



Northern Sydney Regional Organisation of Councils (NSROC)

Community COVID-19 Research

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Background & Methodology

Why?

- Understand and identify how the COVID-19 pandemic has affected the community
- Identify work-related impacts from the pandemic
- Explore sentiment towards Government action on reducing the impact/spread of the virus
- Explore social wellbeing impacts of COVID-19

How?

- N = 1,128 online survey completes
- 682 respondents recruited through Dynata (online panel provider), 446 respondents recruited through our Micromex panel of past survey participants
- We use a 5 point scale (e.g. 1 = not at all concerned, 5 = very concerned)

When?

- Implementation 1st – 17th September 2020



Background & Methodology

Sample selection and error

A total of 1,128 online surveys were completed (Dynata N = 682, Micromex Panel N = 446).

The sample was weighted by age and gender to reflect the 2016 ABS Census data for Hunter's Hill, Hornsby Shire, Ku-ring-gai, Lane Cove, Mosman, North Sydney, City of Ryde or Willoughby Council.

Interviewing

Interviewing was conducted in accordance with the AMSRS (Australian Market and Social Research Society) Code of Professional Behaviour.

Prequalification

Participants in this survey were pre-qualified as not working for, nor having an immediate family member working for, Hunter's Hill, Hornsby Shire, Ku-ring-gai, Lane Cove, Mosman, North Sydney, City of Ryde or Willoughby Council LGA and must be a resident of one of those LGAs.

Data analysis

The data within this report was analysed using Q Professional.

Within the report, ▲ ▼ are used to identify statistically significant differences between groups, i.e., gender, age and language spoken.

Significance difference testing is a statistical test performed to evaluate the difference between two measurements. To identify the statistically significant differences between the groups of means, 'One-Way Anova tests' and 'Independent Samples T-tests' were used. 'Z Tests' were also used to determine statistically significant differences between column percentages.

Percentages

All percentages are calculated to the nearest whole number and therefore the total may not exactly equal 100%.

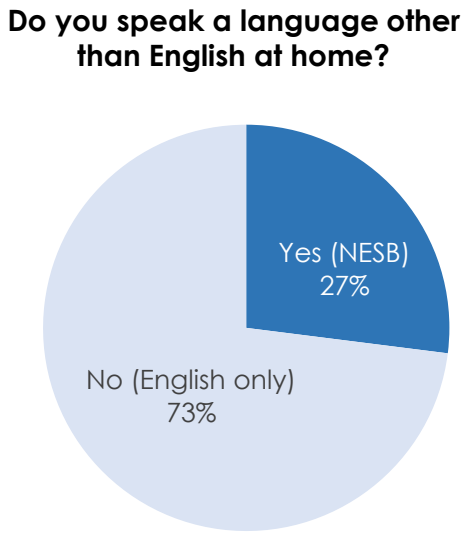
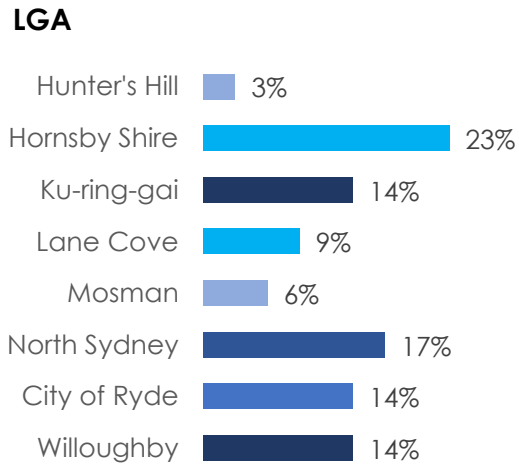
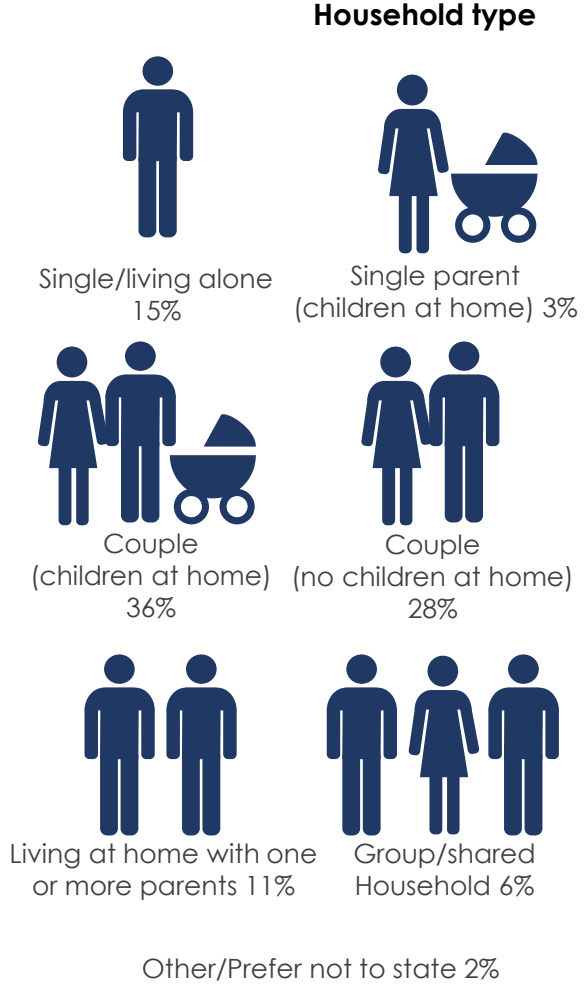
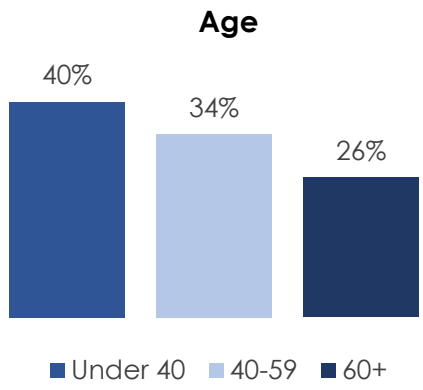
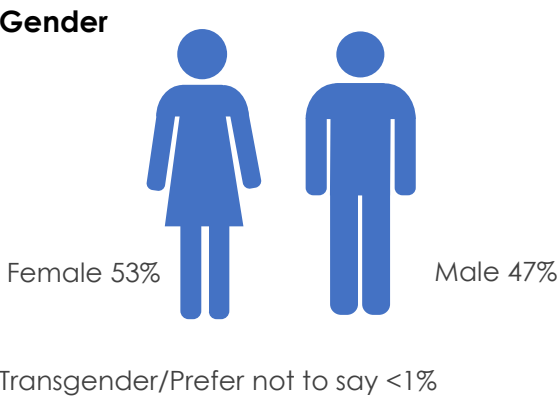
Micromex LGA Benchmark

Micromex has developed CSP Benchmarks using normative data from 30 unique councils, with over 20,000 interviews between 2016 & 2018.



Sample Profile

The sample was weighted by age and gender to reflect the 2016 ABS community profile of the 8 targeted LGA's under the Northern Sydney Regional Organisation of Council's.

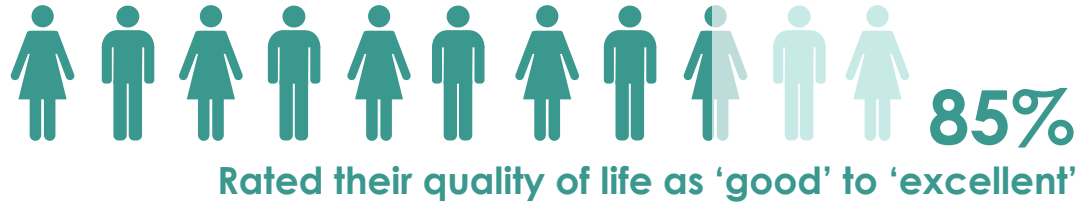




Key Findings

Key Findings: Social Indicators & Pandemic Effects

Despite everything the community has endured over the last 6-8 months, results show NSROC community members are generally positive and optimistic. A snap shot of social indicators show frequent positive emotions outweigh the negative and the majority of residents feel able to access basic needs, emergency money and feel they could ask for support if needed.



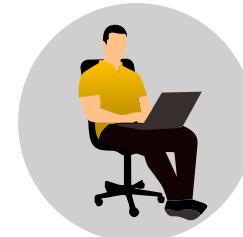
Although residents are relatively positive, it remains important to determine how they have been affected by this pandemic. More than half of the residents stated COVID-19 has affected them by 'worrying about people who are important to them'. When we grouped some of the prompted options we were able to determine 3 key areas that had a negative effect on people, these include:



Worry about people/job security 64%



Isolation/wellbeing and mental health 47%



Stress from working/being home more 29%

When asked about future concerns, residents are most concerned about the overall economic impacts and the impacts on jobs/unemployment.

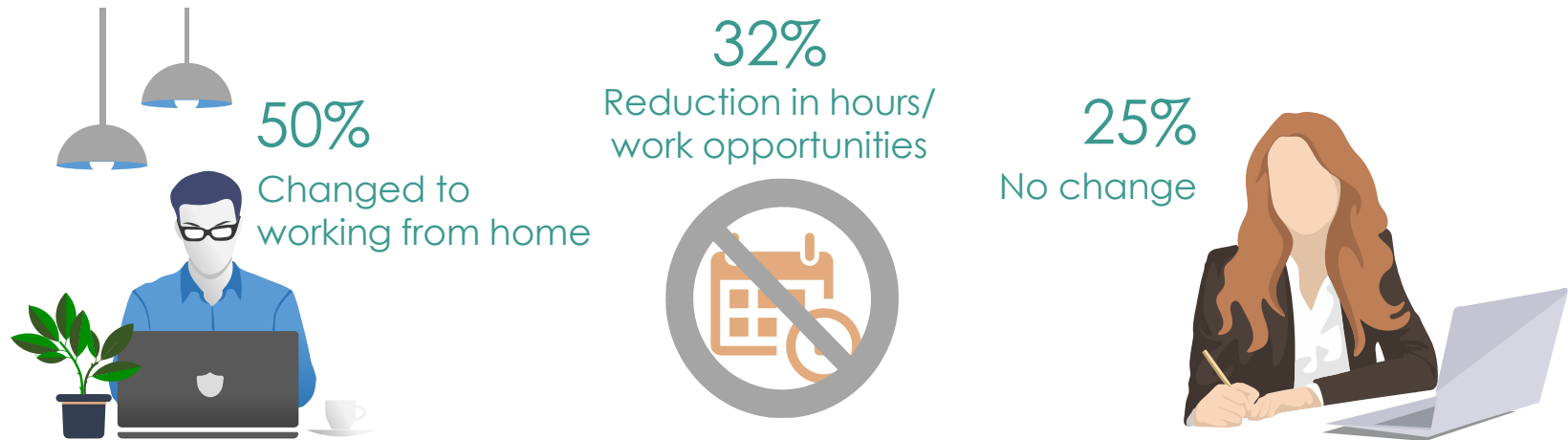
Key Findings: Employment & the Economy

Residents are most concerned about the impacts on the economy and employment. Below provides a summary of how residents have been directly affected by the pandemic in regards to employment.

For the most part, residents feel positive towards their future career prospects with 70% associating only positive aspects when asked about their future career prospects, however a quarter feel that their career has taken a step back and/or been put on hold. In addition, the pandemic has left 27% worrying about the security of their job and 25% have experienced a loss of income and/or employment.

How has work been impacted?

Of those that are currently employed, work conditions have changed by:



A cohort to monitor includes those aged under 40 as they were more likely to state their perception of their career prospects have changed as a result of COVID-19 (39% stating they feel their career has taken a step back, 10% forced to change careers and 10% lost their job and are not confident getting a job in the same industry). This cohort were also identified as an 'at risk' group as they are more likely to have recently experienced positive emotions sometimes or less often and negative emotions 'often'.

Now let's take a look at how the government can support their community...

Key Findings: Support Measures

Through prompted and unprompted responses, there were common types of support that were identified by the community to help deal with the impacts of COVID-19 and ways in which the Government can manage the spread/impact. These include:



More Information

Detailed information on local cases/accurate, honest clear information and educate the community



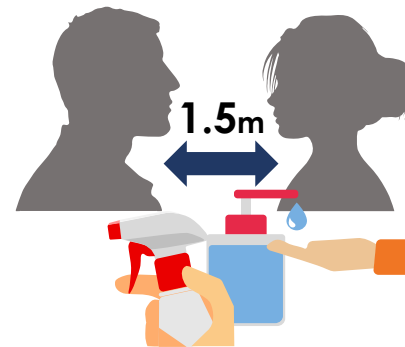
Improve the Economy/ Financial Support

Provide more financial support, continue JobKeeper and JobSeeker, advocate for reduced prices to lessen the cost of living



Mandatory Masks

Make masks mandatory, particularly in public places such as shopping centres and public transport



Manage the Spread/ Preventative Measures

Continue cleanliness, enforce social distancing, masks, evaluate risks and continue isolation/quarantine

In summary, the community are generally positive and optimistic moving forward and believe with adequate support from the government the community will be able to stay alert, safe and prepared.

Areas to monitor and provide ongoing support for include stressors such as mental health concerns, worry of others, changes to the work environment and financial concerns.



Detailed Results

Impacts and Concerns



Key Findings

Detailed Results

1. Impacts and Concerns

2. Work-related Impacts

3. Social Wellbeing

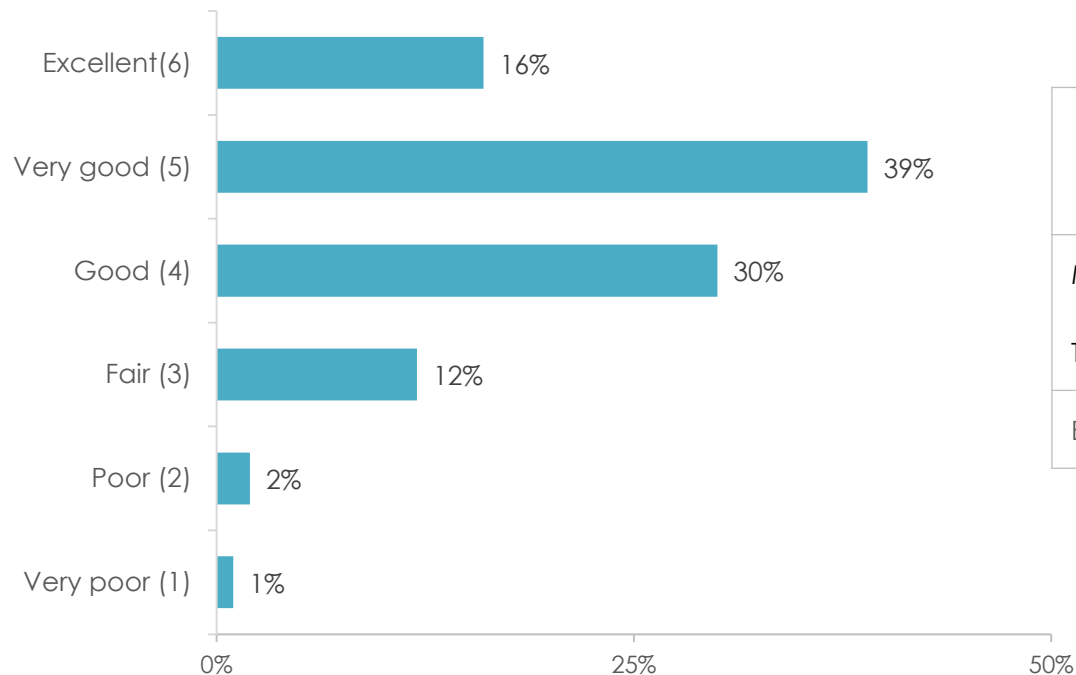
Appendix A: Additional Analyses

Appendix B: Questionnaire

Quality of Life

Q2. Thinking about your life and personal circumstances, overall, how would you rate your quality of life at the moment?

	Overall	Male	Female	Under 40	40-59	60+	NESB	English only
Mean rating	4.51	4.55	4.47	4.46	4.56	4.51	4.33▼	4.57
Base	1,128	535	593	453	382	293	300	828



	MMX Community Pulse - Sept	NSROC	Micromex LGA Benchmark - Metro
Mean rating	4.43	4.51↓	4.90
T3 Box	83%	85%↓	92%
Base	1,146	1,128	6,843

↑↓ = A significantly higher/lower rating (compared to the Benchmark)

Scale: 1 = very poor, 6 = excellent
▲ ▼ = A significantly higher/lower rating (by group)

85% of residents rated their quality of life at the moment as good to excellent. Non-English speaking background (NESB) residents indicated a significantly lower quality of life compared to those who speak English only.

Although results are lower in comparison to our benchmark (pre-COVID), results are marginally higher than our Community Perceptions research earlier this month.

Positive Experiences during COVID-19

Q6. What top 3 words come to mind when you think about positive things you have experienced during COVID-19?



Base: N = 1,128

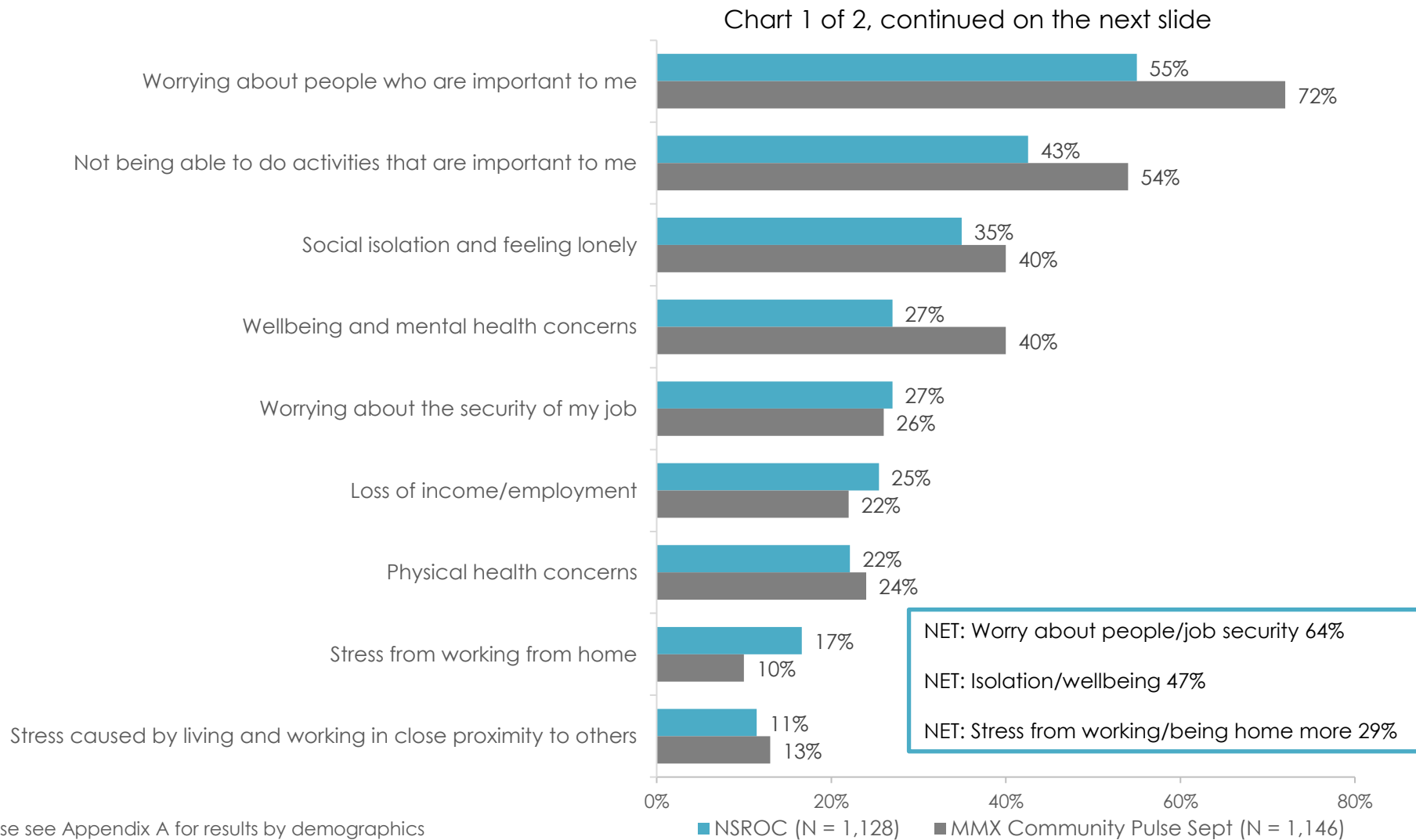
Word Frequency Tagging

Verbatim responses for this question were collated and entered into analytical software. This analysis 'counts' the number of times a particular word or phrase appears and, based on the frequency of that word or phrase, a font size is generated. The larger the font, the more frequently the word or sentiment is mentioned.

Now looking at positive experiences during COVID-19, connecting with people (family-time, community and friends) appears to be the most commonly mentioned positive aspect residents experienced. Other positive aspects include being home more, working from home (less travel to work) and having more time do things they enjoy such as relaxing, looking after their health (exercise), cooking, gardening and reading.

Effects of the Pandemic

Q4. How has the COVID-19 pandemic affected you?

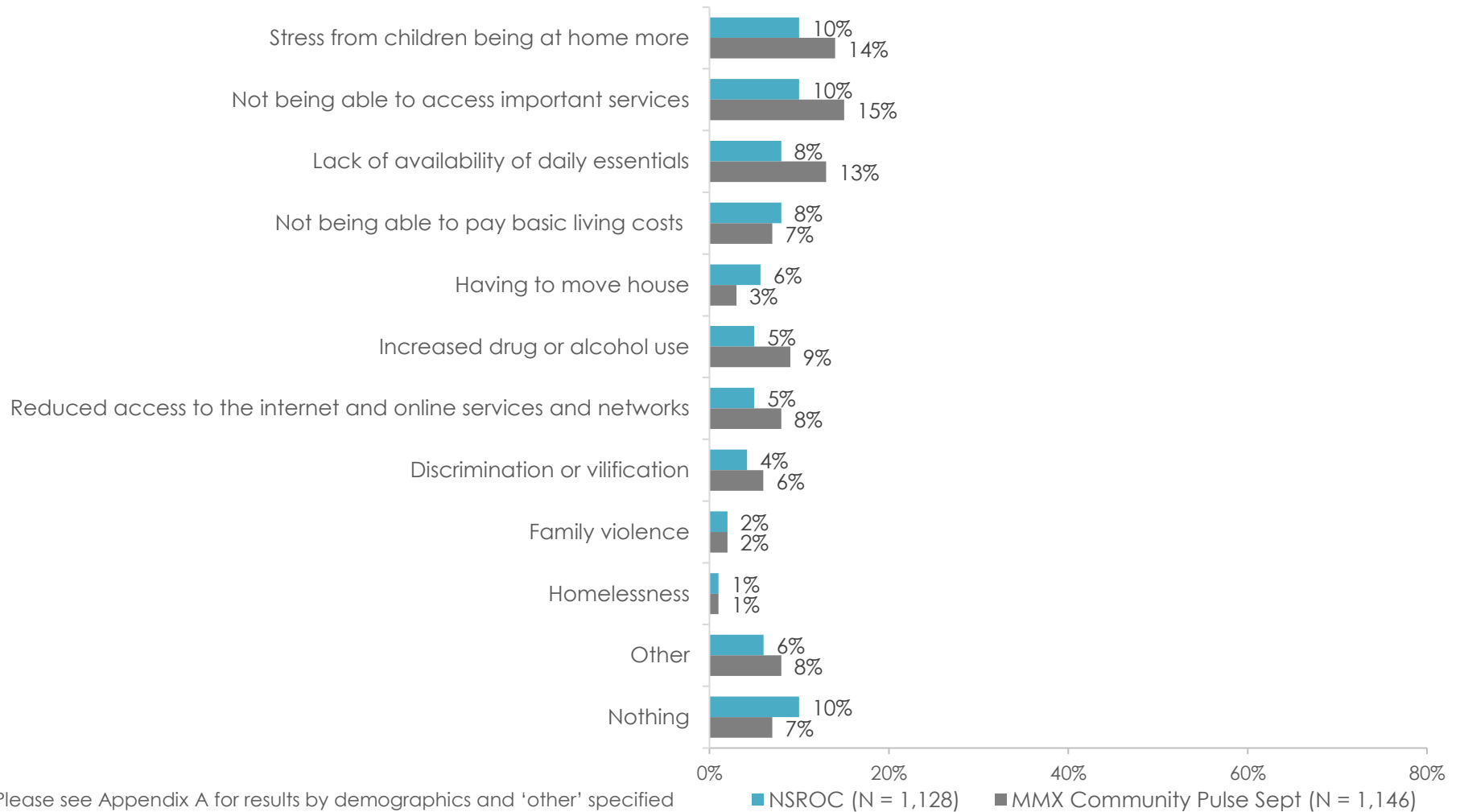


90% of residents have been affected by the pandemic in some way, with the most common way being 'worrying about people who are important to me'. Compared to the NSW scores, NSROC residents are slightly less affected across many of the measures.

Effects of the Pandemic

Q4. How has the COVID-19 pandemic affected you?

Chart 2 of 2



10% of residents have not been able to access important services during COVID-19.

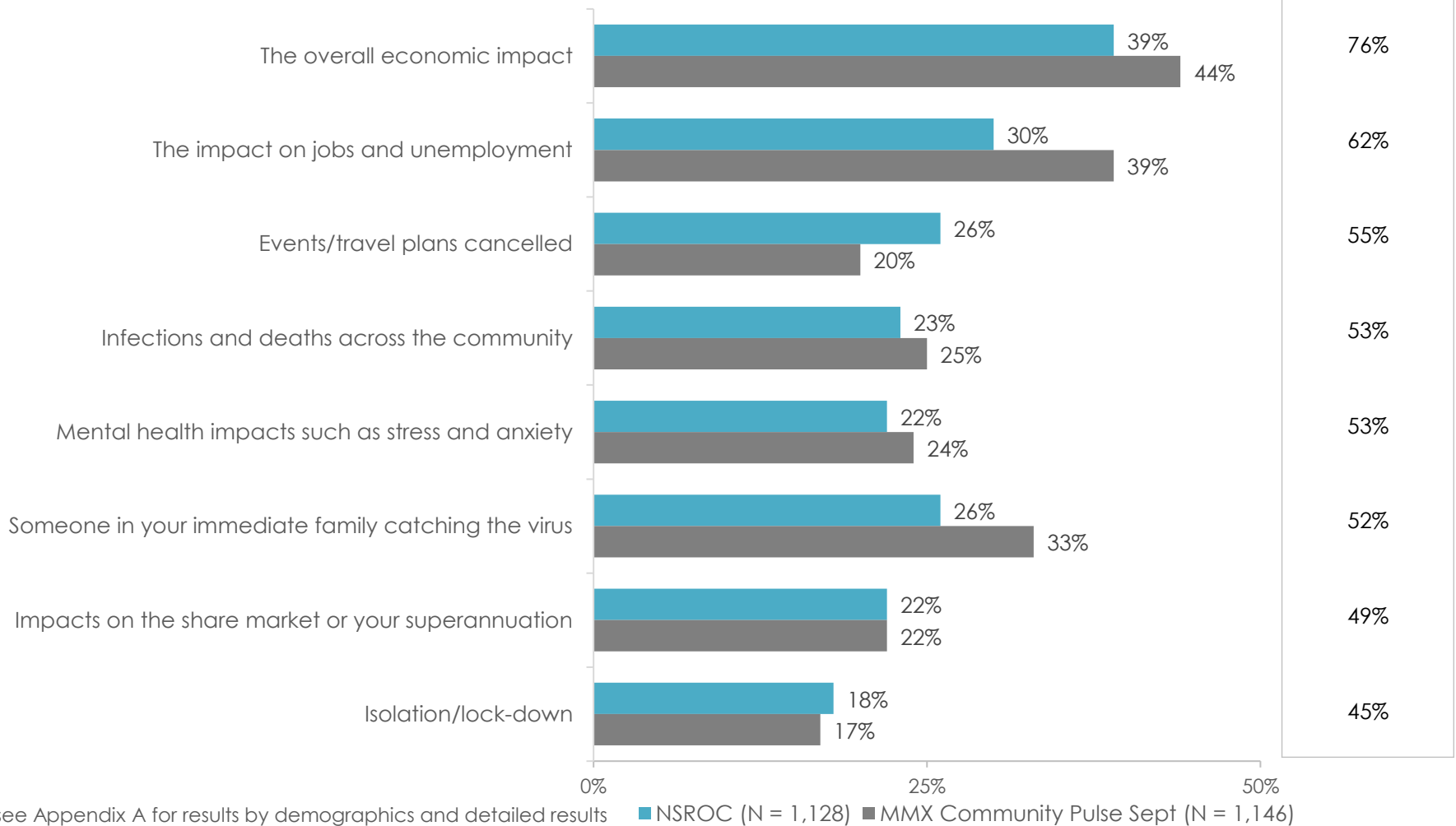
Future Concerns

NSROC T2B
Concerned/
Very
Concerned

Q5. Thinking about the future, how concerned are you about the following?

% 'Very Concerned'

Chart 1 of 2, continued on the next slide



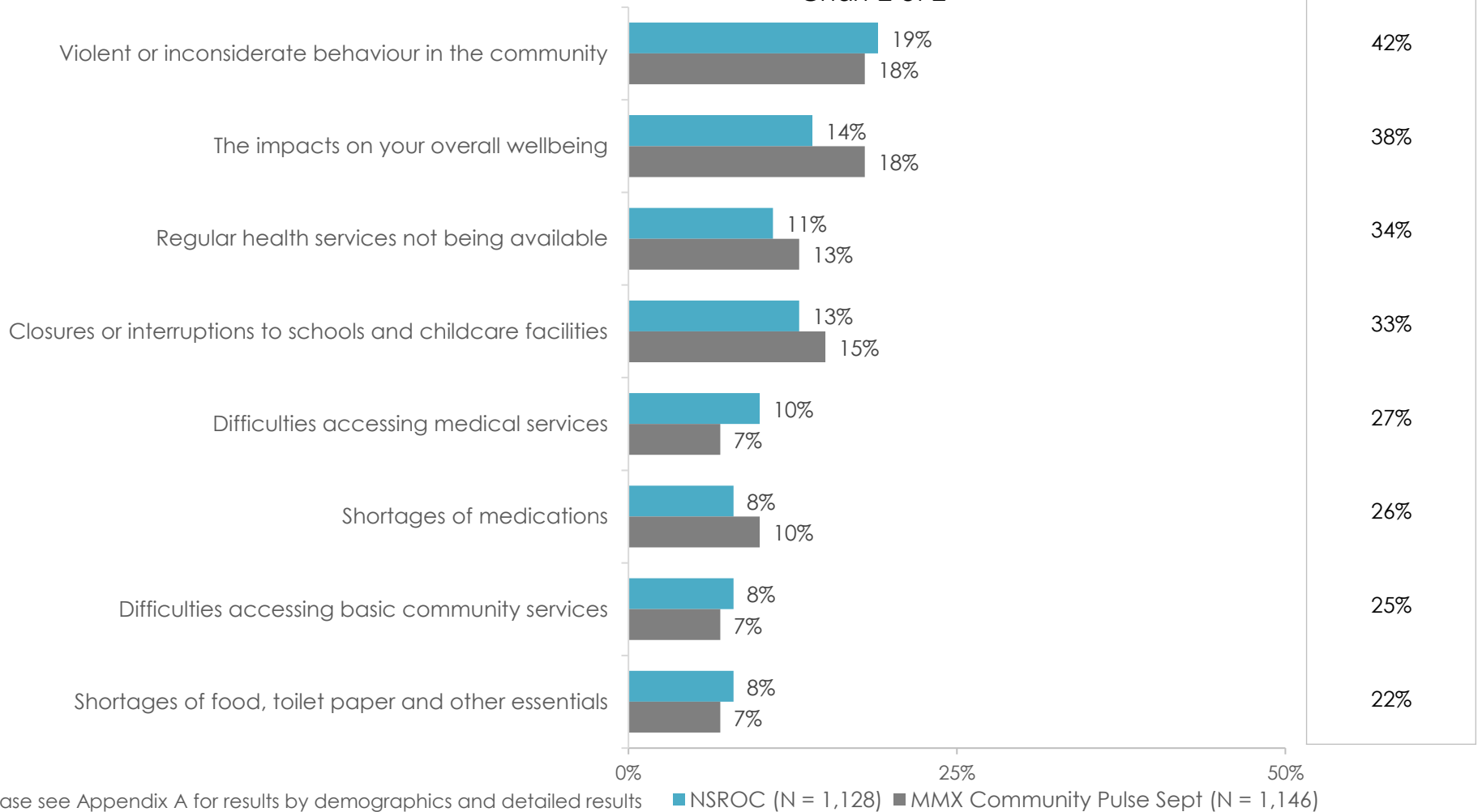
Residents are most concerned about the economic impact and the impact on jobs. Compared to our Community Pulse results residents are more concerned about events/travel plans being cancelled and access to medical services.

Future Concerns

NSROC T2B
Concerned/
Very
Concerned

Q5. Thinking about the future, how concerned are you about the following?

% 'Very Concerned'
Chart 2 of 2



Residents are least concerned about medication and essential item shortages and access to community services in the future.

Support/Information to Help Deal with the Impacts of COVID-19

Q7. Apart from COVID ending, what support or information would make it easier for you to deal with the impacts of COVID-19?

Support/Information	N = 1,128
Accurate/honest/clear/more information/education/knowing when things are going to happen	30%
Improving the economy/financial support/advocate for reduced prices and fees/continued JobKeeper	17%
Managing the spread/preventative measures e.g. cleanliness, masks, social distancing/isolation/quarantine/move forward when ready	13%
Job security/providing jobs/alternative working arrangements/support going back to work	11%
Do things as normal/use services and facilities/visit people/exercise	9%
Vaccine/treatments	9%
Being able to travel	8%
More support in general e.g. more government assistance, easier access to services, support for the arts, more recognition	7%
Mental health services	6%
Improving internal operations of Government e.g. working together, change in leaders, appropriate behaviour, international dealings	5%
Medical services e.g. easier access, telehealth, advice, equipment	5%
Clear and direct response/strategy/policy/plan	4%
More positivity in the news/stop the fear campaign/less worry/more entertainment viewing	4%
Community engagement/connecting communities	3%
Working together/focus on everyone/everyone does their part	3%
Don't know/nothing/doing the best they can	22%

Please see Appendix A for results fewer than 3%

30% of residents stated they would like to see more accurate, honest and clear information regarding what is happening, what to do and when things will change. 17% would like to see the Government work to improve the economy and provide more financial support.

Examples of verbatim responses for these top codes are provided overleaf...

Support/Information to Help Deal with the Impacts of COVID-19

Q7. *Apart from COVID ending, what support or information would make it easier for you to deal with the impacts of COVID-19?*

Example Verbatim Responses for Top Codes

Accurate/honest/clear/more
information/education/knowing when things are
going to happen

“A clear and concise message from government. It currently seems like Federal, State and Local are all doing things separately”

“Better reporting in cases in the local community”

“Clear, precise and visual information on the results of sneezing, coughing and imperfect hand hygiene from the medical profession”

“Accurate, consistent, up-to-date information from all levels of government”

“Real clarity on exactly why face masks, hand washing, distancing to the general public. Too vague at the moment”

“Real-time information”

“Realistic timelines”

“More consistent info about gathering numbers indoors and outdoors”

Improving the economy/financial support/advocate
for reduced prices and fees/continued JobKeeper

“Continuing financial support for the broader community, to keep the economy operating”

“Mortgage support”

“More pension support packages”

“Cheaper food costs”

“Tax reduction for coming years”

“Lower health insurance premiums”

“JobKeeper is very important for small business”

“Free services”

“Financial assistance to keep jobs, i.e. lower day care fees, cheaper public transportation”

“Govt help to pay rates and utility bills”



Support/Information to Help Deal with the Impacts of COVID-19

Q7. Apart from COVID ending, what support or information would make it easier for you to deal with the impacts of COVID-19?

Example Verbatim Responses for Top Codes

Managing the spread/preventative measures e.g.
cleanliness, masks, social distancing/
isolation/quarantine/move forward when ready

"Manage to control the spread of the virus"

"Mandatory masks on public transport"

"Social distancing"

"Stores keeping hand sanitiser replenished, especially
supermarkets"

"Limit size of groups"

"Local check-up for those in isolation"

"Cleanliness to continue"

"Affordable, quality face masks and hand sanitiser"

"Risk evaluation of activities - public transport, shopping
centres, workplaces"

"Lockdown"

"Councils need to not be so risk averse when it comes to
facilities and COVID. Councils should cough up and have the
facilities cleaned at council's expense so not for profit
community groups can get back up and running face to face"

Job security/providing jobs/alternative working
arrangements/support going back to work

"Creation of jobs for young people"

"Being able to work from home"

"Upskill opportunities"

"Traineeships that pay more than minimum wage"

"Job security"

"Less ambiguity about work recommendations - people
returning to offices despite threat remaining high"

"Coping with being forced back to work"

"School leavers finding a way to enter the job market"

"Work flexibility to continue"

"Extended access for job support (not enough info for self-
employed)"

"Government support for lost job opportunities for highly
educated professionals"

Support/Information to Help Deal with the Impacts of COVID-19

Q7. Apart from COVID ending, what support or information would make it easier for you to deal with the impacts of COVID-19?

Results by Q4

Q4. Effects of the pandemic→ Q7. Information/support desired↓	Overall	Worrying about people who are important to me	Net: Isolation/wellbeing	Net: Stress from working/being home more	Net: Worry about job security/loss of income
Accurate/honest/clear/more information/education/knowing when things are going to happen	30%	38%▲	32%	28%	31%
Improving the economy/financial support/advocate for reduced prices and fees/continued JobKeeper	17%	19%	22%▲	24%▲	25%▲
Managing the spread/preventative measures e.g. cleanliness, masks, social distancing/isolation/quarantine/move forward when ready	13%	14%	15%	15%	15%
Job security/providing jobs/alternative working arrangements/support going back to work	11%	12%	15%▲	15%	17%▲
Do things as normal/use services and facilities/visit people/exercise	9%	11%▲	11%	10%	9%
Vaccine/treatments	9%	11%▲	8%	7%	6%▼
Being able to travel	8%	10%▲	10%▲	7%	6%▼
More support in general e.g. more government assistance, easier access to services, support for the arts, more recognition	7%	8%	9%	7%	9%
Mental health services	6%	8%▲	9%▲	12%▲	9%▲
Improving internal operations of Government e.g. working together, change in leaders, appropriate behaviour, international dealings	5%	7%▲	5%	4%	4%
Medical services e.g. easier access, telehealth, advice, equipment	5%	7%▲	6%	7%	7%

Note: Only the top result of 'effects of the pandemic' (Q4) and net groups are shown above

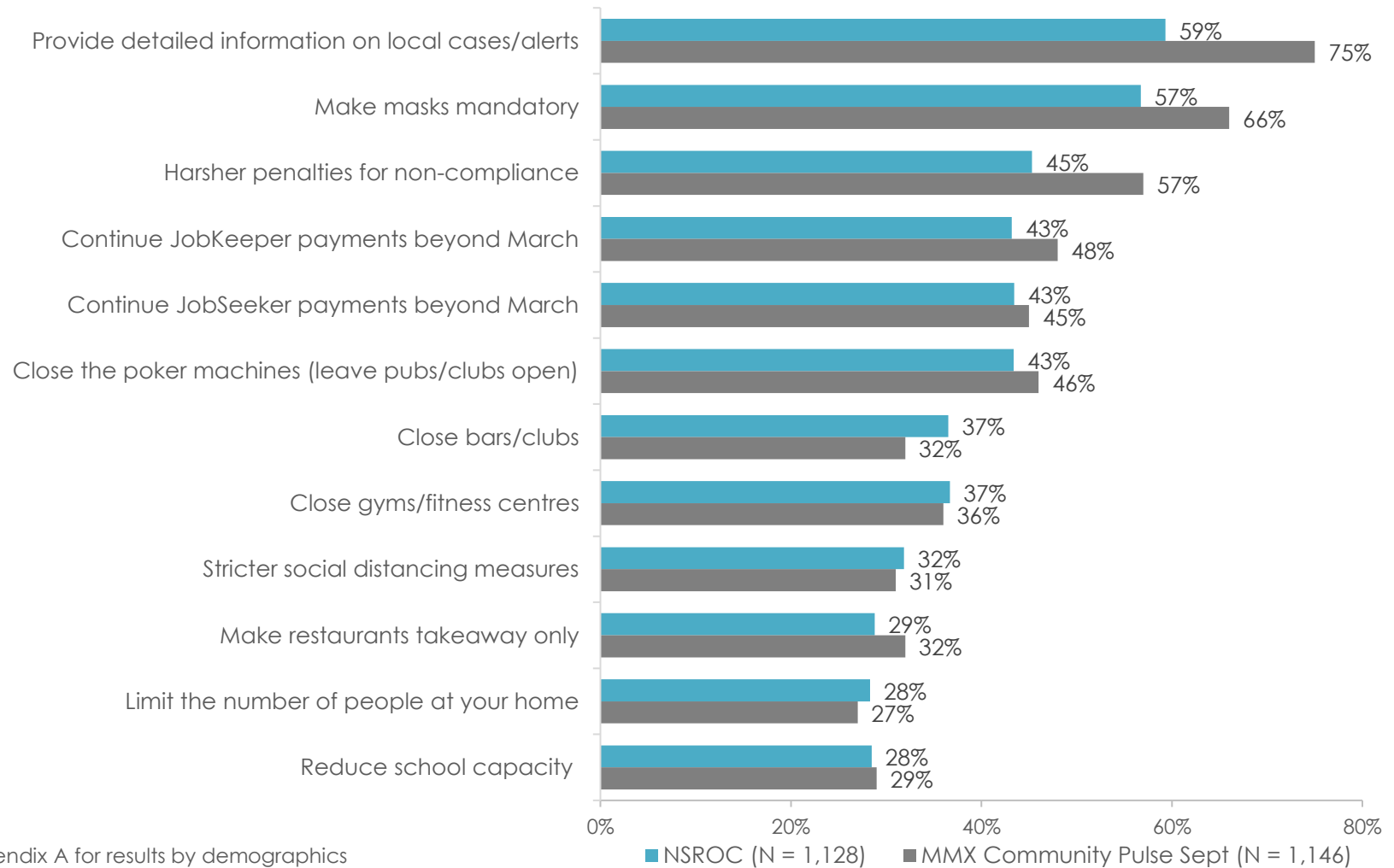
▲▼ = A significantly higher/lower percentage (by group)

Residents who have been affected by worrying about their job security and/or have experienced a loss of income were significantly more likely to require financial support, job security and mental health services to make it easier for them to deal with the impacts.

Government Actions

Q11. During this pandemic, what do you believe the Government (Federal, State and Local) should be doing to manage the spread/impact?

Chart 1 of 2, continued on the next slide

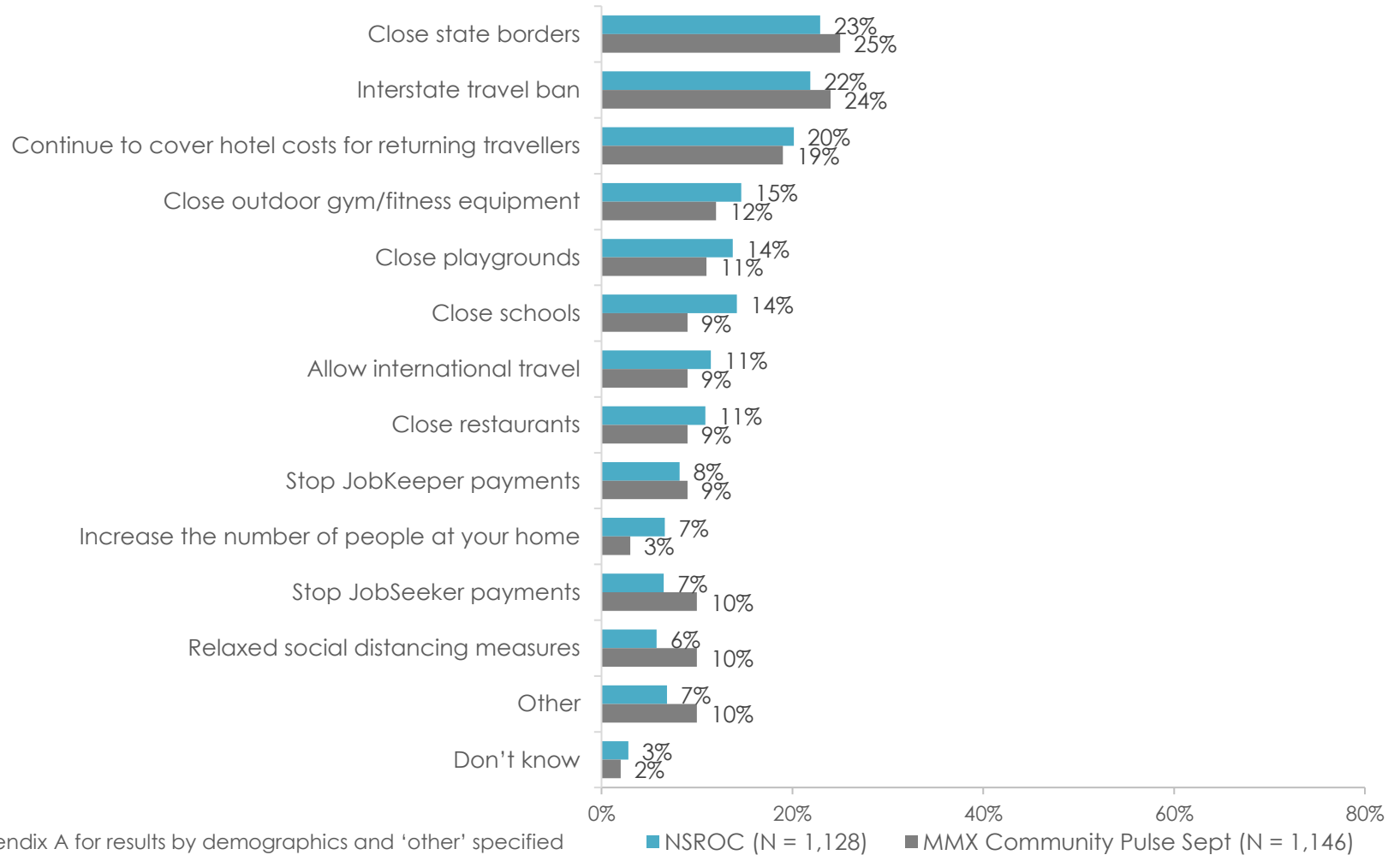


Providing detailed information on local cases and mandatory face masks were the most common ways in which respondents believe the Government can assist in managing the impact/spread of the virus.

Government Actions

Q11. During this pandemic, what do you believe the Government (Federal, State and Local) should be doing to manage the spread/impact?

Chart 2 of 2, continued on the next slide



Only 6% believe there should be relaxed social distancing measures.

Work-related Impacts



Key Findings

Detailed Results

1. Impacts and Concerns

2. Work-related Impacts

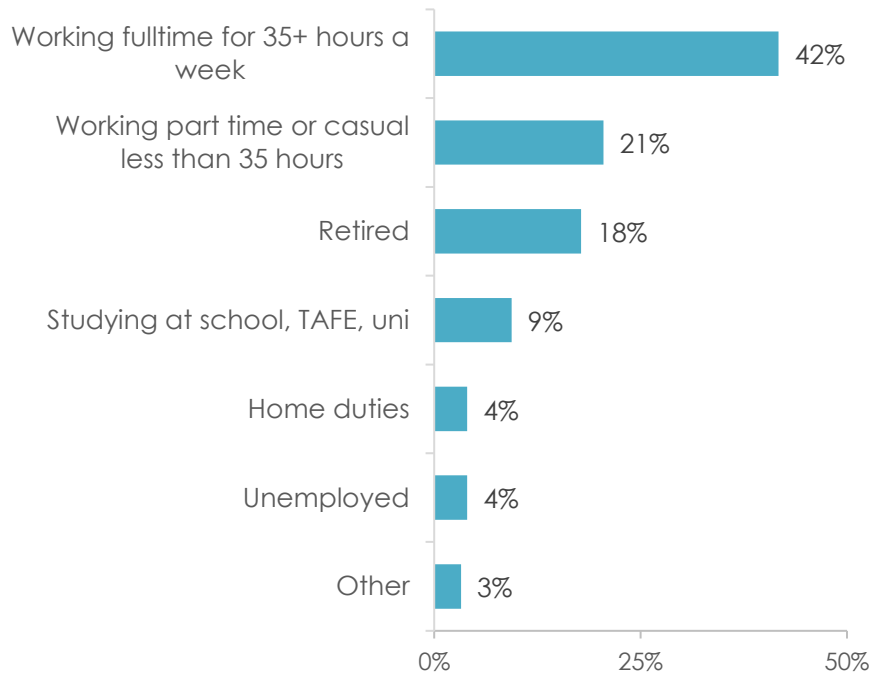
3. Social Wellbeing

Appendix A: Additional Analyses

Appendix B: Questionnaire

Work Status/Conditions

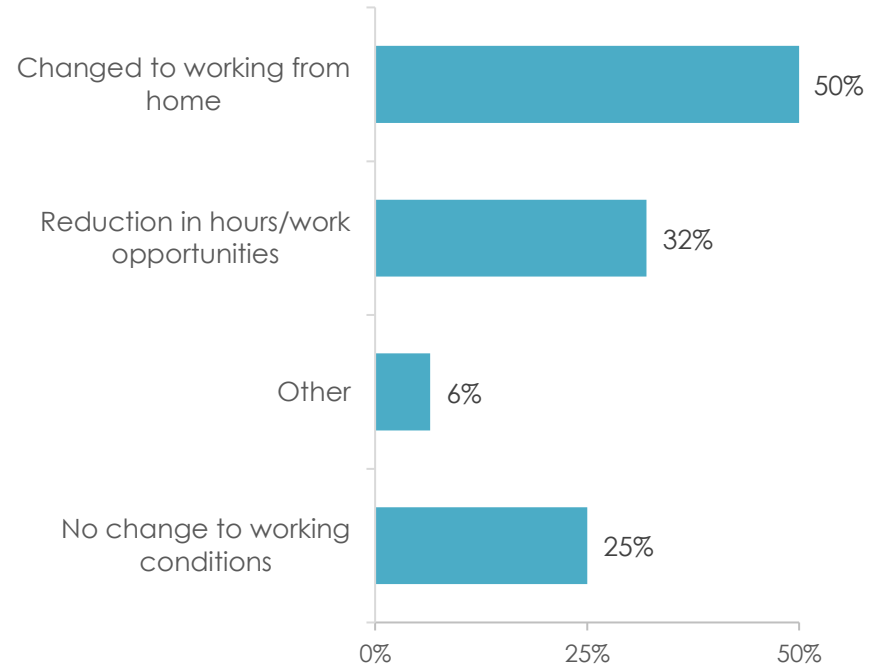
Q8. What is your current work status?



Base: N = 1,128

Q9. (If working at Q8), Have your work conditions been impacted by COVID?

Asked of those employed



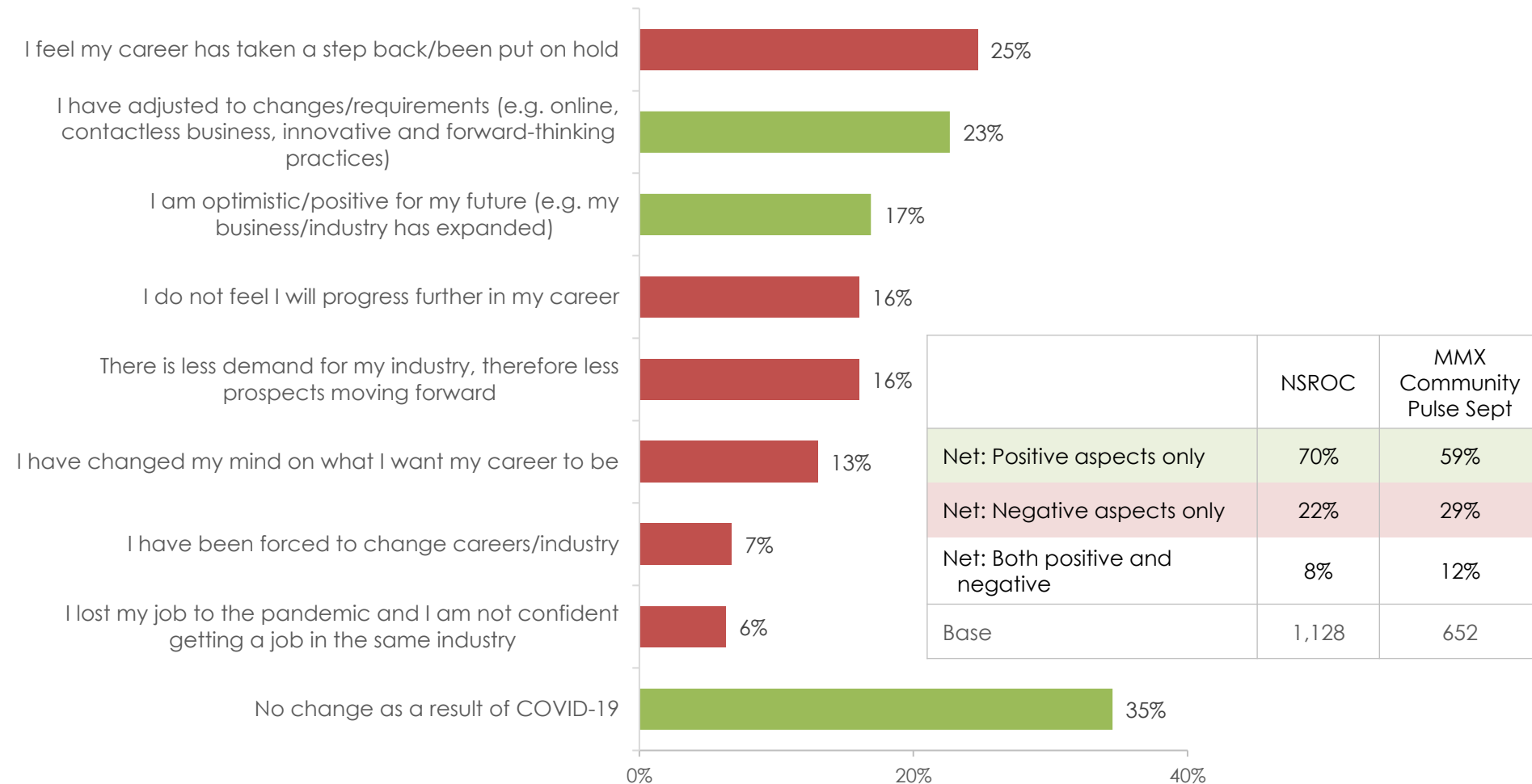
Base: N = 703

Please see Appendix A for 'other' specified

63% of residents are currently employed working full-time, part-time or casually.
Of those that are employed, 50% had their work conditions changed to working from home as a result of COVID, whilst 32% experienced a reduction in hours/opportunities.

Future Career Prospects

Q10. How do you perceive your career prospects to be in the future?



Base: N = 1,128

Compared to our Community Pulse earlier this month, NSROC residents appear to be more positive in regards to their career prospects in the future, with a net sub-total of 70% associating only positive aspects with their future career prospects (compared to 59% in the Pulse survey).

Future Career Prospects

Q10. How do you perceive your career prospects to be in the future?

	Overall	Male	Female	Under 40	40-59	60+	NESB	English only
I feel my career has taken a step back/been put on hold	25%	25%	25%	39%▲	22%	7%▼	32%▲	22%
I have adjusted to changes/requirements	23%	21%	24%	22%	28%▲	16%▼	21%	23%
I am optimistic/positive for my future	17%	16%	18%	27%▲	15%	4%▼	17%	17%
I do not feel I will progress further in my career	16%	17%	16%	16%	22%▲	9%▼	21%	15%
There is less demand for my industry, therefore less prospects moving forward	16%	15%	16%	24%▲	15%	4%▼	22%▲	13%
I have changed my mind on what I want my career to be	13%	12%	14%	21%▲	12%	2%▼	19%▲	11%
I have been forced to change careers/industry	7%	8%	6%	10%▲	8%	1%▼	10%▲	5%
I lost my job to the pandemic and I am not confident getting a job in the same industry	6%	6%	7%	10%▲	6%	2%▼	9%	5%
No change as a result of COVID-19	35%	38%▲	31%	14%▼	30%▼	73%▲	23%	39%▲
Base	1,128	535	593	453	382	293	300	828

▲ ▼ = A significantly higher/lower percentage (by group)

Younger residents and those with NESB, were more likely to have their career impacted by COVID e.g. career has taken a step back/put on hold, less demand for the industry, changed their mind on their career path and forced to change careers. However, those aged under 40 were also significantly more optimistic.

Social Wellbeing



Key Findings

Detailed Results

1. Impacts and Concerns

2. Work-related Impacts

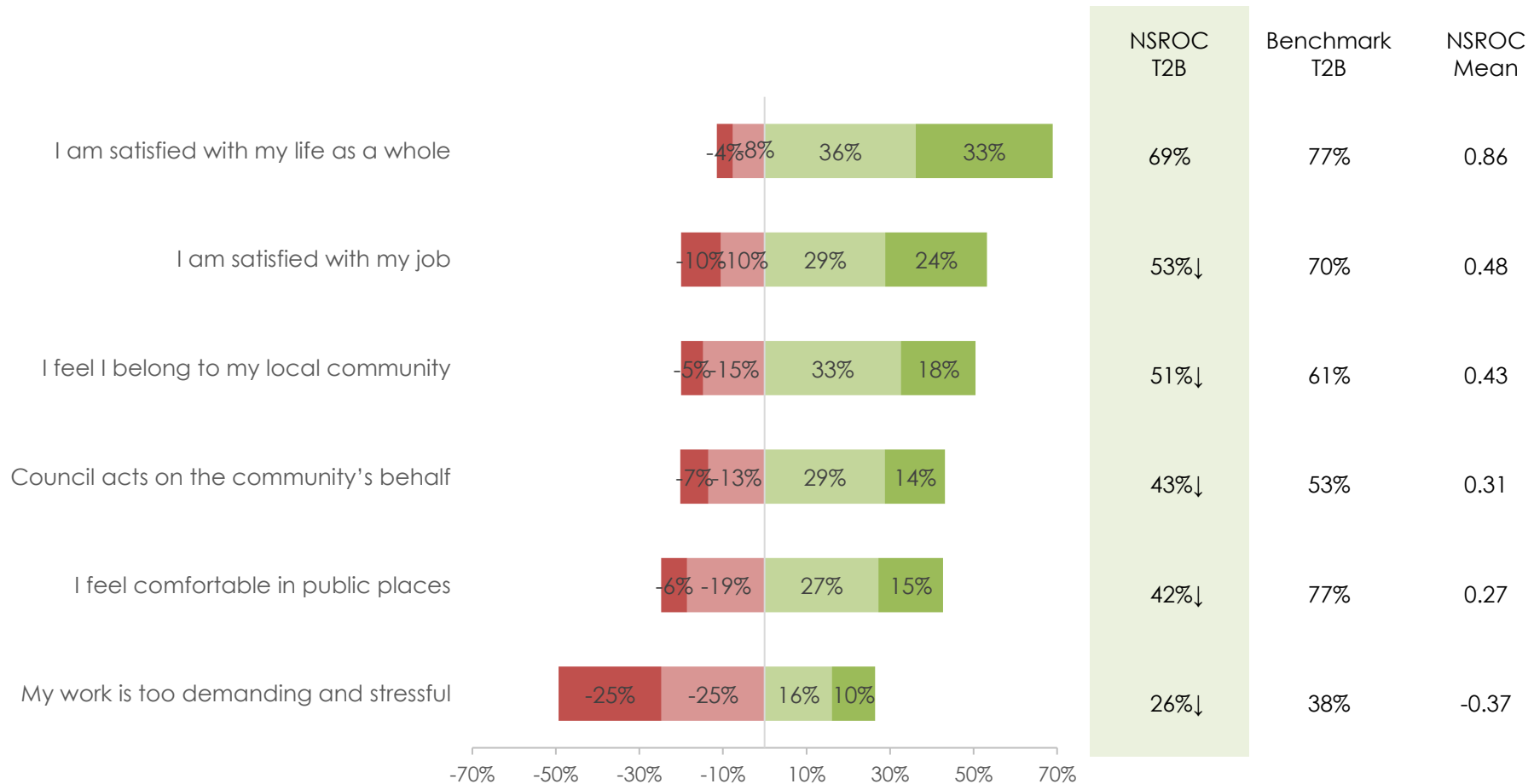
3. Social Wellbeing

Appendix A: Additional Analyses

Appendix B: Questionnaire

Agreement with Prompted Statements

Q12. To what extent do you agree or disagree with the following statements:



Base: N = 975-1,121

Scale: -2 = strongly disagree, 2 = strongly agree

Please see Appendix A for results by demographics

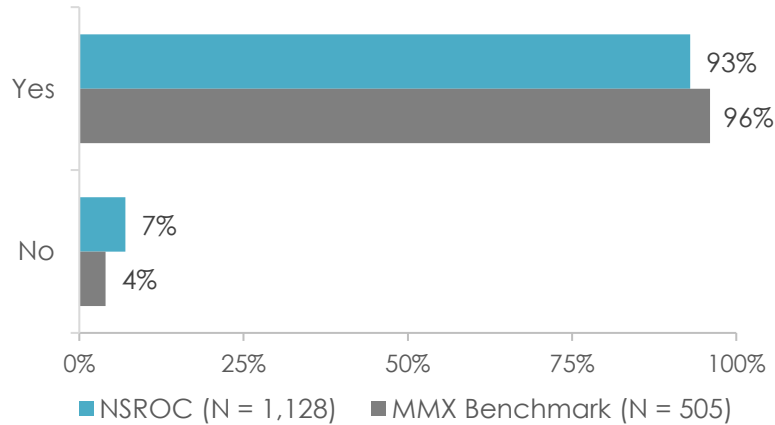
Note: Benchmark differences are based on assumed variants of +/- 10%, with variants beyond +/- 10% more likely to be significant

↑/↓ = positive/negative difference equal to/greater than 10% from Benchmark

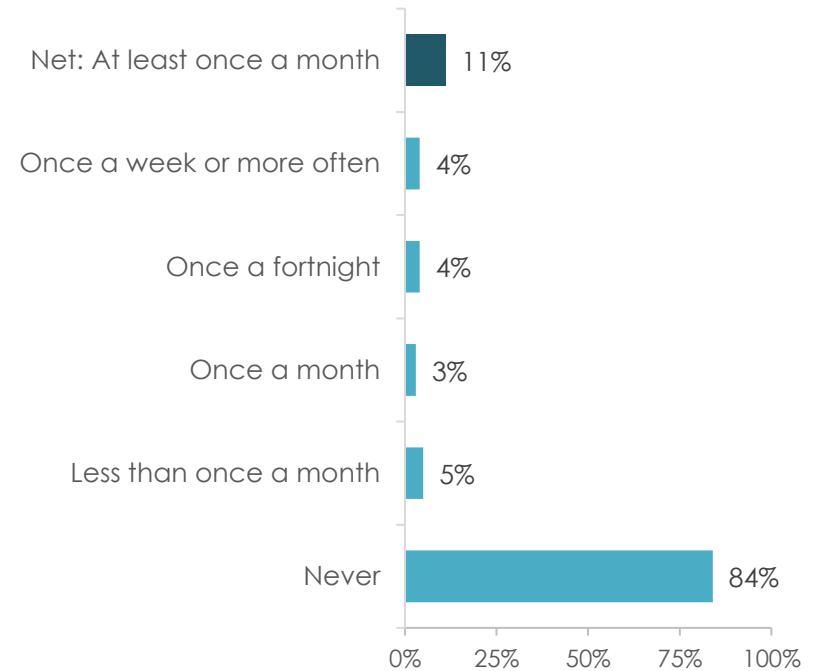
69% of residents agree/strongly agree with the statement 'I am satisfied with my life as a whole'. Compared to our benchmarks, agreement was lower, which is not surprising as our benchmark data is pre-COVID, however, only 26% were in agreement with the statement 'my work is too demanding and stressful' – a good result!

Access to Basic Needs and Emergency Money

Q13. Do you feel that you are able to provide basic needs for your family (e.g. food, clothing)?

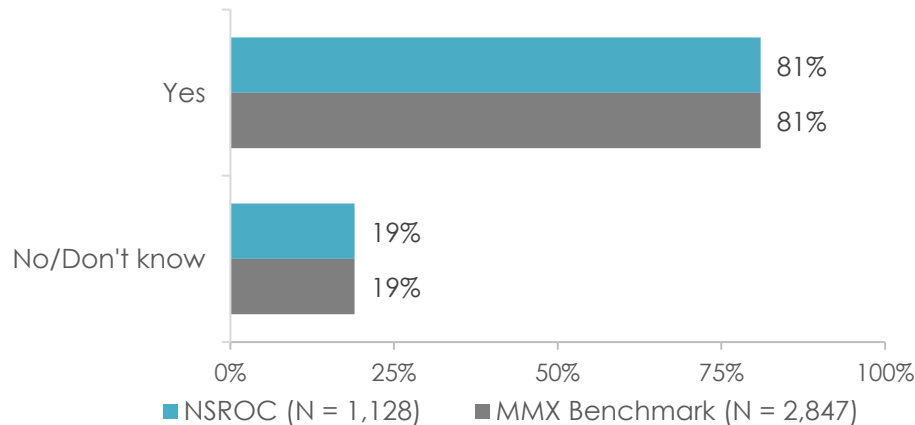


Q15. In the last 12 months, how many times, if at all, has your household run out of food and could not afford to buy more?



Base: N = 1,128

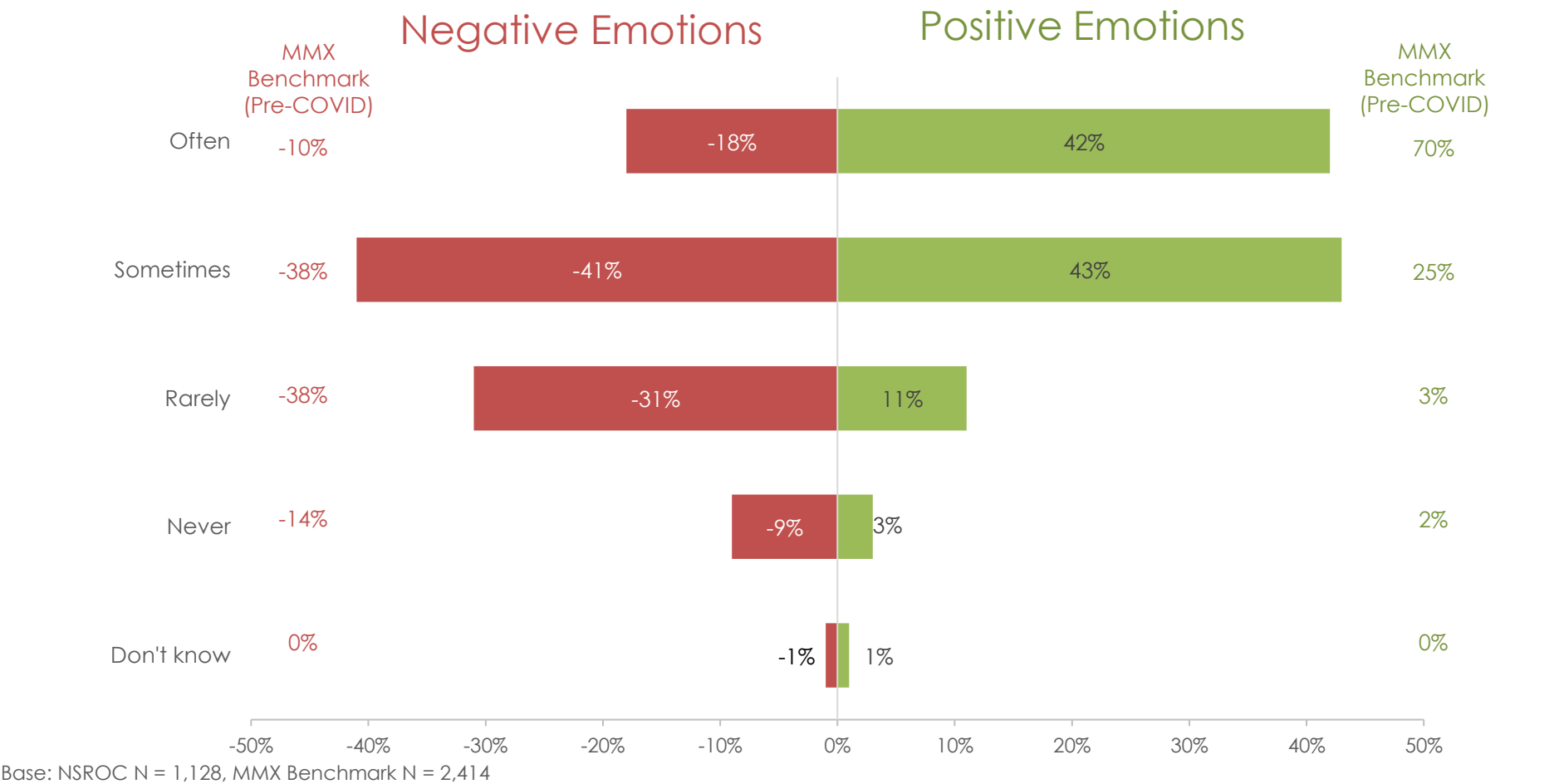
Q14. If you needed to, could you access or raise \$2,000 within two days in an emergency?



93% of residents feel they are able to provide basic needs for their family and 81% could access/raise \$2,000 within two days of an emergency – results are in line with our Benchmarks. 11% of residents had ran out of food within the last 12 months and could not afford to buy more.

Positive and Negative Emotions

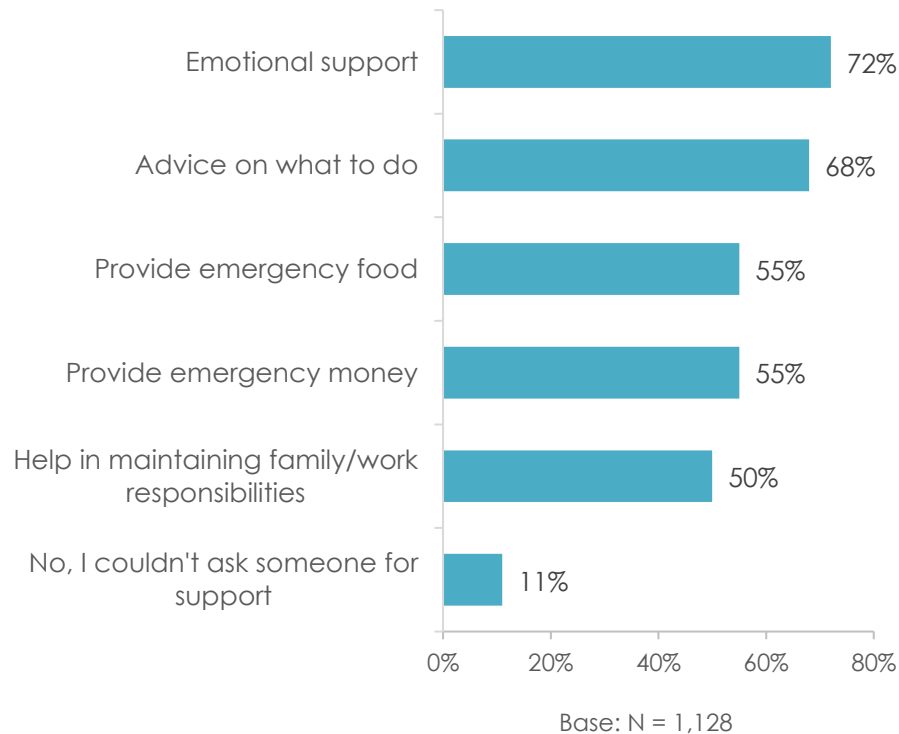
- Q16. During the past few weeks, how often, if at all, have you experienced positive emotions such as calmness, compassion, forgiveness, contentment and generosity?
- Q17. And during the past few weeks, how often, if at all, have you experienced negative emotions such as selfishness, jealousy, fear, worry, and anger?



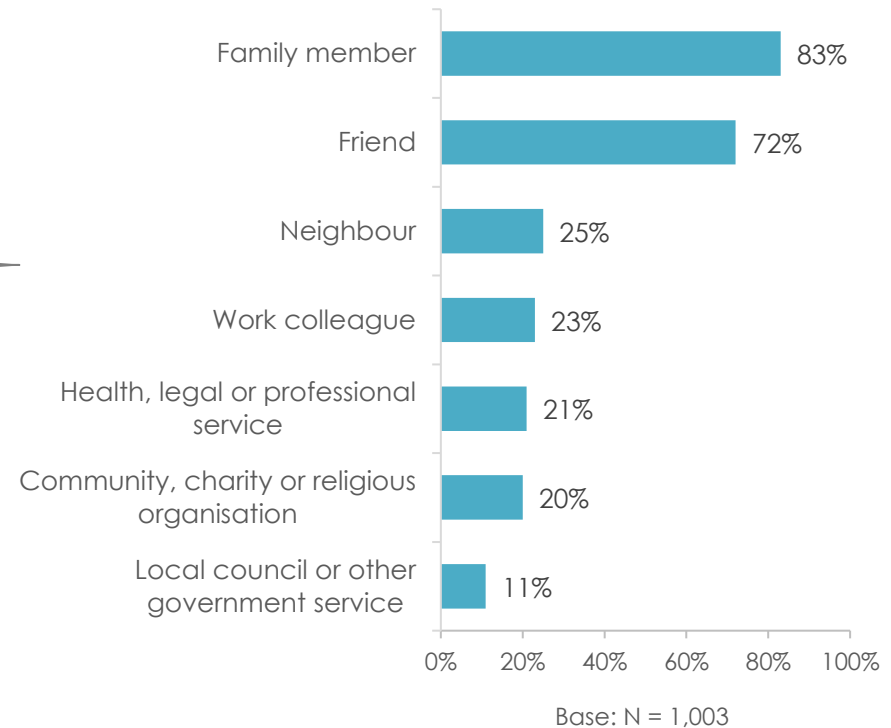
During the past few weeks, 59% of residents stated they have experienced negative emotions often/sometimes recently, however, 85% of residents also stated they have experienced positive emotions often/sometimes. Approximately 14% of our total sample indicated having positive emotions ‘sometimes’ or less often and having negative emotions ‘often’ – this potential ‘at risk’ group are more likely to be aged under 40.

Support in a Crisis

Q18. If you needed to, could you ask someone who does not live with you for any of these types of support in a crisis?



Q19. Who could you ask for these types of support in a crisis?



Please see Appendix A for results by demographics

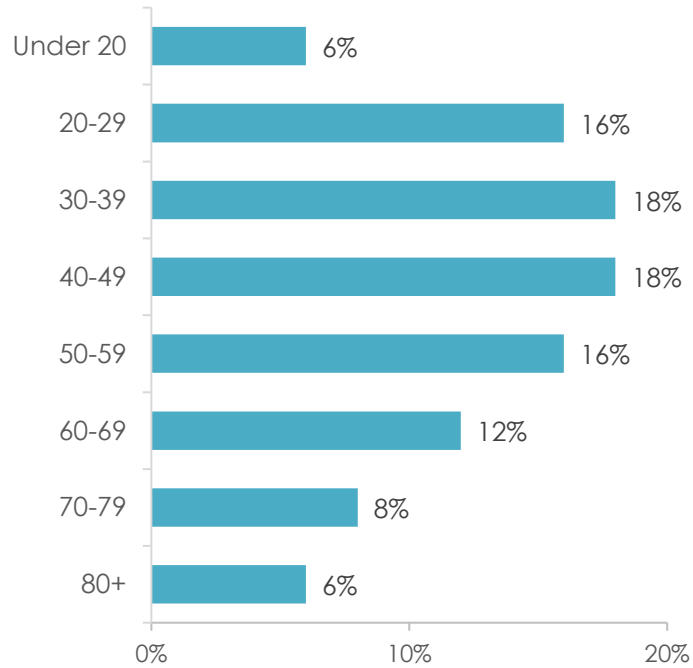
89% of residents believe they could ask someone who does not live with them for support. Emotional support (72%) and advice on what to do (68%) were the leading types of support that could be sought. Those who feel like they could ask for support are more likely to seek support from a family member (83%) or friend (72%).



Appendix A: Additional Analyses

Further Demographics

Q20. What is your age?



Base: N = 1,128

Q23. What is your family status?

Other specified	Count
Multigenerational household	5



Effects of the Pandemic

Q4. How has the COVID-19 pandemic affected you?

	Overall	Male	Female	Under 40	40-59	60+	NESB	English only
Worrying about people who are important to me	55%	46%	63%▲	56%	54%	54%	52%	56%
Not being able to do activities that are important to me	43%	35%	49%▲	39%	42%	49%▲	36%	45%▲
Social isolation and feeling lonely	35%	29%	40%▲	48%▲	26%▼	26%▼	42%▲	32%
Wellbeing and mental health concerns	27%	20%	33%▲	34%▲	27%	17%▼	29%	26%
Worrying about the security of my job	27%	23%	31%▲	39%▲	28%	7%▼	31%	25%
Loss of income/employment	25%	24%	26%	34%▲	22%	15%▼	28%	25%
Physical health concerns	22%	24%	21%	22%	22%	22%	27%▲	20%
Stress from working from home	17%	14%	19%▲	26%▲	15%	5%▼	20%	15%
Stress caused by living and working in close proximity to others	11%	8%	14%▲	15%▲	13%	4%▼	11%	12%
Stress from children being at home more	10%	8%	12%▲	13%	14%▲	2%▼	16%▲	8%
Not being able to access important services such as doctors, physios, counselling etc	10%	11%	8%	12%	9%	6%▼	11%	9%
Lack of availability of daily essentials such as food and medicine	8%	8%	8%	14%▲	5%▼	3%▼	13%▲	7%
Not being able to pay basic living costs	8%	9%	7%	13%▲	6%	2%▼	12%▲	6%
Having to move house	6%	5%	6%	12%▲	2%▼	1%▼	10%▲	4%
Increased drug or alcohol use	5%	4%	6%	8%▲	3%	3%	4%	6%
Reduced access to the internet and online services and networks	5%	4%	5%	7%▲	4%	3%	4%	5%
Discrimination or vilification	4%	5%	3%	6%	4%	2%▼	7%	3%
Family violence	2%	3%▲	1%	3%	2%	1%	4%	2%
Homelessness	1%	2%	1%	2%	1%	0%▼	2%	1%
Other	6%	6%	6%	3%▼	8%▲	8%▲	3%	7%▲
Nothing	10%	13%▲	7%	6%▼	9%	16%▲	7%	11%▲
Base	1,128	535	593	453	382	293	300	828

▲ ▼ = A significantly higher/lower percentage (by group)

Effects of the Pandemic – Other Specified

Q4. How has the COVID-19 pandemic affected you?

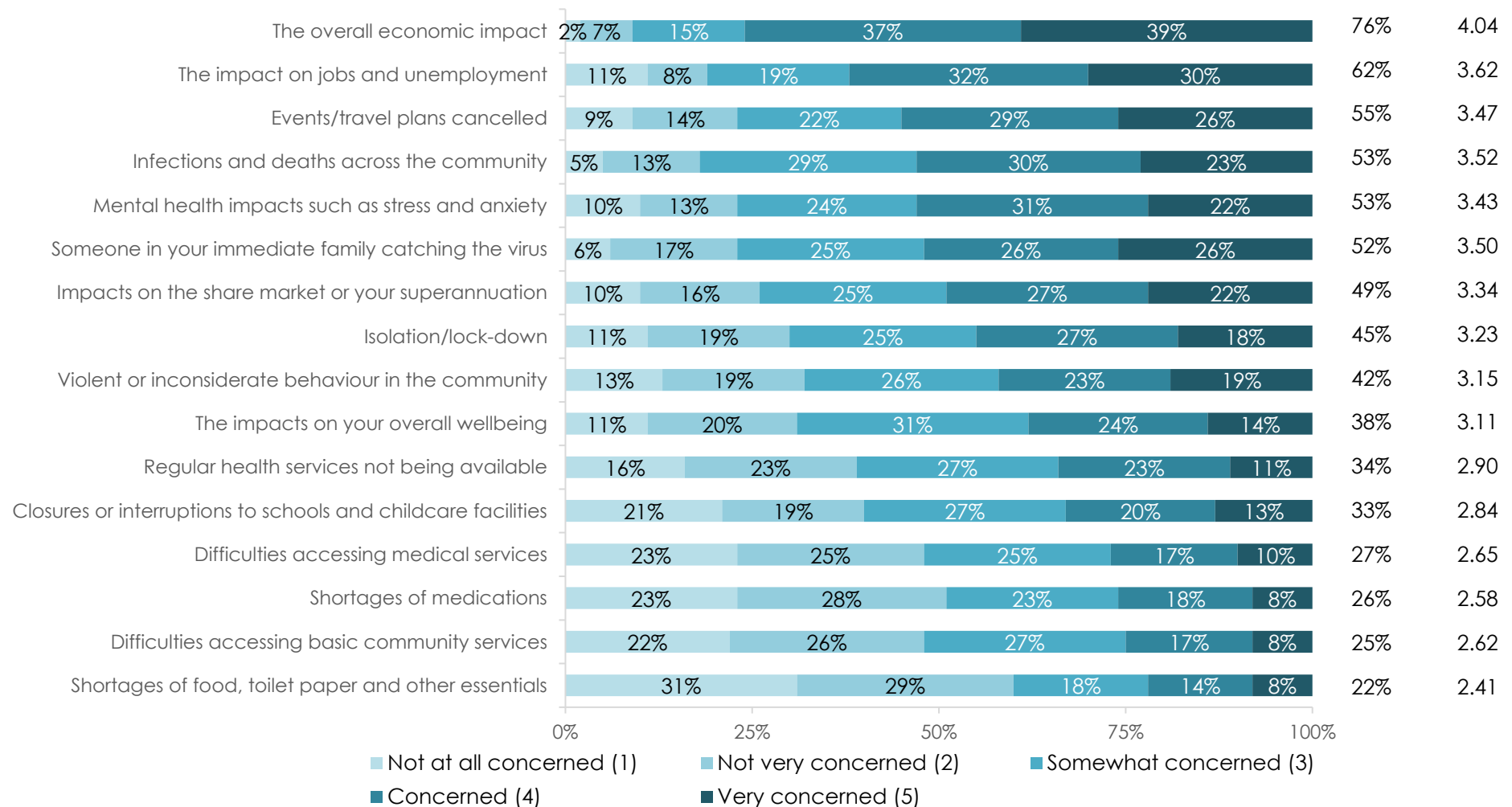
Other specified	N = 1,128
Not being able to go out/do activities/attend events	1%
Not being able to see family/friends	1%
Travel restrictions	1%
Work/study impacts e.g. work/study from home, loss of work/opportunities, lack of support	1%
Worried about the future e.g. economic impact	1%
Worrying about health/wellbeing/financial impacts on family/friends/self	1%
Concerned about public transport	<1%
Difficulty accessing services such as medical, Centrelink	<1%
Having to do shopping	<1%
Impacts on society e.g. more stress, more violence, less sense of community	<1%
Lack of proper medical investigations since COVID	<1%
Negative news	<1%
Positive effects e.g. more time for fitness, freedom, changes to work	<1%
Unable to plan ahead	<1%
Unhappy with Government/political decisions	<1%



Future Concerns

Q5. Thinking about the future, how concerned are you about the following?

T2B Mean



Scale: 1 = not at all concerned, 5 = very concerned

Future Concerns

Q5. Thinking about the future, how concerned are you about the following?

	Overall	Male	Female	Under 40	40-59	60+	NESB	English only
The overall economic impact	4.04	3.98	4.10	4.05	4.03	4.05	4.03	4.05
The impact on jobs and unemployment	3.62	3.51	3.72▲	3.88▲	3.63	3.20▼	3.78▲	3.56
Events/travel plans cancelled	3.47	3.42	3.52	3.53	3.50	3.35▼	3.50	3.47
Infections and deaths across the community	3.52	3.37	3.67▲	3.62	3.45	3.47	3.66▲	3.48
Mental health impacts such as stress and anxiety	3.43	3.19	3.66▲	3.74▲	3.37	3.04▼	3.56	3.39
Someone in your immediate family catching the virus	3.50	3.33	3.65▲	3.65▲	3.47	3.28▼	3.73▲	3.41
Impacts on the share market or your superannuation	3.34	3.37	3.32	3.16▼	3.39	3.55▲	3.42	3.31
Isolation/lock-down	3.23	3.09	3.36▲	3.56▲	3.16	2.81▼	3.56▲	3.11
Violent or inconsiderate behaviour in the community	3.15	3.08	3.21	3.24	3.12	3.04	3.20	3.13
The impacts on your overall wellbeing	3.11	3.09	3.12	3.35▲	3.06	2.80▼	3.43▲	2.99
Regular health services not being available	2.90	2.83	2.96	3.20▲	2.83	2.53▼	3.24▲	2.78
Closures or interruptions to schools and childcare facilities	2.84	2.80	2.87	2.95	2.89	2.62▼	3.03▲	2.77
Difficulties accessing medical services	2.65	2.58	2.72	3.03▲	2.58	2.18▼	3.12▲	2.49
Shortages of medications	2.58	2.57	2.59	2.92▲	2.52	2.15▼	2.99▲	2.44
Difficulties accessing basic community services	2.62	2.58	2.66	2.94▲	2.56	2.22▼	3.11▲	2.45
Shortages of food, toilet paper and other essentials	2.41	2.38	2.44	2.83▲	2.32	1.88▼	2.90▲	2.23

▲▼ = A significantly higher/lower level of concern (by group)

Scale: 1 = not at all concerned, 5 = very concerned

Support/Information to Help Deal with the Impacts of COVID-19

Q7. Apart from COVID ending, what support or information would make it easier for you to deal with the impacts of COVID-19?

Support/Information	N = 1,128
Better internet/internet support	2%
Ease restrictions	2%
Increased testing/more testing locations/easier tests	2%
Support for study/schooling/less disruptions/online learning	2%
Access to safe public transport/more cycleways and encourage alternative options to reduce use of public transport	1%
Improved aged care services	1%
Increased policing/harsher penalties	1%
Increased research and understanding	1%
Localised rules/only shutting down affected areas	1%
More online and delivery services	1%
Preservation of freedom	1%
Providing advice e.g. work from home tips, wellbeing tips, health advice, financial advice	1%
Support businesses/industries	1%
Utilisation of apps e.g. COVID app, social media, interactive Gov website, apps that work on various phones	1%
Global stability	<1%
Herd immunity	<1%
Home care/home services	<1%
Limits on supermarket items/shopping hours for the elderly/fully stocked shelves	<1%
More certainty of children	<1%
More social housing	<1%
Taking care of our environment	<1%



Government Actions

Q11. During this pandemic, what do you believe the Government (Federal, State and Local) should be doing to manage the spread/impact?

	Overall	Male	Female	Under 40	40-59	60+	NESB	English only
Provide detailed information on local cases/alerts	59%	53%	65%▲	54%▼	58%	69%▲	49%	63%▲
Make masks mandatory	57%	49%	64%▲	58%	49%▼	64%▲	54%	58%
Harsher penalties for non-compliance	45%	43%	47%	40%▼	45%	54%▲	31%	50%▲
Continue JobKeeper payments beyond March	43%	41%	45%	43%	39%	49%▲	34%	47%▲
Continue JobSeeker payments beyond March	43%	40%	46%	46%	35%▼	51%▲	36%	46%▲
Close the poker machines (leave pubs/clubs open)	43%	40%	47%▲	44%	40%	47%	41%	44%
Close bars/clubs	37%	35%	38%	37%	37%	35%	42%	35%
Close gyms/fitness centres	37%	37%	36%	34%	37%	40%	36%	37%
Stricter social distancing measures	32%	29%	34%	33%	30%	33%	38%▲	29%
Make restaurants takeaway only	29%	29%	29%	35%▲	25%	24%▼	34%	27%
Limit the number of people at your home	28%	30%	27%	25%	31%	31%	27%	29%
Reduce school capacity	28%	27%	30%	37%▲	24%▼	21%▼	36%▲	26%
Close state borders	23%	21%	24%	31%▲	19%▼	16%▼	27%	21%
Interstate travel ban	22%	21%	22%	26%	21%	17%▼	27%▲	20%
Continue to cover hotel costs for returning travellers	20%	15%	24%▲	24%	16%▼	20%	17%	21%
Close outdoor gym/fitness equipment	15%	16%	13%	18%	13%	12%	18%	13%
Close playgrounds	14%	14%	13%	18%▲	11%	10%	18%	12%
Close schools	14%	16%	13%	20%▲	14%	5%▼	16%	13%
Allow international travel	11%	13%	11%	11%	11%	12%	15%	10%
Close restaurants	11%	14%▲	9%	12%	12%	9%	13%	10%
Stop JobKeeper payments	8%	9%	8%	10%	7%	7%	10%	8%
Increase the number of people at your home	7%	8%	6%	10%▲	6%	3%▼	8%	6%
Stop JobSeeker payments	7%	7%	6%	7%	7%	6%	8%	6%
Relaxed social distancing measures	6%	6%	5%	5%	5%	8%	7%	5%
Other	7%	6%	8%	2%▼	9%▲	11%▲	4%	8%▲
Don't know	3%	4%	2%	2%	4%	2%	3%	3%
Base	1,128	535	593	453	382	293	300	828

▲ ▼ = A significantly higher/lower percentage (by group)

Government Actions – Other Specified

Q11. During this pandemic, what do you believe the Government (Federal, State and Local) should be doing to manage the spread/impact?

Other specified	N = 1,128
More social distancing measures/stricter controls e.g. stop contact sports, large crowds, strict controls for gyms, nursing, restaurants, masks indoors	2%
Open State borders/International borders to students, Australians overseas, workers and refugees	2%
Be smart e.g. use common sense, listen to advice	1%
Continue the good work/keeping cases low/providing information	1%
Economic investment e.g. funding treatments, financial support to individuals, COVID pay, increased wages, provide more jobs	1%
Implement restrictions when appropriate/close borders/businesses as hotspots are identified	1%
Improve politics, communication and consistency across States/Government/Improve international politics	1%
Provide clear, consistent, detailed information/educate the community	1%
Be like Sweden	<1%
Don't allow international travel/arrivals	<1%
Extend the period where landlords are not able to kick out tenants due to COVID financial difficulties, especially for commercial leases	<1%
Faster test results/tracking/vaccine development	<1%
Get back to normal	<1%
Have a positive attitude	<1%
Herd immunity	<1%
Improving quarantine e.g. better hotels, self-isolation at home rather than hotels, pay for hotels, mandatory confinement for those infected, location trackers	<1%
Job keeper regulation e.g. only those who need it use it appropriately, continue past March if needed	<1%
Keep vaccine as optional not compulsory	<1%
More outdoor options	<1%
Protect the elderly/vulnerable/improve the management of the aged care sector	<1%
Provide PPE e.g. free masks, enough PPE for health workers and those visiting the elderly/sick	<1%
Support women at risk/domestic violence victims	<1%
Nothing	<1%

Work Status/Conditions – Other Specified

Q8. What is your current work status?

Q9. (If working at Q8), Have your work conditions been impacted by COVID?

Asked of those employed

Other specified	Count
Self-employed/freelance	8
Impacted by COVID e.g. stood down, employed but no hours	6
Volunteer	4
On leave e.g. Long Service Leave, Maternity Leave	2
Disability pension	1
Semi-retired	1
Working casually about 6 weeks per year	1

Other specified	Count
COVID-Safe practices e.g. masks, increased cleaning, social distancing	9
Salary/pay reduction	9
Increased hours/busier	6
Loss of job	6
Less need to travel	3
Change of job	2
Facing new challenges e.g. online training, issues getting staff together, restrictions in services	2
I had to rent a space to continue working	1
More flexible working and travelling times	1
Office worked from home but I had to go to work	1
Other family members at home working/studying	1
Travel to work by car	1



Agreement with Prompted Statements

Q12. To what extent do you agree or disagree with the following statements:

	Overall	Male	Female	Under 40	40-59	60+	NESB	English only
I am satisfied with my life as a whole	0.86	0.88	0.85	0.68▼	0.90	1.11▲	0.73	0.91
I am satisfied with my job	0.48	0.56	0.41	0.41	0.55	0.50	0.43	0.50
I feel I belong to my local community	0.43	0.42	0.44	0.32▼	0.43	0.60▲	0.44	0.43
Council acts on the community's behalf	0.31	0.34	0.28	0.41▲	0.23	0.24	0.45▲	0.25
I feel comfortable in public places	0.27	0.46▲	0.10	0.21	0.33	0.29	0.16	0.31
My work is too demanding and stressful	-0.37	-0.44	-0.31	-0.07▲	-0.20▲	-1.20▼	-0.06▲	-0.49

Scale: -2 = strongly disagree, 2 = strongly agree

▲ ▼ = A significantly higher/lower level of agreement (by group)



Support in a Crisis – Type of Support

Q18. If you needed to, could you ask someone who does not live with you for any of these types of support in a crisis?

	Overall	Male	Female	Under 40	40-59	60+	NESB	English only
Emotional support	72%	64%	79%▲	71%	73%	71%	67%	74%
Advice on what to do	68%	62%	74%▲	65%	67%	74%▲	60%	71%▲
Provide emergency food	55%	48%	62%▲	55%	56%	55%	44%	59%▲
Provide emergency money	55%	51%	59%▲	56%	57%	50%▼	47%	58%▲
Help in maintaining family/work responsibilities	50%	50%	50%	50%	52%	46%	39%	53%▲
No, I couldn't ask someone for support	11%	13%	9%	9%	12%	13%	10%	12%
Base	1,128	535	593	453	382	293	300	828

▲ ▼ = A significantly higher/lower percentage (by group)



Support in a Crisis – Who to Ask for Support

Q18. If you needed to, could you ask someone who does not live with you for any of these types of support in a crisis?

Q19. Who could you ask for these types of support in a crisis?

	Overall	Male	Female	Under 40	40-59	60+	NESB	English only
Family member	83%	82%	84%	81%	82%	87%▲	74%	86%▲
Friend	72%	66%	77%▲	72%	69%	75%	67%	73%
Neighbour	25%	25%	26%	17%▼	28%	35%▲	21%	27%
Work colleague	23%	22%	24%	27%▲	30%▲	7%▼	23%	23%
Health, legal or professional service	21%	21%	21%	17%	20%	29%▲	17%	23%
Community, charity or religious organisation	20%	21%	20%	19%	21%	21%	22%	20%
Local council or other government service	11%	12%	11%	12%	9%	12%	17%▲	9%
Base	1,003	466	537	412	335	256	271	732

▲ ▼ = A significantly higher/lower percentage (by group)





Appendix B: Questionnaire

Northern Sydney Regional Organisation of Councils
Covid-19 Community Survey
August 2020

Northern Sydney Regional Organisation of Councils is an association established to support the planning and advocacy of local government within the north district of Sydney. We work with local councils on regional priorities to create a better region.

We would like to understand the impact of COVID-19 on individuals within our region so we can better advocate for your needs.

Q1. In which LGA do you live?

- ☐ Hunter's Hill
- ☐ Hornsby Shire
- ☐ Ku-ring-gai
- ☐ Lane Cove
- ☐ Mosman
- ☐ North Sydney
- ☐ City of Ryde
- ☐ Willoughby
- ☐ Other (terminate)

Q2. Thinking about your life and personal circumstances, overall, how would you rate your quality of life at the moment?

- ☐ Very poor
- ☐ Poor
- ☐ Fair
- ☐ Good
- ☐ Very good
- ☐ Excellent

Q3. What top 3 words would you use to describe how you're feeling at the moment?

.....

Q4. How has the COVID-19 pandemic affected you? Select all that apply.

- ☐ Not being able to pay basic living costs (bills, rent, rates, childcare, strata fees, and loans)
- ☐ Not being able to access important services such as doctors, physios, counselling etc
- ☐ Lack of availability of daily essentials such as food and medicine
- ☐ Loss of income/employment
- ☐ Worrying about the security of my job
- ☐ Having to move house
- ☐ Homelessness
- ☐ Social isolation and feeling lonely
- ☐ Worrying about people who are important to me
- ☐ Not being able to do activities that are important to me
- ☐ Physical health concerns
- ☐ Wellbeing and mental health concerns
- ☐ Family violence
- ☐ Increased drug or alcohol use
- ☐ Discrimination or vilification
- ☐ Stress from children being at home more
- ☐ Stress from working from home
- ☐ Reduced access to the internet and online services and networks
- ☐ Stress caused by living and working in close proximity to others
- ☐ Nothing
- ☐ Other (please specify)

Q5. Thinking about the future, how concerned are you on a scale of 1 to 5, where 1 is not at all concerned and 5 is very concerned, about the following?

	Not at all concerned			Very concerned	
	1	2	3	4	5
The impacts on your overall wellbeing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The impact on jobs and unemployment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The overall economic impact	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shortages of medications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shortages of food, toilet paper and other essentials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Someone in your immediate family catching the virus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Infections and deaths across the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mental health impacts such as stress and anxiety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Violent or inconsiderate behaviour in the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Closures or interruptions to schools and childcare facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Regular health services not being available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Impacts on the share market or your superannuation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Events/travel plans cancelled	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Isolation/lock-down	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Difficulties accessing basic community services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Difficulties accessing medical services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q6. What top 3 words come to mind when you think about positive things you have experienced during COVID-19?

.....

Q7. Apart from COVID ending, what support or information would make it easier for you to deal with the impacts of COVID-19?

.....

Q8. What is your current work status?

- ☐ Working fulltime for 35 hours + a week
- ☐ Working part time or casual less than 35 hours
- ☐ Retired
- ☐ Unemployed
- ☐ Studying at school, TAFE, uni
- ☐ Home duties
- ☐ Other

Q9. If employed have your work conditions been impacted by COVID?

- ☐ Changed to working from home
- ☐ Reduction in hours/work opportunities
- ☐ Other
- ☐ No change to working conditions

Q10. How do you perceive your career prospects to be in the future?

- ☐ I feel my career has taken a step back/been put on hold
- ☐ I do not feel I will progress further in my career
- ☐ There is less demand for my industry, therefore less prospects moving forward
- ☐ I have changed my mind on what I want my career to be
- ☐ I have been forced to change careers/industry
- ☐ I lost my job to the pandemic and I am not confident getting a job in the same industry
- ☐ I am optimistic/positive for my future (e.g. my business/industry has expanded)
- ☐ I have adjusted to changes/requirements (e.g. online, contactless business, innovative and forward-thinking practices)

Q11. During this pandemic, what do you believe the Government (Federal, State and Local) should be doing to manage the spread/impact?

- ☐ Limit the number of people at your home
- ☐ Increase the number of people at your home
- ☐ Close schools
- ☐ Reduce school capacity (e.g. partial attendance, increased online learning)
- ☐ Close restaurants
- ☐ Make restaurants takeaway only
- ☐ Close bars/clubs
- ☐ Close the poker machines (leave pubs/clubs open)
- ☐ Close gyms/fitness centres
- ☐ Close outdoor gym/fitness equipment
- ☐ Close playgrounds
- ☐ Make masks mandatory
- ☐ Provide detailed information on local cases/alerts
- ☐ Continue JobKeeper payments beyond March
- ☐ Continue JobSeeker payments beyond March
- ☐ Stop JobKeeper payments
- ☐ Stop JobSeeker payments
- ☐ Close state borders
- ☐ Interstate travel ban
- ☐ Allow international travel
- ☐ Stricter social distancing measures
- ☐ Relaxed social distancing measures
- ☐ Harsher penalties for non-compliance
- ☐ Continue to cover hotel costs for returning travellers
- ☐ Other (please specify)

Q12. To what extent do you agree or disagree with the following statements:

	Strongly disagree			Strongly agree		
	1	2	3	4	5	DK
I am satisfied with my life as a whole	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My work is too demanding and stressful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with my job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel comfortable in public places	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Council acts on the community's behalf	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel I belong to my local community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Q13. Do you feel that you are able to provide basic needs for your family (e.g. food, clothing)?

- ☐ Yes
- ☐ No

Q14. If you needed to, could you access or raise \$2,000 within two days in an emergency?

- ☐ Yes
- ☐ No
- ☐ Don't know

Q15. In the last 12 months, how many times, if at all, has your household run out of food and could not afford to buy more? (SR)

- ☐ Once a week or more often
- ☐ Once a fortnight
- ☐ Once a month
- ☐ Less than once a month
- ☐ Never

Q16. During the past few weeks, how often, if at all, have you experienced positive emotions such as calmness, compassion, forgiveness, contentment and generosity?

- ☐ Often
- ☐ Sometimes
- ☐ Rarely
- ☐ Never
- ☐ Don't know

Q17. And during the past few weeks, how often, if at all, have you experienced negative emotions such as selfishness, jealousy, fear, worry, and anger?

- ☐ Often
- ☐ Sometimes
- ☐ Rarely
- ☐ Never
- ☐ Don't know

Q18. If you needed to, could you ask someone who does not live with you for any of these types of support in a crisis? Please select all that apply. (MR)

- ☐ Advice on what to do
- ☐ Emotional support
- ☐ Help in maintaining family/work responsibilities
- ☐ Provide emergency money
- ☐ Provide emergency food
- ☐ No, I couldn't ask someone for support

Q19. Who could you ask for these types of support in a crisis? Please select all that apply. (MR)

- ☐ Friend
- ☐ Neighbour
- ☐ Family member
- ☐ Work colleague
- ☐ Community, charity or religious organisation
- ☐ Local council or other government service
- ☐ Health, legal or professional service
- ☐ Other (please specify).....

Demographics

Q20. What is your age?

- ☐ Under 20 years
- ☐ 20-29
- ☐ 30-39
- ☐ 40-49
- ☐ 50-59
- ☐ 60-69
- ☐ 70-79
- ☐ 80 years and over

Q21. What is your identified gender?

- ☐ Male
- ☐ Female
- ☐ Transgender
- ☐ Non-binary/third gender
- ☐ Prefer not to say

Q22. Do you speak a language other than English at home? Select one

- ☐ Yes
- ☐ No

Q23. What is your family status? Prompt

- ☐ Single/living alone
- ☐ Single parent (children at home)
- ☐ Couple (children at home)
- ☐ Couple (no children at home)
- ☐ Group/shared household
- ☐ Living at home with one or more parents
- ☐ (Do NOT prompt) Prefer not to state
- ☐ Other (Do NOT prompt - specify)

Thank you for your time and assistance. This market research is carried out in compliance with the Privacy Act, and the information you provided will be used only for research purposes. This research has been conducted by Micromex Research on behalf the Northern Sydney Regional Organisation of Councils.

The information contained herein is believed to be reliable and accurate, however, no guarantee is given as to its accuracy and reliability, and no responsibility or liability for any information, opinions or commentary contained herein, or for any consequences of its use, will be accepted by Micromex Research, or by any person involved in the preparation of this report.

A woman with long brown hair, wearing a white face mask and a tan trench coat, is walking on a paved path in a park. She is looking down at a green smartphone in her hands. In the background, there are green trees and a few other people walking. The overall scene is outdoors and slightly blurred.

micromex research

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