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 2021-213

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)	9
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

[redacted]
To: CMTEDD FOI
[redacted]
Subject: FOI REQUEST – POLLS AND SURVEYS SINCE 1 JUNE 2021
Date: Sunday, 15 August 2021 5:37:20 PM

Good afternoon,

RE: FREEDOM OF INFORMATION REQUEST – POLLS AND SURVEYS SINCE 1 JUNE 2021

I write to request under the *Freedom of Information Act 2016* the final results for all surveys and polls commissioned by the ACT Government since 16 May 2021. These documents may include but are not limited to reports issued by the consultants or contractors and include questions, results, conclusions, analysis and/or recommendations.

Should you require any further information or clarification about my request, please contact my office on [redacted]

Kind regards,

[redacted]

ACT Government
Chief Minister, Treasury and Economic Development

Our ref: CMTEDDFOI 2021-213

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 15 August 2021, in which you sought access to:

- The final results for all surveys and polls commissioned by the ACT Government since 16 May 2021. These documents may include but are not limited to reports issued by the consultants or contractors and include questions, results, conclusions, analysis and/or recommendations.

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 10 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, the charges have been waived in accordance with section 107(2)(e) of the Act.

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 1 September 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

27 August 2021

ACT Government
Chief Minister, Treasury and Economic Development

FREEDOM OF INFORMATION REQUEST SCHEDULE

WHAT ARE THE PARAMETERS OF THE REQUEST	Reference NO.
The final results for all surveys and polls commissioned by the ACT Government since 16 May 2021. These documents may include but are not limited to reports issued by the consultants or contractors and include questions, results, conclusions, analysis and/or recommendations	CMTEDDFOI 2021-213

Ref No	Page number	Description	Date	Status	Reason for Exemption	Online Release Status
1	1-33	YourSay Community Panel Covid-19 Round 9 Survey	Jun 2021	Full release	N/A	Yes
2	34-66	YourSay Community Panel Major Events Survey	21 Jun 2021	Full release	N/A	Yes
3	67-94	YourSay Community Panel Covid-19 Round 10 Survey	8 Aug 2021	Full release	N/A	Yes
4	95-118	Community priorities survey	20 Aug 2021	Full release	N/A	Yes
Total No of Docs						
4						

ACT Government | YOURsay Community panel

YourSay Community Panel
COVID-19 Round 9 Survey

June 2021

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.

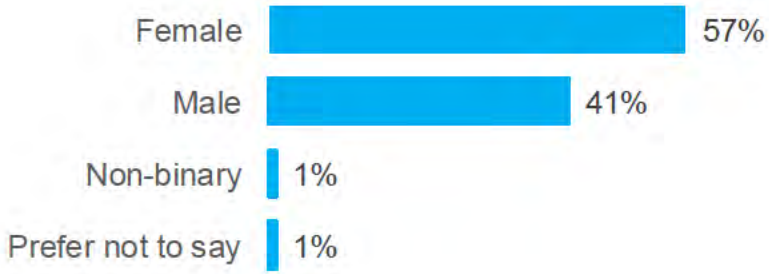
Rounding: In single choice questions, results may not add up to 100% due to rounding.

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

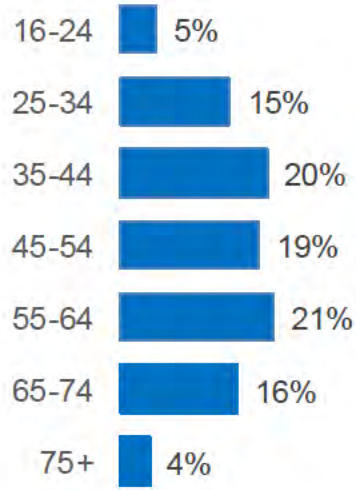
ACT Government | YOURsay Community panel

Sample profile (unweighted)

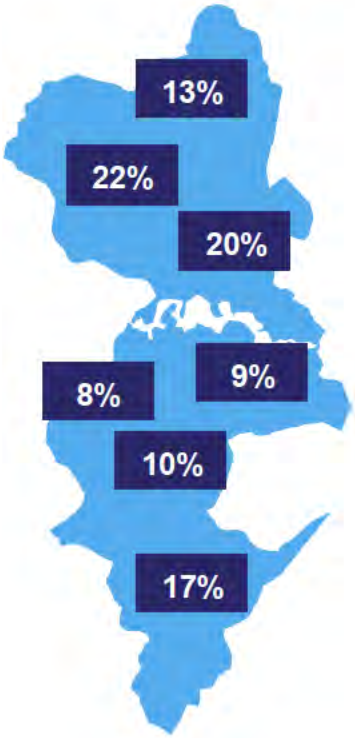
Gender



Age



Region



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

n=1,911

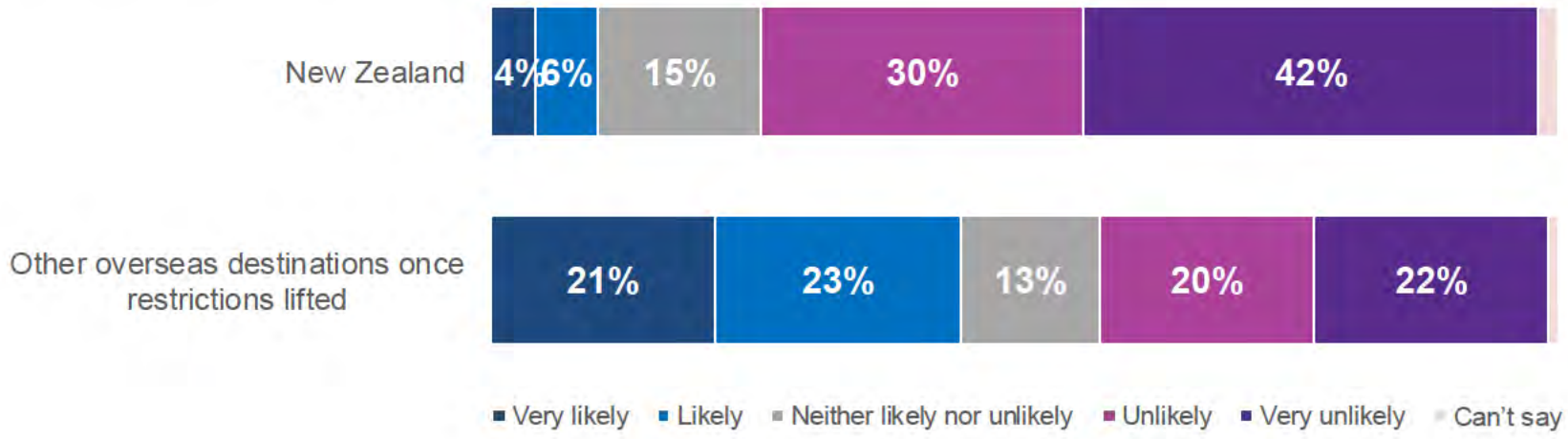
ACT Government | YOURsay Community panel

Overseas travel

ACT Government | YOURsay Community panel

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?



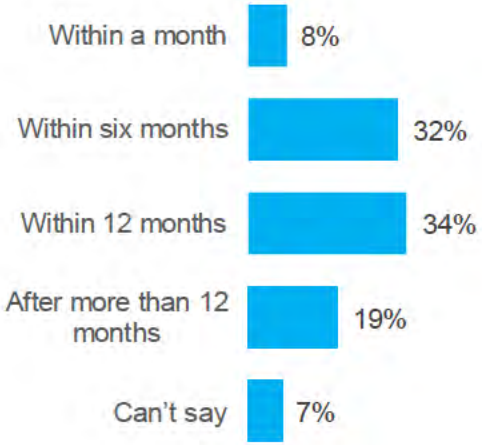
n=1,911

ACT Government | YOURsay Community panel

Many intend to travel overseas within a year of restrictions easing

When?

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



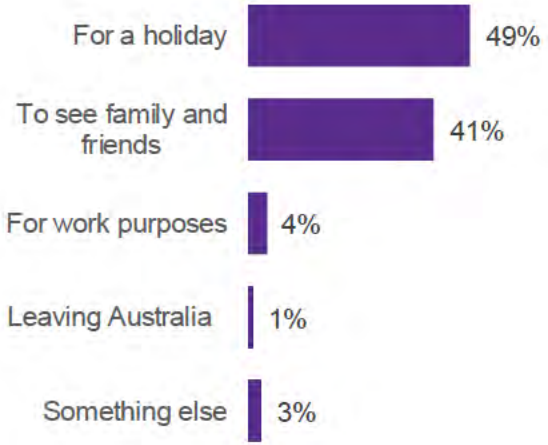
Where?

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

ACT Government | YOURsay Community panel

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

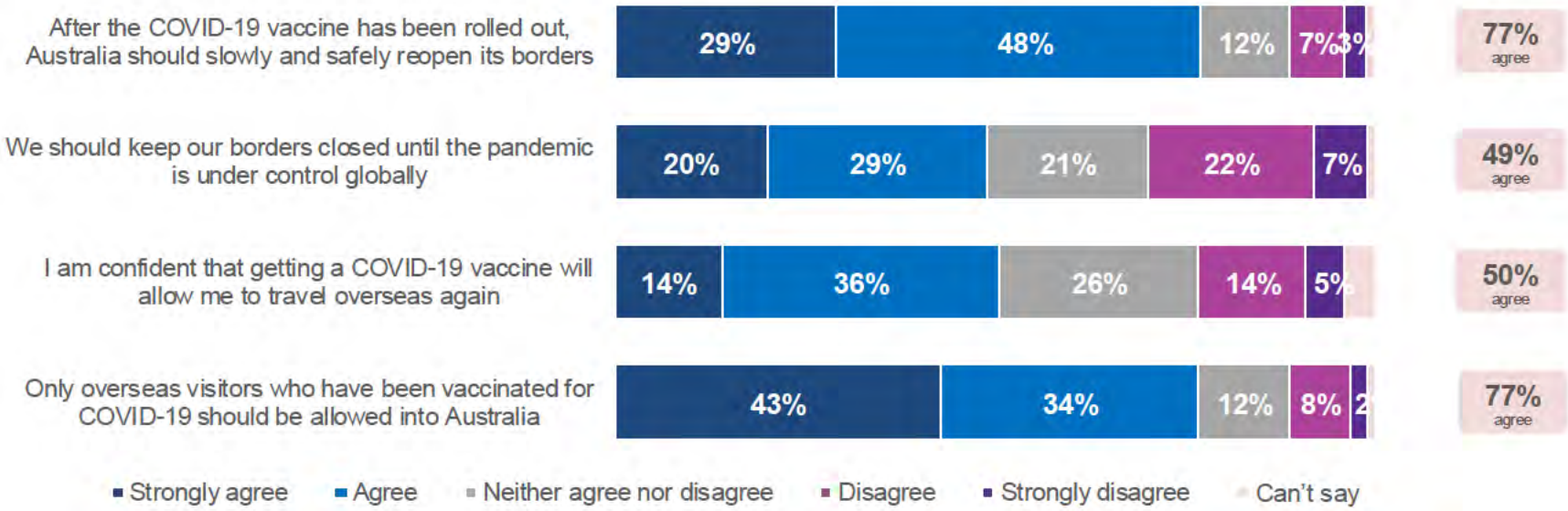
It can also come down to personal preferences…

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

ACT Government | YOURsay Community panel

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*

** Source: Newspoll, 16th May 2021*

n=1,911

ACT Government

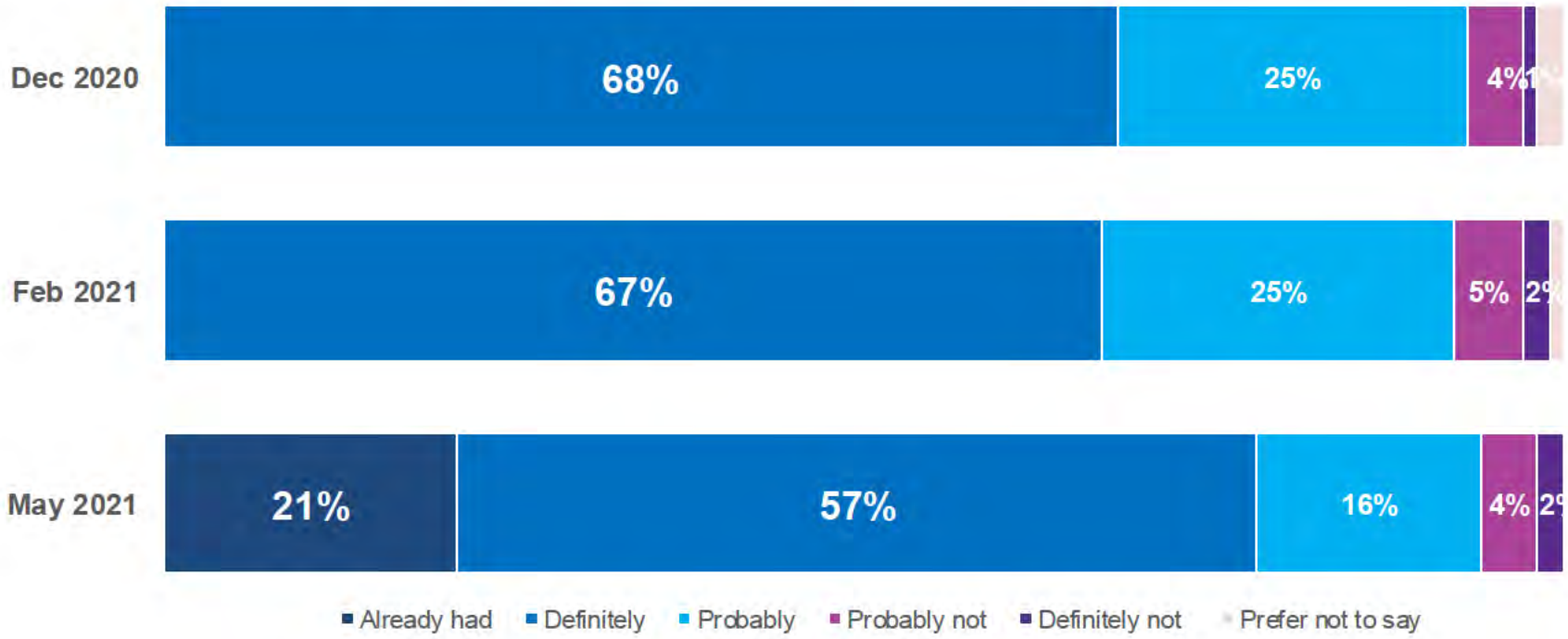
YOURsay Community panel

COVID-19 vaccine

ACT Government | YOURsay Community panel

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

ACT Government | YOURsay Community panel

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

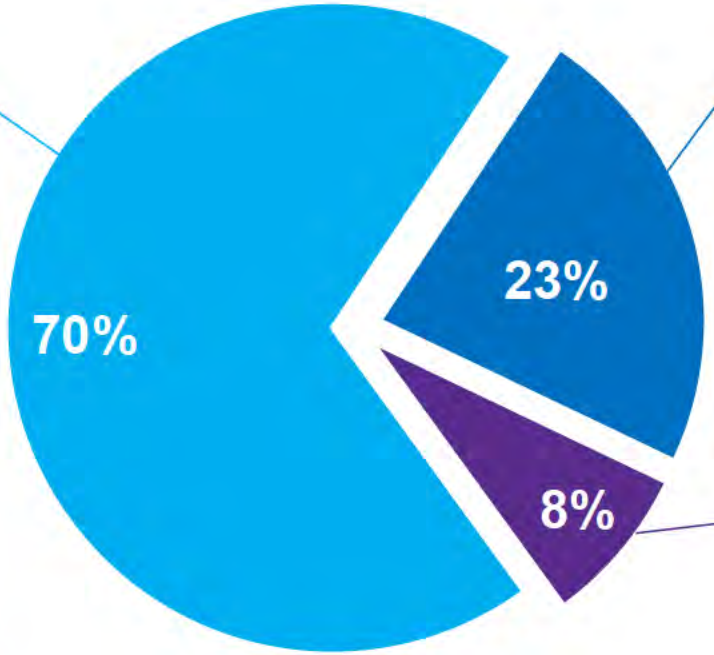
Of those yet to receive the vaccine, seven in ten indicate they would get this as soon as it is available to them

'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**"*



'Resistant'

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

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 *

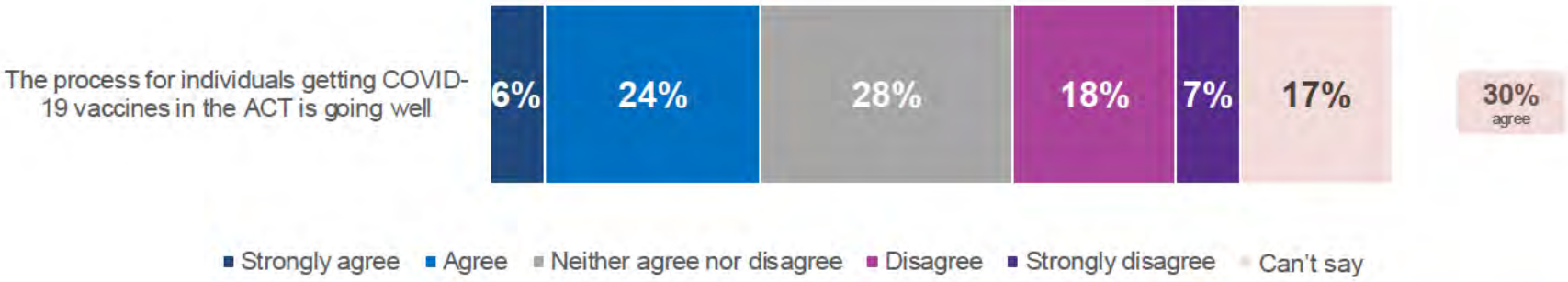
Note: totals may not add up to 100% due to rounding
**ABS Household Impacts of COVID-19 Survey, April 2021*

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

ACT Government | YOURsay Community panel

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*

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

n=1,911

ACT Government | YOURsay Community panel

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

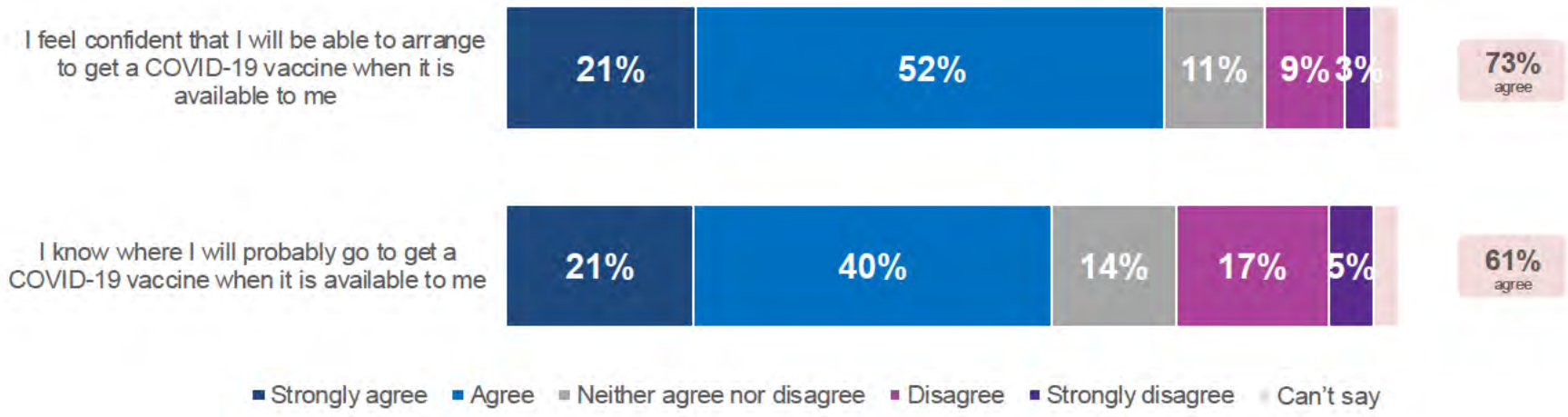
***Q.** What's your preferred place/s to get a COVID-19 vaccine?*

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

ACT Government | YOURsay Community panel

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

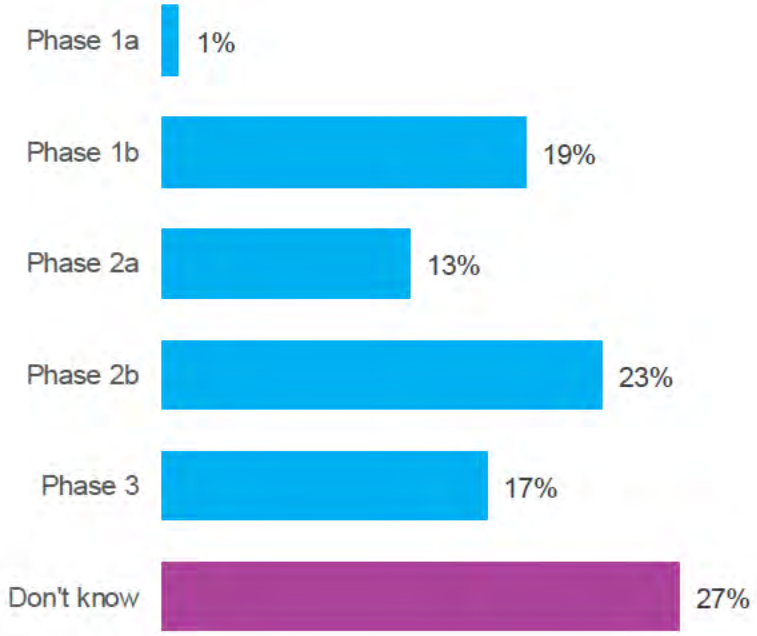
Q. Overall, how much do you agree or disagree with the following?



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?*

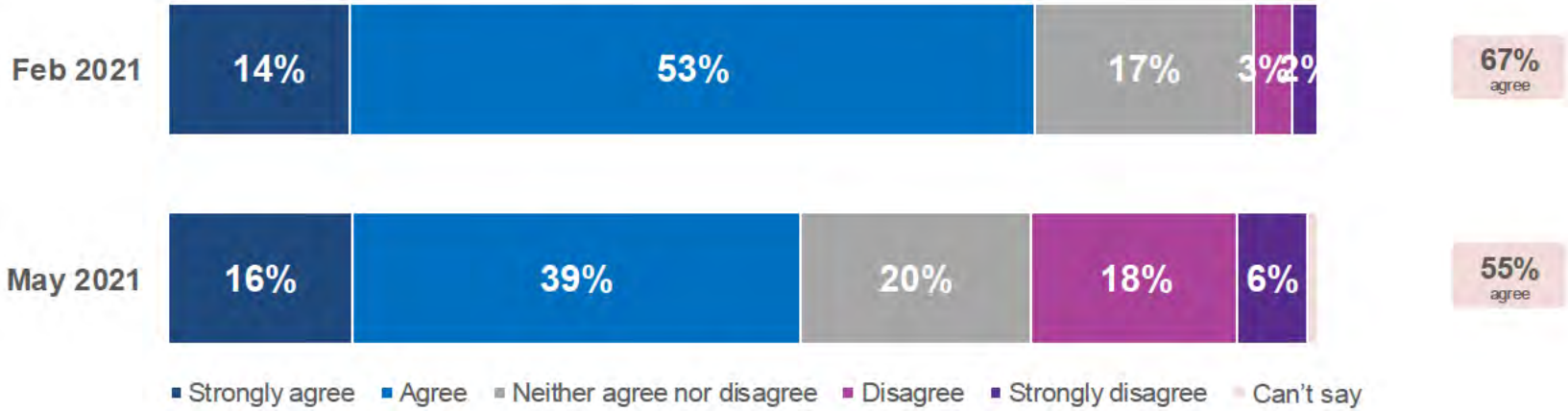


All definitely / probably going to get vaccine n=1,318

ACT Government | YOURsay Community panel

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

ACT Government | YOURsay Community panel

Other comments and issues mentioned about the vaccine

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

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

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

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

Accessibility issues for elderly, people with disability

Booking issues online / over the phone

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

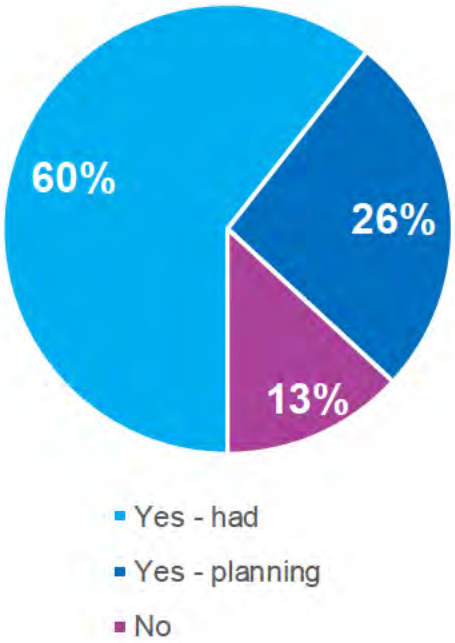
ACT Government | YOURsay Community panel

Influenza vaccination

ACT Government | YOURsay Community panel

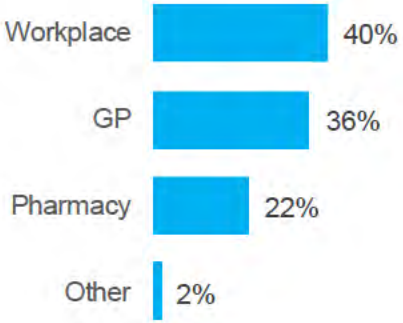
One in eight Canberrans are not considering getting an influenza vaccine in 2021

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



If had vaccine

Q. Where did you get your flu vaccine in 2021?

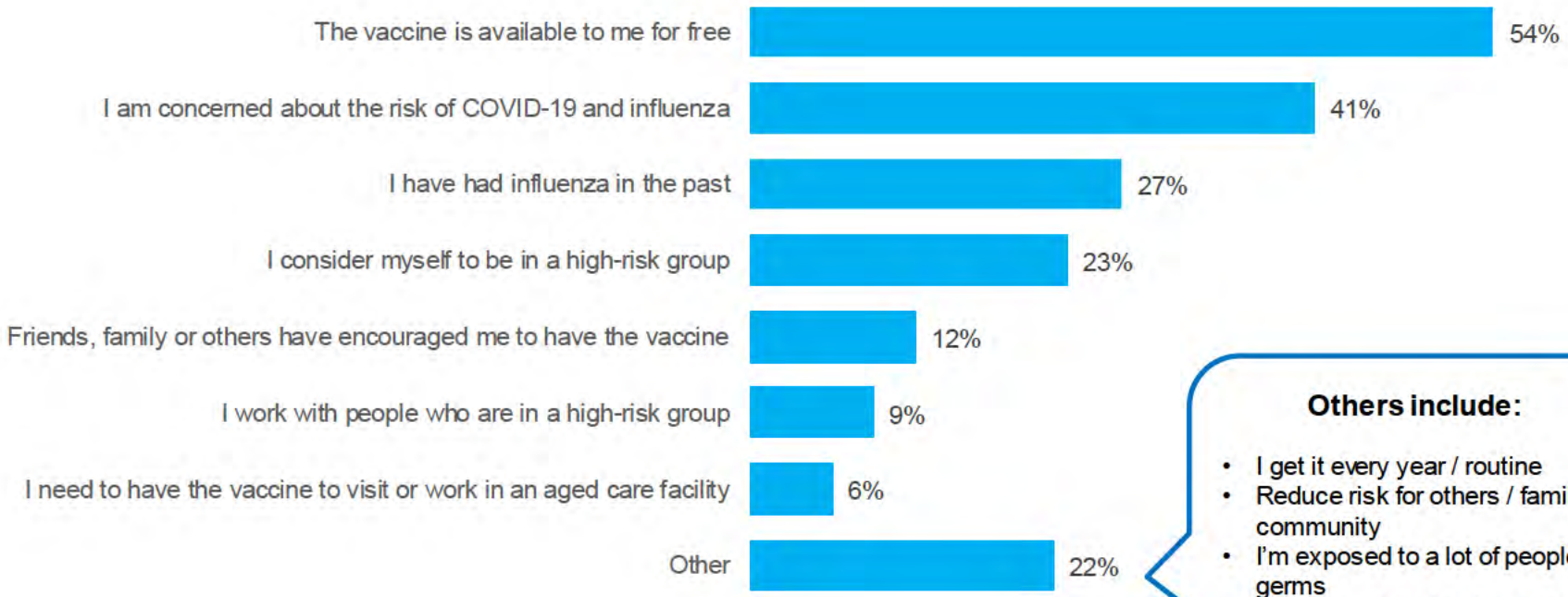


n=1,911

ACT Government | YOURsay Community panel

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:

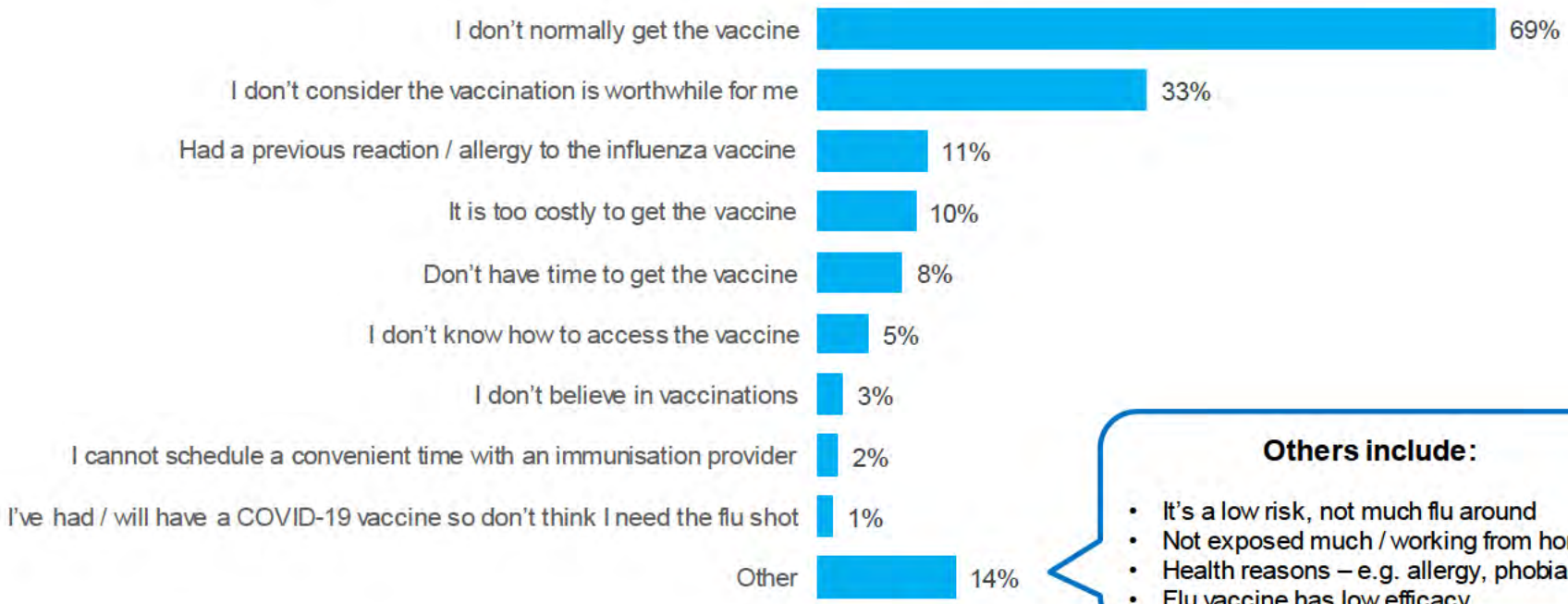
- I get it every year / routine
- Reduce risk for others / family / community
- I'm exposed to a lot of people / germs
- Need it to visit elderly relatives

All had / planning flu vaccine n=1,658

ACT Government | YOURsay Community panel

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:

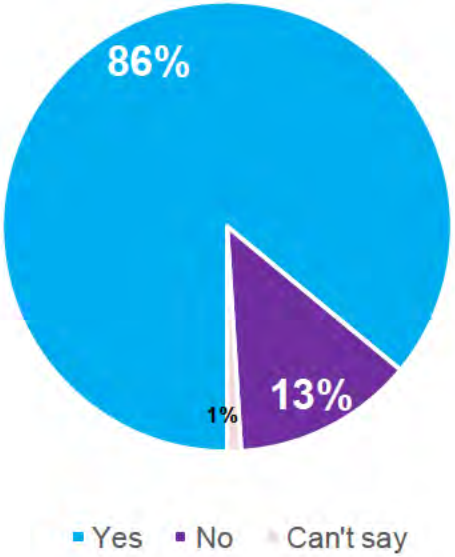
- It's a low risk, not much flu around
- Not exposed much / working from home
- Health reasons – e.g. allergy, phobia
- Flu vaccine has low efficacy

All not planning flu vaccine n=251

ACT Government | YOURsay Community panel

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

Government

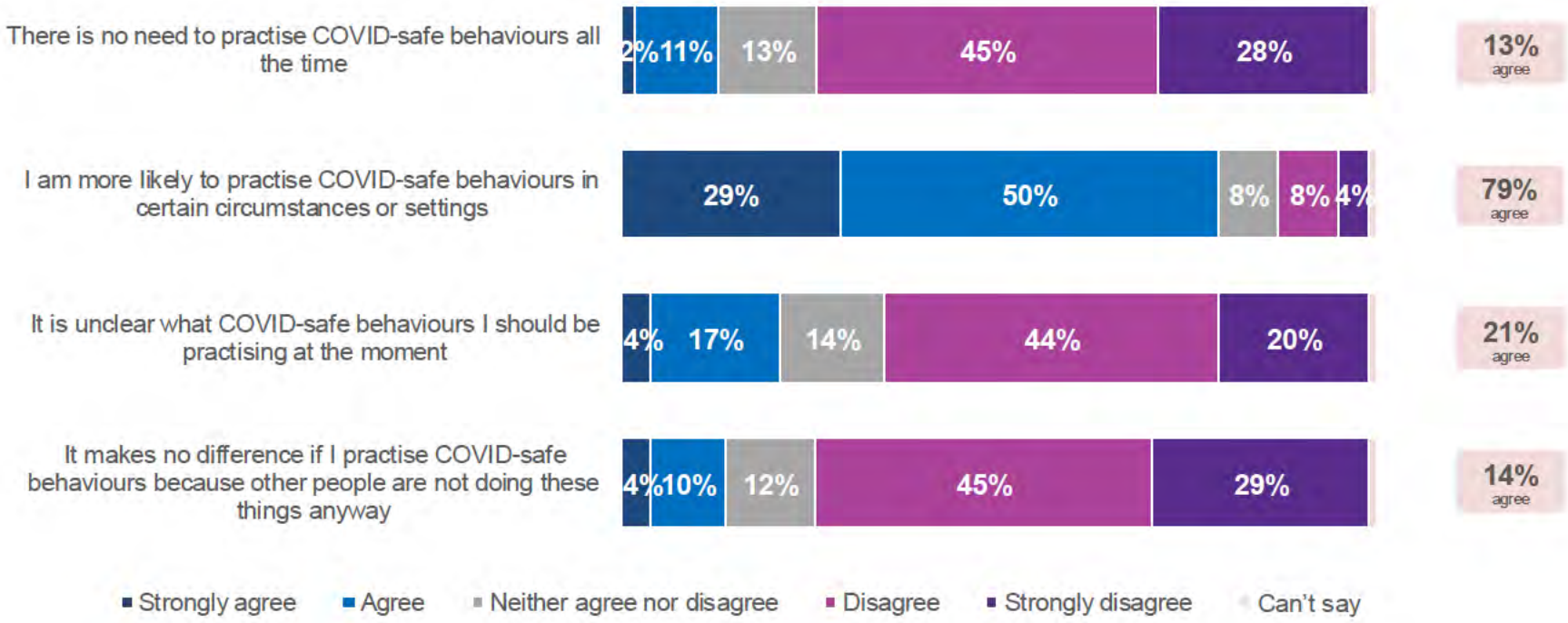
YOURsay
Community panel

COVID-safe behaviours

ACT Government | YOURsay Community panel

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

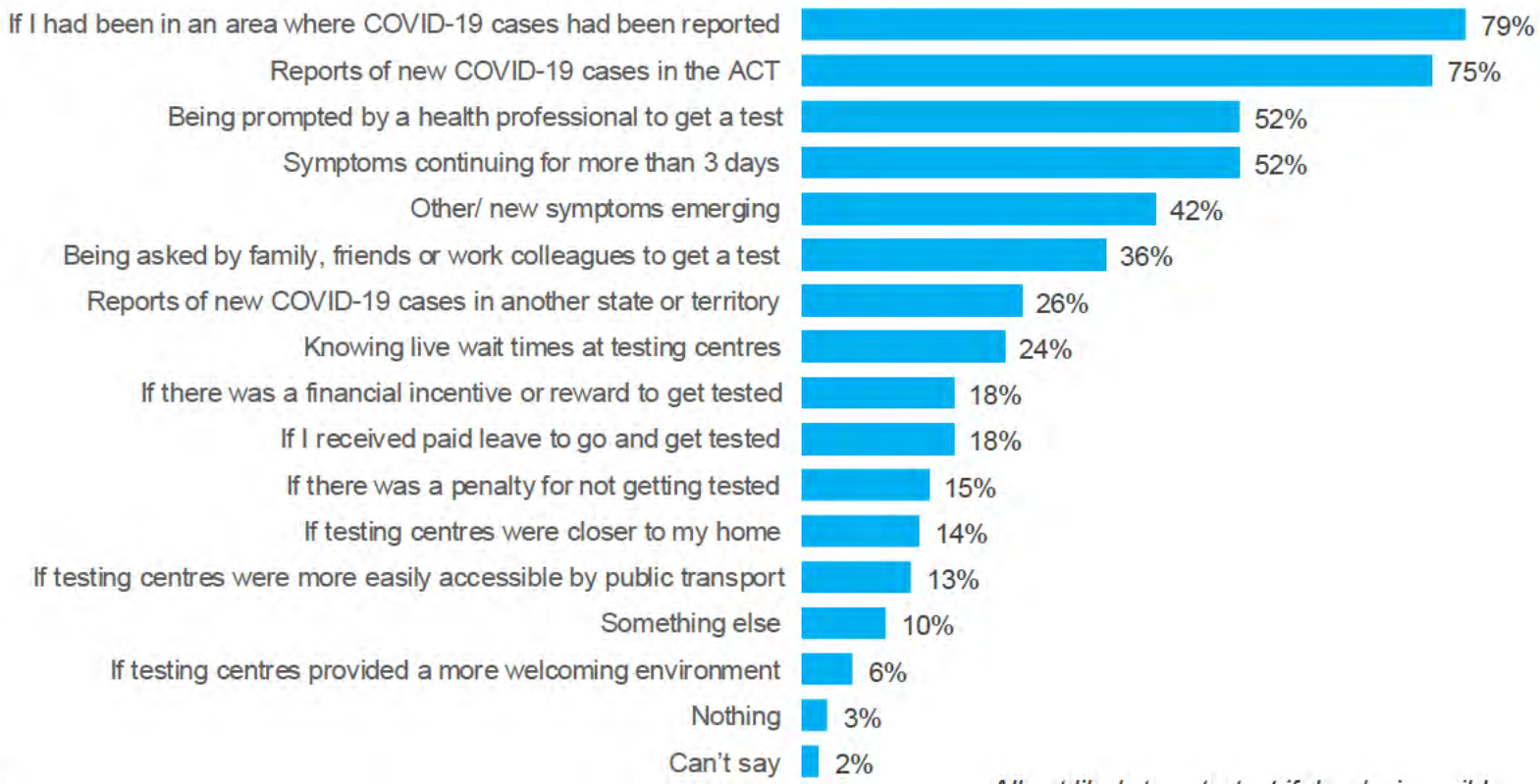
		Did / likely to do (excl n/a) May 2021		Feb 2021	Dec 2020	Latest Australia comparison (Mar 2021)*
DID IN THE LAST WEEK	Washed/sanitised hands more regularly	94%		95%	96%	(89%)
	Signed in to venues using Check In CBR	94%	↑	87%	57%	
	Kept physical distance from people	83%	↓	87%	88%	(66%)
	Checked interstate 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*

ACT Government | YOURsay Community panel

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?*

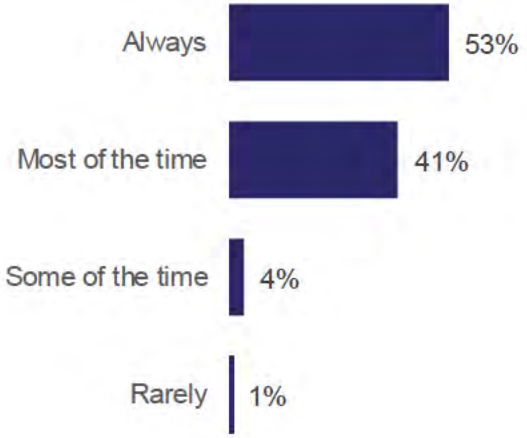


All not likely to get a test if developing mild symptoms n=400

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

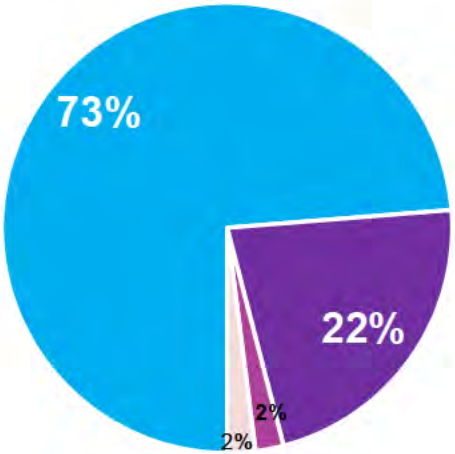
YOURsay Community panel

Information and response

ACT Government | YOURsay Community panel

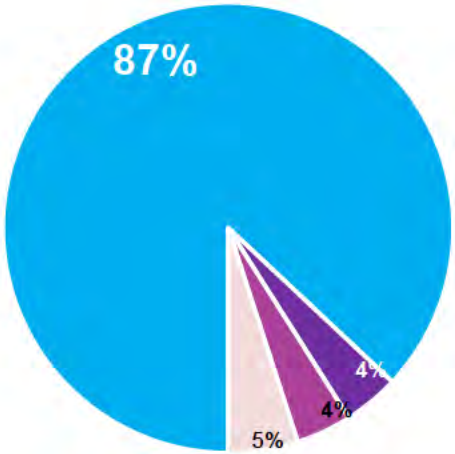
Majority consider community and ACT Government are responding appropriately to the COVID-19 pandemic

***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?*

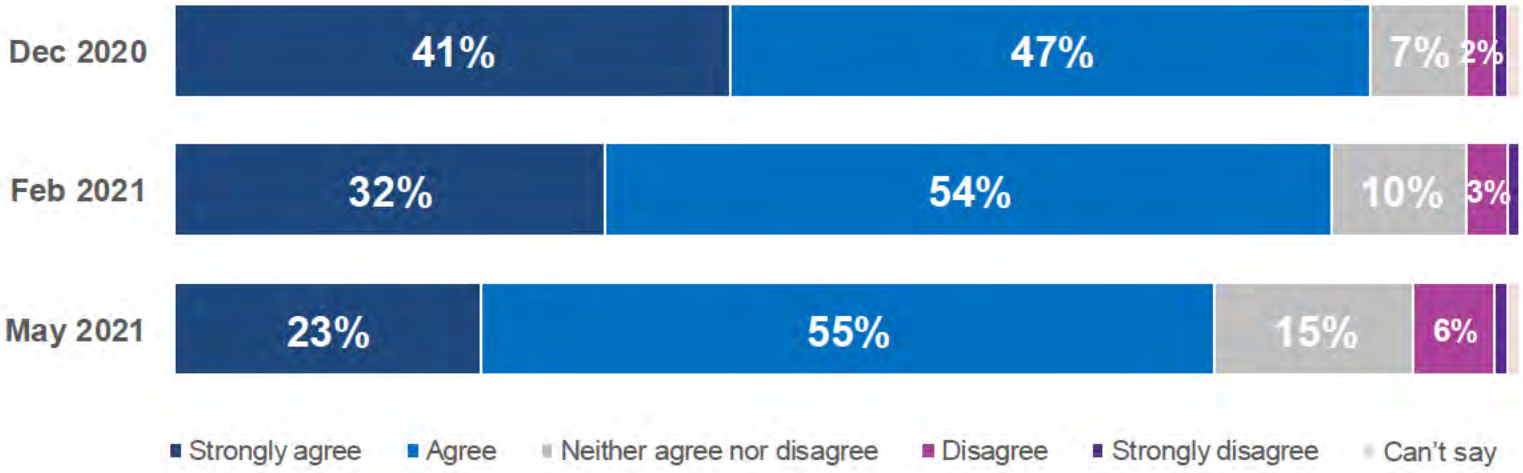


- Responding appropriately
- Not taking it seriously
- Over-reacting
- Can't say

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

ACT Government | YOURsay Community panel

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
Major Events Survey

21 June 2021

Background: Events ACT conducted research with the YourSay Community Panel to better understand the views and experiences of Canberrans towards major events in the capital. The survey examined participation in and experience with events, motivators and barriers to attending events (including COVID-19), perceptions of events on special dates, and perspectives around the role of events contributing to the fabric of the community.

Purpose: The findings will help inform future planning around major events in the ACT to best meet the needs and preferences of Canberrans.

Timeframe: The survey took place between **4 – 10 June 2021**

Sample: 1,347 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.

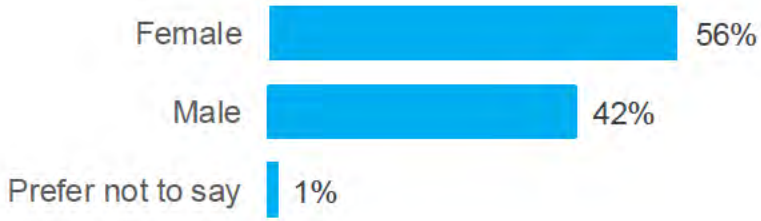
Rounding: In single choice questions, results may not add up to 100% due to rounding.

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

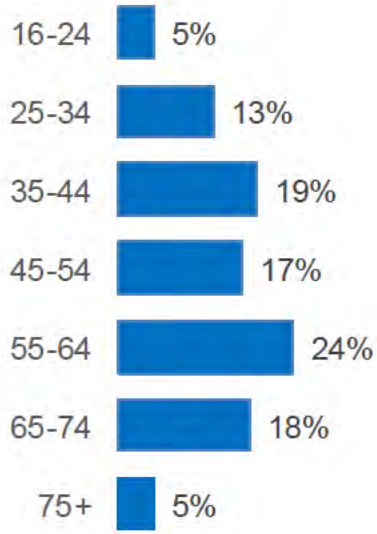
ACT Government | YOURsay Community panel

Sample profile (unweighted)

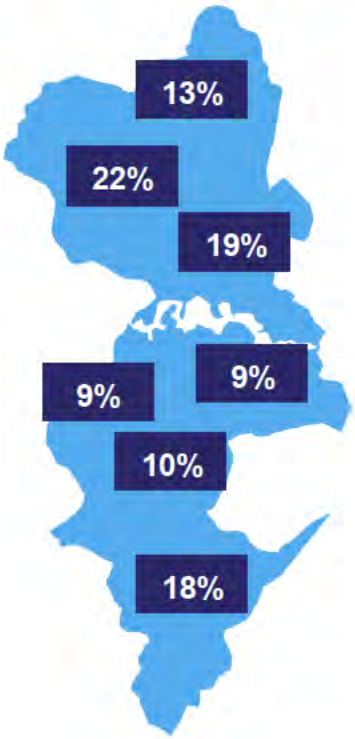
Gender



Age



Region



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

n=1,347

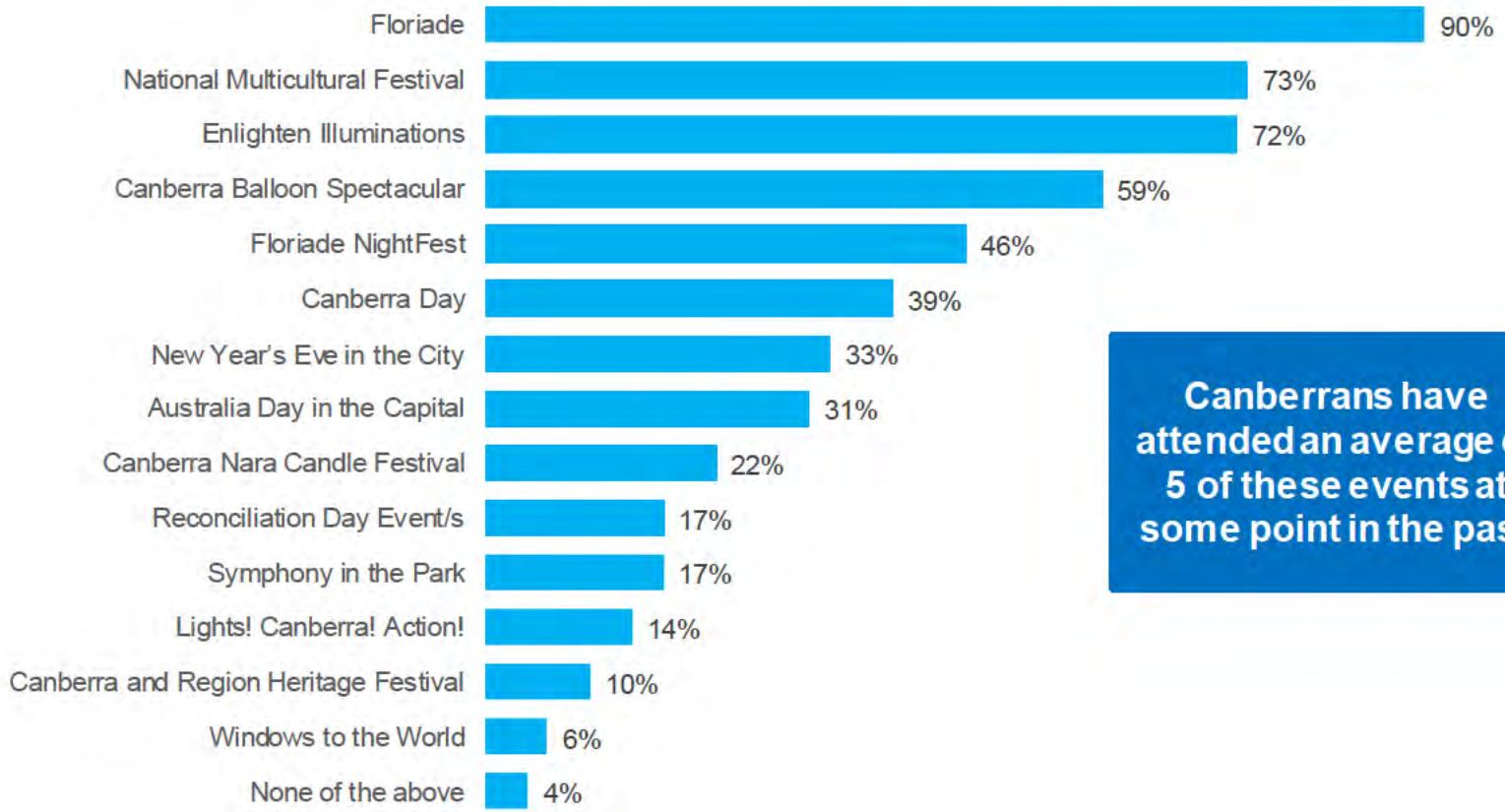
say

Event experience

ACT Government | YOURsay Community panel

Floriade has been the most widely attended event, followed by Multicultural Festival and Enlighten

Q. *Which of the following events have you attended in Canberra in the past?*

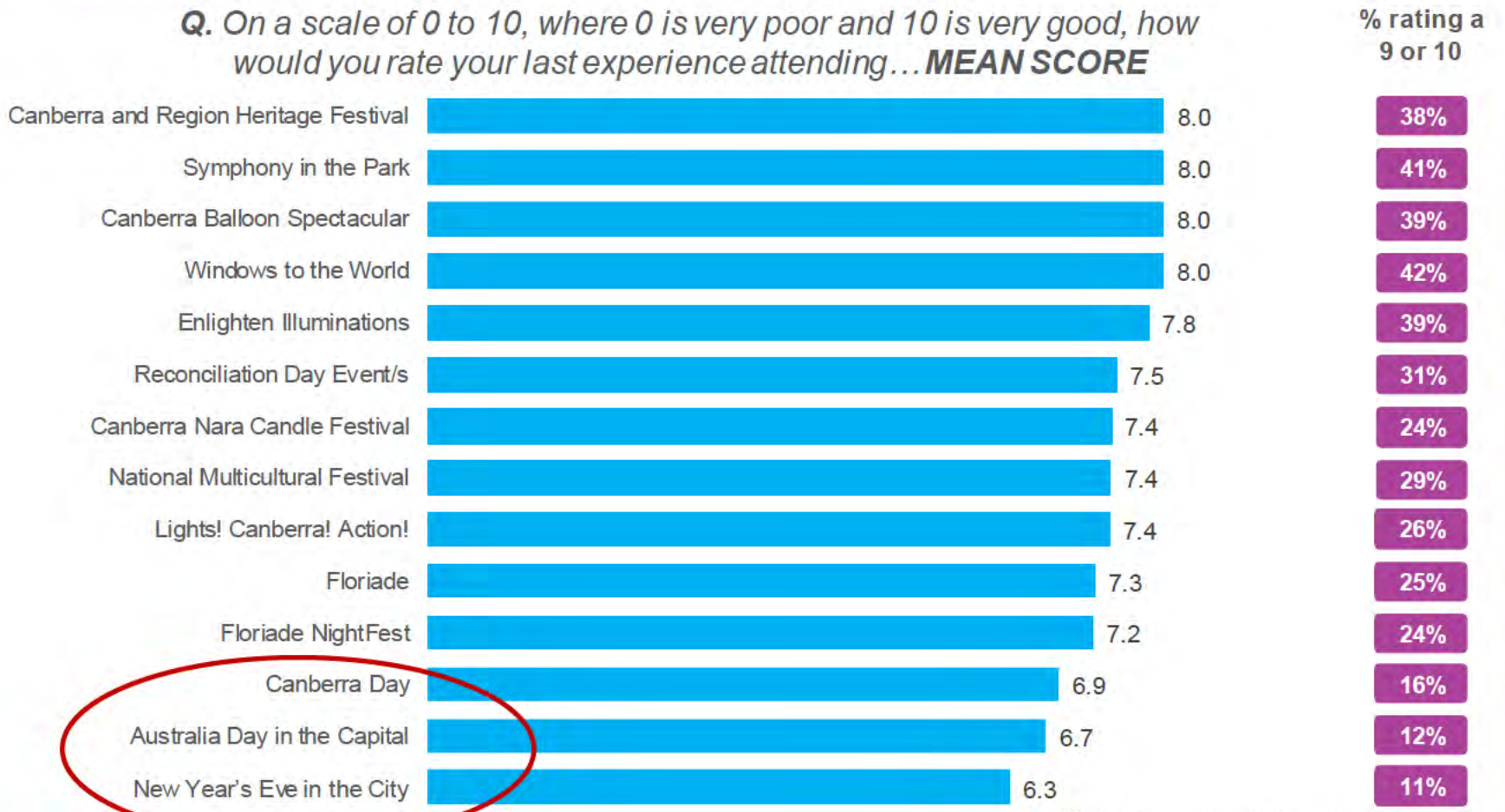


Canberrans have attended an average of 5 of these events at some point in the past

n=1,347

ACT Government | YOURsay Community panel

Event ratings are positive, dipping slightly for those associated with specific days



All who have attended each event, n=varies

Event highlights – common themes

Q. Tell us ONE memorable highlight of any of the events you attended in the past

Sensory experiences – light, sound, smells

Food, different food experiences, cultures

Time with family, friends

Balloons launching – iconic, spectacular

Hands-on activities, workshops

Live music, dancing, entertainment

Opportunities for photography

Community spirit, atmosphere

The atmosphere at Enlighten. Lots of people, lots of live music and entertainment

The mix of food and cultures at the Multicultural Festival and particularly the life/atmosphere it injects into the City

My kids' excitement and joy watching the balloons float over the lake and then their glee when we chased them to watch them land

n=1,347

ACT Government | YOURsay Community panel

Event let downs – common themes

Q. And tell us ONE thing that didn't quite hit the mark at any of the events you attended

Same every year, tired, underwhelming

Crowds and congestion

Parking / access issues

Food choices, cost of food

Queuing

Bad weather

Other peoples' behaviour (e.g. drunk)

Lack of amenities (toilets etc)

Commercialised

Multicultural festival is always so hot, crowded and uncomfortable. It might be nicer to move it to a milder time of year?

Floriade can be a bit dated. It's a bit same same now - great for tourists, but when you've seen a few...

Hard to park. Big queues for food.

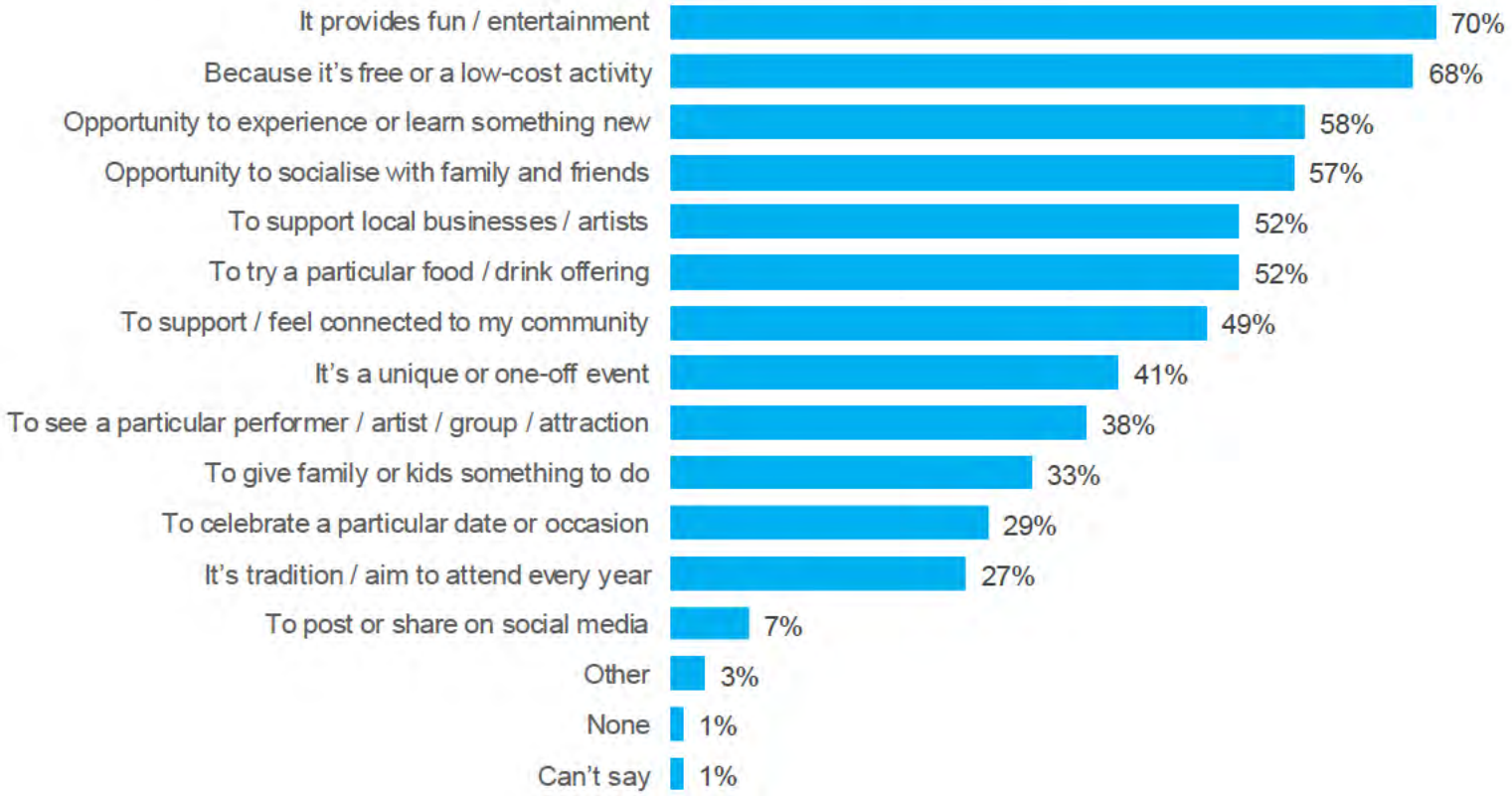
Food is often very pricey for what you get.

n=1,347

ACT Government | YOURsay Community panel

Canberrans are most drawn to events to do something fun which is free or low-cost

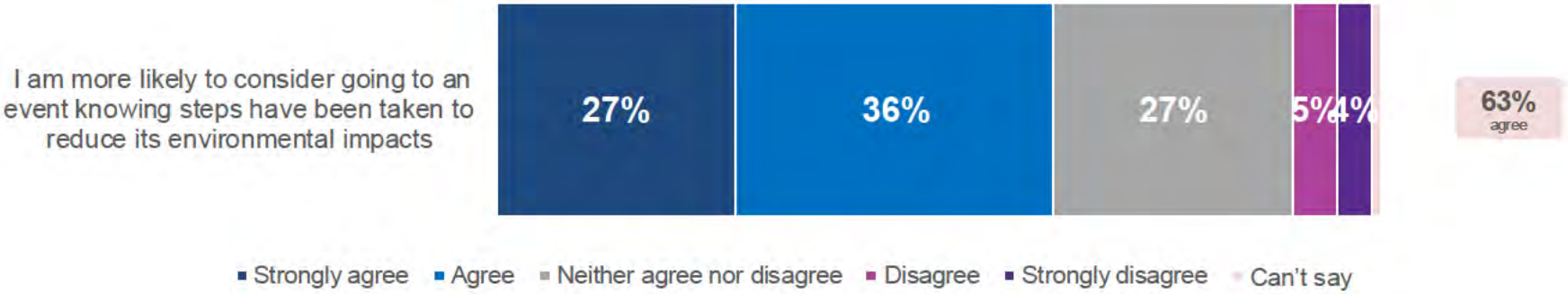
Q. Thinking in general about events in Canberra, which of the following things, if any, make you want to attend?



n=1,347

Almost two-thirds say the sustainability of events influences their consideration to attend

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

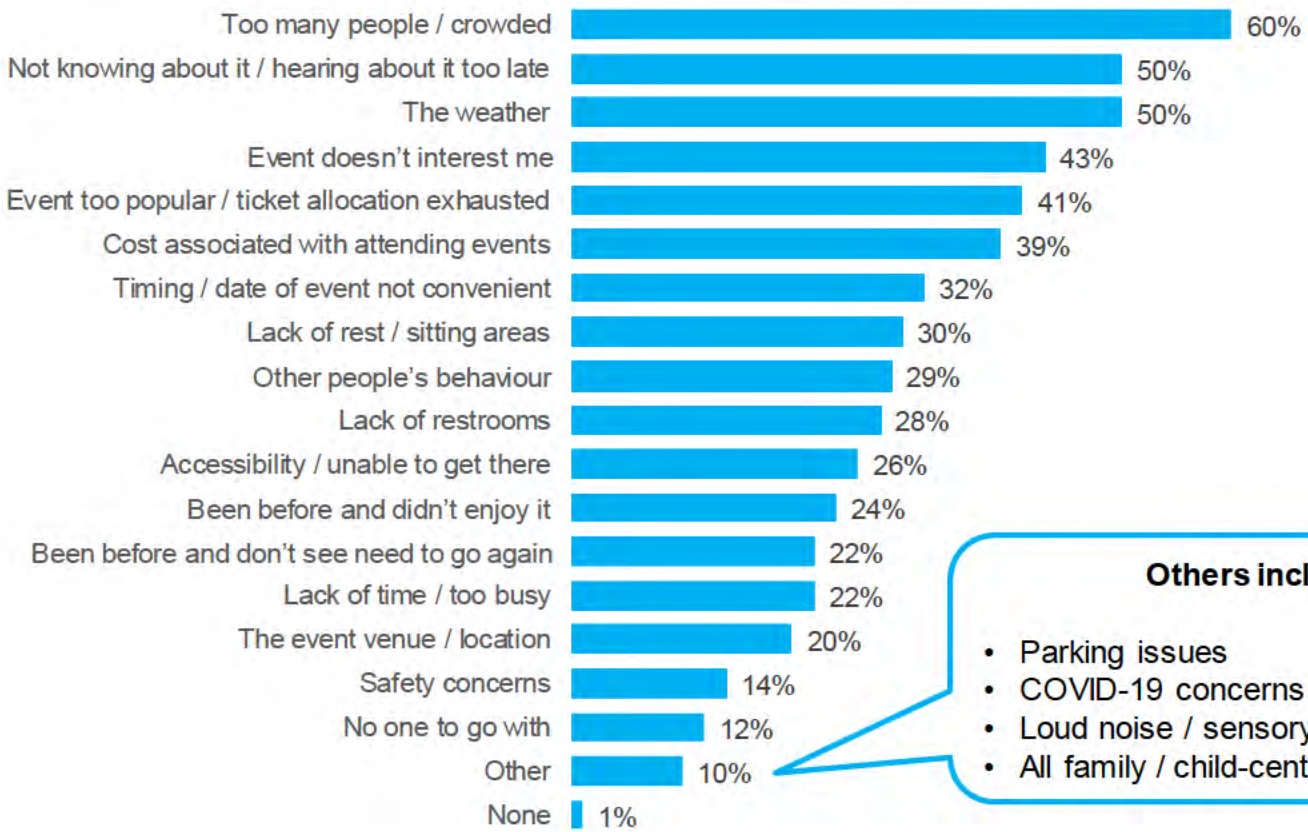


n=1,347

ACT Government | YOURsay Community panel

Crowd sizes are considered the largest barrier to event attendance, followed by a lack of awareness

***Q.** Which of the following things, if any, might put you off going to events in Canberra?*



Others include:

- Parking issues
- COVID-19 concerns
- Loud noise / sensory issues
- All family / child-centric

n=1,347

Events and COVID-19

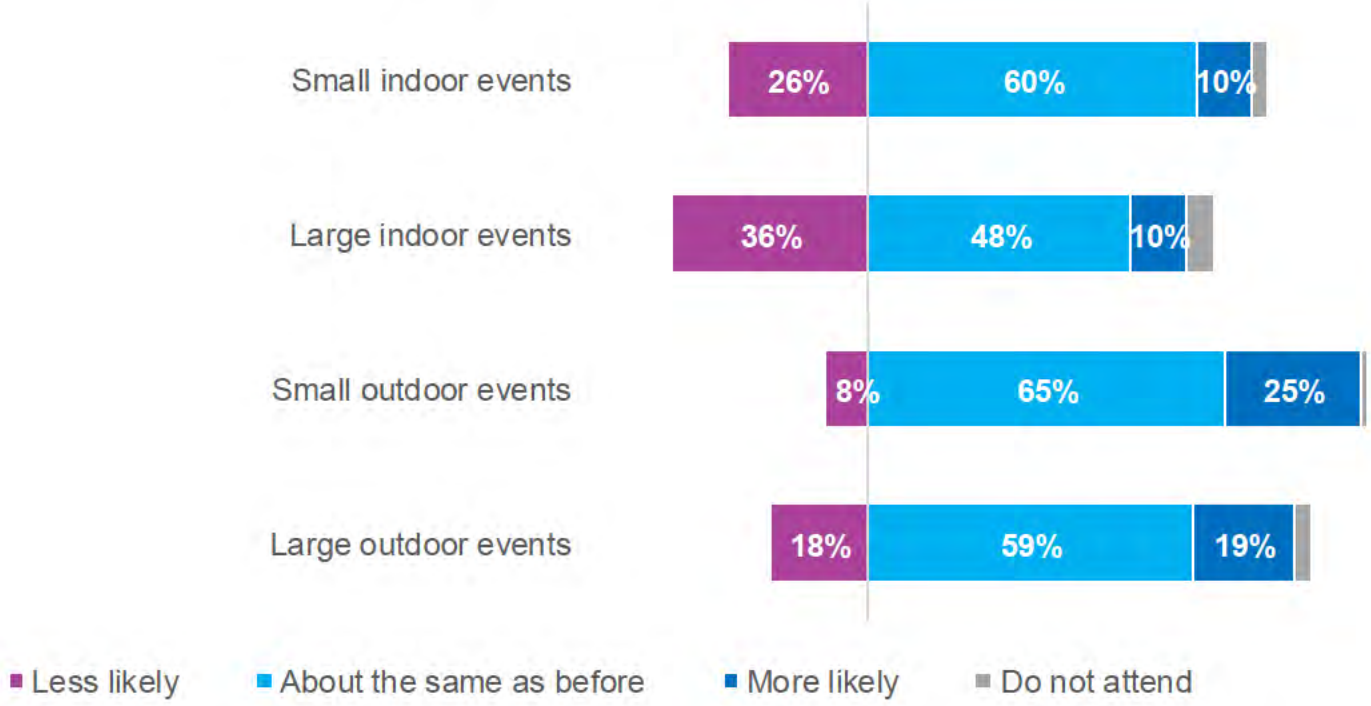
Consideration of COVID-19 risk in relation to event attendance remains high for around two thirds of the population

Q. To what extent have you considered the personal risks of engaging with events due to the current COVID-19 pandemic?

n=1,347

Around three in ten are less likely to attend indoor events than they were before the pandemic

Q. If no restrictions are in place, how likely would you be to attend the following types of events in Canberra over the next 6 months, compared to before the COVID-19 pandemic?

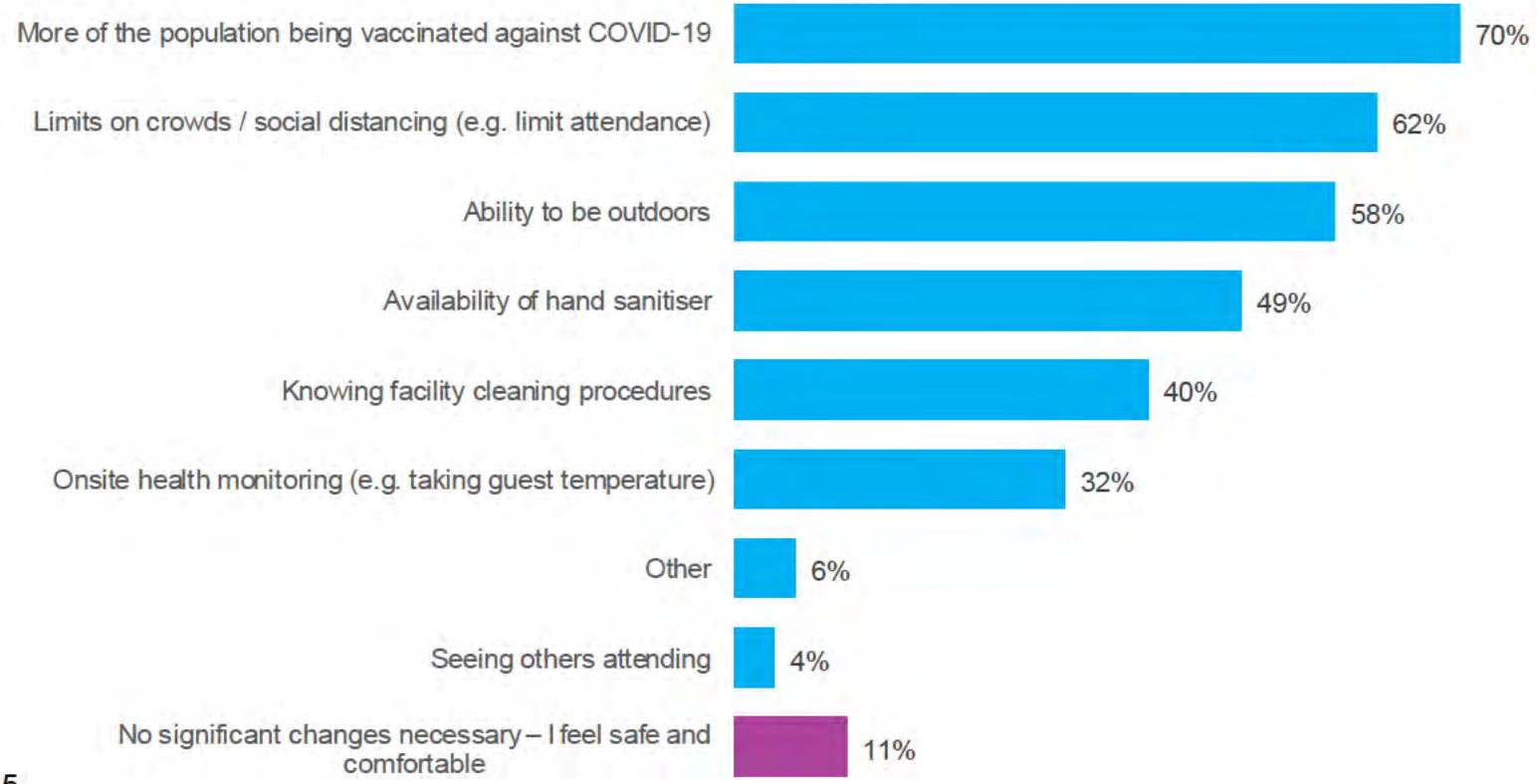


n=1,347

ACT Government | YOURsay Community panel

Beyond vaccination, there remains desire for actions to minimise the COVID-19 risk at events

Q. *Which, if any, of the following actions would make you feel safe or comfortable enough to attend an event in the current climate?*



n=1,347

ACT Government

YOURsay Community panel

Canberra Day

ACT Government | YOURsay Community panel

What Canberra Day means – common themes

A day off, holiday, long weekend

Time with family

Some fun things to do, entertainment

Enjoy the outdoors – usually nice weather

Recognising the City's founding

A day to celebrate our city

Doesn't mean much to me

Feels a bit artificial

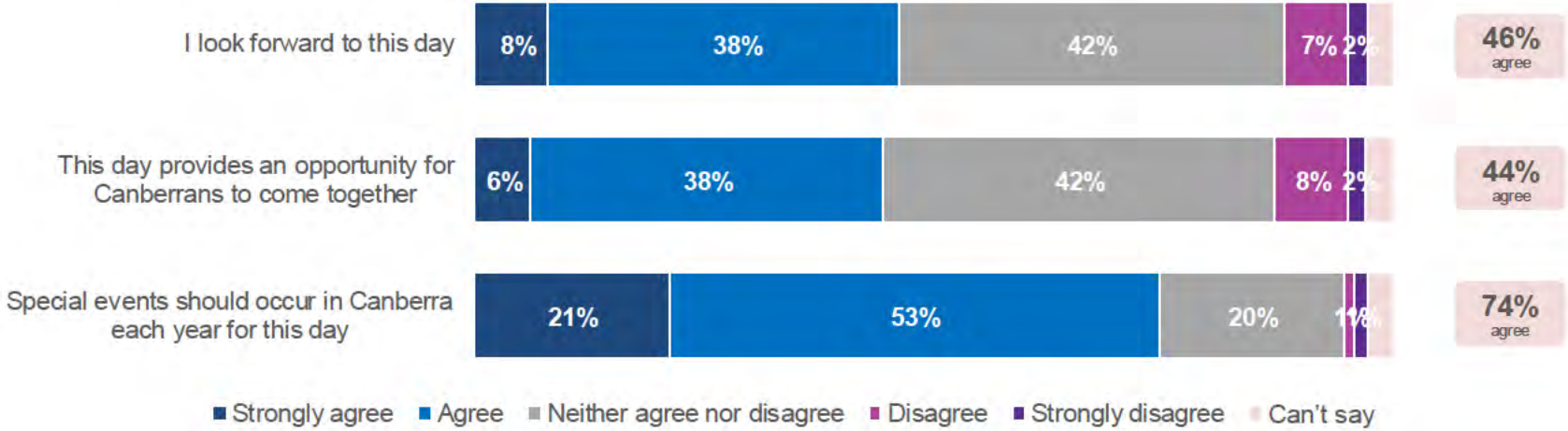
Celebrate what we have to offer – e.g. local sights, food, arts

Our own unique day

n=700

While not everyone is enthused about it, three-quarters support events taking place on Canberra Day

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



n=700

ACT Government | YOURsay Community panel

Activities would like to see for Canberra Day – common themes

- Activities around / on the lake
- Recognition and learning from traditional owners
- Local history, stories
- Free concert, fireworks
- Community, neighbourhood gatherings
- Markets, fetes, food stalls
- Showcase / engage with local attractions, culture and produce
- Quirky, niche, unique activities
- Big sporting event/s (e.g. cycling)
- Outdoor activities, natural attractions

n=700

ACT Government | YOURsay Community panel

Reconciliation Day

ACT Government | YOURsay Community panel

What Reconciliation Day means – common themes

Most Canberrans (96%) are aware of Reconciliation Day

A day to reflect on past events and how they have affected Indigenous Australians

Not much, a day off / holiday

Acknowledge and celebration Indigenous culture and contribution to society

Look to the future, building connections together

Could seem a bit tokenistic

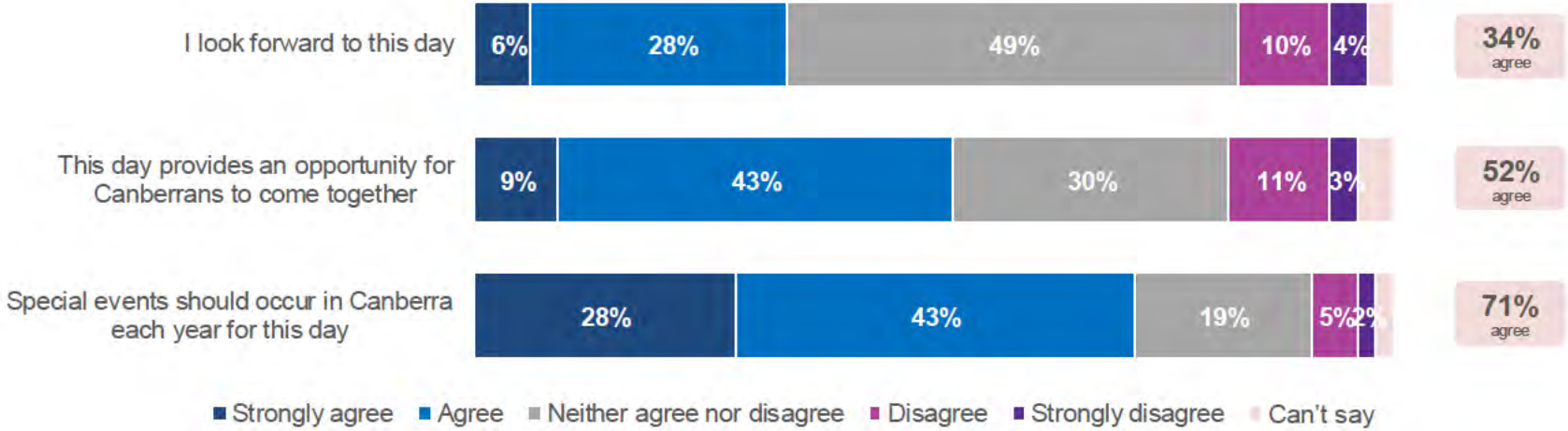
Raise awareness of history

A small step in the right direction

n=621

Most people believe events should take place on Reconciliation Day

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



n=621

ACT Government | YOURsay Community panel

Activities would like for Reconciliation Day – common themes

- More educational activities – e.g. talks, workshops
- Open days, tours of Indigenous landmarks
- Indigenous-led walks on country
- Participatory activities – e.g. storytelling, weaving, bushtucker
- Activities that are Indigenous-designed and led
- Concert, Indigenous artists, food etc
- More meaningful action / activism
- Reflection / remembrance ceremonies
- Small events across the ACT, at different institutions

n=621

ACT Government | YOURsay Community panel

Divergent perspectives around how Reconciliation Day was personally marked this year

Q. *Did you mark the Reconciliation Day public holiday this year in a way that was right for you / your family?*

How was it right for you?

- Reflection / quiet acknowledgement
- Attended / participated in events
- Spent time with family / loved ones
- Learning, reading, discovering something about Indigenous history and culture
- Spent time on land / in country
- Went away, leisure activities

Why was it not right for you?

- Just another day, didn't mean much
- Had to work or study
- Health reasons, ill, sick children
- Forgot about it
- Felt pointless, tokenistic – no meaningful action

n=621

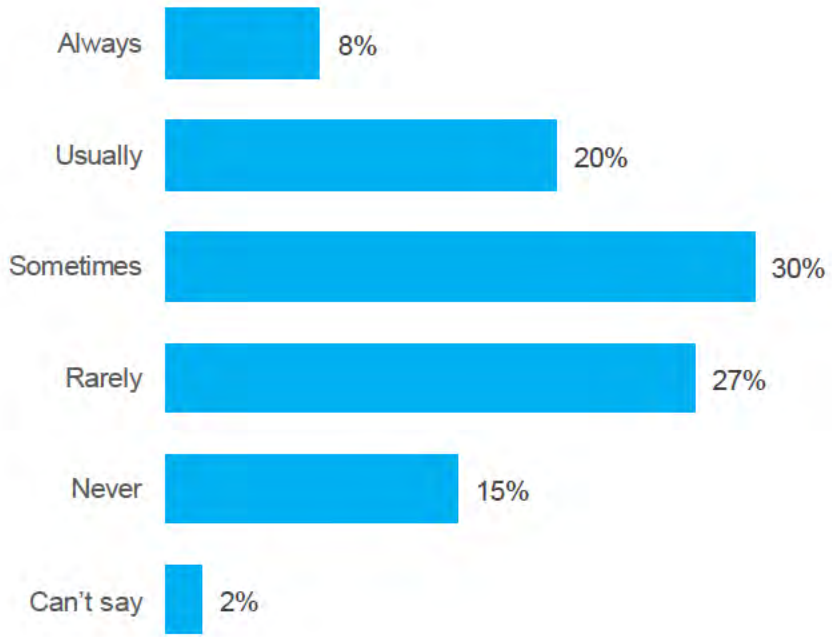
ACT Government | YOURsay Community panel

Fireworks

ACT Government | YOURsay Community panel

Around three in ten always or usually attend fireworks in the capital, while over four in ten rarely or never go to these

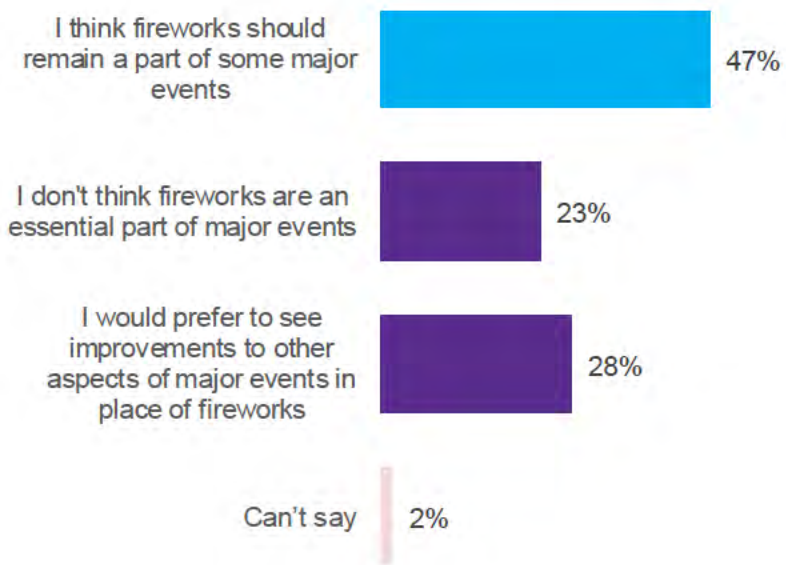
Q. *Before the bushfires and pandemic, how often would you normally attend fireworks displays held as part of major events / festivals in Canberra?*



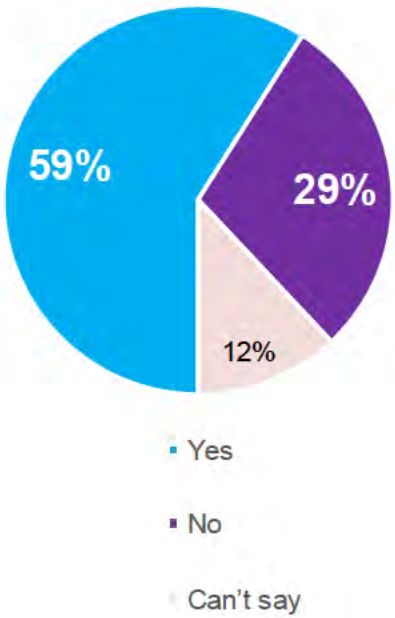
n=1,347

When asked, six in ten believe fireworks should continue to be a part of major events in Canberra

Q. Which of the following statements best reflect your views on the use of fireworks at major events?



Q. And do you think fireworks displays should continue to be a part of major events / festivals held in Canberra?



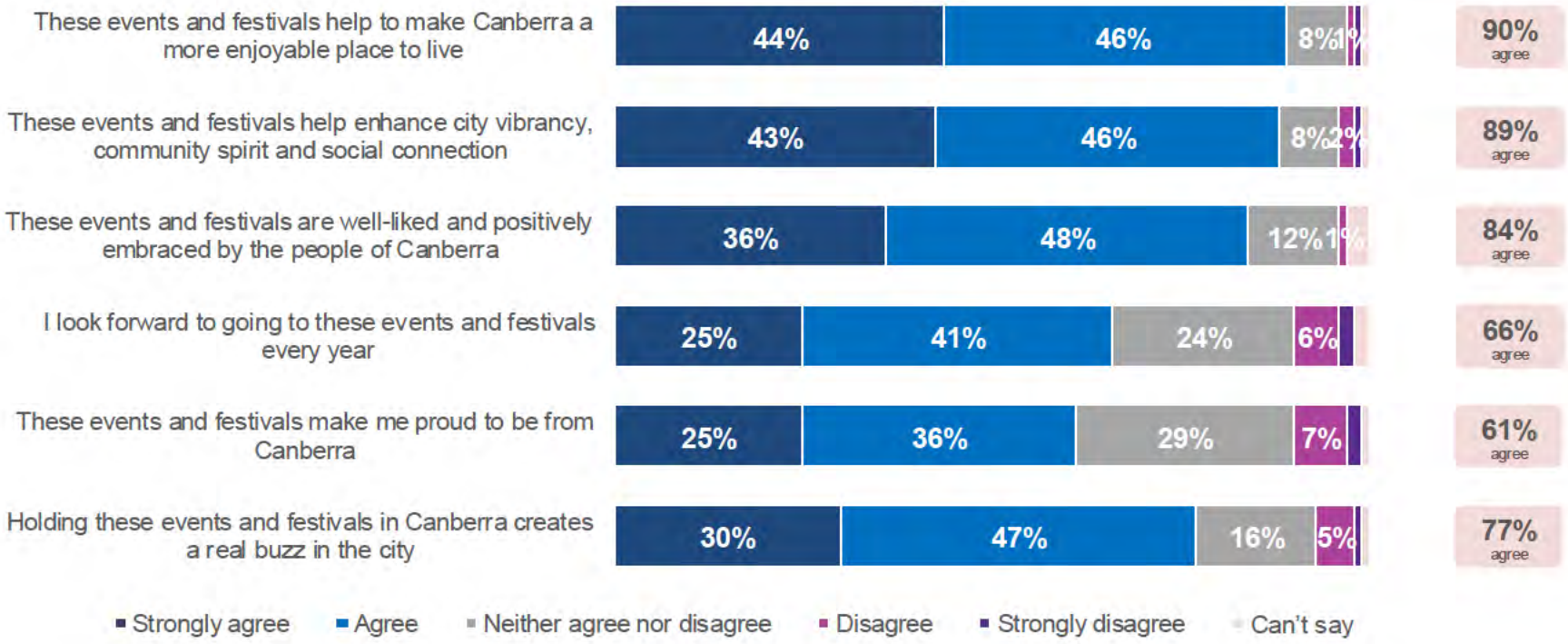
n=1,347

ACT Government | YOURsay Community panel

Role of events going forward

There is widespread endorsement of the role of events in contributing to city vibrancy, community and life satisfaction

***Q.** Thinking about the ACT Government produced events and festivals that take place in Canberra, how much do you agree or disagree with the following:*

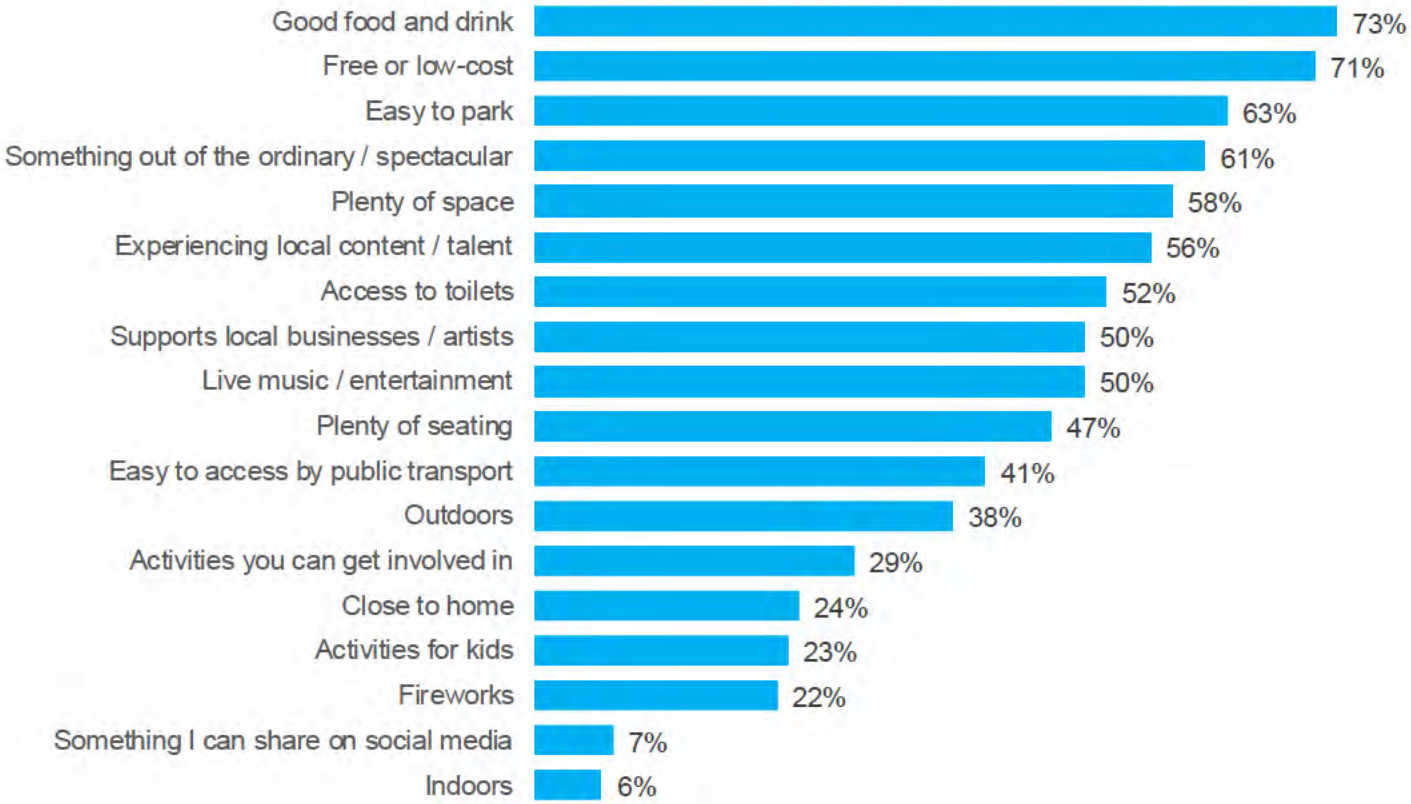


n=1,347

ACT Government | YOURsay Community panel

Good food and drink, being free or low-cost, and ease of parking feature regularly in people's conceptualisation of a perfect event

Q. *Now imagine the perfect event for you comes to Canberra! Please select from the following list any aspects of this event that make it perfect for you…*



n=1,347

ACT Government | YOURsay Community panel

Suggested event considerations and ideas – common themes

More localised events, spread across the suburbs

Better public transport to events – shuttle buses etc

More / better amenities (seating, toilets etc)

Just better publicised

More community level, low key type events (e.g. local markets, activities etc)

Better parking, traffic management + leeway in parking enforcement

Address accessibility / participation for people with complex needs

A more integrated program of events – smaller events and activities

Mix it up a bit – not same old events every year

Think outside the box – more innovative, daring content and less traditional / ceremonial stuff

n=1,347

ACT Government | YOURsay Community panel

How Canberrans would like to hear about events in future

For the most part, Canberrans envisage hearing about events through multiple channels and sources, i.e.

- TV & Radio, local news
- Social media
- Direct email / newsletter
- Our CBR
- ACT Government websites
- Local papers, magazines
- Outdoor advertising
- Word of mouth

Some participants suggest there is need for centralised information – a single, up-to-date point of reference

OMG - this is such a problem! I don't pick up papers or stop to read them. Provide a "Calendar of events" sent to each paying resident so we can put it on wall/toilet and plan our year around our favourite events

Events Canberra could be much better at gathering information in one place

Maybe a website you could subscribe to that would provided you with event details by email or SMS

A central location to go to on a social media platform to obtain information, book tickets, directions etc

n=1,347

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.

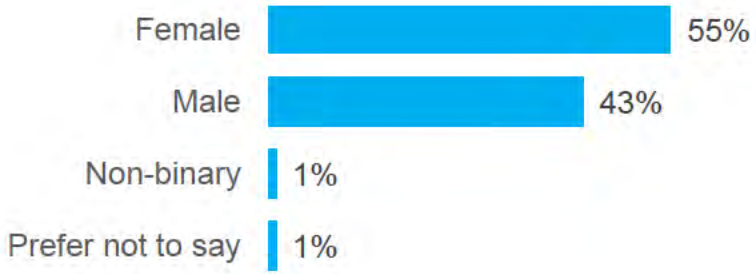
Rounding: In single choice questions, results may not add up to 100% due to rounding.

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

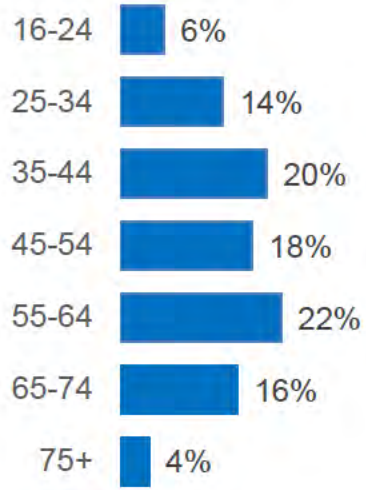
ACT Government | YOURsay Community panel

Round 10 sample profile (unweighted)

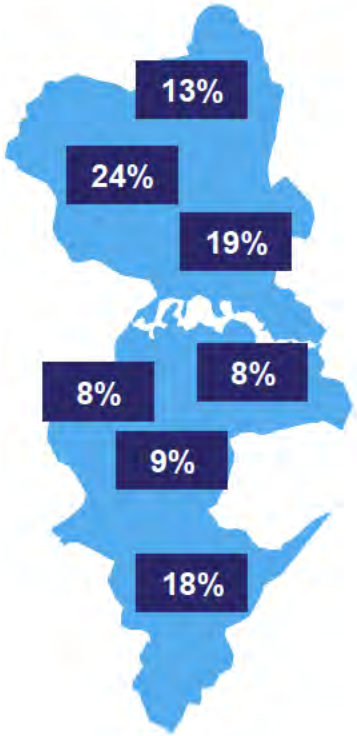
Gender



Age



Region



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

n=2,130

ACT Government | YOURsay Community panel

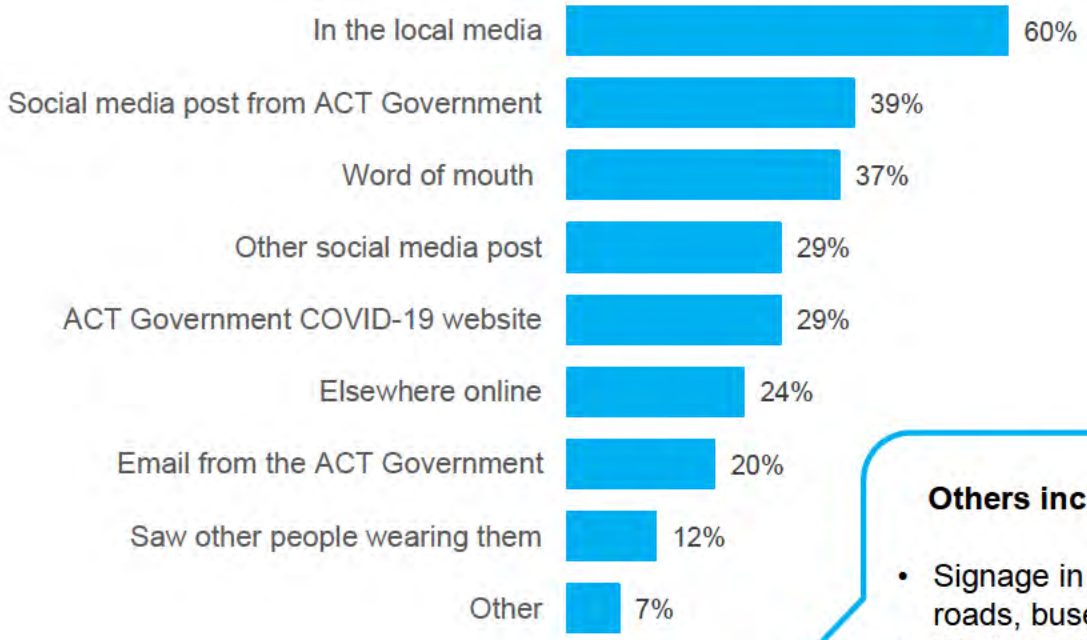
Face masks

ACT Government | YOURsay Community panel

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?*



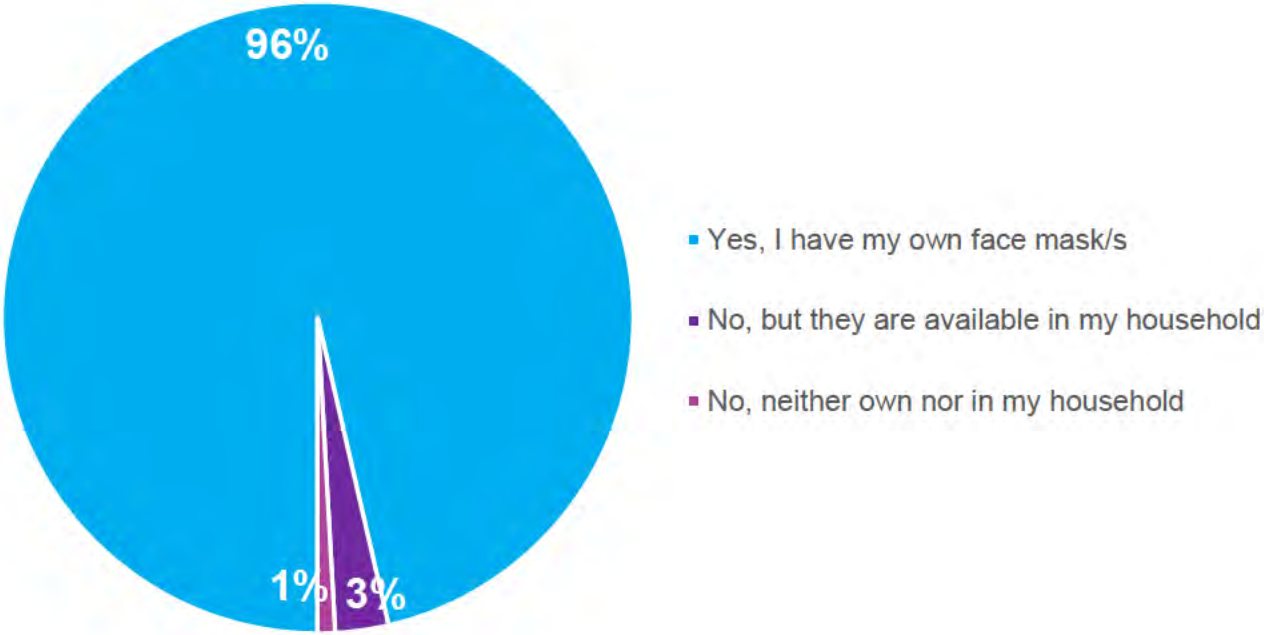
Others include:

- 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?*

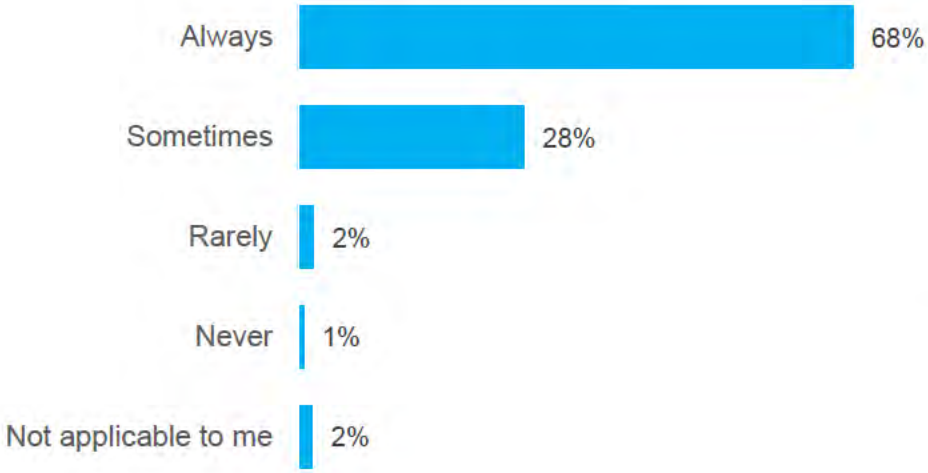


n=2,130

ACT Government | YOURsay Community panel

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

ACT Government | YOURsay Community panel

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?

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

ACT Government | YOURsay Community panel

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

ACT Government | YOURsay Community panel

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

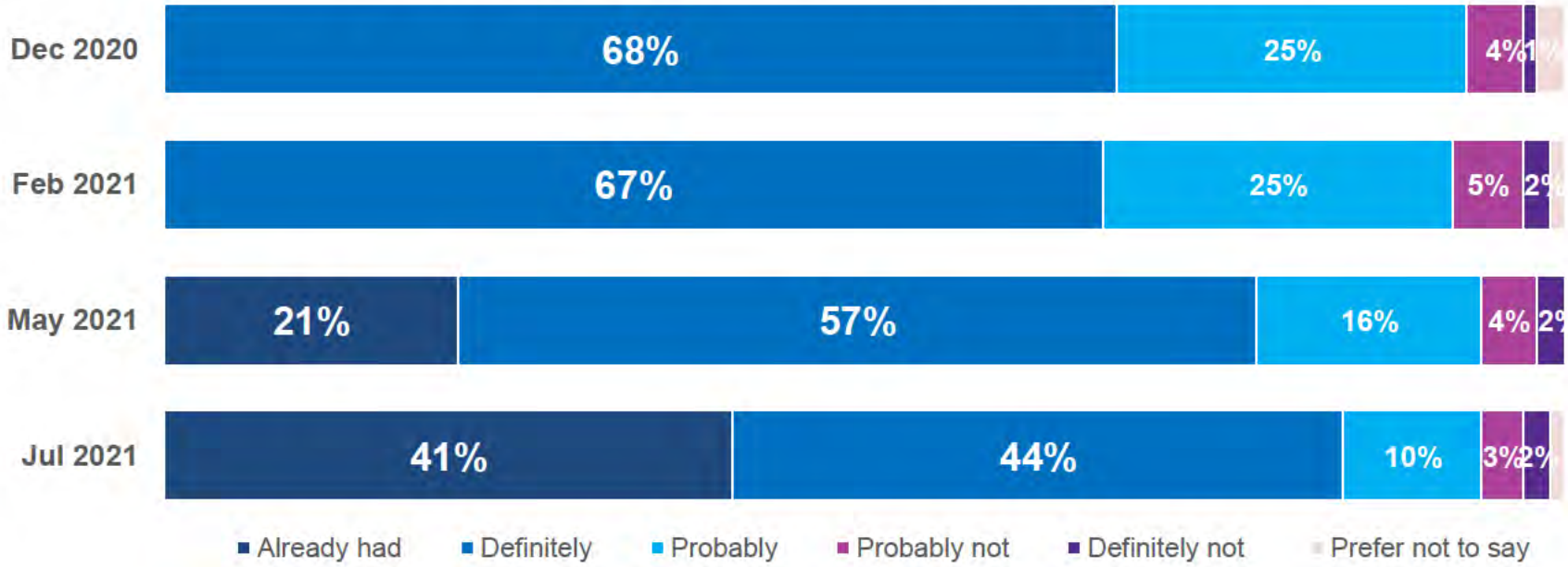
ACT Government | YOURsay Community panel

COVID-19 vaccine

ACT Government | YOURsay Community panel

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?

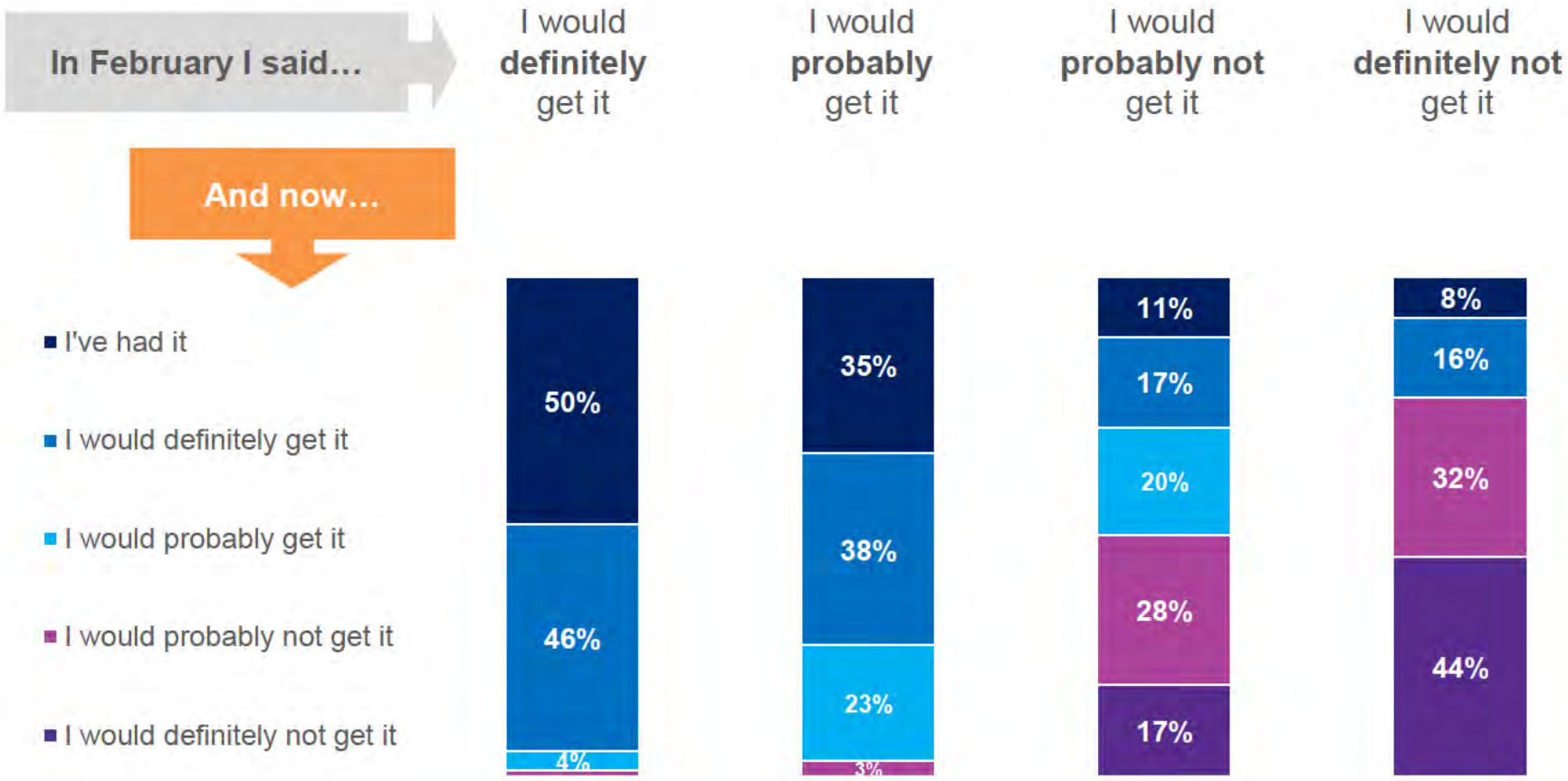


Federal Health Dept data (as of 5th July) reports 41.75% of Canberrans aged 16 or over have had at least one dose of the COVID-19 vaccine

n=2,130

ACT Government | YOURsay Community panel

Longitudinal sample shows positive conversion to vaccine uptake



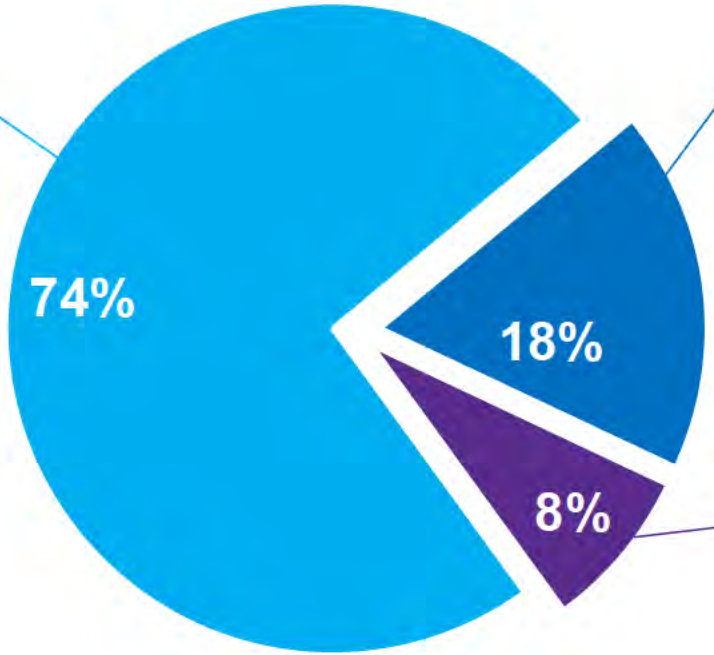
Panel members completing Round 8 (Feb) and Round 10 (July) surveys n=960

ACT Government | YOURsay Community panel

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'

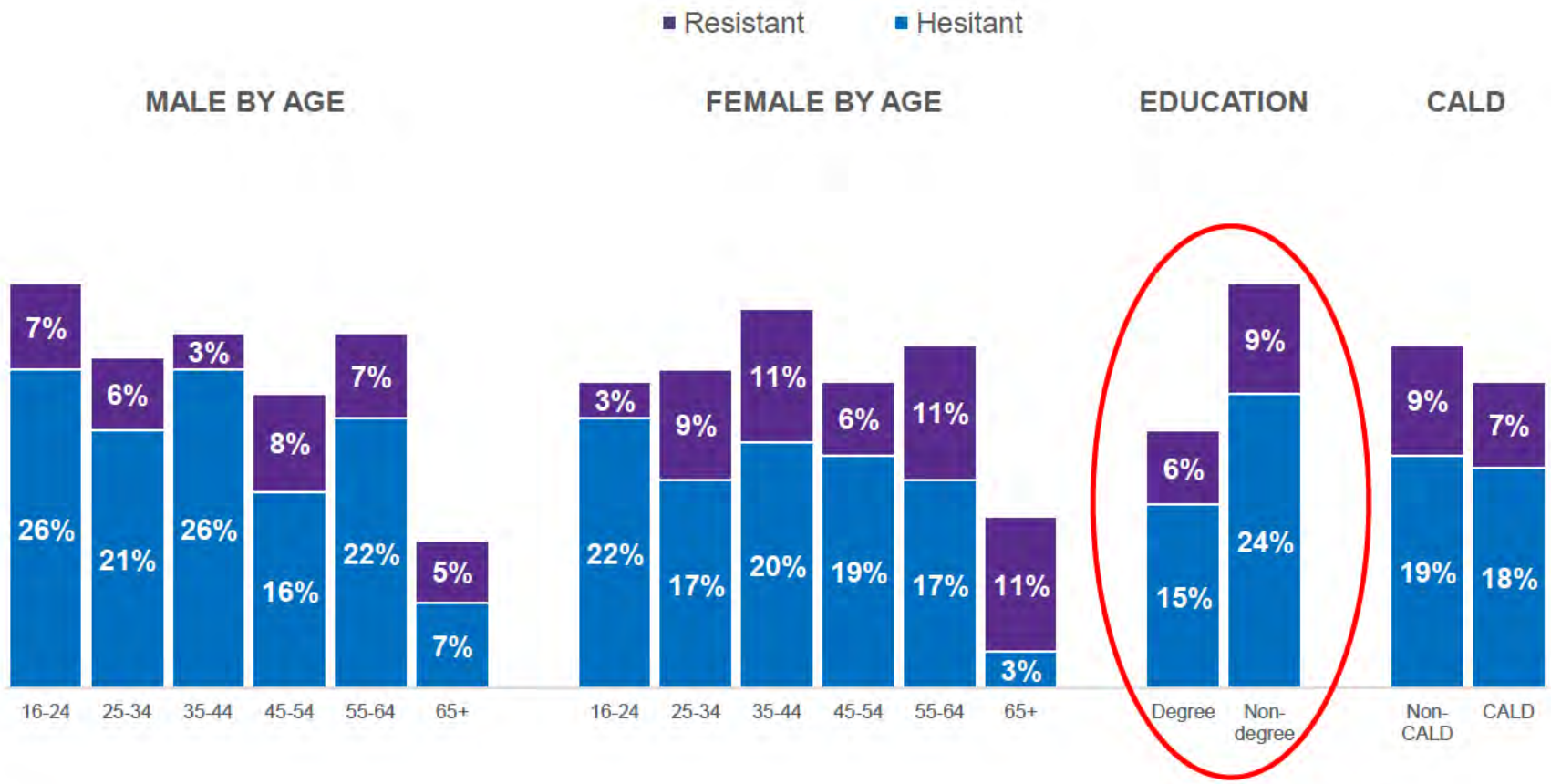
"I would probably not or definitely not get the vaccine"

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

ACT Government | YOURsay Community panel

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

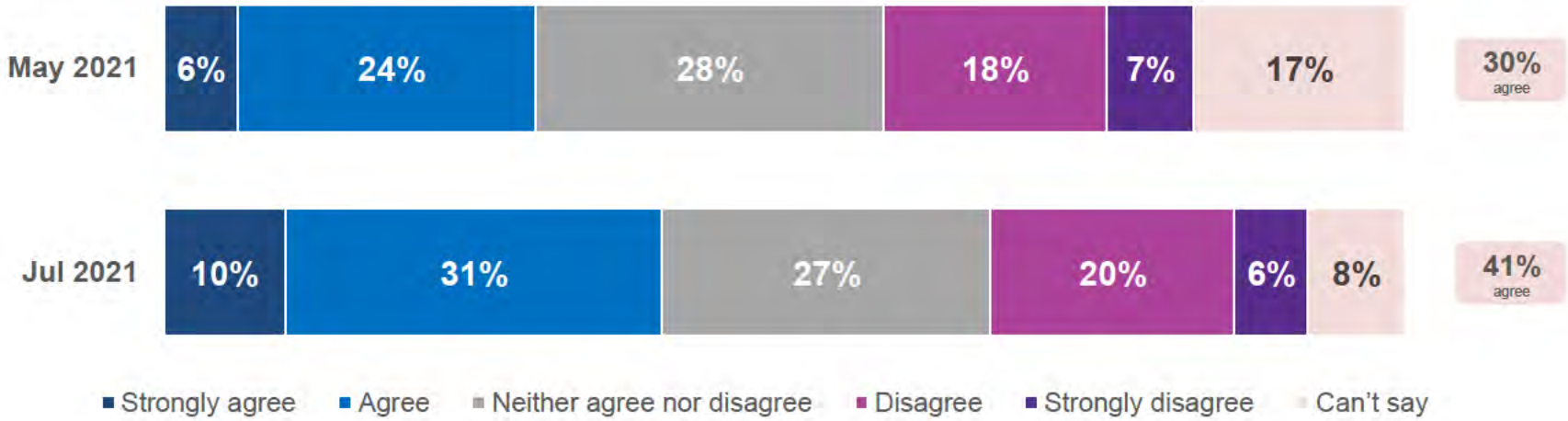


All who have not had a COVID-19 vaccine n=1,076

ACT Government | YOURsay Community panel

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%)

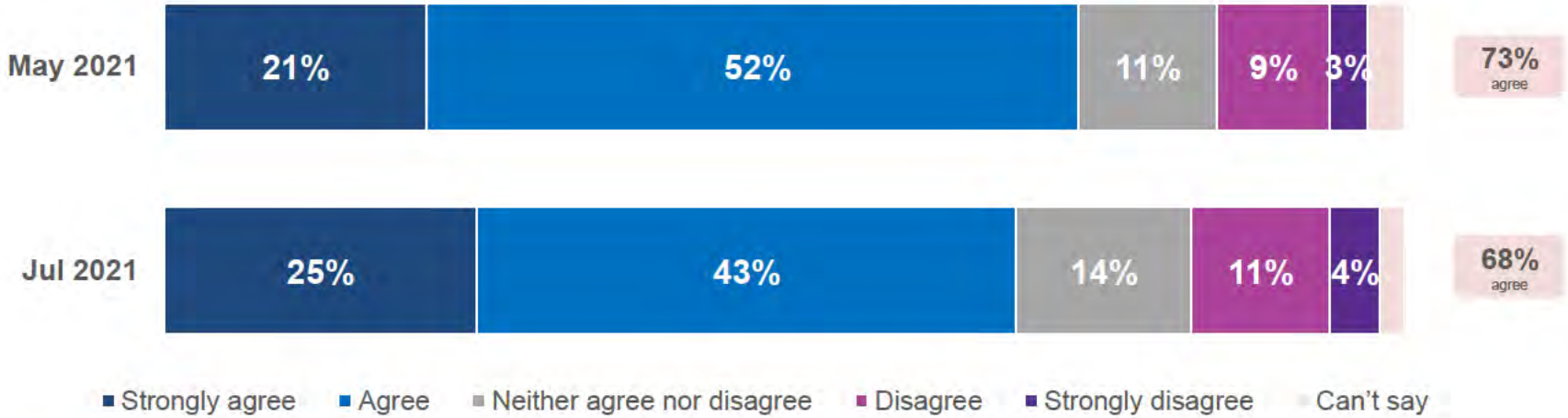
Around a third of Canberrans are neutral ('neither') or feel they 'can't say' how well the roll-out is going

n=2,130

ACT Government | YOURsay Community panel

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%)

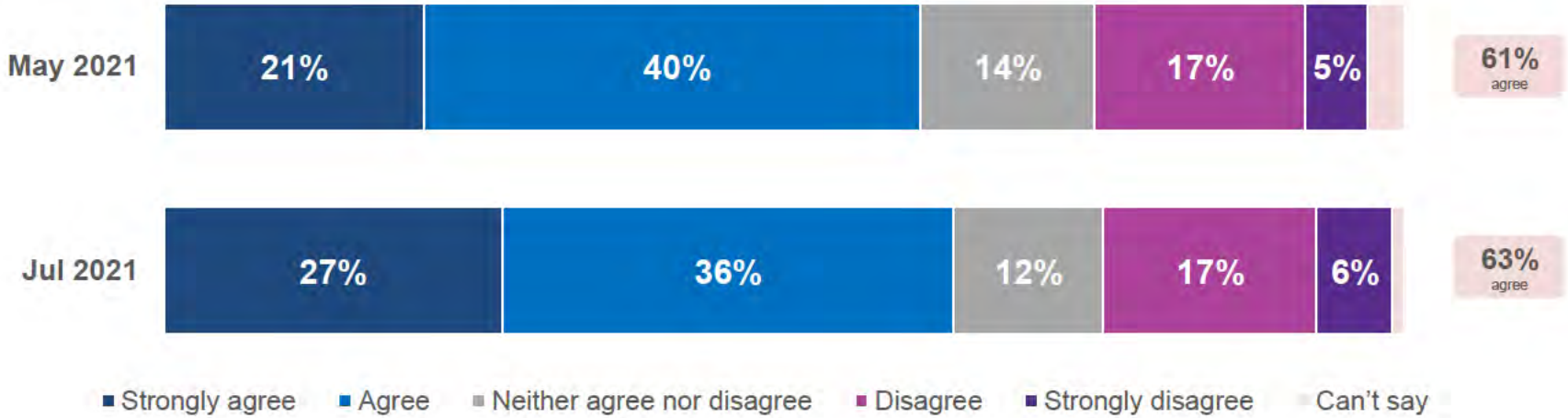
CALD Canberrans and those with children in the household are slightly less confident in being able to arrange getting a vaccine

Those who would definitely / probably get vaccine n=992

ACT Government | YOURsay Community panel

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



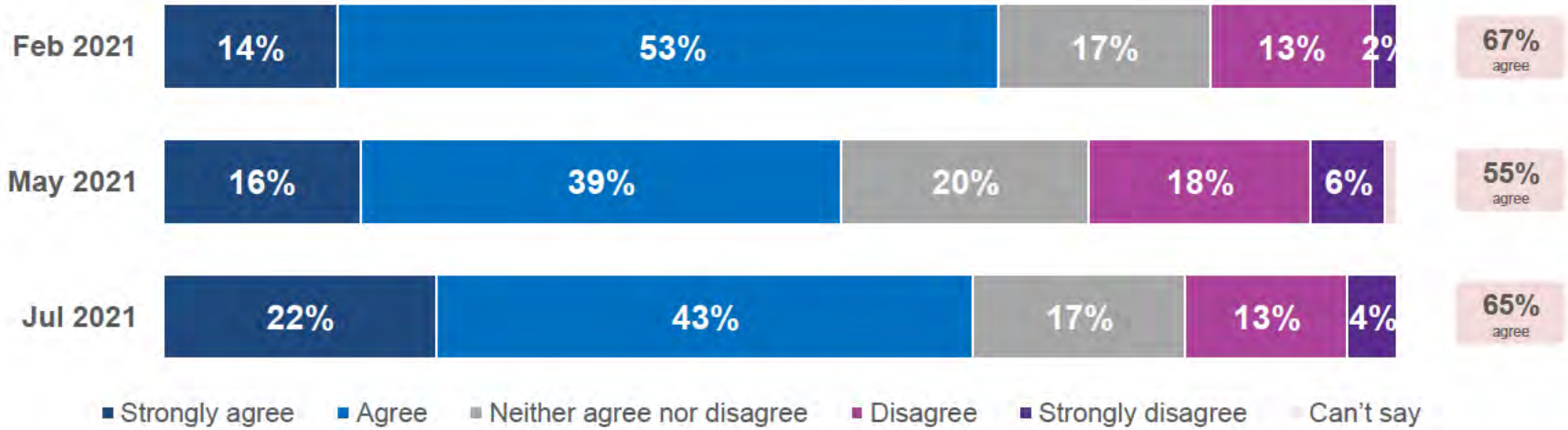
Uncertainty about where they will get a vaccine is higher among younger Canberrans (less than 35 years)

Those who would definitely / probably get vaccine n=992

ACT Government | YOURsay Community panel

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

Government

YOURsay
Community panel

COVID-safe behaviours

ACT Government | YOURsay Community panel

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

ACT Government | YOURsay Community panel

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

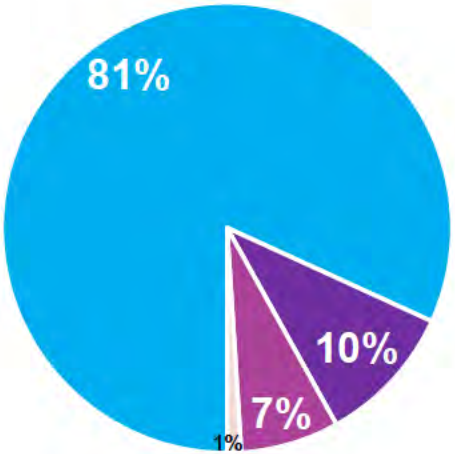
ACT Government

YOURsay Community panel

Information and response

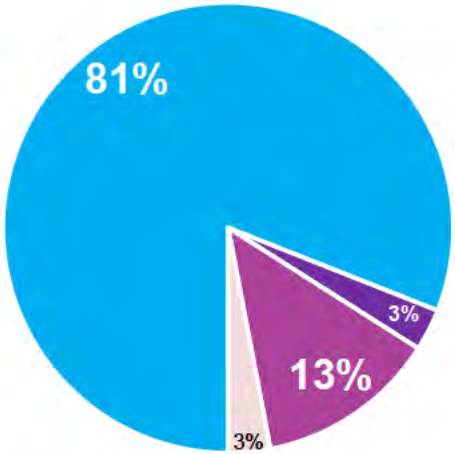
Majority feel community and ACT Government are responding appropriately to the COVID-19 pandemic

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



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

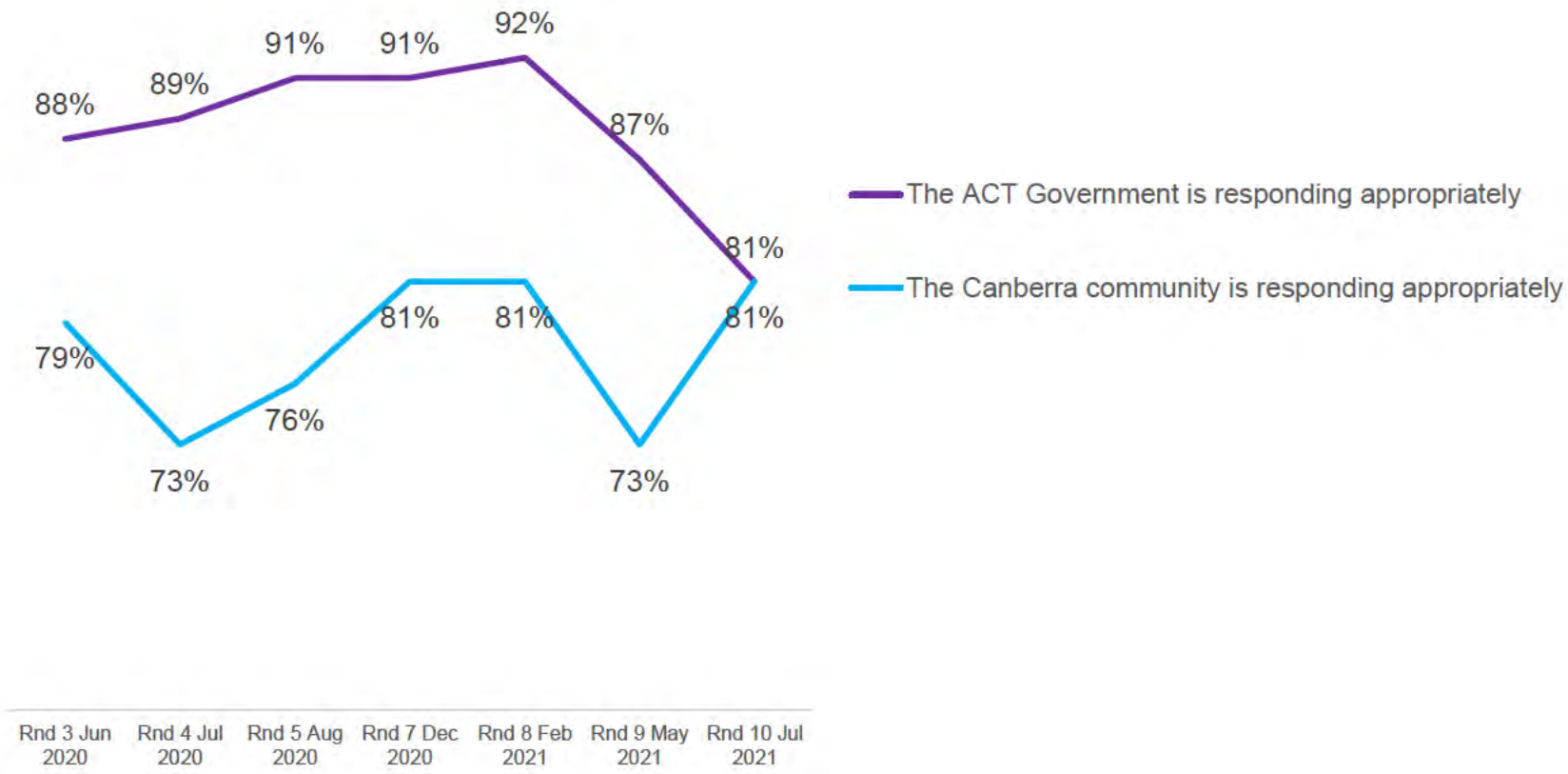
Q. *Overall, how would you describe the* ***ACT Government's response*** *to COVID-19?*



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

n=2,130

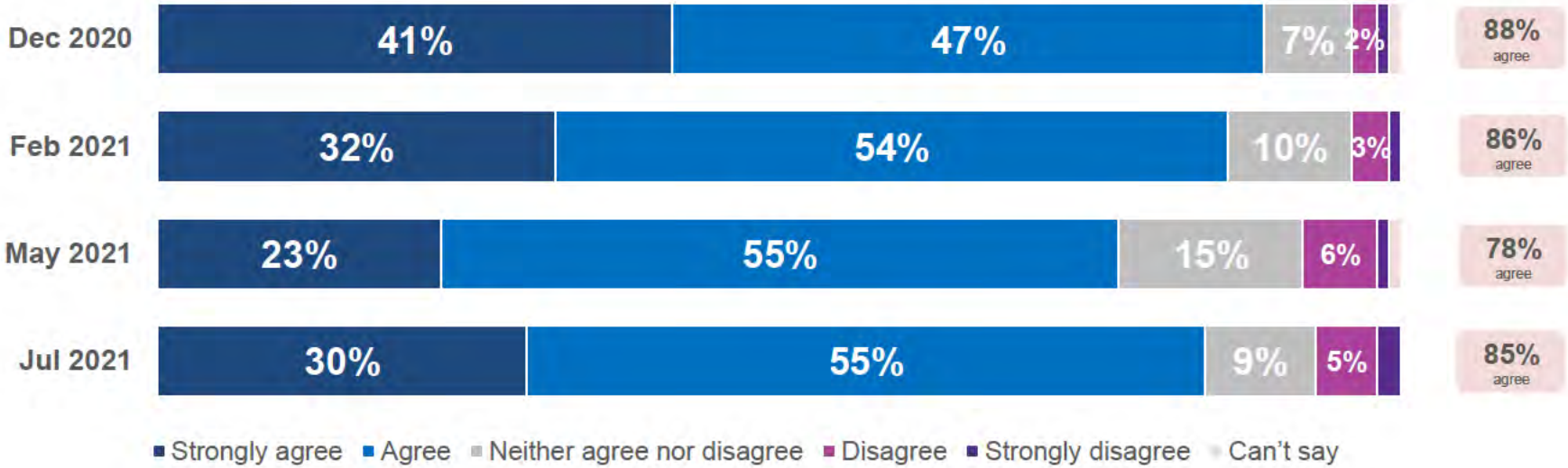
Perceptions of the Government response have dipped while perceptions of the community's response have improved



ACT Government | YOURsay Community panel

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

ACT Government | YOURsay Community panel

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

ACT Government

YOURsay Community panel

Community priorities survey

FINAL REPORT
20 August 2021

ACT Government | YOUR SAY PANEL

Background

The ACT Government engaged the YourSay Panel to identify current community priorities for the Government to address and ascertain Canberrans' communication preferences for keeping informed.

The research will be used to inform Government planning and approaches to program and service delivery along with communication of related information to communities within the ACT.

Methodological notes:

- The results have been weighted to reflect relative population proportions based on the ABS Census
- The methodology is biased towards those with internet and computer literacy, which may impact data relating to communication preferences
- In single choice questions, results may not add up to 100% due to rounding

How many?

2,149

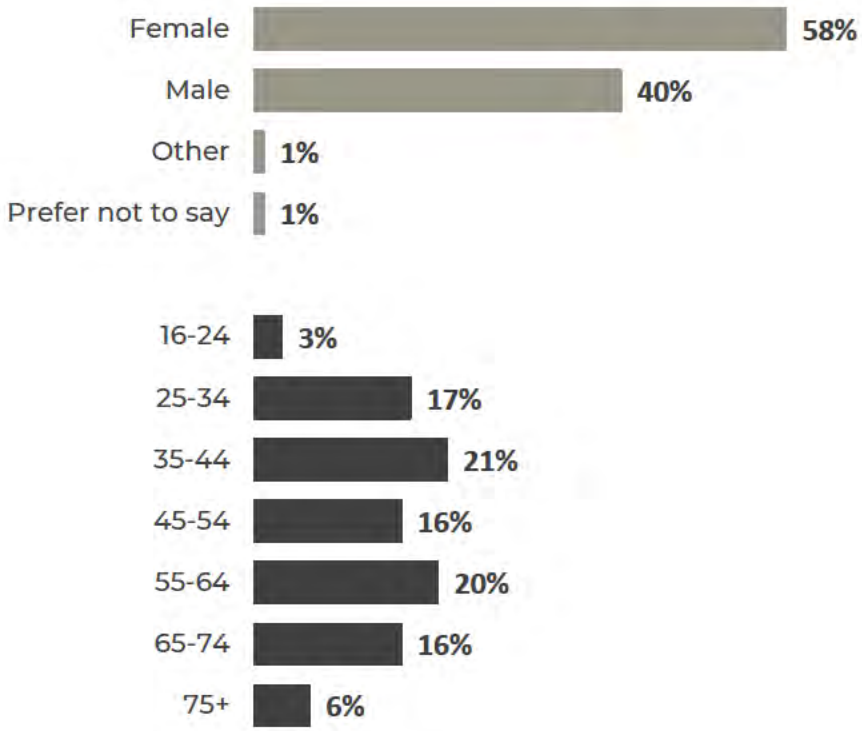
Who?

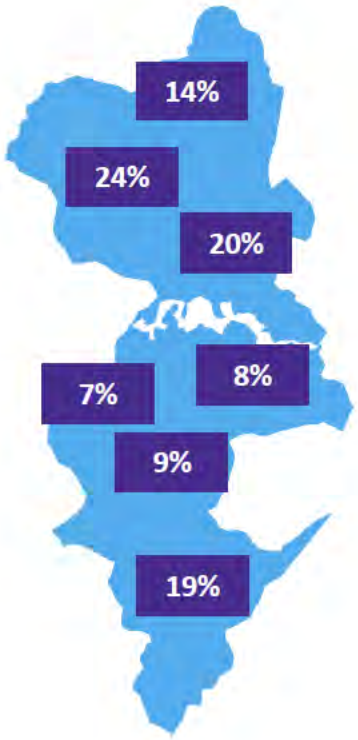
Canberrans 16+

When?

30 Jul – 5 Aug 2021

Sample profile (unweighted)





n=2149

Headlines

- Health services are a priority for Canberrans, while essential services, climate action and support for disadvantaged groups are also important
- Housing affordability has emerged as a new issue and is the highest priority for young Canberrans
- Six in ten Canberrans were satisfied with the quality of Government services, with many others neutral
- Around half of Canberrans said they felt informed about Government services
- Those who were not feeling informed were largely unaware of services in their suburb and often unengaged with this kind of information
- Nonetheless, when seeking information, the large majority were able to find what they were looking for
- ACT Government channels play a considerable role in where people turn for information about their local area, with younger Canberrans tending towards social media and informal avenues and older turning more towards traditional media sources

Top 5 priorities

Health	48%
Affordable housing	35%
Essential services	33%
Climate action	27%
Disadvantaged groups	27%

Top 5 channels for local info

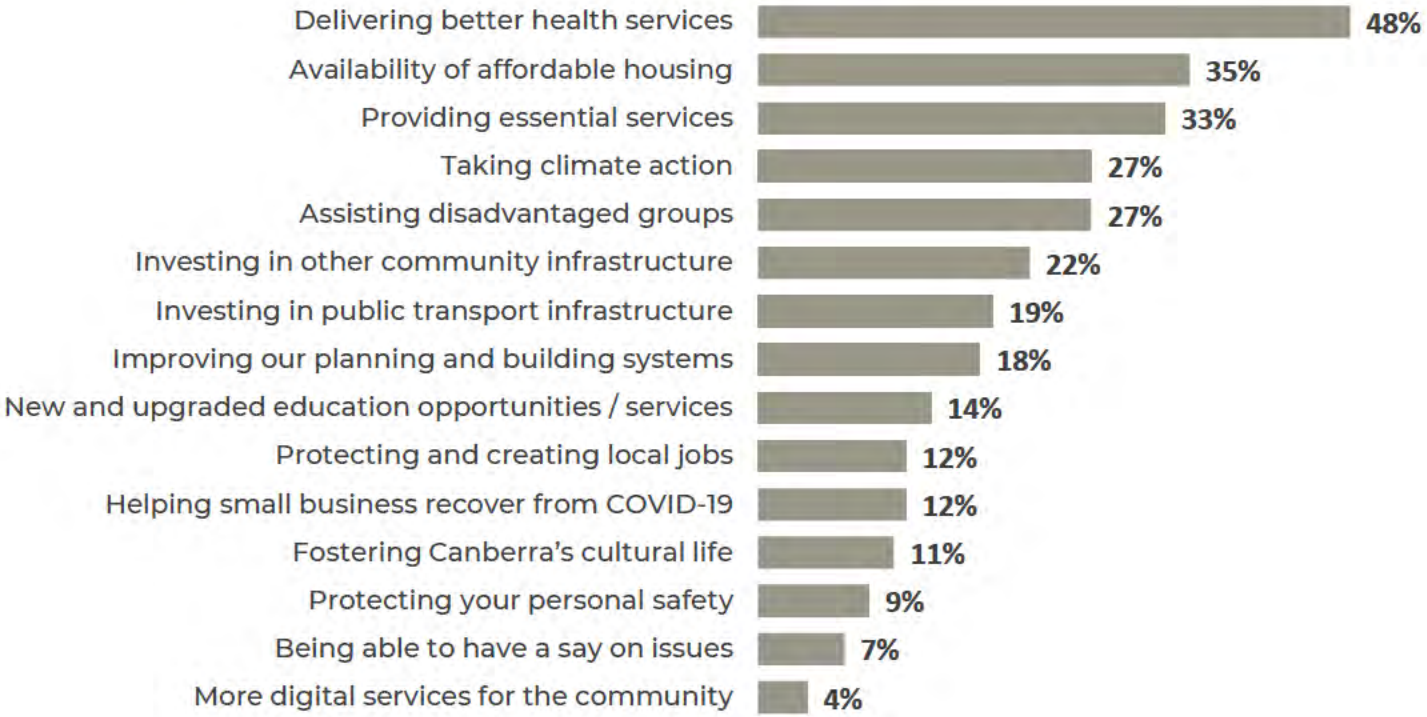
ACT Gov websites	47%
OurCanberra	46%
General social media	39%
ACT Gov social media	36%
Print / online news	34%

Community priorities

ACT Government | YOUR SAY PANEL

Biggest priorities are better health services, housing affordability, and provision of essential services

Q. Of the following areas, which do you feel are most important for the ACT Government to focus on? (Select up to 3)



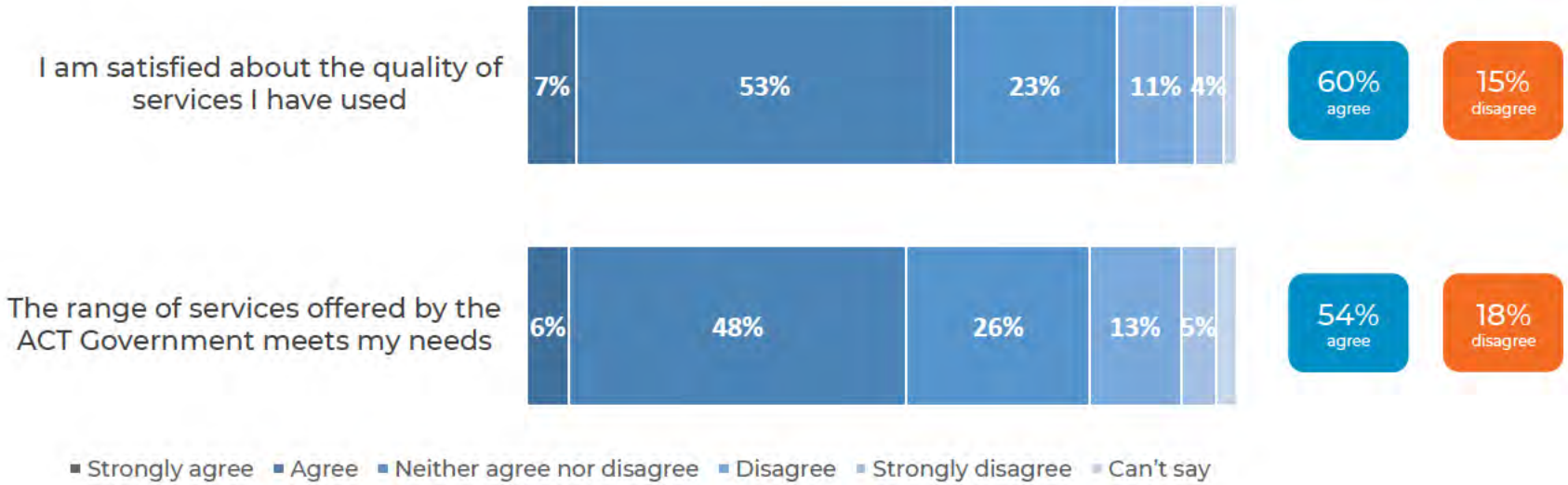
All respondents selecting up to three priorities n=1909

Government services

ACT Government | YOUR SAY PANEL

Six in ten are satisfied with the quality of services, with just over half agreeing that services meet their needs

Q. Considering everything, to what extent would you agree with the following statements:



n=2149

Service dissatisfaction often comes down to issues with provision and quality

Q. Which particular service(s) were you less than satisfied with?

Common themes include:

- Local road quality / street maintenance etc
- Health service access and availability
- Waste services and recycling
- Access Canberra services – shopfront and digital
- Public transport, bus network
- Planning and development
- Public housing – availability, maintenance

Q. Why were you less than satisfied with that particular service?

In general, common sentiment includes:

- Experienced long wait times, waiting for something to happen
- Did not receive what is needed
- Affects my environment, liveability, makes life difficult
- Reflects poorly on the ACT
- Poor customer service, inefficiencies encountered when dealing with Government

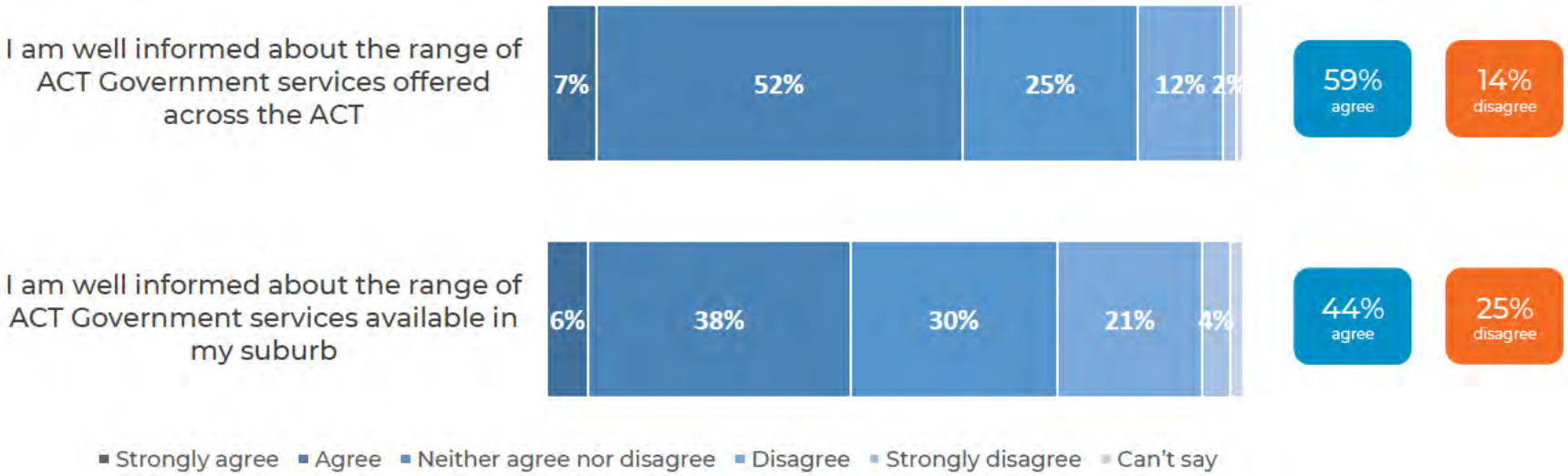
All dissatisfied with quality of services n=346

Government information

ACT Government | YOUR SAY PANEL

Around half of Canberrans are feeling well informed, with many others neutral about it

Q. Considering everything, to what extent would you agree with the following statements:



n=2149

Not feeling informed often stems from lack of awareness and engagement with information available

Q. Why do you say that you are not well informed?

Common themes include:

- Not aware of services, what is available – especially in my local suburb
- Don't have time to look, engage with media, social media, listen to radio etc
- Tend to just skim read things – e.g. OurCanberra
- Never hear anything, nothing is publicised
- Hard to find / navigate information online
- Would not know where to go to find out

Q. And in what ways can the ACT Government help you to become better informed?

Ideas include:

- Traditional approaches – e.g. letterbox drop, newsletter, advertising, social media etc
- Localised information in local area – e.g. at local shops, schools etc
- Directory / guide to services at suburb level
- Better online functionality
- Approachable shopfronts / Access Canberra
- *Need to be interested / open to information – doesn't really interest me*

All respondents saying they are not well informed n=518

Information sought on last occasion – common areas

COVID-19 – vaccination, testing, travel advice

Vehicle rego, licencing

Fix My Street type issues

Bulky waste, green bins, collection

Health services

Transport info, MyWay

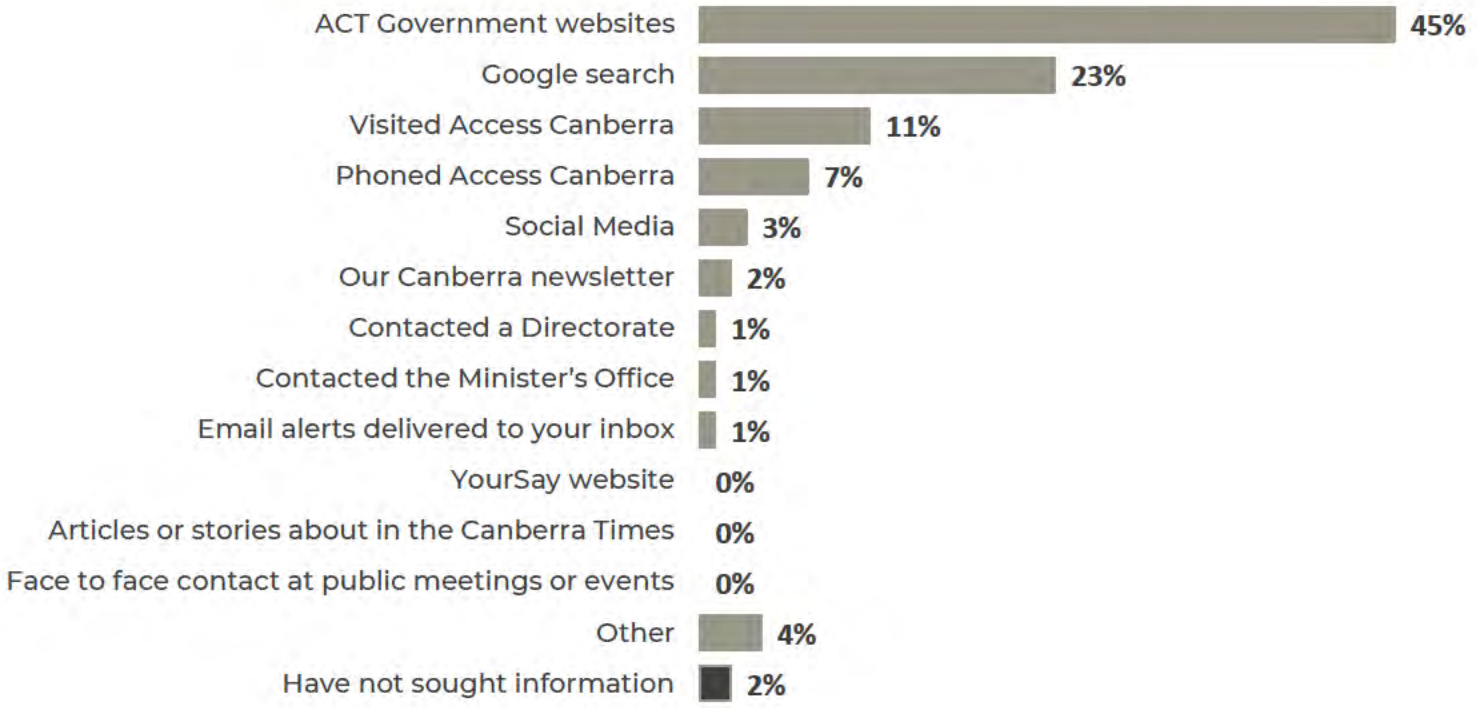
WWVP

Planning, development

n=2149

Most common pathways for seeking information from the ACT Government are online

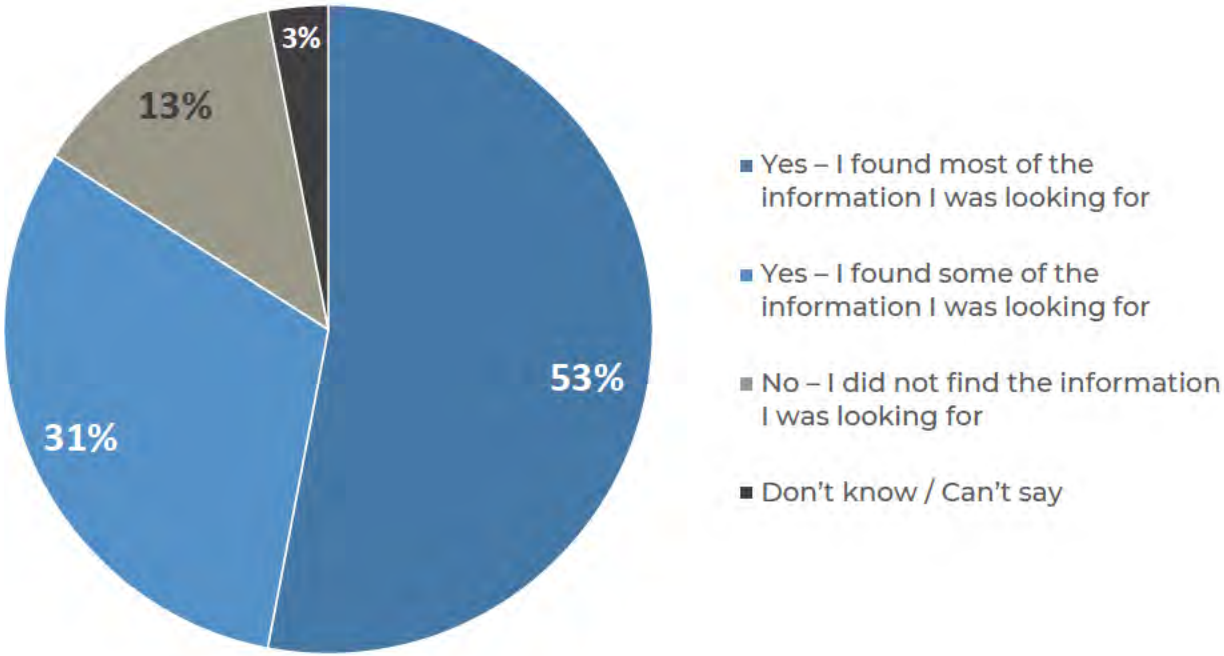
Q. Again, thinking about the last time you were looking for information from the ACT Government, what was the MAIN channel or source you used to find it?



n=2149

More than eight in ten were able to find the information they were looking for

Q. And were you able to find what you were looking for?



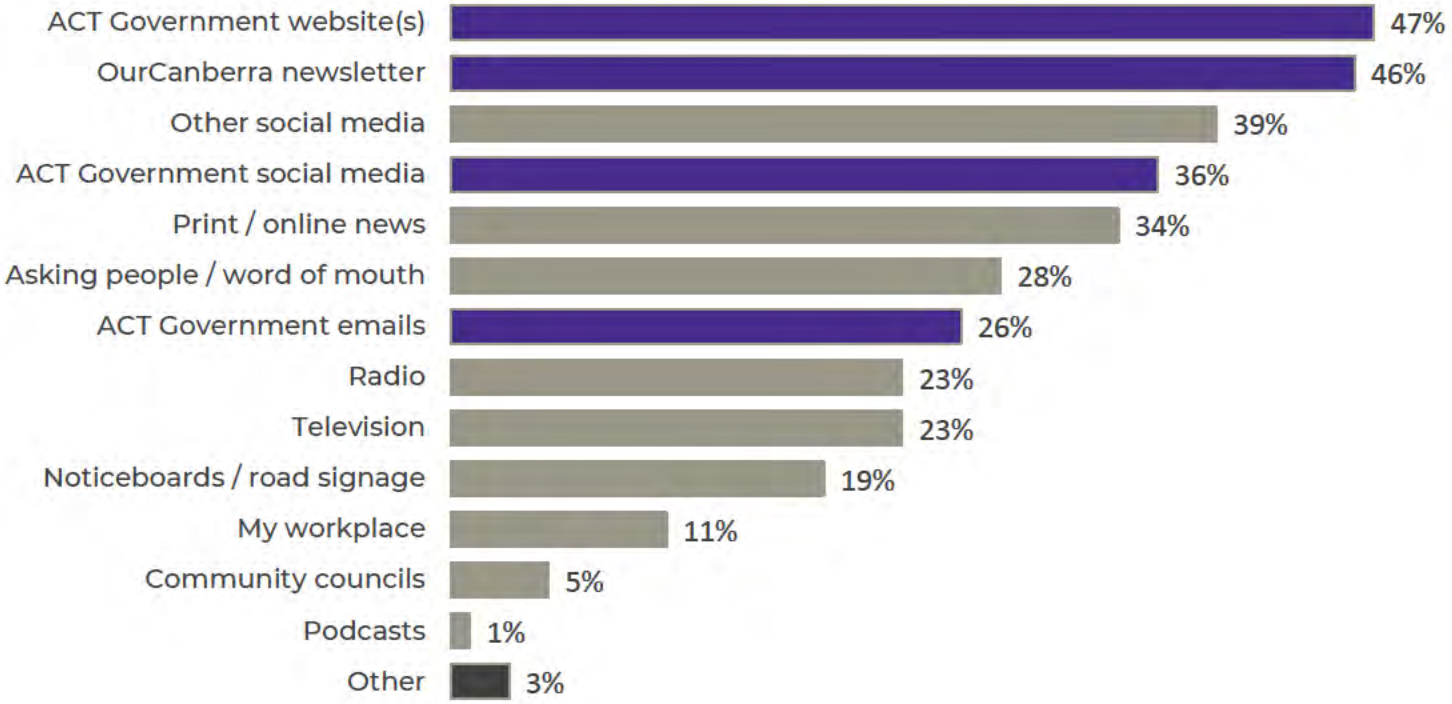
All who sought information n=2120

Channel preferences for local information

ACT Government | YOUR SAY PANEL

ACT Government sources are a prominent channel for keeping informed about local issues

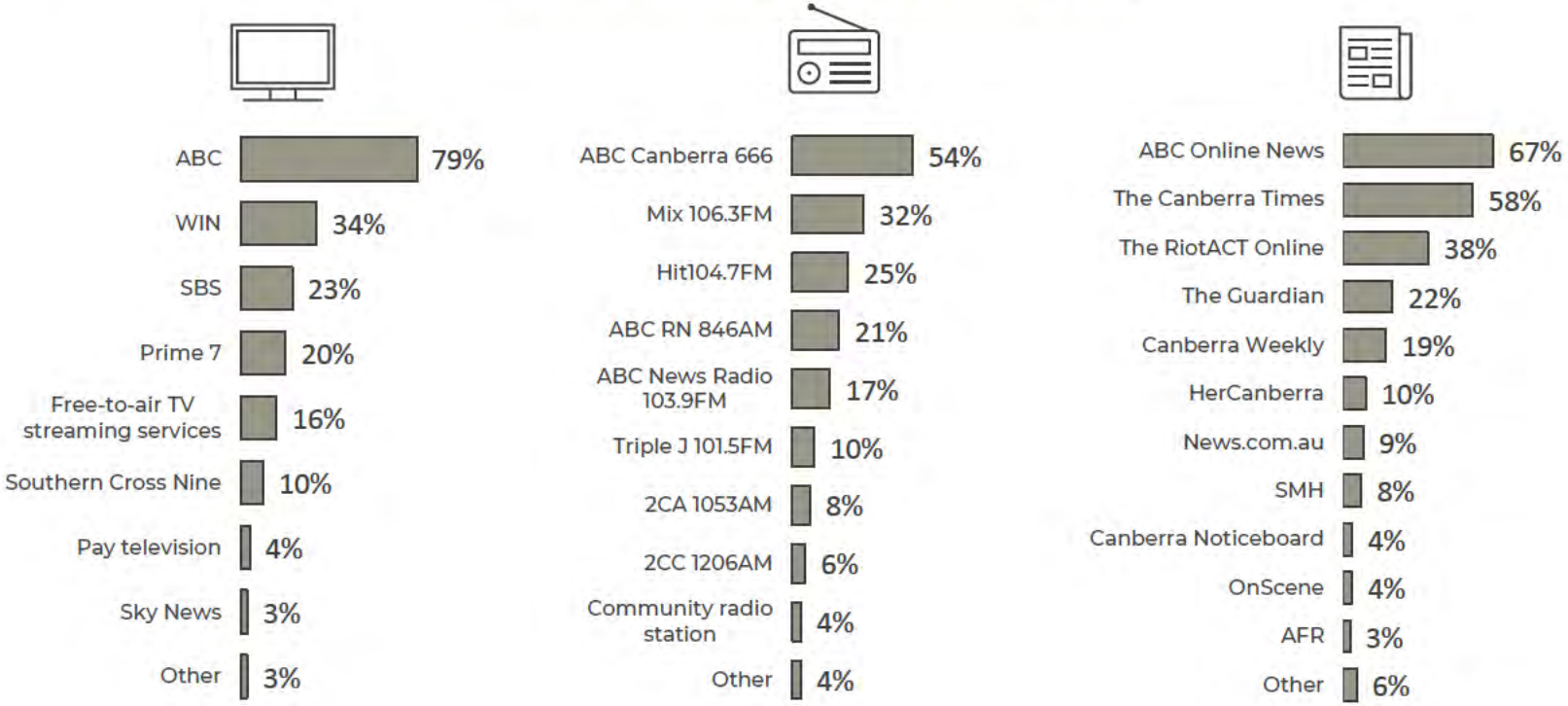
Q. Which of the following channels do you use most to keep informed about important issues which affect the area in which you live? (Select up to 5)



n=2149

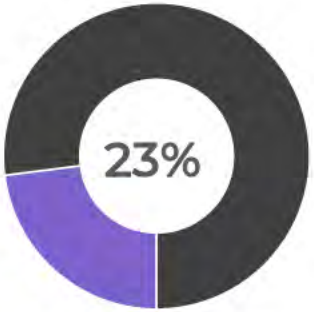
ABC tend to feature as the most common traditional media source for local information

Q. Please select the sources you use the most to keep informed about important issues which affect the area in which you live (choose up to 3)



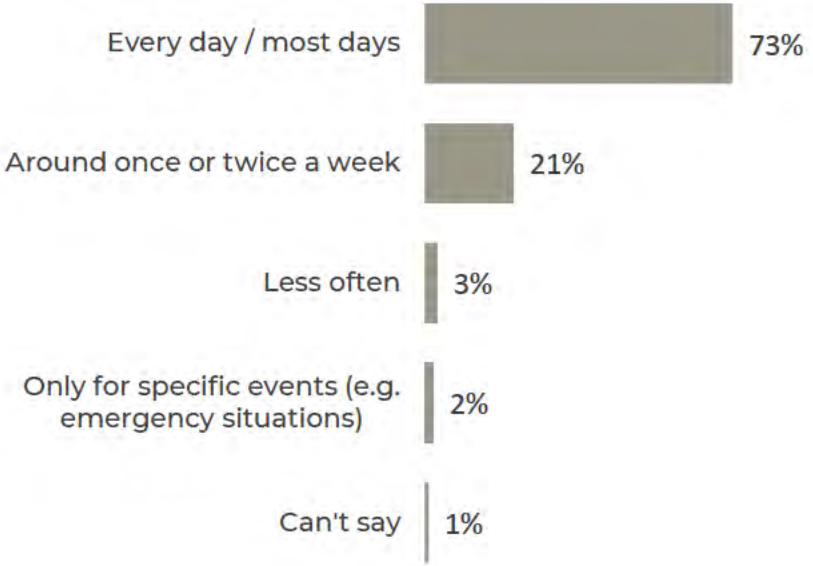
All who use each source for local information: TV n=510; Radio n=540; Print / online n=761

Most people listening to the radio for local information do so on a regular basis



Around one quarter of Canberrans listen to the radio for local info

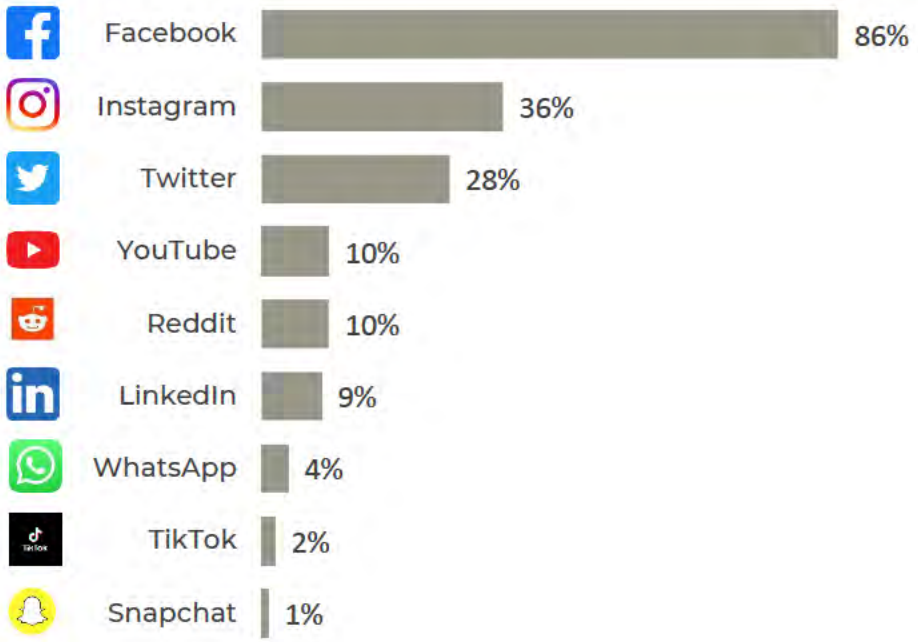
Q. In general, how often do you listen to the radio to keep informed about important issues which affect your area?



All who use radio for local information n=540

Facebook is the dominant social source of local information, with Instagram and Twitter also featuring frequently

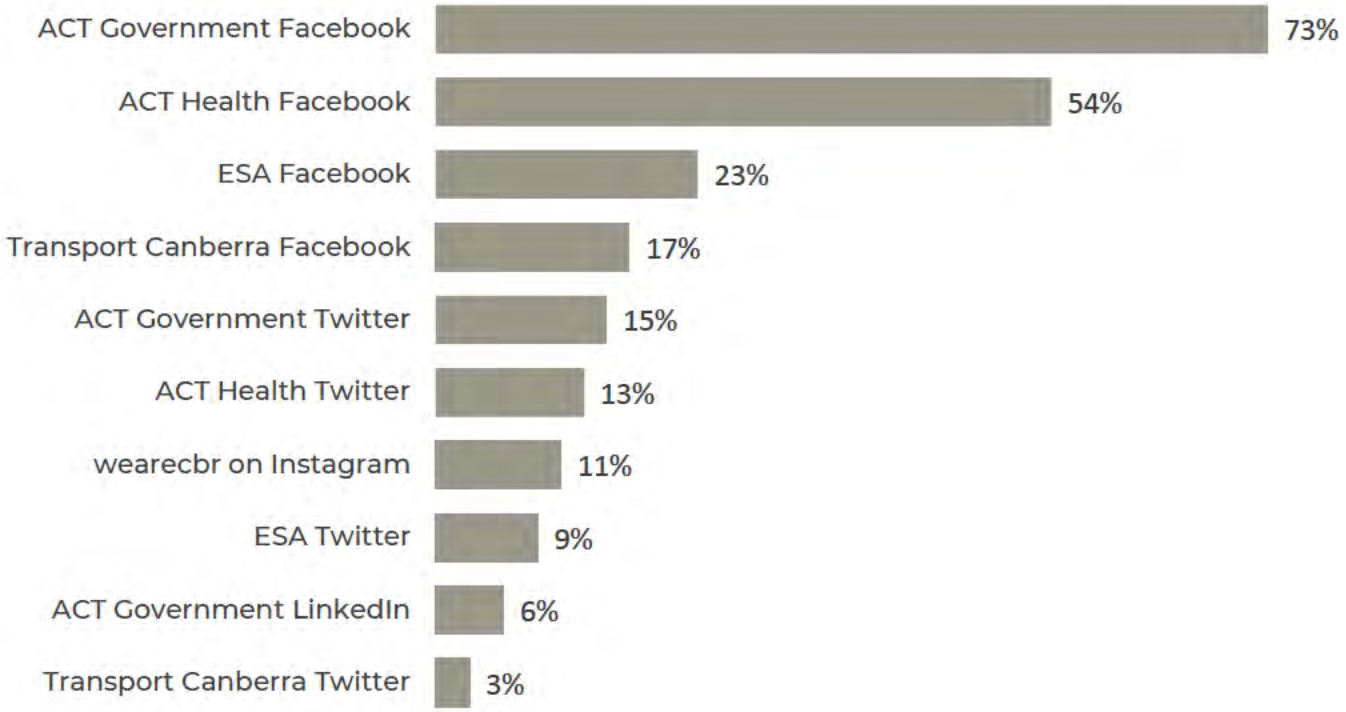
Q. Please select the social media platform(s) you use the most to keep informed about important issues which affect the area in which you live. (Select up to 3)



All who use social media for local information n=727

Facebook dominance extends to use of ACT Government social channels

Q. Please select the ACT Government social media source(s) you use the most to keep informed about important issues which affect the area in which you live. (Select up to 3)



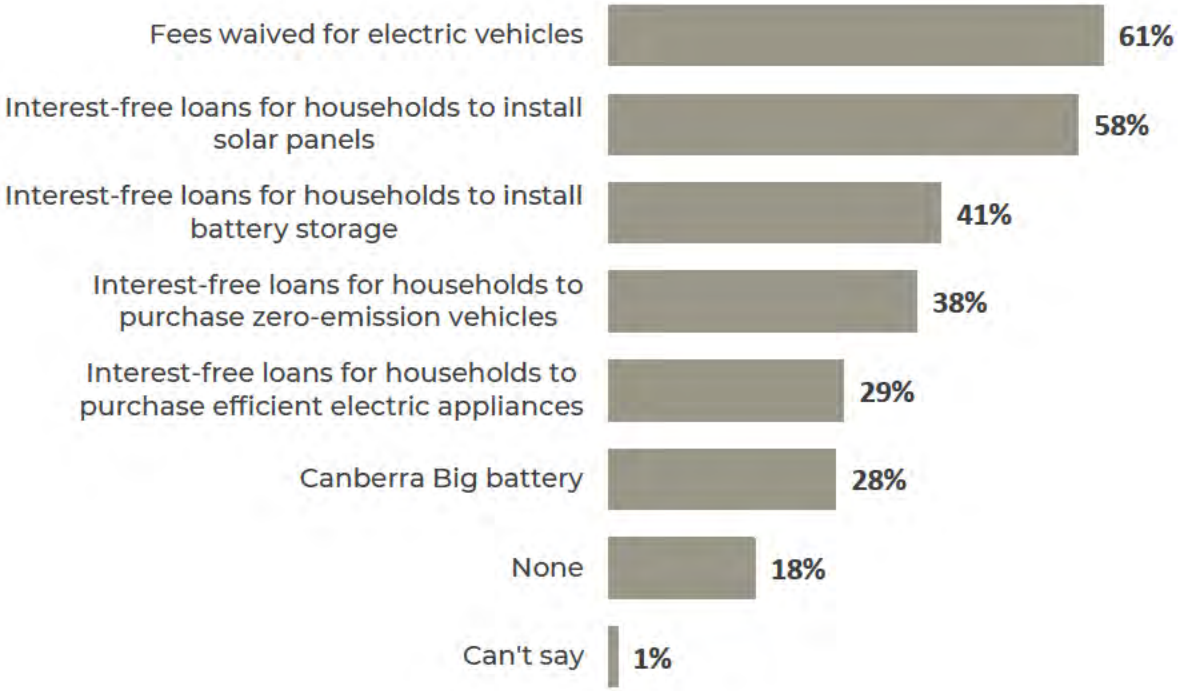
All who use ACT Government social media for local information n=688

Awareness of climate action initiatives

ACT Government | YOUR SAY PANEL

Six in ten Canberrans are aware of the waiving of fees for electric vehicles and interest free loans for solar

Q. Before today, were you aware of any of the following ACT Government climate action initiatives?



n=2149

ACT Government | YOUR SAY PANEL