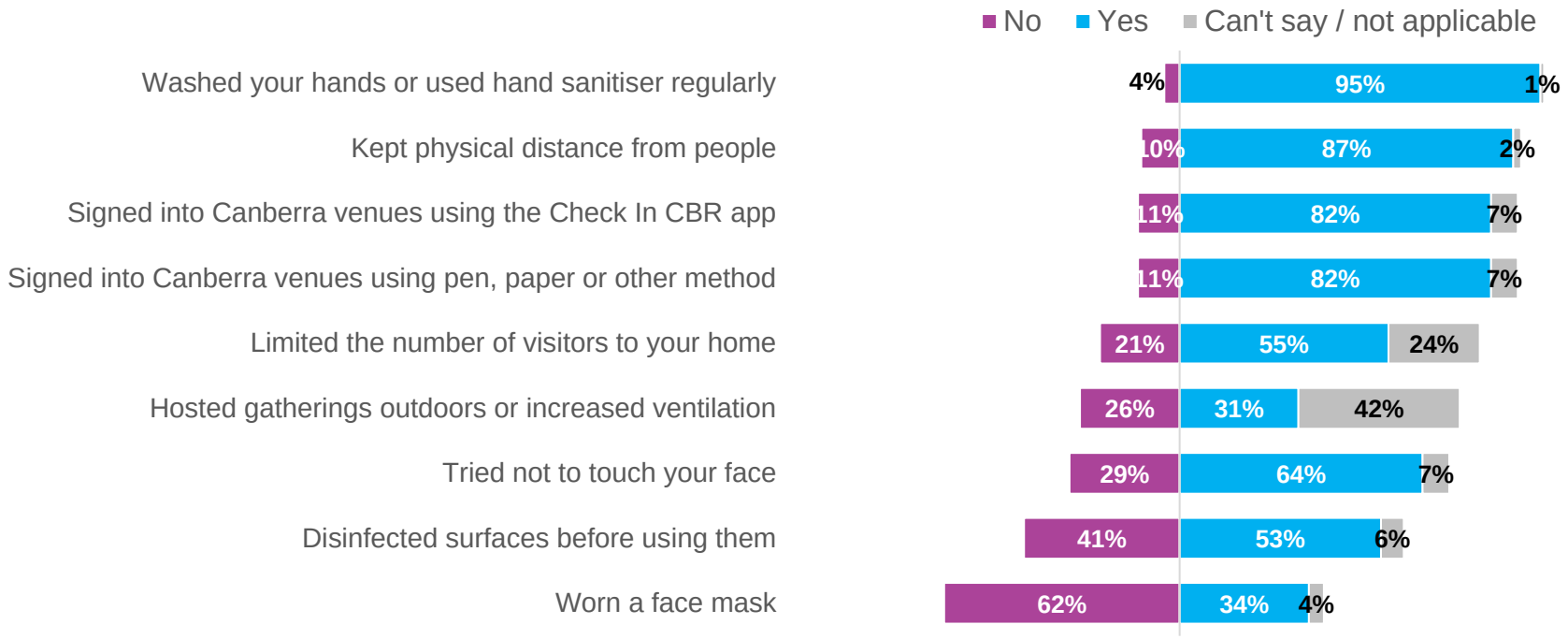
COVID-safe behaviours – summary

		Did / likely to do (excl n/a) Public	Latest Australia comparison (Nov 2020)*
DID IN THE LAST WEEK	Washed / sanitised hands more regularly	96%	(93%)
	Kept physical distance from people	89%	(80%)
	Signed in to venues using Check In CBR	89%	
	Signed in to venues using pen & paper / QR	88%	
	Limited number of visitors to home	72%	
	Tried not to touch my face	68%	
	Disinfected surfaces before using them	56%	(57%)
	Hosted gathering outdoors / with ventilation	54%	
	Worn a face mask	35%	(52%)
LIKELY TO DO	Very likely / likely to stay at home if unwell	97%	
	Very likely / likely to get a test if have symptoms	92%	
	Very likely / likely to seek medical advice is unwell	85%	

** Next ABS data release due 22/02/2021 for comparative data more closely aligned to collection period*

Reported checking in at venues appears commonplace alongside hand hygiene and distancing

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



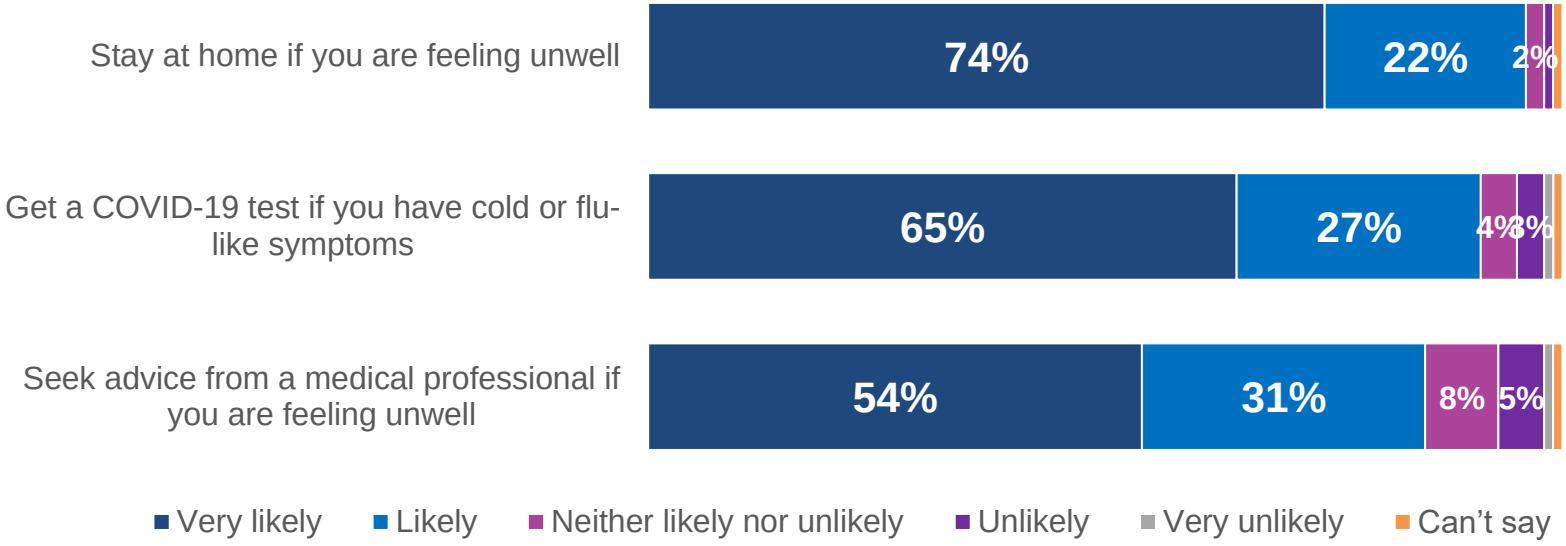
Those resistant to getting a vaccine also tend to be less likely to engage in several of these behaviours

Young Canberrans (16-24) are less likely to physically distance

n=2,268

High likely adherence to measures if feeling unwell

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



Likelihood of doing these things tends to increase with age

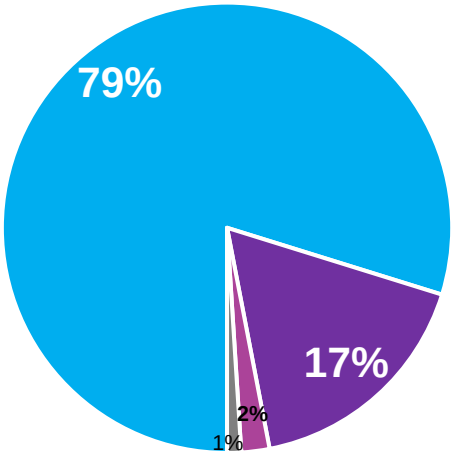
Those resistant to getting a vaccine are also less likely to get tested for COVID-19

n=2,268

Information and response

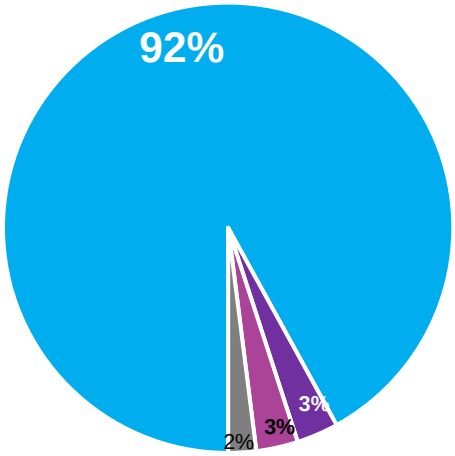
Majority consider community and ACT Government are responding appropriately to the COVID-19 pandemic

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

n=2,268

Response to interstate outbreaks raised differing views, while sense of complacency is prevalent

How is the community not taking it seriously?

- People are complacent, acting as if the pandemic is all over
- No physical distancing, lots of physical contact going on
- Big gatherings, crowded places – malls, offices, transport
- No-one using hand sanitiser
- Very little mask-wearing
- Not checking in all the time

How is the ACT Government not taking it seriously?

- Border restrictions not stringent enough, not policed sufficiently
- Lack of enforcement of regulations at venues
- Crowded government offices / work conditions
- All advisory – not mandating masks etc

How is the community over-reacting?

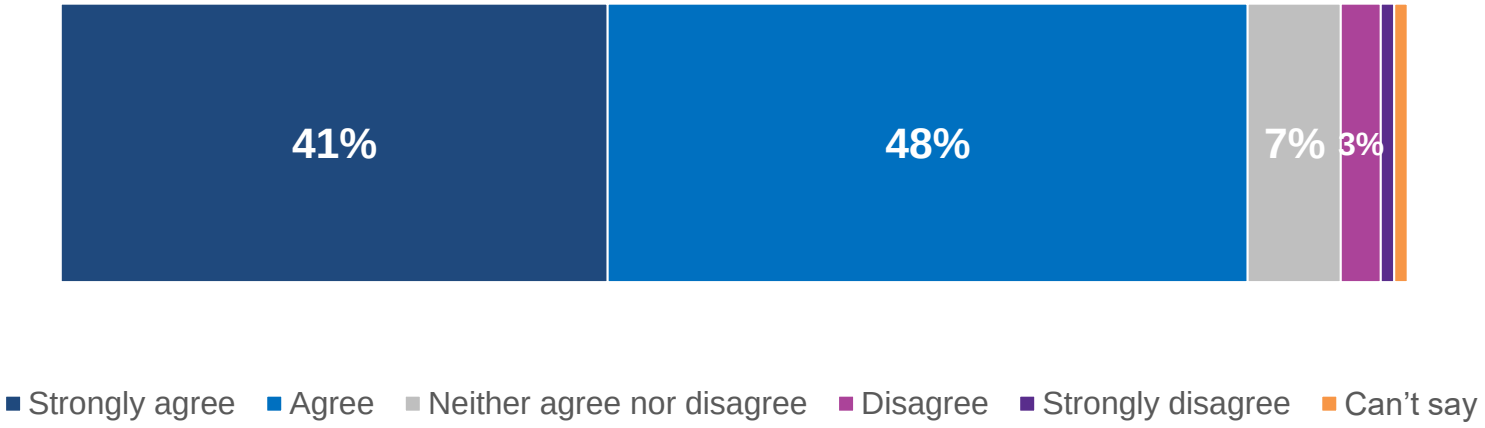
- 'Over-the-top' reactions / hysteria to interstate outbreaks
- Zero cases, no COVID
- Economy being adversely affected

How is the ACT Government over-reacting?

- Over-reaction in terms of border closures / Christmas travel
- No / low-risk of COVID-19
- Cost to economy, mental health, isolation etc

Around 9 out of 10 Canberrans are feeling informed about COVID-19 from 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*



Vaccine hesitant and resistant groups tend to feel slightly less informed

n=2,268

Further information needs tend to focus heavily on the vaccine roll-out

Localised, specific info on vaccine roll-out – e.g. who, when, where, which vaccine, how many doses etc

Vaccine updates as things evolve – e.g. efficacy, side effects, efficacy in dealing with mutations

Consistency and clarity in **travel advice** and requirements for returned travellers

Improvements to make information easier to find on **ACT Gov websites**

Providing clear and concise **daily summaries / updates** at a regular time

Regular updates / publishing of **sewage testing**

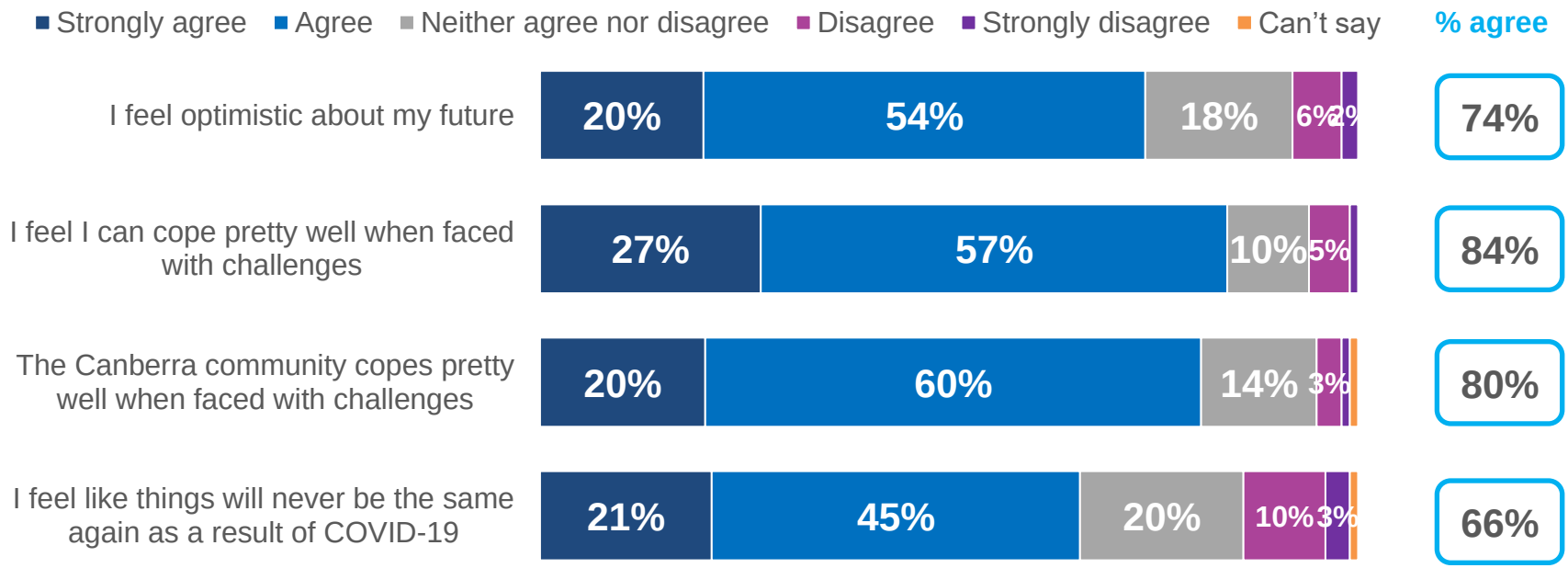
Feel well informed – **too much information**... sick of hearing about COVID!

n = 1,417

Future outlook

Community optimism and resilience is largely positive, despite the influence of COVID-19

Q. *Thinking about things as we head into 2021, how much do you agree or disagree with the following...*

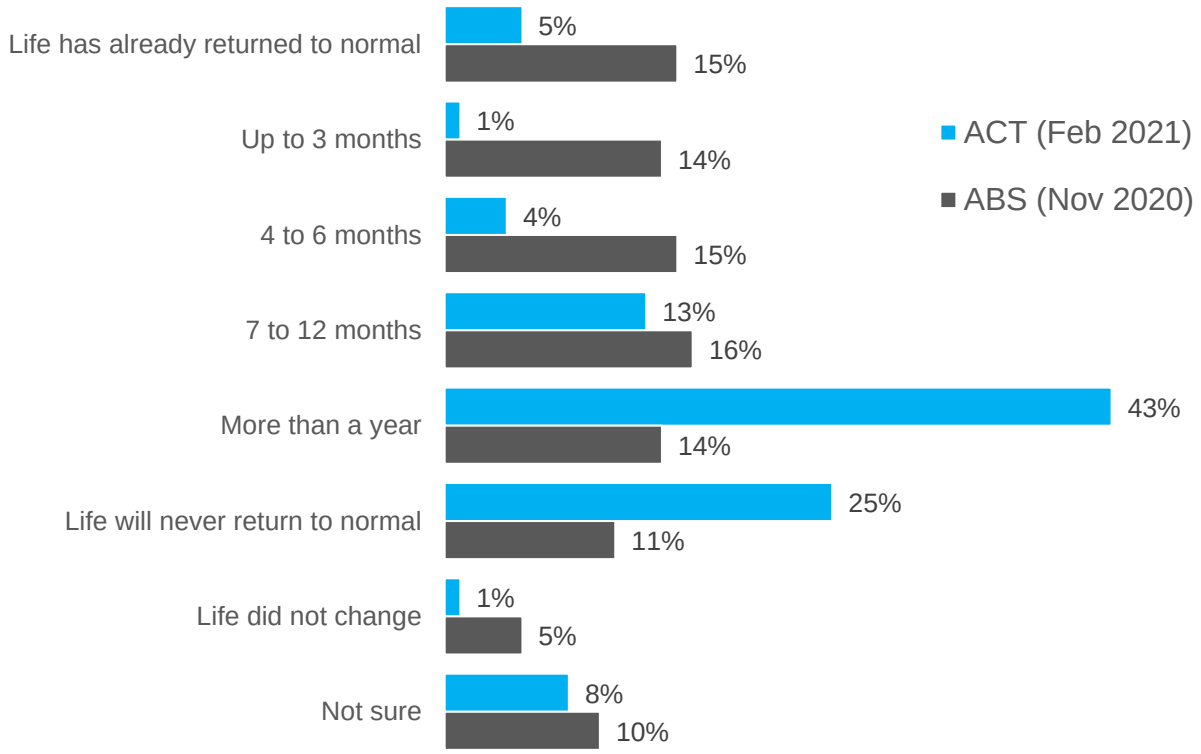


Levels of optimism are fairly uniform across age groups, though resilience tends to increase with age

n = 2,268

Many ACT residents not expecting return to ‘normal’ any time soon, unlike earlier national figures from ABS*

***Q.** When do you think your life will return to ‘normal’?*



** Next ABS data release due 22/02/2021 for comparative data more closely aligned to collection period*

n=2,268

ACT Government

ACT Government | YOURsay Community panel

YourSay Community Panel
COVID-19 Round 9 Survey

June 2021

ACT Government | YOURsay Community panel

Background: The ACT Government conducted a ninth round of research with the YourSay Community Panel focusing on how coronavirus (COVID-19) is impacting Canberrans. The survey examined the perspectives of the community on the COVID-19 vaccine roll-out and related issues including overseas travel and influenza vaccination. The survey also continued to explore Canberrans' engagement in COVID-safe practices and perceptions of the community and Government response to the pandemic.

Purpose: The findings from the survey will help inform ACT Government public health messaging to encourage Canberrans to participate in the COVID-19 vaccination roll-out as well as continue to engage in COVID-safe behaviours.

Timeframe: The survey took place between **18 – 24 May 2021** (prior to Melbourne cases).

Sample: 1,911 YourSay Community Panel members completed the survey.

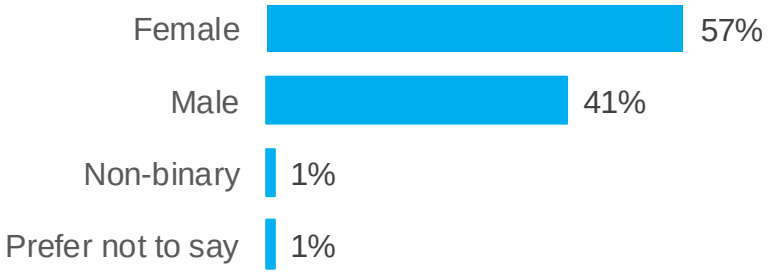
Weighting: The results have been weighted to reflect relative population proportions based on Australian Bureau of Statistics (ABS) Census figures.

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

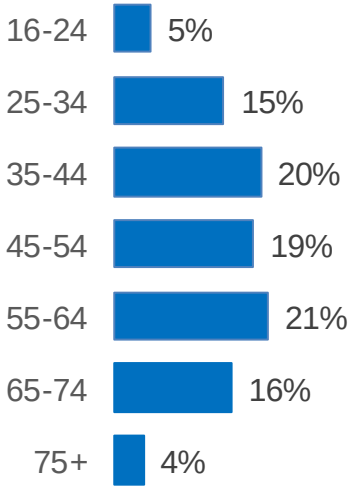
Limitations: The methodology is biased towards those with internet and computer literacy.

Sample profile (unweighted)

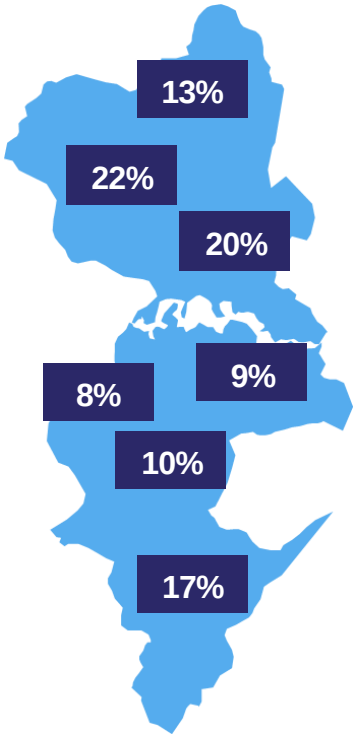
Gender



Age



Region



** Totals may not add up to 100% due to rounding*

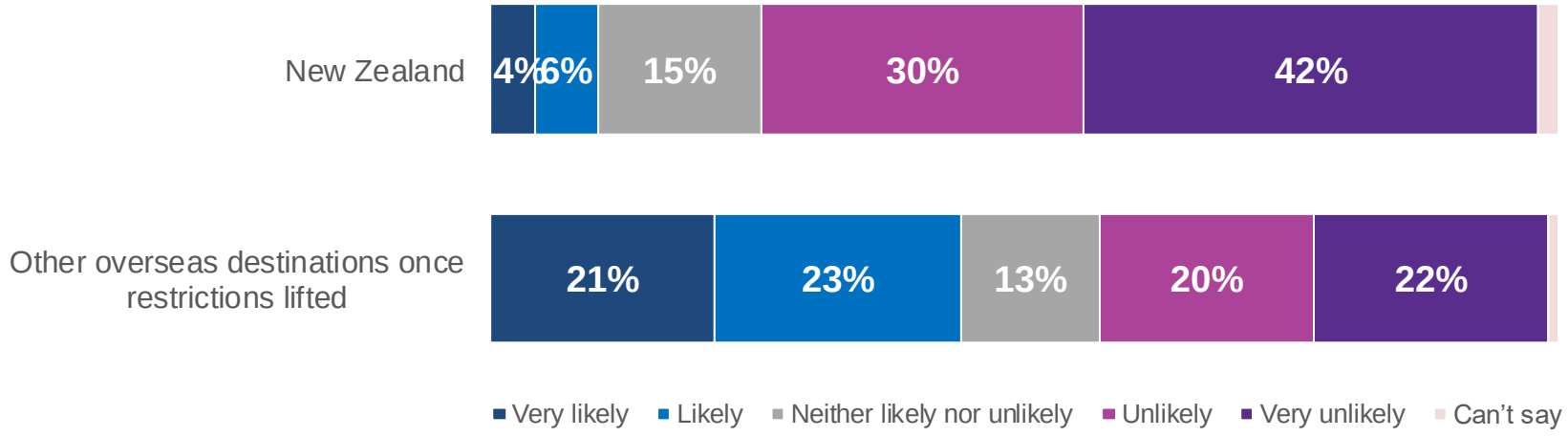
n=1,911

ACT Government | YOURsay Community panel

Overseas travel

One in ten Canberrans intend to go to New Zealand this year, while appetite for other overseas travel exists among four in ten

***Q.** How likely are you to travel to New Zealand this year?*
***Q.** And how likely are you to travel to other overseas destinations once restrictions have been eased?*

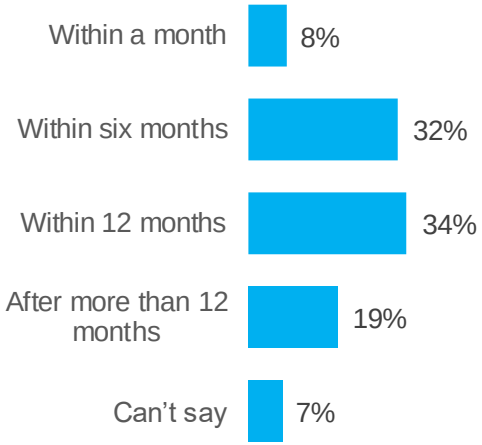


n=1,911

Many intend to travel overseas within a year of restrictions easing

When?

74% intend to go within a year of restrictions being eased



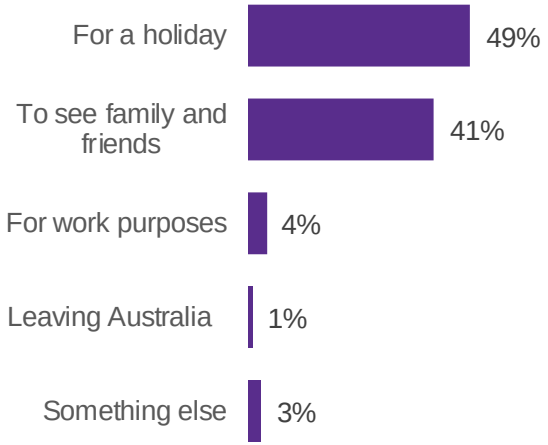
Where?

Most common destinations include…

Europe
SE Asia
UK
North America
Japan & Korea
Pacific Islands

Why?

Holidaying and seeing family & friends the main drivers



All likely to go overseas n=876

Wariness of COVID-19 is likely to act as a barrier to travel even after restrictions are eased

COVID-19 will remain a consideration for travel in the foreseeable future…

- Will wait and watch carefully to see what happens
- COVID-19 still likely to be a risk – mutations
- Don't want to get stuck in another country

Personal circumstances also have a bearing on travel intent…

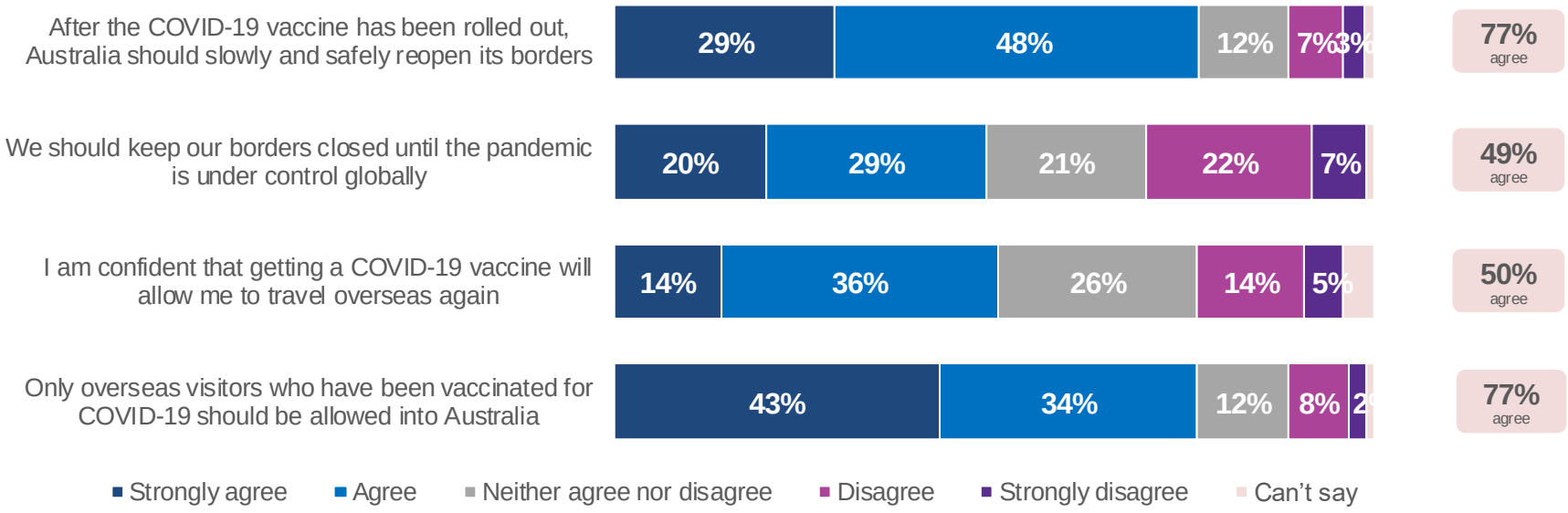
- Financial reasons
- Work / time to do it
- Kids, family
- Health reasons

It can also come down to personal preferences…

- Just not interested, not a big traveller
- Prefer to travel in Australia
- Emissions / carbon footprint

Support exists for re-opening of international borders contingent on vaccination progress at home and overseas

***Q.** How much do you agree or disagree with the following?*



Nationally, 73% of Australians believe borders should remain closed until the pandemic is under control globally*

n=1,911

** Source: Newspoll, 16th May 2021*

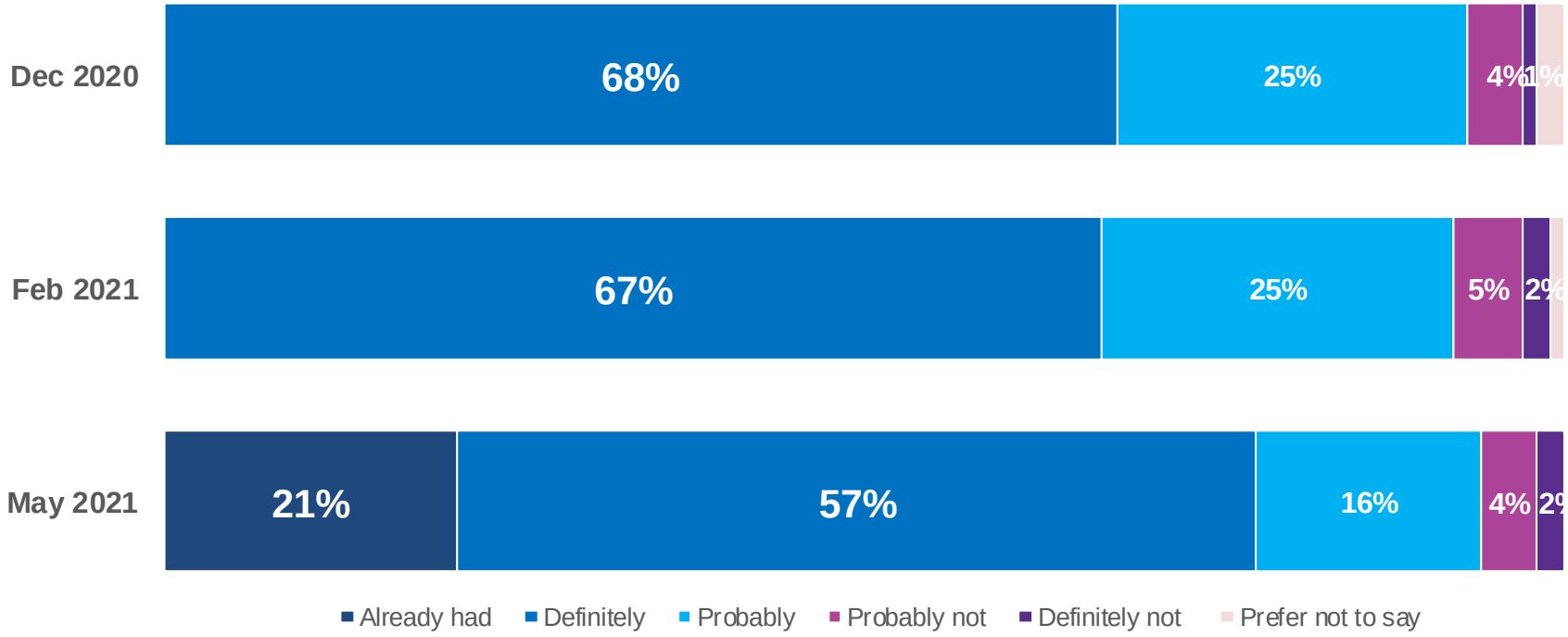
ACT Government

YOURsay Community panel

COVID-19 vaccine

Two in ten Canberrans report they have already had a COVID-19 vaccine, with almost six in ten indicating they will definitely get one

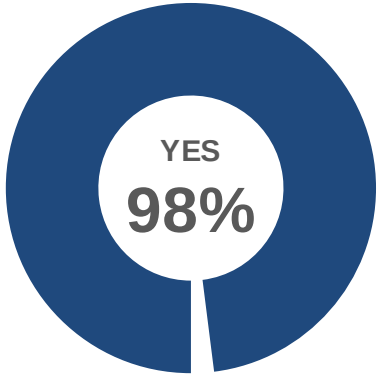
Q. When a COVID-19 vaccine is available to you, will you get it?



n=1,911

Among those who have had a vaccine, the experience is reported to have largely been positive

Q. *Following your experience, would you recommend your friends/family get a COVID-19 vaccine?*



Q. *What was your experience getting a COVID-19 vaccine like?*

- Good, simple, quick and easy
- Experienced some common side effects for a day or two
- Well-organised, streamlined
- Took a while to organise and arrange – going round in circles
- Friendly, professional staff
- Unremarkable!

All who have received a COVID-19 vaccine=462

ACT Government | YOURsay Community panel

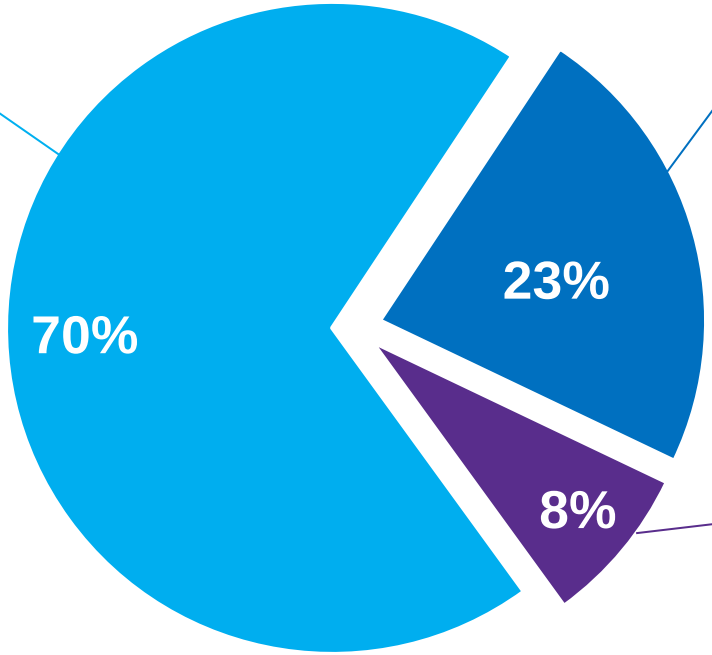
Of those yet to receive the vaccine, seven in ten indicate they would get this as soon as it is available to them

'Adopter'

*"I would definitely get the vaccine and I **would get it straight away**"*

'Hesitant'

*"I'd probably or definitely get the vaccine but **will just wait and see**"*



Picture is broadly similar to various national studies – e.g. ABS reports in April that 68% would get a vaccine when it becomes available to them *

'Resistant'

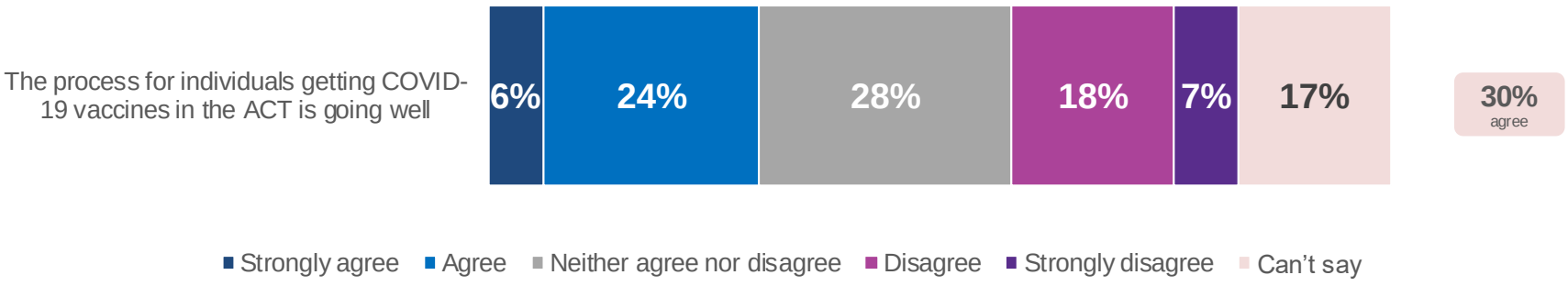
"I would probably not or definitely not get the vaccine"

Note: totals may not add up to 100% due to rounding
**ABS Household Impacts of COVID-19 Survey, April 2021*

All who have not received a COVID-19 vaccine n=1,449

Community perceptions around the vaccine roll-out to date are mixed, with many uncertain how well it is going

***Q.** Overall, how much do you agree or disagree with the following?*



Findings reiterate national sentiment reported about the roll-out in Australia – for instance, ANU research observed that 43% of Australians considered the vaccine roll-out to be not going too well and a further 21% not well at all

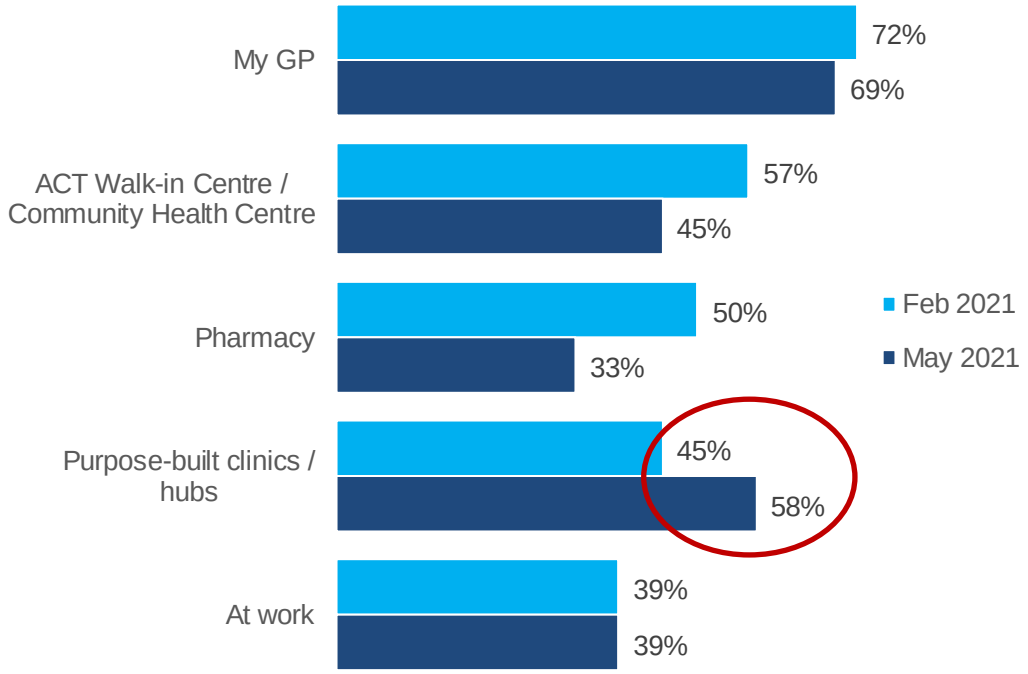
Four per cent thought it was going very well and 33% somewhat well*

n=1,911

** Source: ANU Centre for Social Research and Methods, May 2021*

There is increasing preference for going to vaccine hubs to receive the vaccine

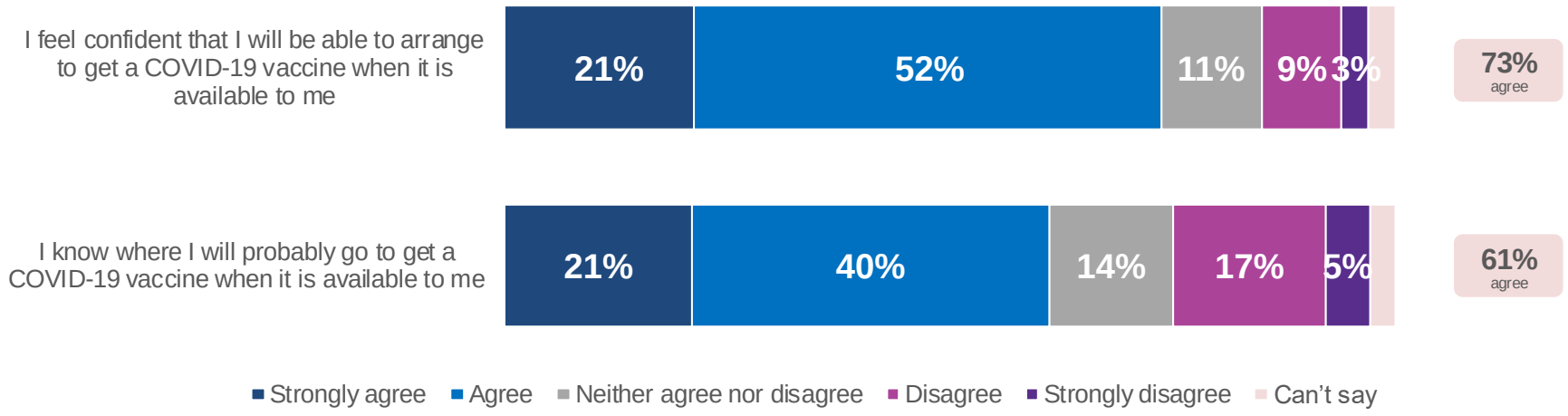
***Q.** What's your preferred place/s to get a COVID-19 vaccine?*



All definitely / probably going to get vaccine n=1,318

Three-quarters are confident they'll be able to arrange getting a vaccine, though not everyone knows where they will go

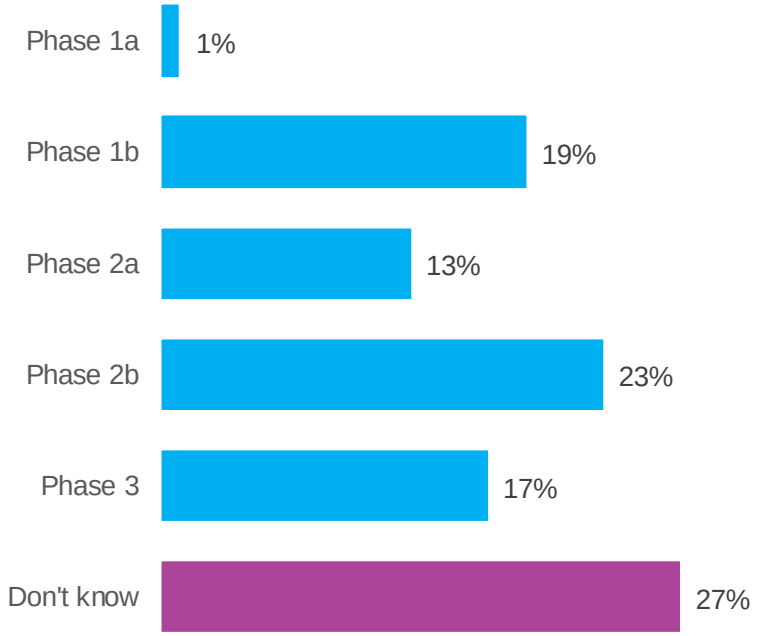
***Q.** Overall, how much do you agree or disagree with the following?*



All definitely / probably going to get vaccine n=1,318

Meanwhile, a quarter of Canberrans still to get the vaccine do not know what phase they are in

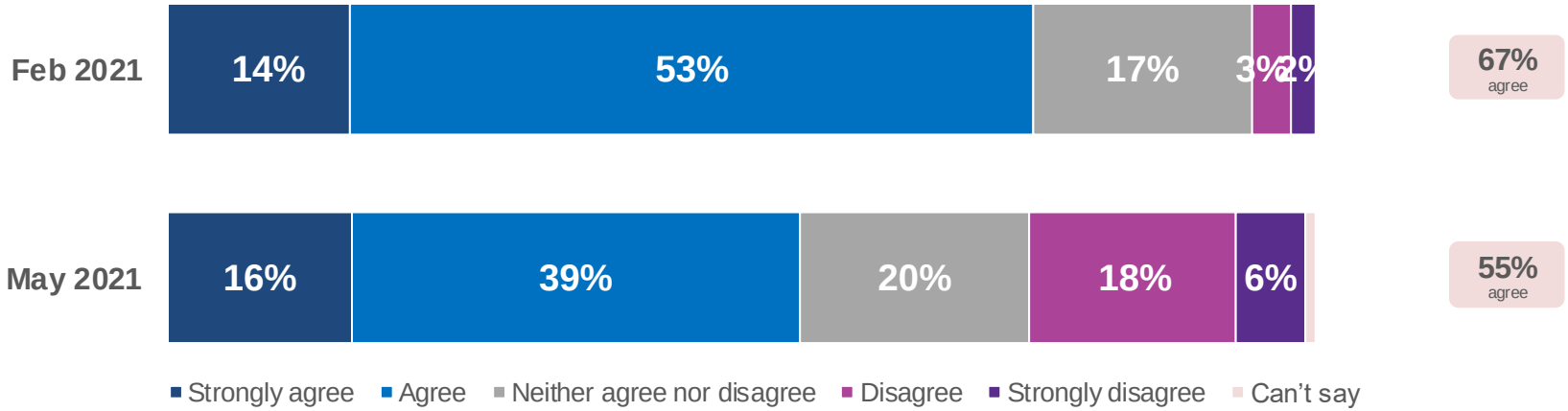
Q. *COVID-19 vaccines will be available in phases. In which phase are you eligible to receive the vaccine?*



All definitely / probably going to get vaccine n=1,318

Overall, most Canberrans feel informed about the vaccine roll-out, though this has dropped compared to pre roll-out

Q. *Overall, how much do you agree or disagree… I feel well informed about the COVID-19 vaccine rollout in the ACT*



n=1,911

Other comments and issues mentioned about the vaccine

Process has been confusing – when / where you can get it, how to book etc

Booking issues online / over the phone

Unclear what future plans are for other phases – when, where etc

Phasing not working – people not turning up, open up to other groups

Accessibility issues for elderly, people with disability

Unequal, differences by jurisdiction (e.g. 40-50s in NSW)

Would like a choice of vaccine

Roll-out has been slow – hurry up!

Criticisms of national roll-out – e.g. supply, distribution, messaging, data

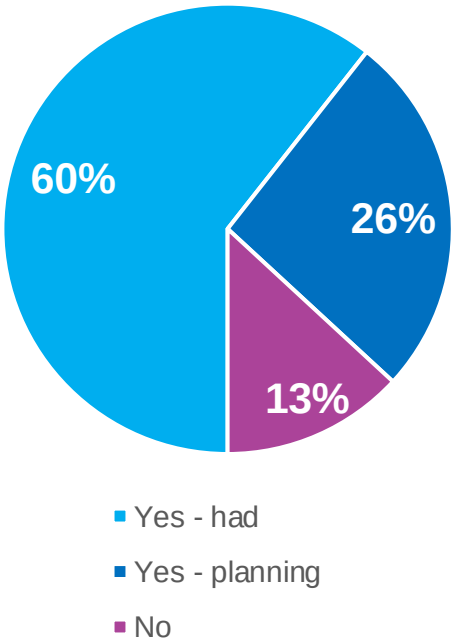
AstraZeneca blood clots concern

ACT Government | YOURsay Community panel

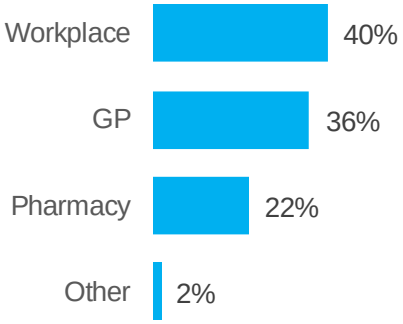
Influenza vaccination

One in eight Canberrans are not considering getting an influenza vaccine in 2021

***Q.** Are you planning or have you already had the influenza vaccine in 2021?*



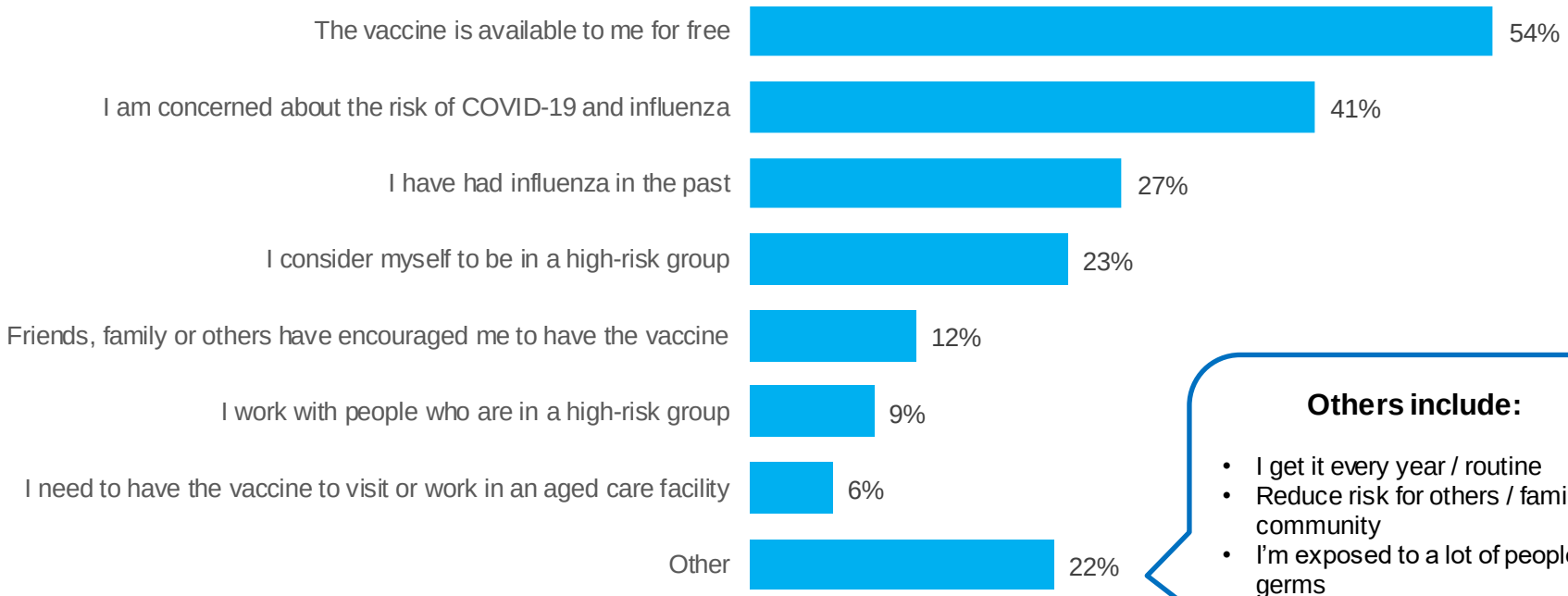
<u>If had vaccine</u>
***Q.** Where did you get your flu vaccine in 2021?*



n=1,911

Availability of the flu vaccine for free is a key driver to uptake, while COVID-related concerns resonate for some

***Q.** What made you decide to get / plan to get the influenza vaccine in 2021?*



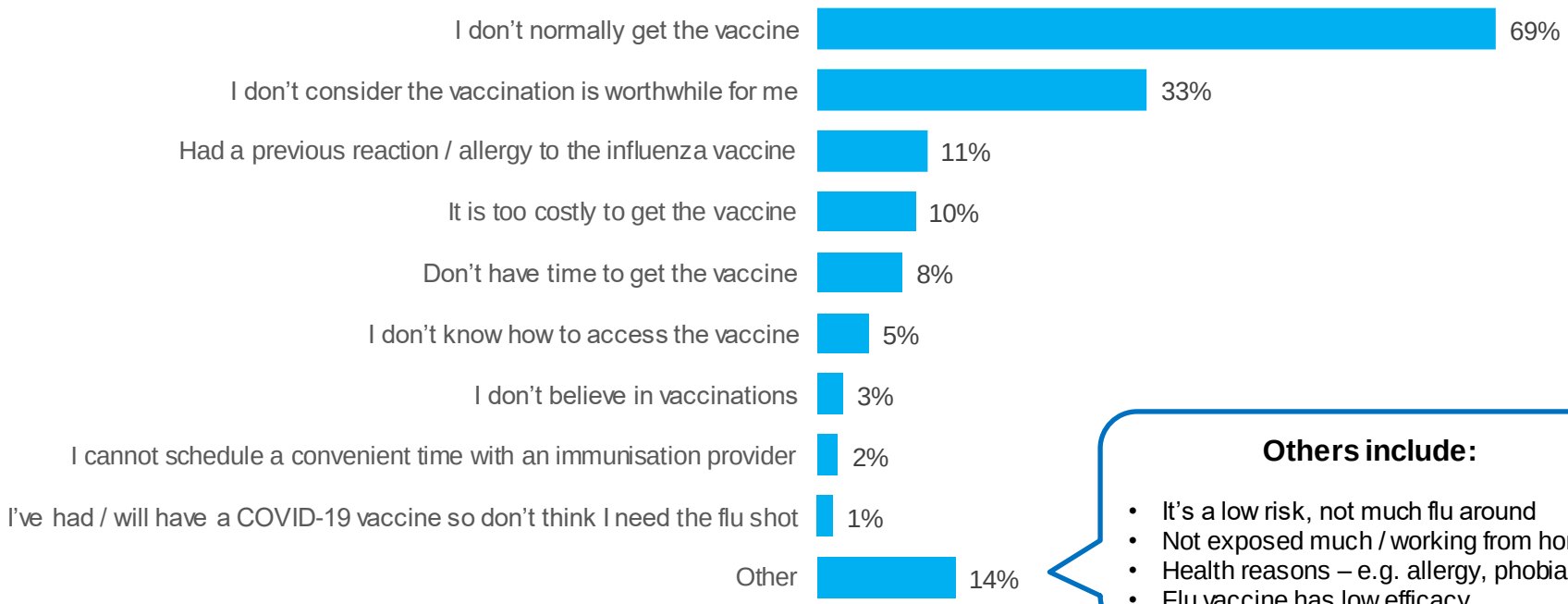
Others include:

- I get it every year / routine
- Reduce risk for others / family / community
- I'm exposed to a lot of people / germs
- Need it to visit elderly relatives

All had / planning flu vaccine n=1,658

Barriers to flu vaccine uptake stem from norms and expectations around need

***Q.** Why have you decided not to get an influenza vaccine in 2021?*



Others include:

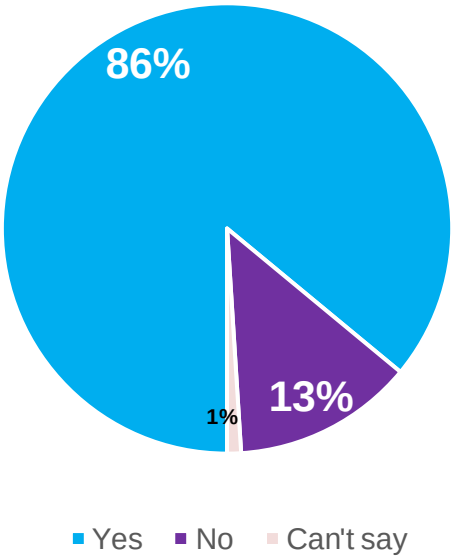
- It's a low risk, not much flu around
- Not exposed much / working from home
- Health reasons – e.g. allergy, phobia
- Flu vaccine has low efficacy

All not planning flu vaccine n=251

One in eight are unaware of advice regarding gap between COVID-19 and flu vaccines

Q. *Before today, were you aware of advice to leave at least a two week gap between vaccinations for influenza and COVID-19?*

5% had concerns relation to getting both a COVID-19 and flu vaccine this year



All had / planning flu vaccine n=1,658

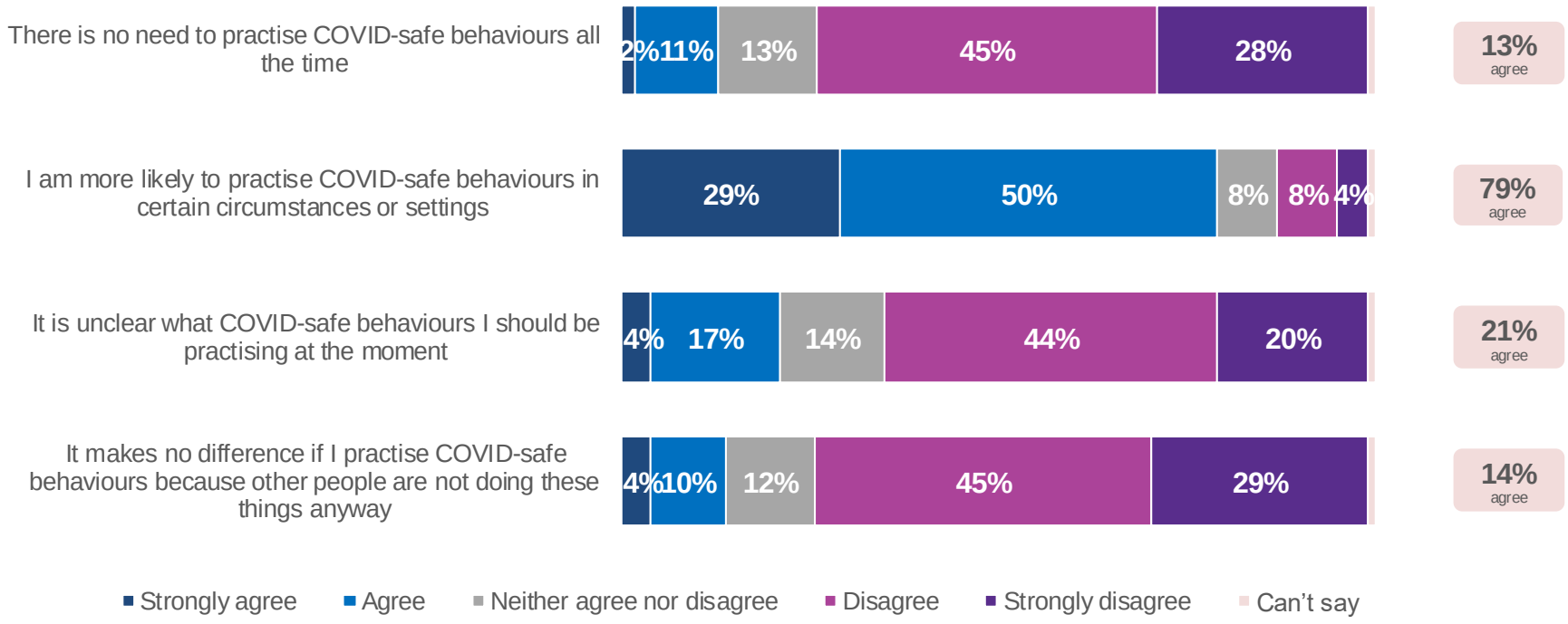
ACT Government

YOURSay Community panel

COVID-safe behaviours

The majority of the community feel like they practise COVID-safe behaviours appropriately

Q. How much do you agree or disagree with the following?



n=1,911

ACT Government | YOURsay Community panel

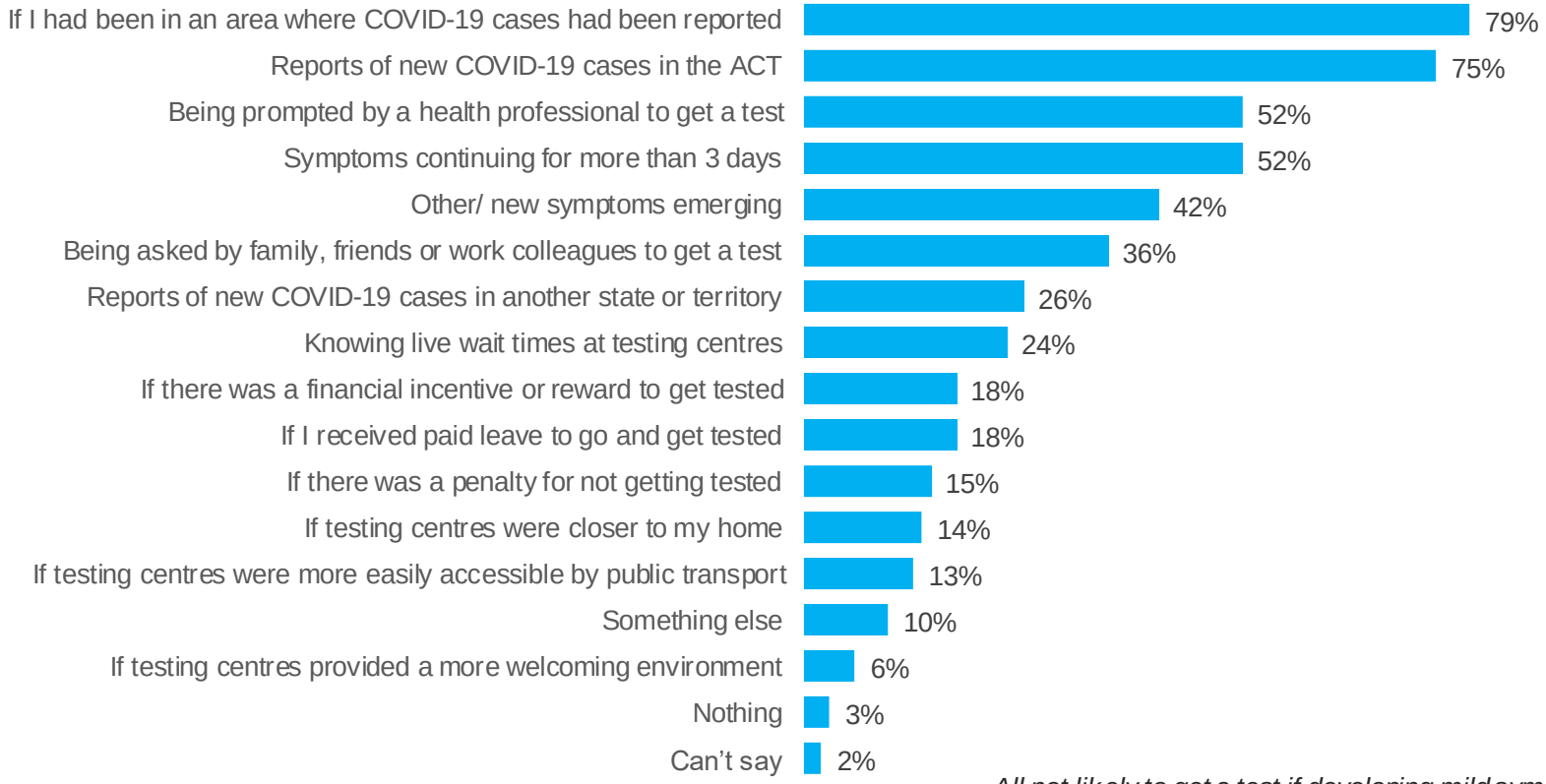
There has been a significant decline in many behaviours

		Did / likely to do (excl n/a) May 2021		Feb 2021	Dec 2020	Latest Australia comparison (Mar 2021)*
DID IN THE LAST WEEK	Washed/sanitised hands more regularly	94%		95%	96%	(89%)
	Signed in to venues using Check In CBR	94%	↑	87%	57%	
	Kept physical distance from people	83%	↓	87%	88%	(66%)
	Checked interstate travel / health advice	66%				
	Tried not to touch my face	47%	↓	60%	64%	
	Disinfected surfaces before using them	42%	↓	52%	51%	(48%)
	Limited number of visitors to home	38%	↓	61%	57%	
	Changed travel plans	28%				
	Worn a face mask	27%	↓	31%	24%	(51%)
	Hosted gathering outdoors / with ventilation	25%	↓	48%	43%	
	Asked someone to take precautions	17%				
LIKELY TO DO	Very likely/likely to get test if have mild symptoms	76%	↓	88%	86%	(72%)
	Very likely/likely to seek medical advice if unwell	80%	↓	85%	85%	
	Very likely/likely to stay at home if unwell	96%		96%	96%	

** Source: ABS Household Impacts of COVID-19 Survey, March 2021; questions not asked in April collection*

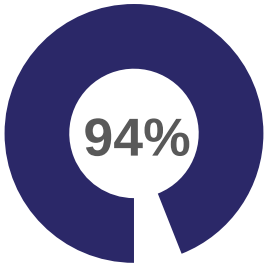
New outbreaks are more likely than anything else to prompt greater COVID-19 testing among those hesitant to get a test

***Q.** What, if anything, might make you more likely to get a COVID-19 test if you develop mild cold or flu-like symptoms?*



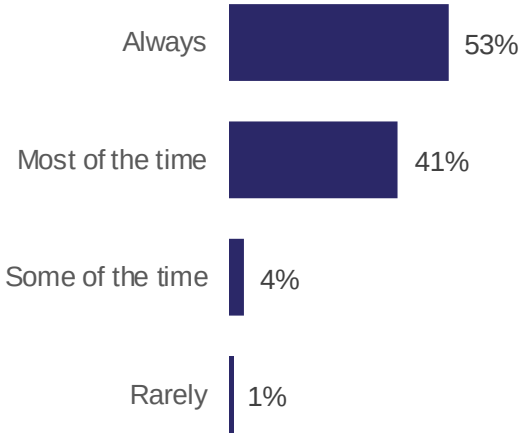
All not likely to get a test if developing mild symptoms n=400

While use of Check In CBR is high, almost half of Canberrans do not use it on every occasion when visiting venues



of Canberrans used the Check In CBR app in the past week

Q. *How frequently do you tend to use this to check in when visiting venues across Canberra?*



Users of Check In CBR n=1,773

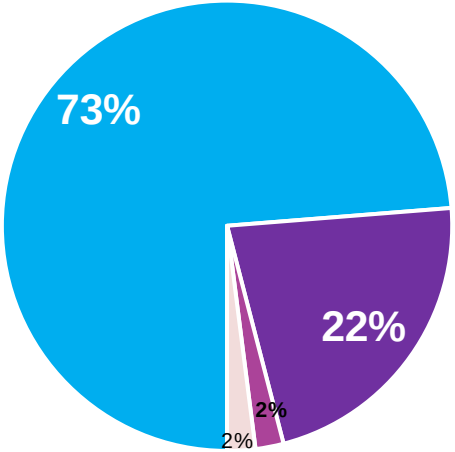
ACT Government

YOURsay Community panel

Information and response

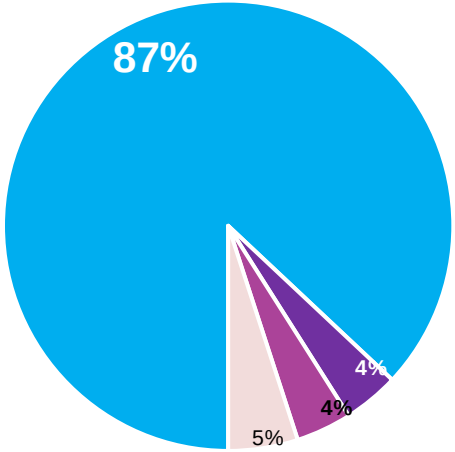
Majority consider community and ACT Government are responding appropriately to the COVID-19 pandemic

***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?*

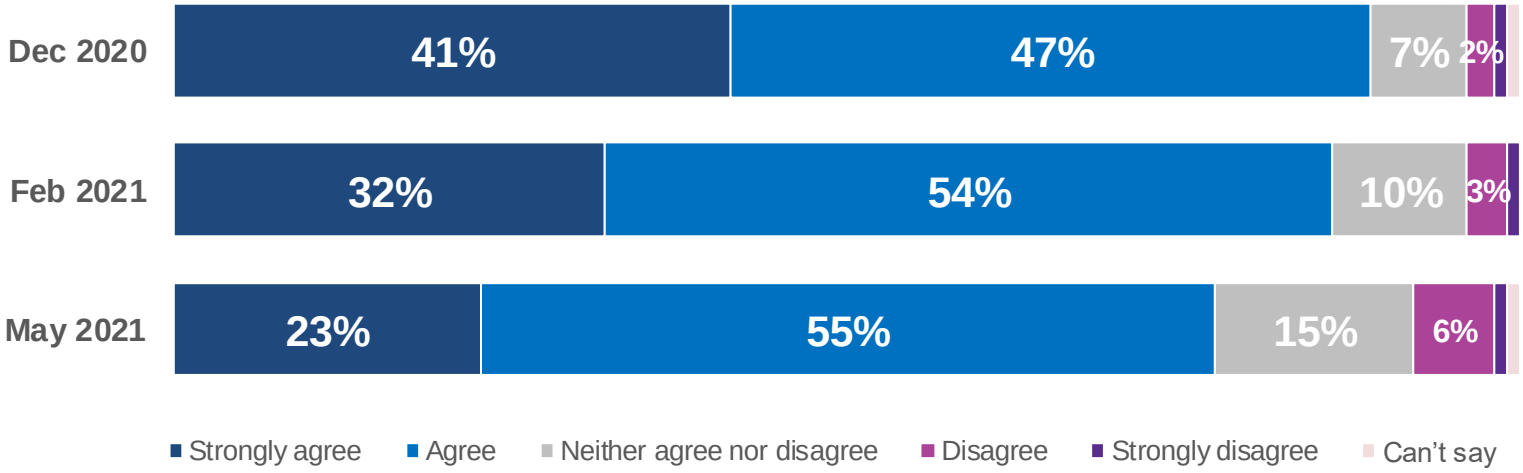


- Responding appropriately
- Not taking it seriously
- Over-reacting
- Can't say

n=1,911

Though still strong, there is a declining trend in Canberrans' sense of feeling informed, influenced by vaccine roll-out

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



n=1,911

Further information needs reinforce desire for clearer vaccine roll-out details

More information about the **vaccine roll out** – when, where, who, how etc

Information on **virus variants** and efficacy of vaccine on these

Clarity around current requirements / rules – one place you can get these, not just updates

Need to inform myself – haven't done this so much lately

Vaccine **roll-out stats**, data – how are we tracking?

When **other vaccine brands** will arrive / be available

Improved / up-to date content and navigation on **ACT Gov websites**

Reminders / comms about **COVID-safe behaviours**

Greater information / data **transparency**

ACT Government

YOURsay Community panel

ACT Government | YOURsay Community panel

YourSay Community Panel
COVID-19 Round 10 Survey

8 August 2021

Background: The ACT Government conducted a tenth round of research with the YourSay Panel focusing on how Coronavirus (COVID-19) is impacting Canberrans. The survey focused on community attitudes and behaviours in relation to face masks, vaccination and other COVID-safe behaviours, along with measures of community and government response.

Purpose: The findings from the survey will help inform ACT Government public health messaging to support mask-wearing, COVID-19 vaccination, and continue to engage in other COVID-safe behaviours as the situation across Australia evolves.

Timeframe: The survey took place between **2 – 6 July 2021**, during which masks were mandatory in certain settings in the ACT.

Sample: 2,130 YourSay Community Panel members completed the survey.

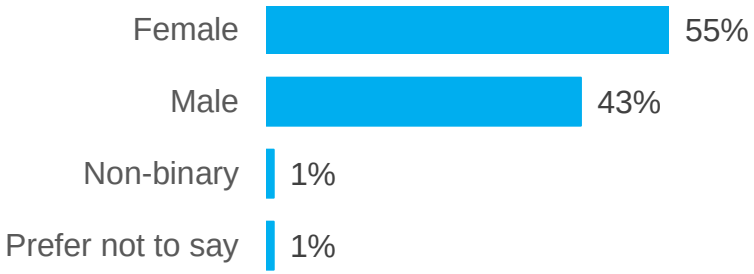
Weighting: The results have been weighted to reflect relative population proportions based on Australian Bureau of Statistics (ABS) Census figures.

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

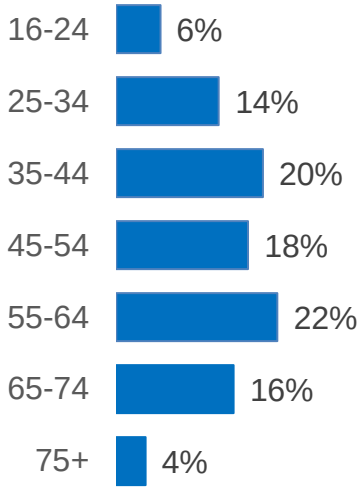
Limitations: The methodology is biased towards those with internet and computer literacy.

Round 10 sample profile (unweighted)

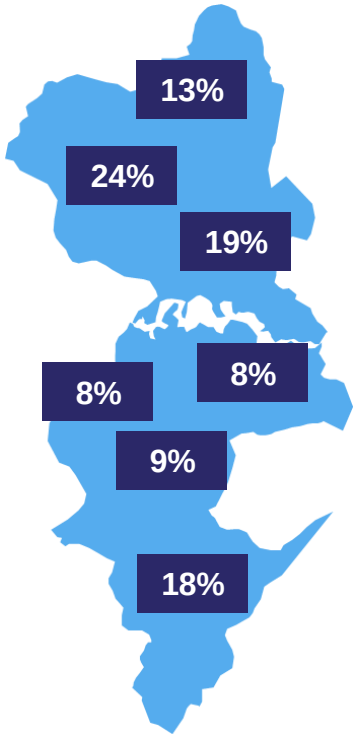
Gender



Age



Region



** Totals may not add up to 100% due to rounding*

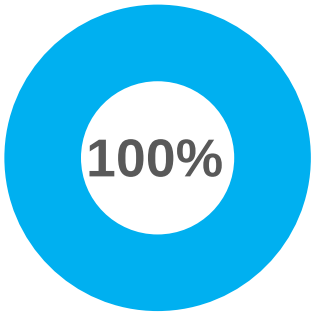
n=2,130

ACT Government

YOURsay Community panel

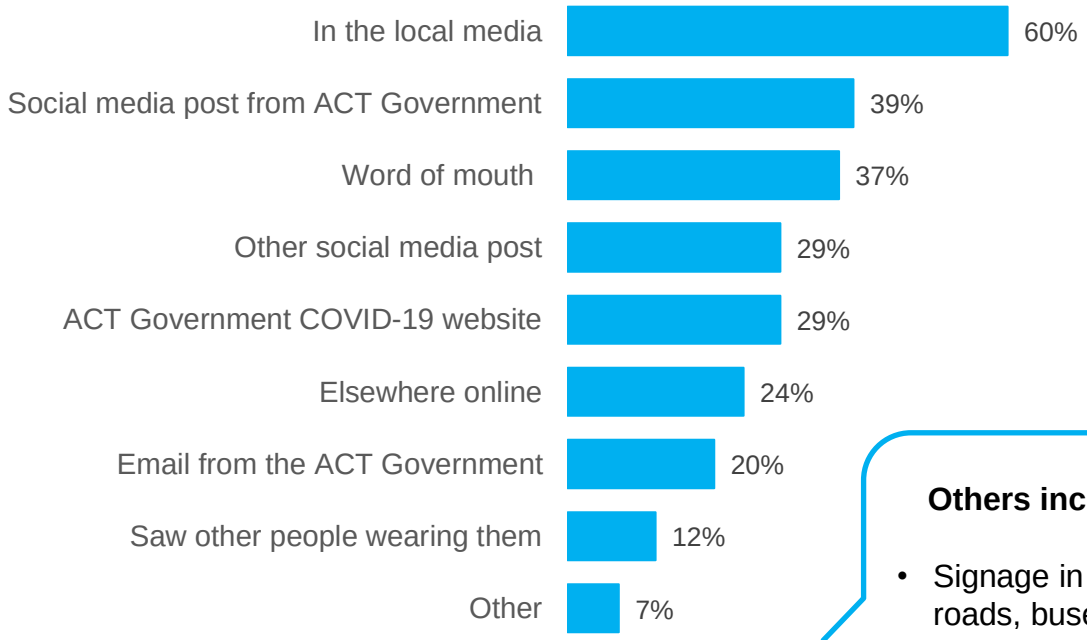
Face masks

Canberrans are aware of the mask mandate, with many hearing about it via local media



of Canberrans are aware of the mask mandate for certain public settings

Q. *How did you hear about it?*



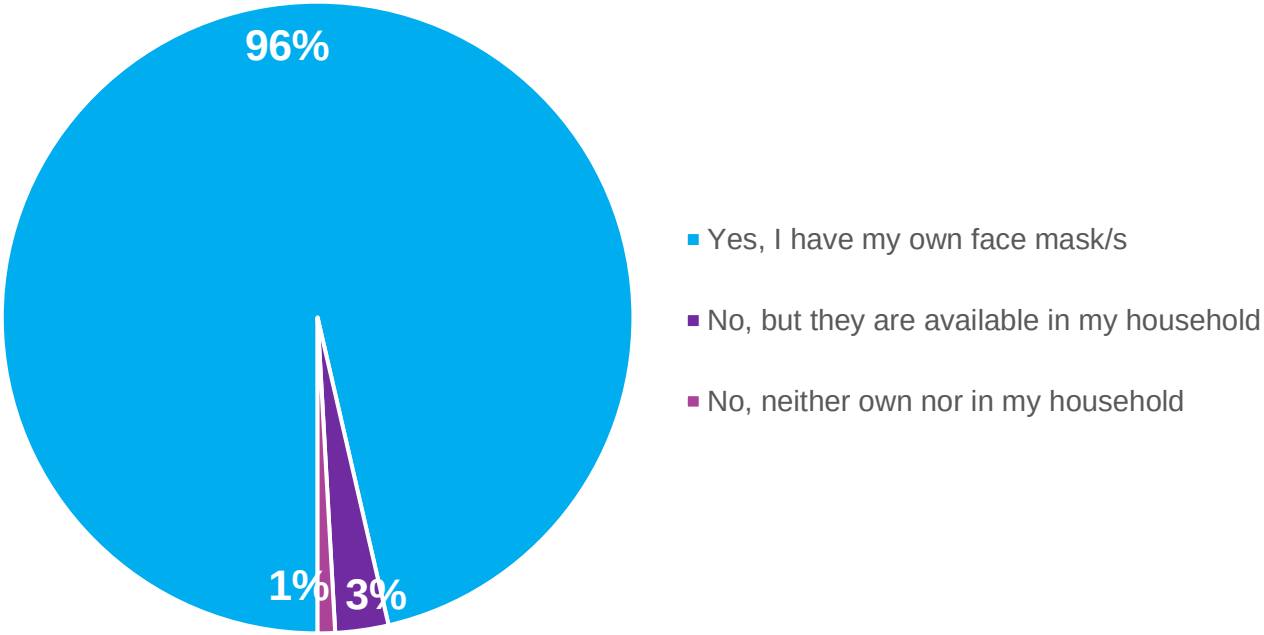
Others include:

- Signage in shops, roads, buses etc
- Work email

n=2,130

Almost all Canberrans have their own face masks

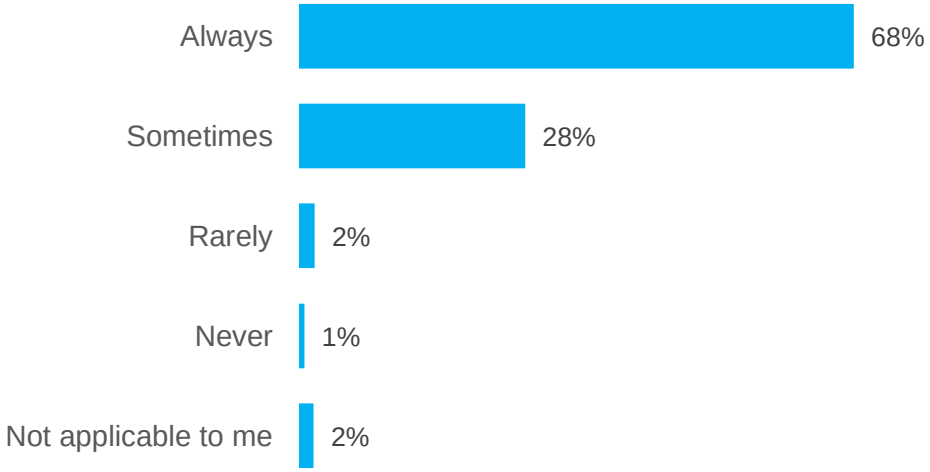
Q. *Do you have your own face mask/s?*



n=2,130

High reported compliance in mask-wearing, with seven in ten always wearing one outside of the home

Q. *How often this week have you worn a face mask when outside your home?*



Females are more likely to always wear a face mask outdoors than males

Those who say they are probably not or definitely not going to get a COVID-19 vaccine are also less likely to own and wear face masks

n=2,130

A large majority are confident in how to use a face mask correctly

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

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

Confidence in correct face mask use appears higher than in August 2020, when 72% were extremely or very confident

Confidence tends to decrease with age, from 59% of 16-24 year olds saying they are extremely confident to 34% of those aged 75 or older

n=2,130

Nearly nine in ten feel well informed about when and where they should wear a face mask

***Q.** To what extent would you agree with the following statement?*
Overall, I feel well informed about when and where I must wear a face mask in the ACT.

Older groups of the population (55+) tend to feel more strongly informed about when and where to wear a face mask

Why not feeling informed?

- **Contradictory advice / interpretation**
- **Uncertainty re outdoors / public places**
- **Not sure about when eating / drinking**
- **Too many venues - requirements lack simplicity**
- **Uncertainty around wearing in the workplace**

n=2,130

Other comments and issues mentioned about face masks

Supportive of implementing this – a proactive step in light of outbreaks

Better than a lockdown

Happy to do it to stop the spread

Hopefully just a temporary thing

Rules are ambiguous, open to interpretation – e.g. public settings

Some requirements seem counterintuitive – e.g. no masks working out in gyms, offices etc

Feel ostracised / singled out if not wearing outdoors, even when not required (e.g. going for a walk)

Feels unnecessary, over-reaction

Question marks over efficacy of face masks

People are not wearing or using them correctly – need a refresher

Need better enforcement, staff at shops checking etc

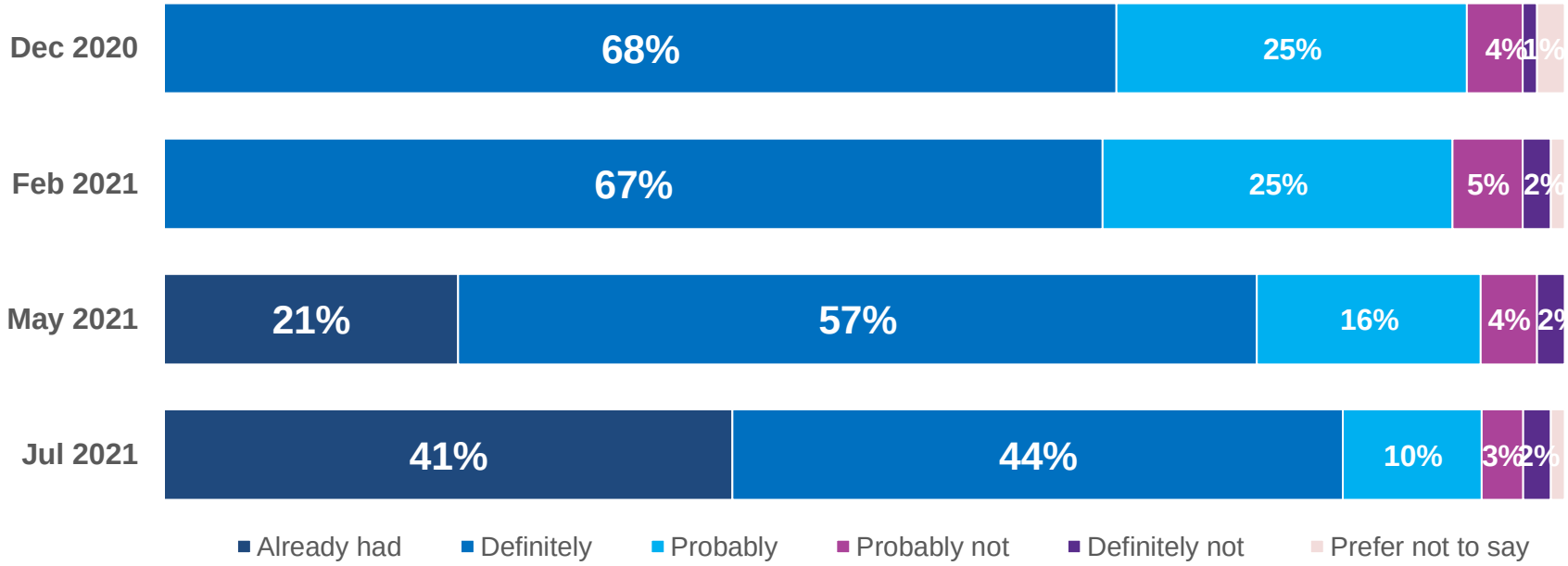
ACT Government

YOURsay Community panel

COVID-19 vaccine

Around four in ten Canberrans have had at least one shot, while a further 44% say they will definitely get one when they can

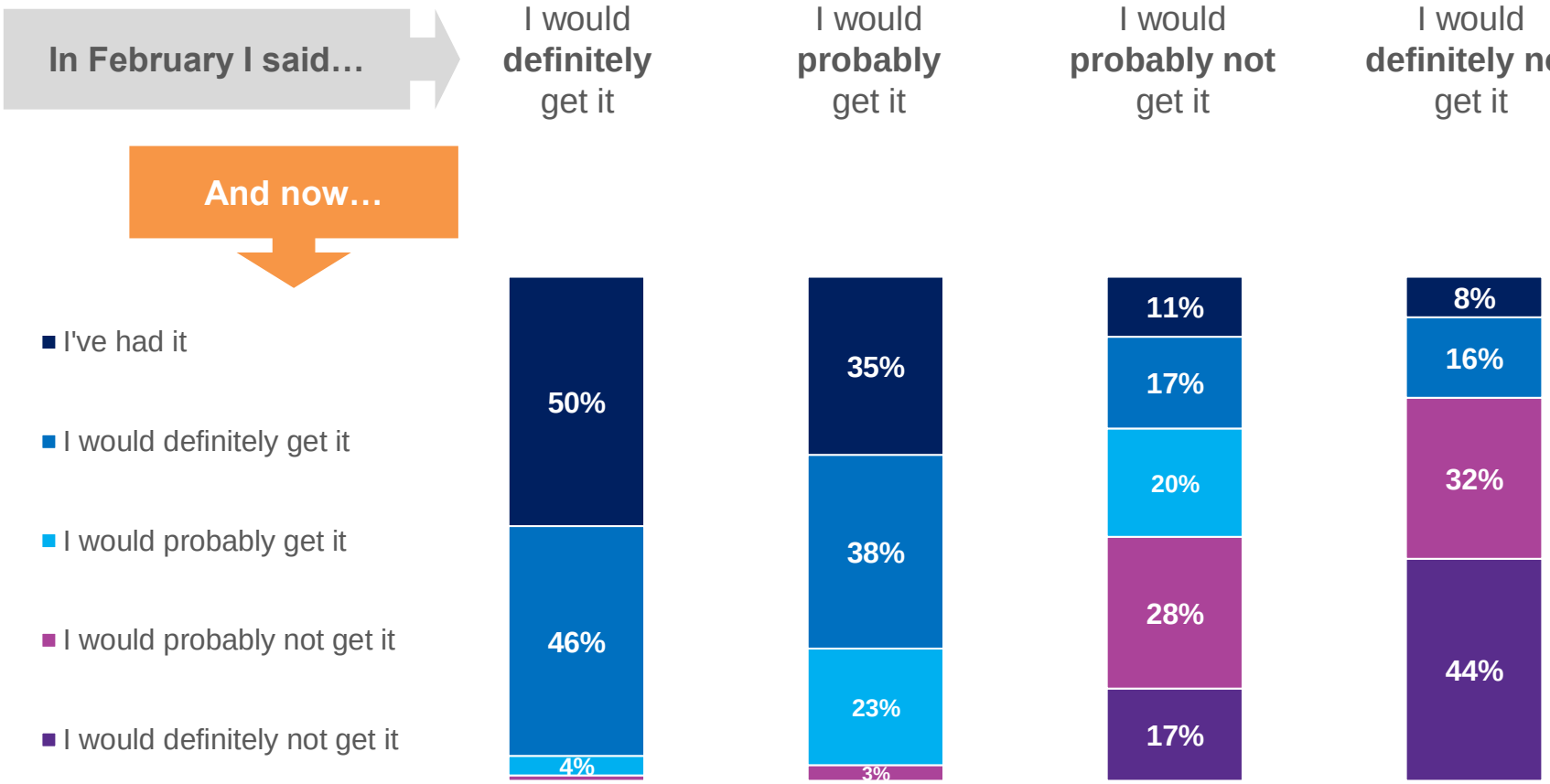
***Q.** When a COVID-19 vaccine is available to you, will you get it?*



Federal Health Dept data (as of 5th July) reports 41.75% of Canberrans aged 16 or over have had at least one dose of the COVID-19 vaccine

n=2,130

Longitudinal sample shows positive conversion to vaccine uptake

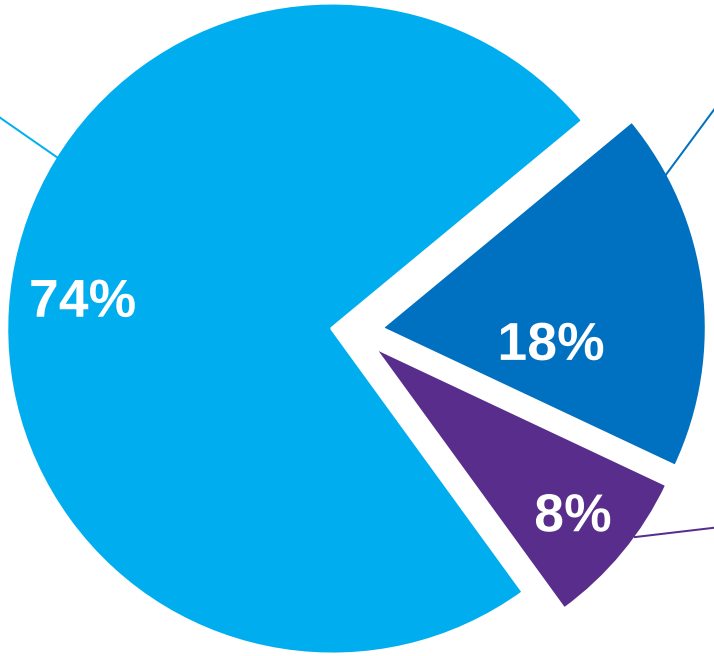


Panel members completing Round 8 (Feb) and Round 10 (July) surveys n=960

Of those yet to receive the vaccine, three-quarters indicate they would get this as soon as it is available to them

'Adopter'

*"I would definitely get the vaccine and I **would get it straight away**"*



'Hesitant'

*"I'd probably or definitely get the vaccine but **will just wait and see**"*

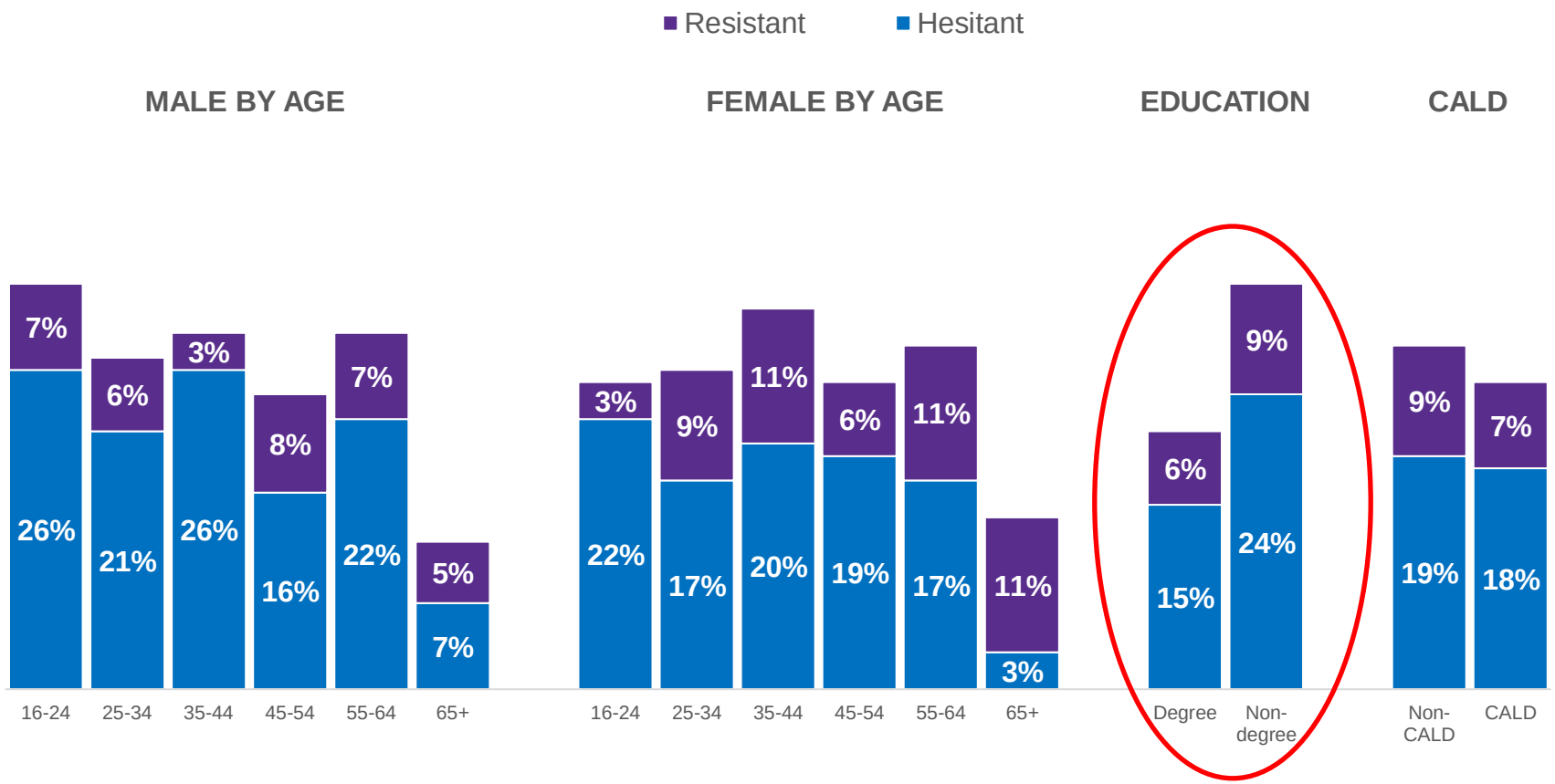
'Resistant'

"I would probably not or definitely not get the vaccine"

The proportion who are 'hesitant' has fallen from May, when it was 23%

All who have not received a COVID-19 vaccine n=1,076

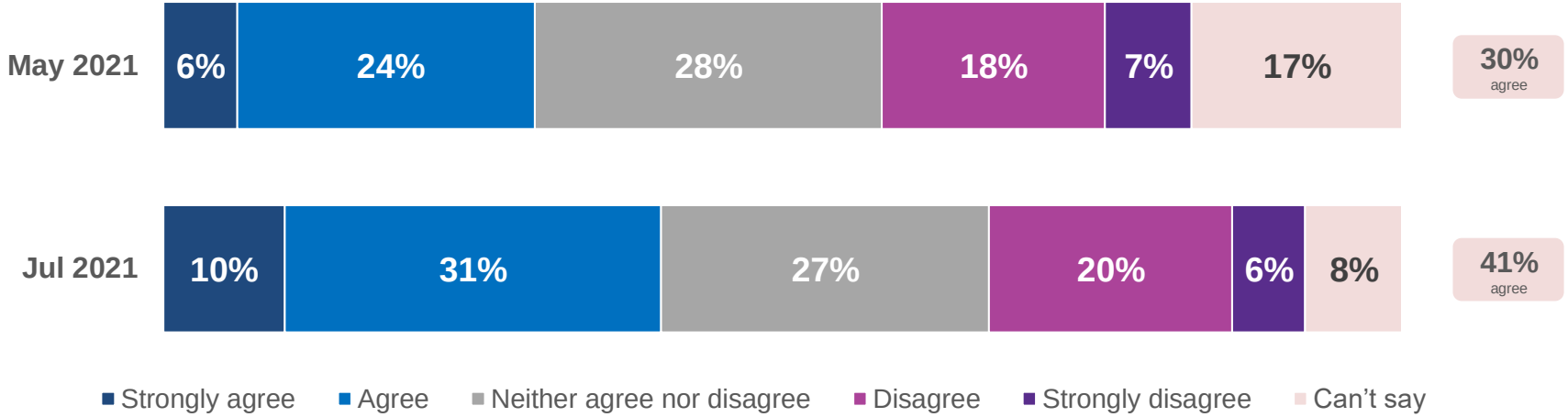
Education level is emerging as a distinguishing factor in relation to vaccine hesitancy



All who have not had a COVID-19 vaccine n=1,076

Perceptions of the roll-out process have improved since May, though a quarter still feel it is not going well

Q. *Overall, how much do you agree or disagree with the following?*
The process for individuals getting COVID-19 vaccines in the ACT is going well



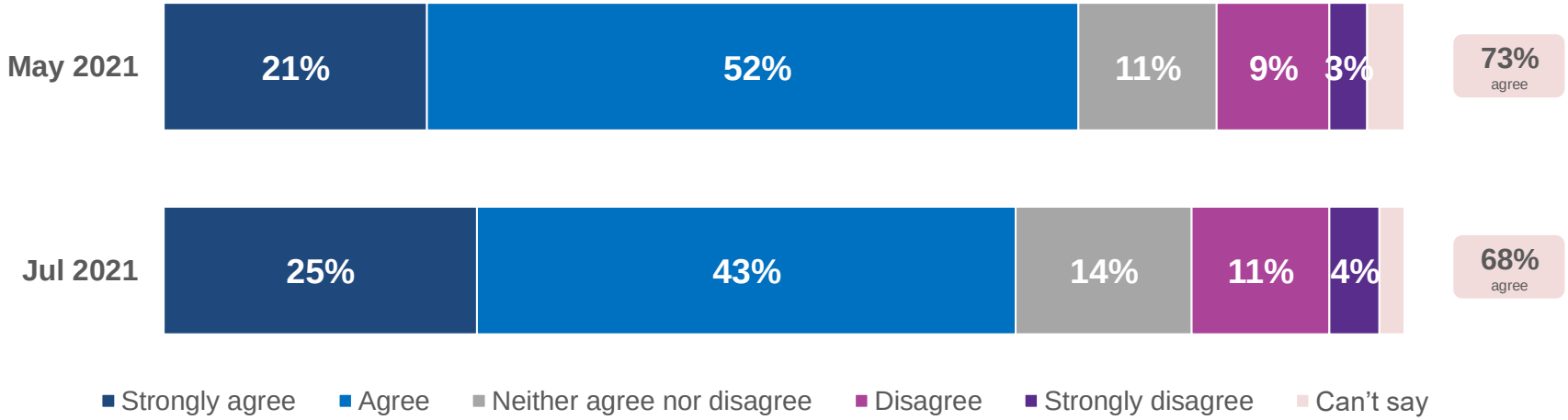
Those who have had a vaccine are more likely to agree it is going well (51%), compared to those who haven't (33%)

Around a third of Canberrans are neutral ('neither') or feel they 'can't say' how well the roll-out is going

n=2,130

About seven in ten Canberrans are confident that they will be able to arrange getting a vaccine

***Q.** Overall, how much do you agree or disagree with the following?*
I feel confident that I will be able to arrange to get a COVID-19 vaccine when it is available to me



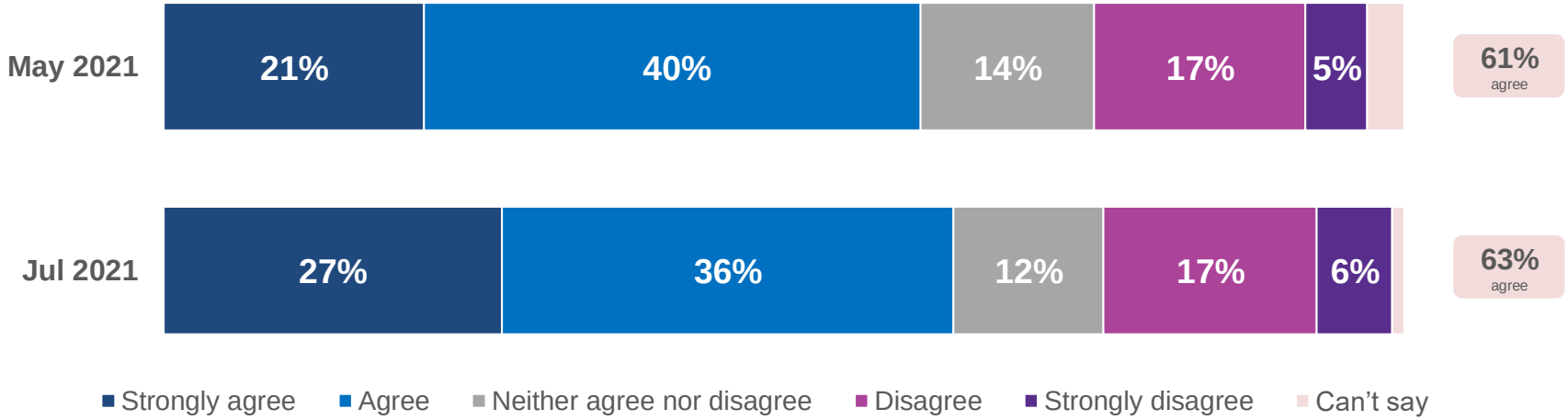
Confidence in being able to arrange is lowest for 25-34 year olds (59%)

CALD Canberrans and those with children in the household are slightly less confident in being able to arrange getting a vaccine

Those who would definitely / probably get vaccine n=992

Nearly two-thirds know where they will go to get a vaccine, but uncertainty is higher among younger Canberrans

***Q.** Overall, how much do you agree or disagree with the following?*
I know where I will probably go to get a COVID-19 vaccine when it is available to me

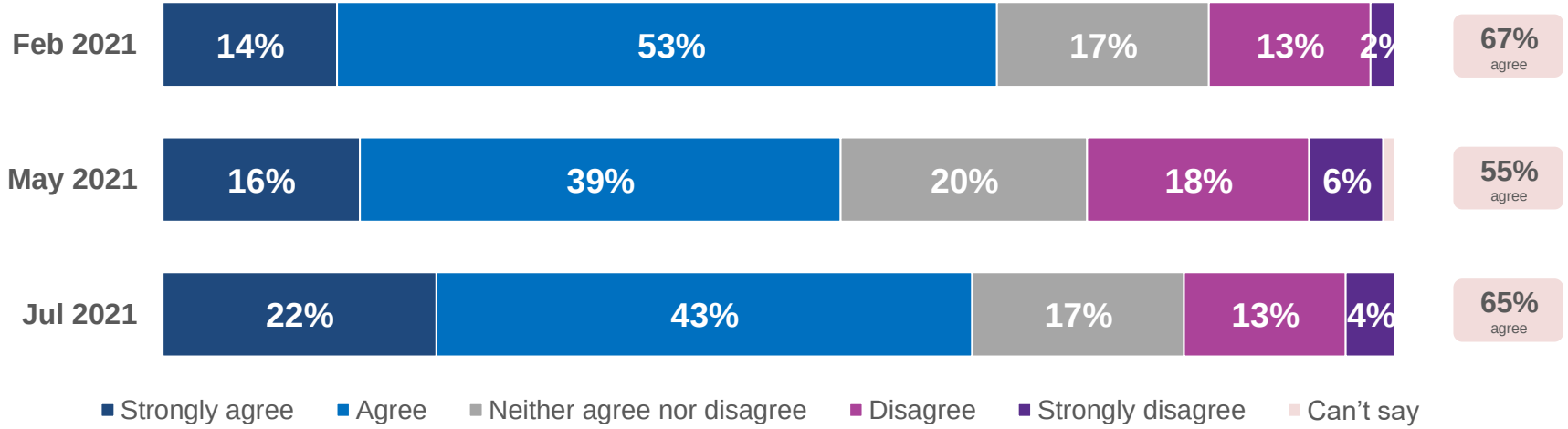


Uncertainty about where they will get a vaccine is higher among younger Canberrans (less than 35 years)

Those who would definitely / probably get vaccine n=992

Increasing from May, two-thirds of Canberrans feel well informed about the vaccine roll-out in the ACT

***Q.** Overall, how much do you agree or disagree with the following?*
I feel well informed about the COVID-19 vaccine rollout in the ACT



Those who have had a vaccine are more likely to feel informed (78%) compared to those who have not (57%)

Young people (under 35) are less likely to say they feel informed about the roll-out

n=2,130

ACT Government

YOURSay Community panel

COVID-safe behaviours

There has been a significant increase in COVID-safe behaviours

		Did / likely to do (excl n/a) Jul 2021		May 2021	Feb 2021	Dec 2020
DID IN THE LAST WEEK	Worn a face mask*	99%	↑	27%	31%	24%
	Signed in to venues using Check In CBR	96%		94%	87%	57%
	Washed/sanitised hands more regularly	94%		94%	95%	96%
	Kept physical distance from people	92%	↑	83%	87%	88%
	Checked interstate travel / health advice	91%	↑	66%		
	Changed travel plans	66%	↑	28%		
	Tried not to touch my face	58%	↑	47%	60%	64%
	Limited number of visitors to home	52%	↑	38%	61%	57%
	Disinfected surfaces before using them	38%		42%	52%	51%
	Asked someone to take precautions	24%	↑	17%		
	Hosted gathering outdoors / with ventilation	23%		25%	48%	43%
LIKELY TO DO	Very likely/likely to get test if have mild symptoms	82%	↑	76%	88%	86%
	Very likely/likely to seek medical advice if unwell	79%		80%	85%	85%
	Very likely/likely to stay at home if unwell	95%		96%	96%	96%

** Data on face mask usage in July 2021 established via extent worn outdoors in last week*

n=2,130

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Who is less likely to engage in COVID-safe behaviours?

There is a strong relationship between vaccine intent and COVID-safe behaviours, with those unlikely to get a vaccine also less likely to engage in other protective actions

Meanwhile, there is no evidence in the data to suggest that those who have been vaccinated are less likely to engage in other protective behaviours following vaccination

Elsewhere, age is also a factor in terms of compliance, at both ends of the spectrum

Less likely to have done this in the past week:

Male

Those unlikely to get vaccine

16-24 year olds

Those unlikely to get vaccine

16-24 year olds

Those unlikely to get vaccine

65+ years

Those unlikely to get vaccine

65 years+

Those unlikely to get vaccine

n=2,130

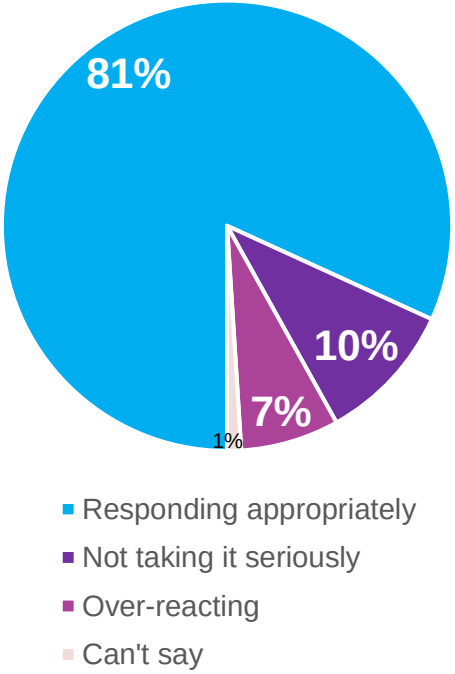
ACT Government

YOURsay Community panel

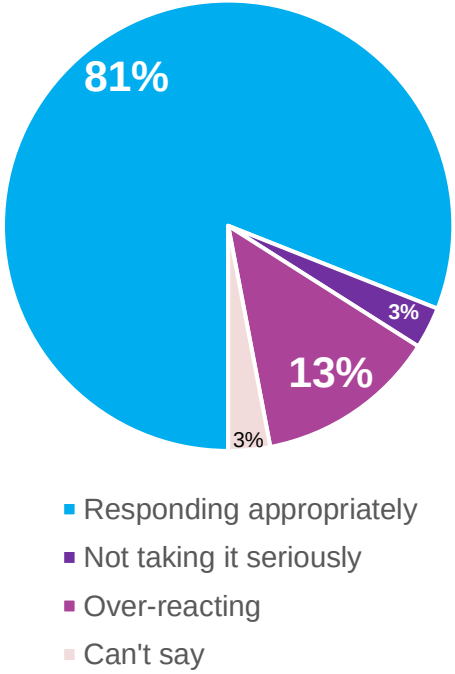
Information and response

Majority feel 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?*

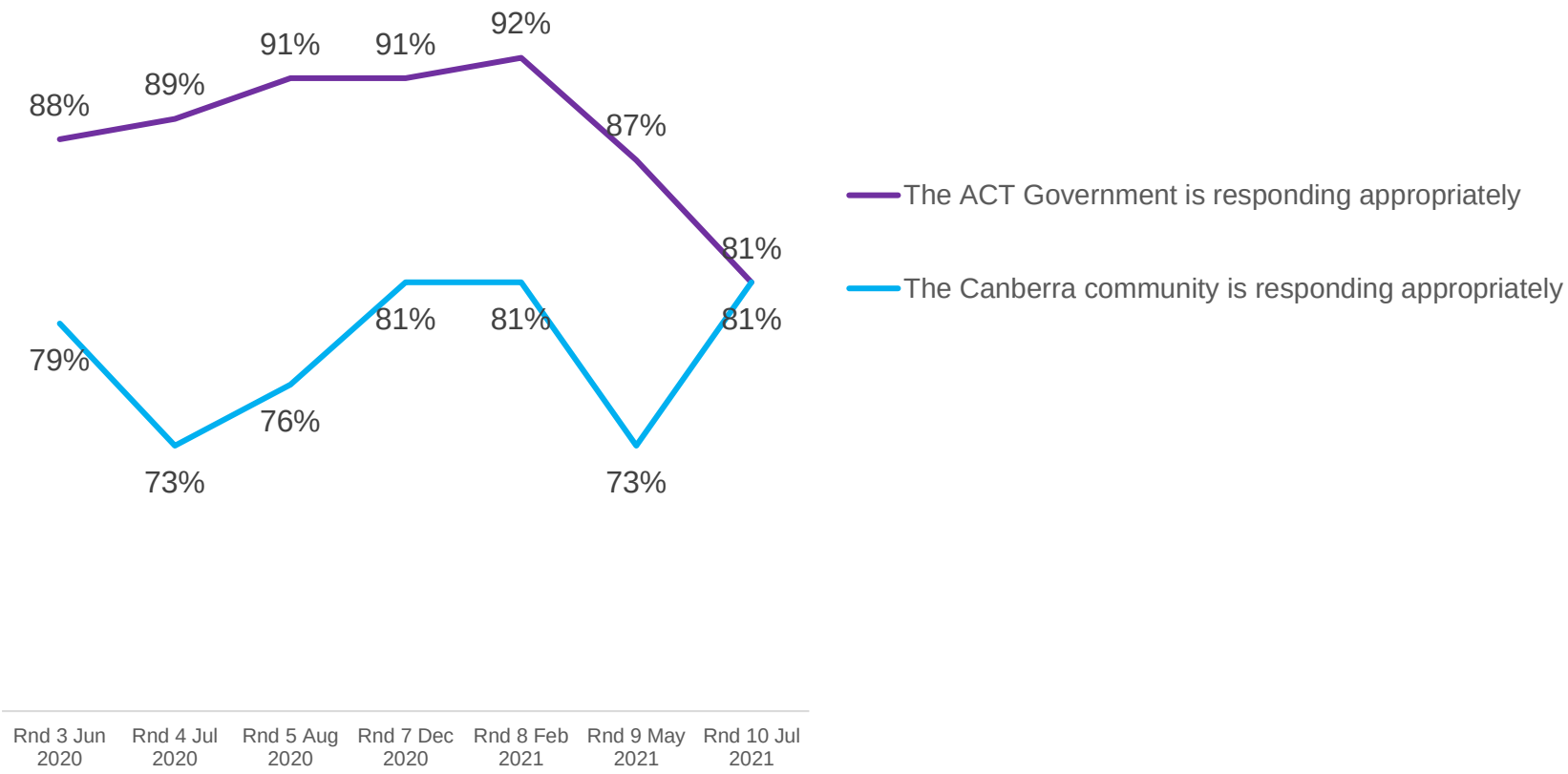


Q. *Overall, how would you describe the* ***ACT Government's response*** *to COVID-19?*



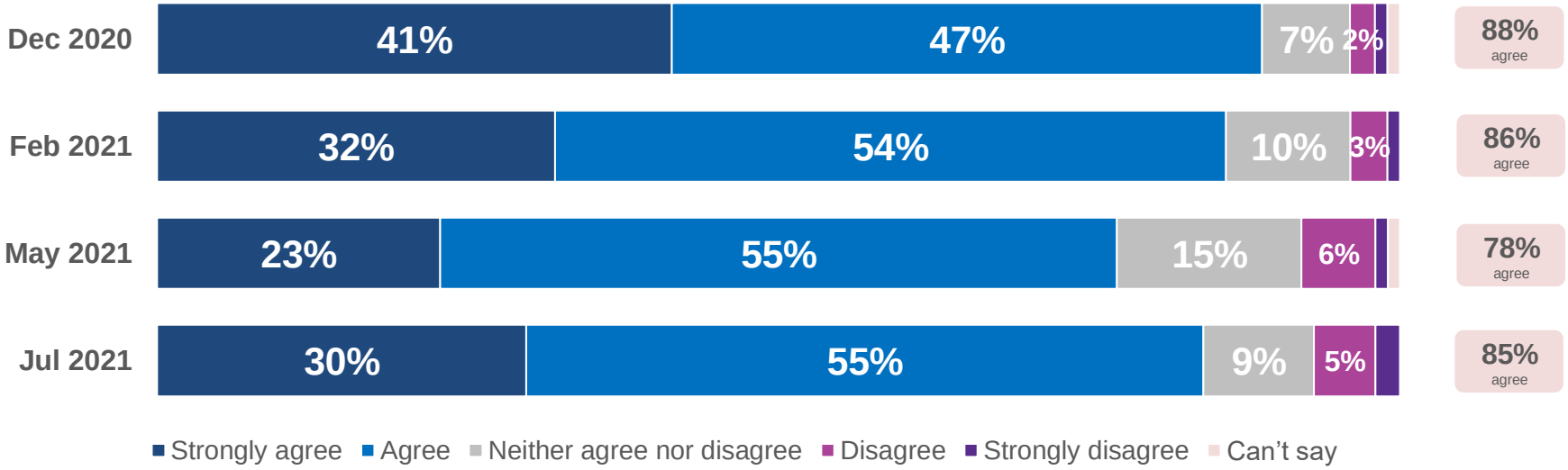
n=2,130

Perceptions of the Government response have dipped while perceptions of the community's response have improved



Canberrans' sense of feeling informed about COVID-19 by the ACT Government has recovered from a dip in May

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



There is a strong relationship between feeling informed about the vaccine roll-out and feeling informed overall

n=2,130

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Many outstanding information needs relate to vaccination

Vaccine info

- When and where available to under 40s
- Whether can choose, wait for Pfizer
- Clarity around eligibility for Astra Zeneca
- Whether can mix doses
- Options for earlier second dose of AZ
- Side effects of vaccines
- Eligibility for key workers, carers etc

Other info needs

- **Testing locations** – when, where, wait times
- Info on **different virus strains** – impact, advice, research, vaccine efficacy
- **Travel** and rules for returning from hotspots

Channel improvements

- **COVID website** – ease of access, simplify etc
- **Non-online access –** e.g. phone, push notifications

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