



Moreland City Council

COVID-19 Secondary Impact Analysis Community Survey

ANALYTICAL REPORT



Wallis

Report prepared for:

Moreland City Council 90 Bell Street, Coburg 3058

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1.0 Introduction

1.1 Background and Objectives

Moreland City Council (Council) is one of Victoria's most populous and culturally and linguistically diverse (CALD) municipalities. In responding to the COVID-19 pandemic at a local government level, Council is required to undertake a Secondary Impact Assessment (SIA) as described in Emergency Management Victoria's Impact Assessment Guidelines. This assessment must be conducted in tandem with Council's coordination of relief and recovery activities.

To contribute to the assessment, Wallis Market and Social Research (Wallis) was engaged to conduct a survey among the Moreland community to provide Council with data that will assist in

- Determining what has been done and needs to occur to ensure effective relief and recovery for the directly impacted members of the Moreland community - particularly for any vulnerable groups.
- Identifying relief and recovery options for Council to consider.
- Providing accurate advice to Council staff and Councillors, relevant Government Departments, agencies, and the community.
- Effectively planning and managing the recovery process for the Moreland community.

1.2 Methodology

Sample frame and source

A sample of landline and mobile numbers, matched to the City of Moreland area by postcode, was drawn at random from an accredited supplier of publicly available phone records that is used exclusively for market and social research. In order to ensure representation of younger and mobile-only households, 70% of the sample consisted of postcode-matched mobile phone sample.

Additionally, to reach CALD and other community groups that were harder to reach, an open survey link was distributed through Council networks via the Moreland Facebook and Instagram pages. The survey was also promoted on *Conversations Moreland* and other channels to encourage residents to complete the survey.

Data collection instruments

The main data collection instrument was a quantitative survey. The questionnaire used in the survey was based on an initial list of questions and project objectives provided by Council. Questions were included to explore the impact of the COVID-19 pandemic on use of Council facilities, as well as on the health and wellbeing of City of Moreland residents. Further questions were added to understand financial security and media and news consumption of respondents.

The quantitative survey was set up for completion by both Computer Assisted Telephone Interview (CATI) and online. It took just over 17 minutes on average to complete. The multi-mode questionnaire is provided in Appendix 1.

The quantitative survey included a question asking for permission to re-contact the respondent for a follow-up in-depth telephone interview. This follow-up interview provided the opportunity to obtain a richer understanding of the specific needs of respondents. Eight follow-up interviews were conducted.

The discussion guide for follow-up interviews was developed to gain further insights into the issues raised in the surveys. The follow-up qualitative interviews took approximately 30 minutes on average to complete by telephone. The discussion guide is provided in Appendix 2.

Data collection

Main sample (random sample)

A total of n=316 surveys (n=303 completed by telephone and n=13 completed online) were completed using the random landline and mobile numbers. Fieldwork was conducted between 10th September and 19th September 2020. A team of eight Wallis CATI interviewers were briefed in person by the project team prior to commencing the fieldwork.

Minimum quotas of gender and age were applied during fieldwork to ensure good representation of the Moreland community. The final survey sample was then weighted by two demographic variables; age and gender, to match the demographic profile of the City of Moreland as determined by the most recent ABS population estimates. Table 1 below shows the unweighted and weighted distribution of the final main sample.

Table 1 Main sample: Unweighted and weighted distributions

Characteristics	<i>n</i>	Unweighted	Weighted
Gender			
Male	154	49%	48%
Female	162	51%	52%
Age			
18-34	48	15%	39%
35-49	111	35%	27%
50-64	90	29%	17%
65+	67	21%	17%

The sampling approach used for the main sample is the most cost-effective way of ensuring that the majority of the community are given a chance to participate, notwithstanding the known limitations of such an approach (list-based telephone sample does not provide *full* population coverage). Given that this sample provides a reasonable representation of the Moreland community as a whole, the results in the main section of this report are based on this random sample, which has been weighted to reflect the Moreland population according to age and gender.

Engagement sample (open link sample)

A further n=306 survey completions were achieved via distribution of the survey via an open survey link during 10-19 September 2020. Moreland residents who opted to complete a survey using this open link can be assumed to have a high level of engagement and willingness to share their views on Council matters, and particularly on their experiences of the COVID-19 pandemic. Hence although this "Engagement sample" is subject to skews and is not a good representation of the Moreland population as a whole, it provides a perfect sample of engaged residents providing their opinions on the survey topic.

As shown in table 2 on the following page, there is a large skew to females aged 18-34 in this sample; most of the survey completions came through people clicking on the ads on Facebook and Instagram, and Moreland City Council's social media pages are more heavily followed by females in this age group (Facebook: 64% females, Instagram: 67% females).

Given the nature of this sample, it was not appropriate to merge this sample with the main sample and apply weighting to the combined sample, as they are two different types of sampling approaches with differing types and levels of natural bias.

Hence the results from this Engagement sample are reported separately in the final chapter of this report, to provide key findings among the group of engaged Moreland residents keen to share their experiences of the COVID-19 pandemic.

Table 2 Engagement sample: Age and gender distribution (unweighted)

Characteristics	<i>n</i>	Unweighted
Gender		
Male	67	22%
Female	230	75%
Age		
18-34	174	57%
35-49	67	22%
50-64	50	16%
65+	15	5%

In-depth qualitative follow-up interviews

A total of *n*=8 follow-up in-depth telephone interviews were conducted between 21st September and 22nd September 2020.

Four case studies derived from the qualitative interviews have been included in this report, to provide a rich context to the survey findings, by highlighting key experiences of Moreland residents.

1.3 Technical notes

Rounding

Percentages are generally rounded to whole numbers. Some totals may not add to 100 percent due to rounding.

Base sizes and reliability

Base sizes shown on the tables and figures indicate the number of people who answered each question.

As shown in table 3 on the following page, the maximum margin of error¹ on a sample of approximately *n*=300 interviews is +/-6% at the 95% confidence level for survey results around 50%.

Margins of error will be larger for any sub-samples, as shown in the table.

¹ The margin of error is a range of values above and below the actual results from a survey at a particular level of confidence. For example, a 50% "yes" response with a margin of error of 5% at a 95% level of confidence means that between 45% and 55% of the population would give a "yes" response 95 times out of 100 times the survey was run.

Table 3 Main sample: Error margins

	n	Error
TOTAL SAMPLE	316	±6%
Gender		
Male	154	±8%
Female	162	±8%
Age		
18-34	48	±14%
35-49	111	±9%
50-64	90	±10%
65+	67	±12%
Culturally and Linguistically Diverse (CALD)		
Yes	85	±11%
No	230	±6%
Household income		
Under \$50,000	57	±13%
\$50,000 to \$100,000	70	±12%
More than \$100,00	117	±9%

Margins of error are not provided for the Engagement sample, as such calculations are not applicable to non-random samples. The survey results from the Engagement sample should be taken at face value to represent the people who responded to the survey.

2.0 Summary of key findings

Council facilities and services

Moreland residents are more likely to use outdoor facilities than indoor facilities, even after restrictions ease. This is particularly true for parks, reserves, playgrounds, walking paths and cycling paths; close to half of respondents (45%) state that they will use these outdoor facilities more often when restrictions ease. As supported by the in-depth interviews, this is likely because respondents are still wary about COVID-19 transmission and there is more space outdoors (and less people in proximity). This sentiment was particularly strong among CALD communities.

During the COVID-19 restrictions, Council provided some services in a modified format so that they could continue to operate within the restrictions (e.g. tele-health services etc). The majority of respondents (85%) said they hadn't accessed the modified services. However, for the small proportion who had, more than half (59%) said were likely to continue to use the modified service delivery formats.

Mental health and wellbeing

Almost all respondents (98%) said they faced challenges due to COVID-19 restrictions. The main challenge that respondents faced was not being able to socialise or see their friends or family (50%). Financial challenges also affected one in five respondents (20%), with males (29%), younger respondents aged 18-34 (29%) and CALD respondents (30%) being more likely to be financially challenged.

On the other hand, more than three-quarters of respondents (78%) were able to report at least one positive outcome - being able to spend more time with loved ones like family (25%), or with their friends/community (14%), or having more time for housework or gardening (12%).

The survey findings indicate that the majority of Moreland residents (71%) have been impacted negatively by the COVID-19 pandemic. Younger respondents (18-34: 75%, 35-49: 78%) were more likely to report a negative impact.

Respondents reported increased levels of stress due to the negative impact of COVID-19 restrictions. One in six respondents (16%) reported that they were unable to cope with their level of stress. This proportion was higher among females (22%), and among low-income households where household income was less than \$50,000 per year (27%).

Nearly a fifth of respondents (18%) reported that they are unable to get help when they need to. This was higher for younger respondents aged 18-49 (24%), and for CALD respondents (27%).

Financial Security

Prior to COVID-19 restrictions, just over three-quarters of respondents (76%) were working full-time or part-time. Close to half (48%) had their work hours change due to the COVID-19 restrictions, with 47% having their hours reduced, 28% having been temporarily stood down, and one in ten (10%) being permanently retrenched or made redundant. Close to a quarter of respondents (23%) had to find more work to support their household. The following groups were more likely to be negatively impacted:

- CALD (43%) and younger respondents aged 18-34 (35%) were more likely to report a worsened financial situation due to COVID-19 when compared to all respondents (30%);
- CALD respondents (63%) were more likely to have had their work hours affected compared to non-CALD respondents (42%) and more likely (41%) to have to find more work to support their household;

Respondents aged 18-34 (33%) were also more likely to have to find more work during this period.

Case Study

Financial hardship

Resident in the CALD community



During COVID-19, Sam has had his work hours substantially reduced and is struggling to remain financially stable. As an immigrant, he is not eligible for any government support and the uncertainty surrounding the pandemic has caused a lot of emotional and financial strain. Sam was not a frequent user of any Council facilities (gyms, indoor pools, walking paths) prior to COVID-19. However, now that his movements are restricted, he has struggled to maintain a healthy lifestyle and has come to realise the benefits of these facilities.



Impact of COVID-19

The pandemic has had a substantial emotional and physical impact on Sam. During the lockdown he has developed health problems and worries about his financial security. During lockdown he has enjoyed getting fresh air by utilising the spread-out walking paths and parks in his area.



Use of Council facilities

Sam expects his use of Council indoor facilities and walking paths to increase compared to his pre-COVID usage. This is due to the opportunity to socialise and sense of community that comes with engaging with Council facilities. He also wants to improve his health in a safe environment, such as open walking paths.



Road to Recovery

Coming out of COVID-19, Sam believes the Council should provide mental health support to the community. For example, services such as free one-on-one counselling sessions or group sessions would help him manage the impact the pandemic has had on his life, as well as allow him to realise he is not alone in his struggles.



Concerns

Sam is concerned how the strict restrictions have impacted his community and made residents hesitant to interact with people outside of their households. He is looking forward to returning to day-to-day activities, like playing basketball with others in the park, or visiting the local pub. These things are important to him as it makes him feel part of the community.



”

Maybe counselling sessions for free, if the community can organise experts for group counselling or one-on-one sessions that might help a lot.

Case Study

Use of Council services

Female with children at home



Emma used to commute everyday into the CBD for work. But due to COVID-19, her and her family are all working and studying at home. It has been a challenge juggling work life and home life during this period, especially with school-aged children at home, and Emma sometimes finds herself feeling isolated. Before the pandemic, Emma spent most of her time in other parts of the city, choosing to go shopping or explore other neighbourhoods on her weekend rather than stay locally. Emma was also a weekly user of library services, although she preferred to visit the city library near her workplace.



Impact of COVID-19

Since the restrictions, Emma has joined the Moreland library and plans to continue being a member even after restrictions ease, as working from home has become the new normal. Emma has started using the local parks every day, and now explores the local Moreland nature reserves on her weekend within the 5km radius.



Use of Council facilities

Before COVID-19, Emma rarely went for walks on the local pathways or explored her neighbourhood. But after the restrictions ease, she plans to continue to go for daily walks and utilise some of the local parks she has discovered during lock-down.



Road to Recovery

Coming out of COVID-19, Emma says the most important thing is for the Council to support local health and safety, by ensuring all signing and messaging is displayed in a range of languages and can be interpreted by those who are visually impaired.



Concerns

Emma is concerned about local businesses shutting down, as the community of Moreland is built upon café culture and the diversity of small businesses. Council needs to encourage people to visit local restaurants and cafés in a safe way. Emma is most looking forward to getting back her work-life balance, as the past few months there has been little to do but work.



”

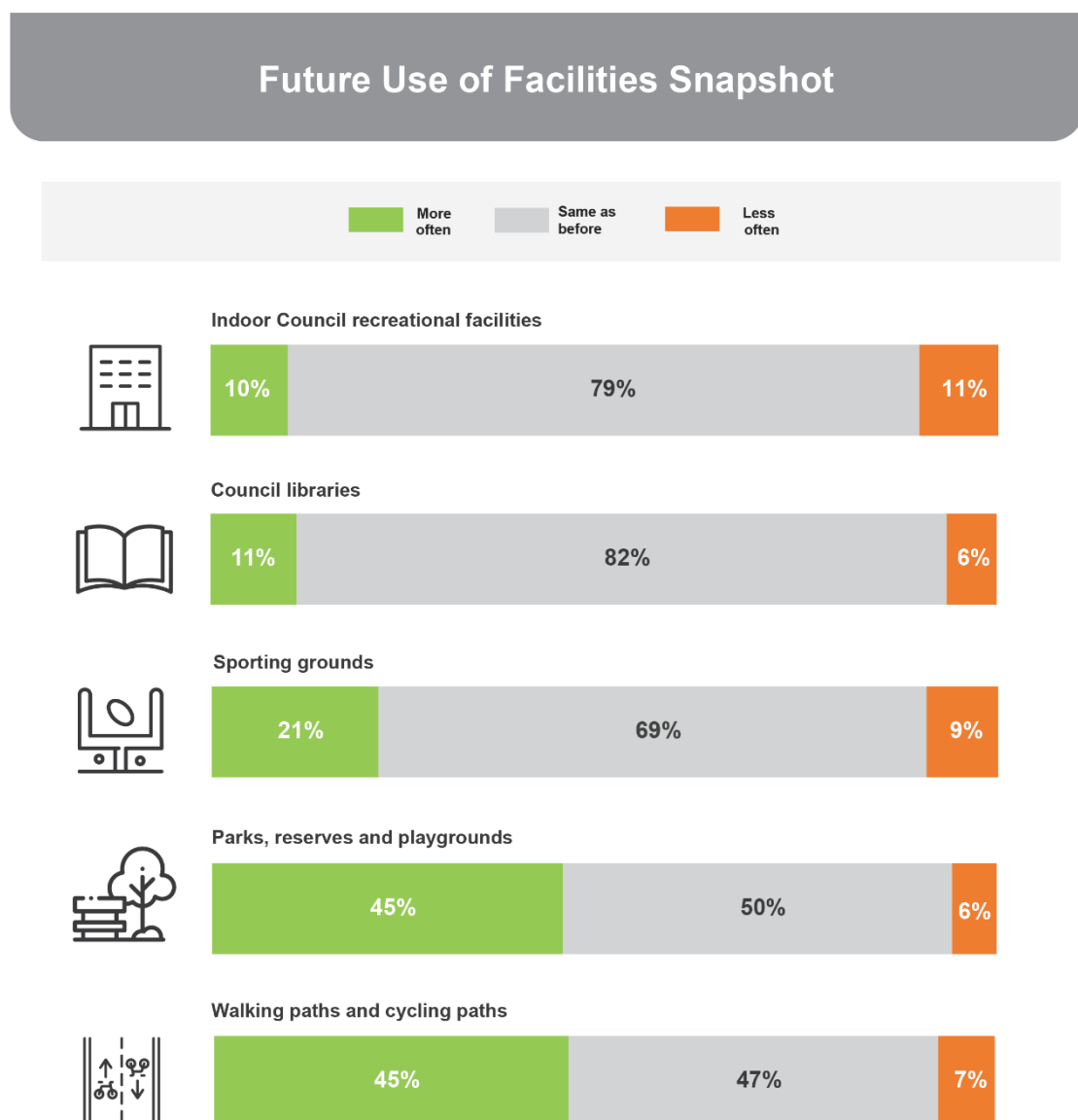
We have been exploring our local neighbourhood a lot more, because we now spend all our time in Moreland. I would like to keep this up after COVID-19.

3.0 Future use of Council facilities

Respondents were asked to think about their usage of Council libraries and indoor recreational facilities such as halls and sporting venues, gyms and swimming pools, as well as outdoor facilities including sporting grounds, walking and cycling paths, and parks, nature reserves and playgrounds. Specifically, respondents were asked to indicate whether they think they would use such facilities more often, less often, or about the same as they did before the COVID-19 restrictions were introduced. Figure 1 below provides a snapshot of the results from these questions among the main sample.

The snapshot shows a clear difference in stated future usage of general outdoor areas such as parks and paths, compared to how these were being used in pre-COVID times. A detailed analysis of each item is provided in the remainder of this section.

Figure 1 Snapshot: Use of Council facilities after easing of COVID-19 restrictions



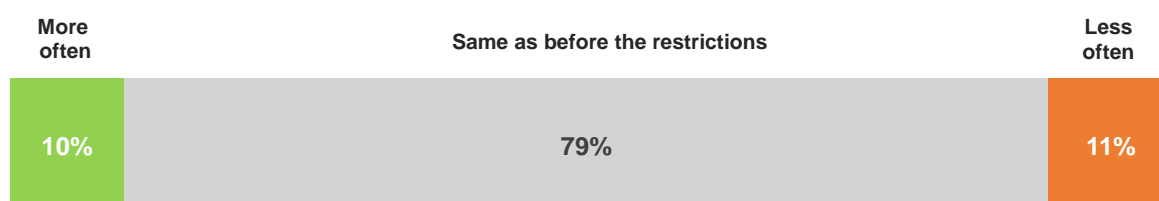
Base: All respondents (n=316)

*Figures do not add up to 100% as 'don't know' responses are not shown.

3.1 Indoor Council recreational facilities

As shown in Figure 2 below, more than three-quarters of respondents (79%) said they believe that when restrictions ease and indoor Council recreational facilities can re-open, they will use these facilities in the same capacity as they did in pre-COVID times. One in ten respondents (10%) say they will use these facilities more often, and approximately the same proportion (11%) say they will use them less often.

Figure 2 Stated use of indoor Council recreation facilities after ease of restrictions



C1 When these facilities can re-open in the future, do you think that you will use them more often, less often, or about the same as you did before the COVID-19 restrictions were introduced?

Base: All respondents (n=316)

* Figures do not add up to 100% as 'don't know' responses are not shown.

An analysis of the results by demographic reveals that CALD respondents (20%) were more likely to say they will use indoor facilities less often compared to 6% among those who speak English at home. A review of the verbatim comments indicates that this might be due to CALD respondents being more focused on work than on using recreational facilities or that they are afraid of catching COVID-19 in indoor facilities due to the close proximity of people:

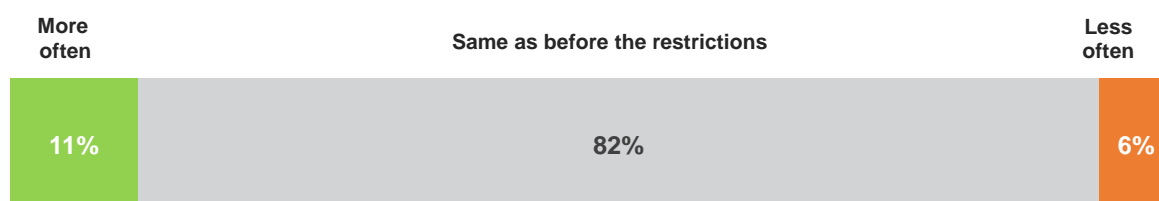
“ I will use them [indoor recreational facilities] less because I may be working.

“ Before COVID I didn't use the cycling paths or walking tracks a lot. But now I like the cycling track and trails by the creek, they are a good place to go because the proximity of people isn't too close.

3.2 Council libraries

A similar question was asked about future use of Council libraries. As shown in Figure 3 below, the majority of respondents (82%) said their use of Council libraries would be the same when they re-open.

Figure 3 Stated use of Council libraries after ease of restrictions



C2 When libraries can re-open in the future, do you think that you will use them more often, less often, or about the same as you did before the COVID-19 restrictions were introduced?

Base: All respondents (n=316)

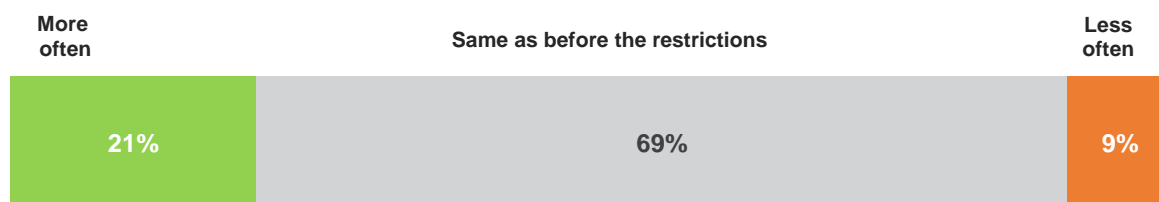
* Figures do not add up to 100% as 'don't know' responses are not shown.

There were no significant variations in results by subgroup for this question.

3.3 Sporting grounds

As shown in Figure 4 below, around one in five respondents (21%) said that they will use sporting grounds more often when restrictions are lifted, compared to how often they used them in pre-COVID times.

Figure 4 Stated use of sporting grounds after ease of restrictions



C5 Do you think you will use <ITEM> more often, less often, or about the same as you did before the COVID-19 restrictions were introduced?

Base: All respondents (n=316)

* Figures do not add up to 100% as 'don't know' responses are not shown.

This percentage is higher among younger age groups (27% among those aged 18-34 and 29% among those aged 35-49).

“ The only time you get out is the hour of exercise, so when you do you try and go somewhere different to make it more interesting. I now appreciate how nice it is to spend time outside.

In contrast, CALD respondents (17%) were more likely to say they will use sporting grounds less often compared to 6% among the entire sample.

3.4 Parks, nature reserves and playgrounds

For parks, nature reserves and playgrounds, the survey results provide a strong indication of increased future usage, with 45% of respondents saying they believe they will use these areas more often compared to their usage in pre-COVID times. As shown in Figure 5 below, a further 50% said their usage would not change, and 6% said they would use these areas less often.

Figure 5 Stated use of parks, nature reserves and playgrounds after ease of restrictions



C5 Do you think you will use <ITEM> more often, less often, or about the same as you did before the COVID-19 restrictions were introduced?

Base: All respondents (n=316)

* Figures do not add up to 100% as 'don't know' responses are not shown.

An analysis of the results by demographic reveals:

- Females (52%) were more likely to increase their usage of parks, nature reserves and playgrounds than males (37%).
- 55% of respondents aged 18-34 said their usage would increase, and the percentage among respondents aged 35-49 (53%) was also higher than for the total sample.
- Residents living in single households (26%) were less likely to say their usage would increase.

These demographic variations suggest that young families are driving the projected increase in usage of local parks, nature reserves and playgrounds. This is supported by the in-depth interviews as a respondent with a young family said the following:

“ We came to the realisation that she [her child] adores the playground, so we will try and do that more. It is definitely a case of you don't know what you've got until you lose it.

Verbatim comments from the in-depth interviews also describe some reasons behind respondents planned usage of parks, nature reserves and playgrounds after the easing of restrictions.

“ After COVID-19 I will do more outdoor activities. I now meet friends in the park for lunch, whereas before we would have met in a café. So, I guess we will keep doing this after restrictions ease as it is a way to see people.

“ My friends and I used to go to the movies or go shopping. But I now appreciate you can just go sit in the park for a couple of hours and that is enough. We will be doing more of that after restrictions as the weather gets better.

3.5 Walking tracks and cycling paths

The results show a similar picture for walking tracks and cycling paths, with 45% of respondents saying their usage will increase when COVID-19 restrictions are eased.

Figure 6 Stated use of walking tracks and cycling paths after ease of restrictions



C5 Do you think you will use <ITEM> more often, less often, or about the same as you did before the COVID-19 restrictions were introduced?

Base: All respondents (n=316)

* Figures do not add up to 100% as 'don't know' responses are not shown.

In this case, the percentage saying their use will increase was similar among male and female respondents (47% and 43% respectively). However, it was higher among younger age groups, with 56% of those aged 16-34 and 50% of those aged 35-49 saying their usage of local walking tracks and cycling paths will be higher compared to pre-COVID times.

Below are some verbatims from in-depth interviews describing some changes to respondent's usage of walking tracks and cycling paths after restrictions ease. (Note that the second verbatim was also used in Section 4.1.)

“ I have really enjoyed walking on the creek trails during restrictions, so now when I'm meeting up with friends, I will do that instead of sticking on the same walking paths.

“ Before COVID I didn't use the cycling paths or walking tracks a lot. But now I like the cycling track and trails by the creek, they are a good place to go because the proximity of people isn't too close.

Use of modified Council services during COVID-19

Respondents were given a list of Council services and asked if they accessed any of these services in a modified format during COVID-19 restrictions. The majority of respondents (85%) did not access any of these services. Among the small proportion who said they did access the Council services in a modified format, just over half of said that they would continue using the modified format if offered when restrictions ease

Below are some verbatim comments from the in-depth interviews from respondents who accessed modified Council services to provide examples of why people might continue to use the services in a modified format when restrictions ease.

“ It is convenient, we had a telehealth appointment and it's just sometimes a lot simpler to answer the phone than get a child into the car. Things where face-to-face isn't that important, it just makes sense from a convenience point of view.

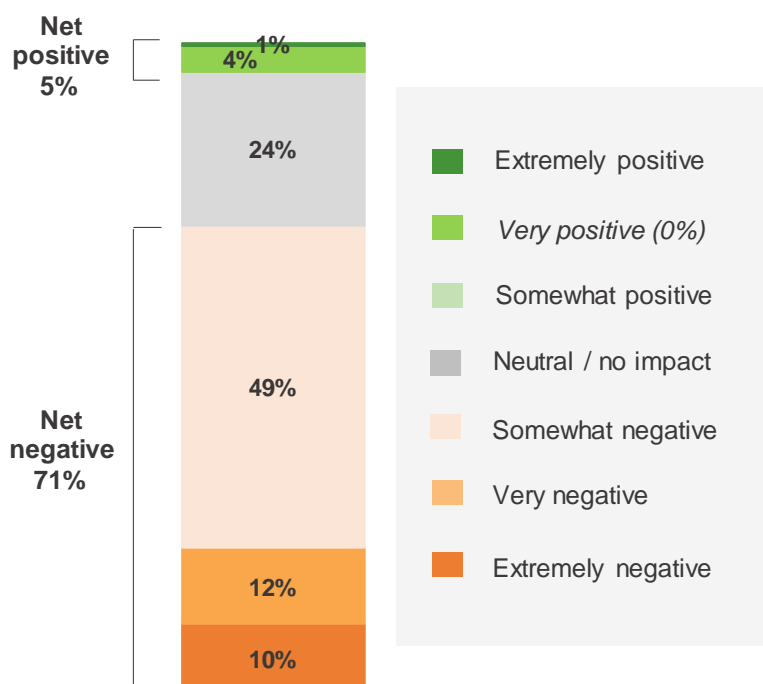
“ I would use Telehealth if I needed to and I had to, but there is no substitute to face-to-face as far as your health is concerned.

4.0 Health and wellbeing

When asked about the impact of COVID-19 on their mental health and wellbeing, nearly three quarters of respondents (71%) reported a negative impact while only 5% reported positive impact. Close to one in four (24%) indicate that they have not experienced any impact on their mental health and wellbeing.

Figure 7 below shows the percentage of respondents who have experienced positive and negative impacts on their mental health and wellbeing arising from COVID-19 restrictions.

Figure 7 COVID-19 impact on mental health and wellbeing



H5 Overall, how much has the COVID-19 situation impacted your mental health and wellbeing? Would you say the impact has been...

Base: All respondents (n=316)

* Figures do not add up to 100% as 'don't know' responses are not shown.

An analysis of the results by demographic reveals:

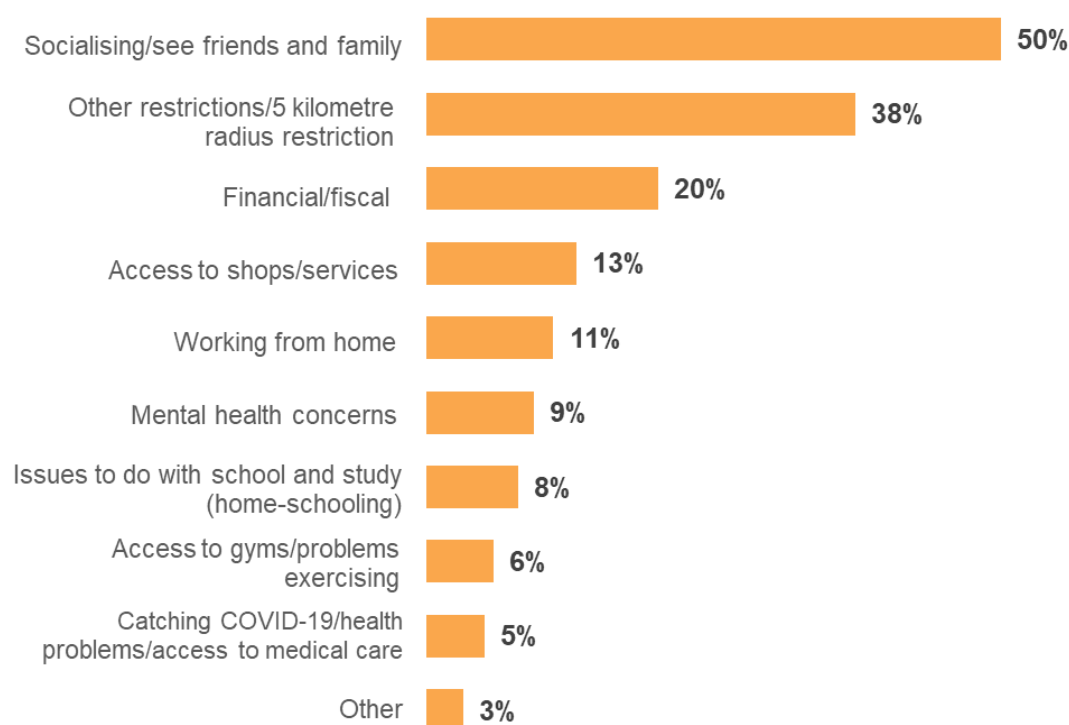
- Younger respondents aged 18-34 (77%) and 35-49 (77%) are more likely to experience a negative impact.
- More than a fifth of respondents (22%) from lower income (less than \$50k) households experienced extremely negative impacts from COVID-19 restrictions on their mental health and wellbeing.

4.1 Challenges caused by COVID-19

The COVID-19 restrictions brought about challenges for most respondents, with close to all respondents (98%) reporting at least one challenge faced. The responses to an open-ended question asking respondents to state the challenges faced in their own words were coded into themes; presented in Figure 8 below.

Half of all respondents (50%) found that the biggest challenge was not being able to socialise or see their friends and family. More than one-third (38%) faced challenges relating to restricted movements and the 5km radius, and approximately one in five (20%) reported financial challenges.

Figure 8 Biggest challenges faced, caused by COVID-19 situation



H6 What are the biggest challenges you are facing that are caused by the COVID-19 situation?

Base: All respondents (n=316)

*Figures do not add up to 100% as open-ended responses have been multi-coded where applicable

An analysis of the results by demographics reveals:

- Financial/fiscal challenges were more likely among males (29%) than females (12%);
- Younger respondents are more likely to report having financial/fiscal challenges (18-34: 29%, 35-49: 19%);
- CALD respondents (30%) are also more likely to face financial challenges.

Below are some verbatim comments from in-depth interviews describing some challenges they have faced.

“Not working has impacted on my financial activities and daily life in terms of paying rent, groceries, and other things.

“Not meeting up with friends and family. Restricted movement. Not being able to go to the gallery, or swimming pool, or the library.

“Isolation. I'm a single person living on my own. My friends are outside of my radius. My parents are interstate. I am restricted from having physical contact with my close friends.

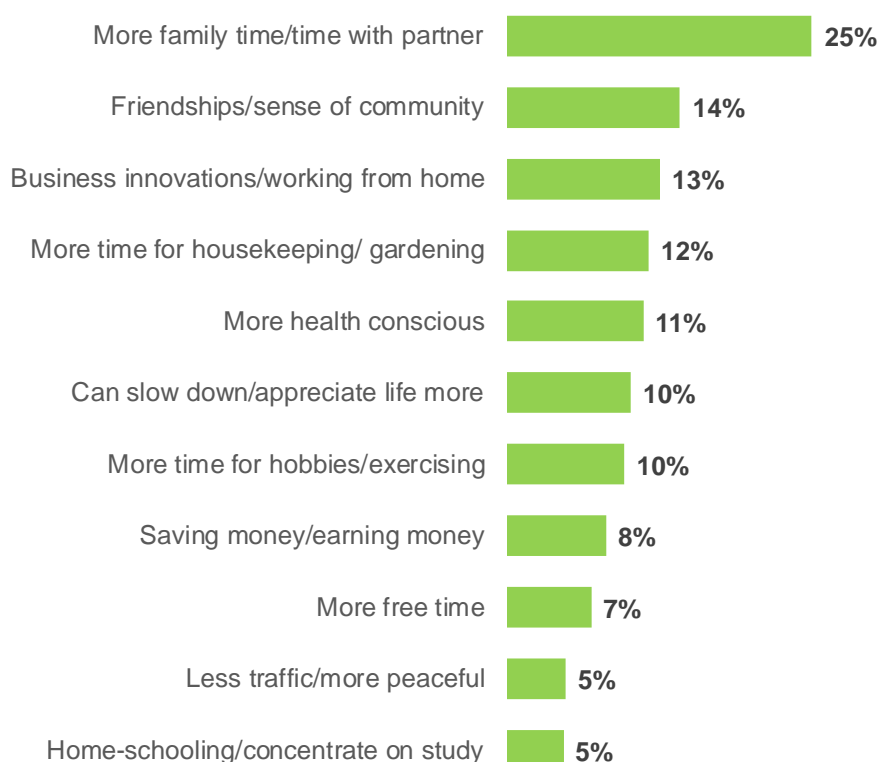
4.2 Positive outcomes from COVID-19

Respondents were asked if there were any positive outcomes that they could think of that arose from the COVID-19 restrictions. The majority (78%) of respondents were able to provide at least one positive outcome. The responses to an open-ended question asking respondents to describe any positive outcomes in their own words were coded into themes; presented in Figure 9 below.

The most frequently mentioned positive outcomes related to having more time with family and loved ones (25%), and improved friendships and sense of community (14%). Some respondents were also positive about having more time for housework/gardening (12%), being able to slow down/appreciate life more (10%), having more time for hobbies (10%), having more free time (7%) and the roads being more peaceful or having less traffic (5%).

Figure 9 below highlights the positive outcomes respondents experience during COVID-19 restrictions.

Figure 9 Positive outcomes from COVID-19 situation



H7 Can you think of any positive outcomes that have arisen from the COVID-19 situation?

Base: All respondents (n=316)

**Figures do not add up to 100% as open-ended responses have been multi-coded where applicable*

An analysis of the results by demographic reveals:

- Respondents aged 18-64 were more positive about being able to spend time with family/partner (18-34: 27%, 35-49: 32%, 50-64: 29%) than those aged 65+ (6%);
- Respondents with university education (19%) were more positive about working from home than respondents without university education (6%);
- Respondents (22%) from higher income households (over \$100K) were more likely to find working from home a positive outcome.

The verbatim comments below display respondents' responses for some of the positive outcomes of the COVID-19.

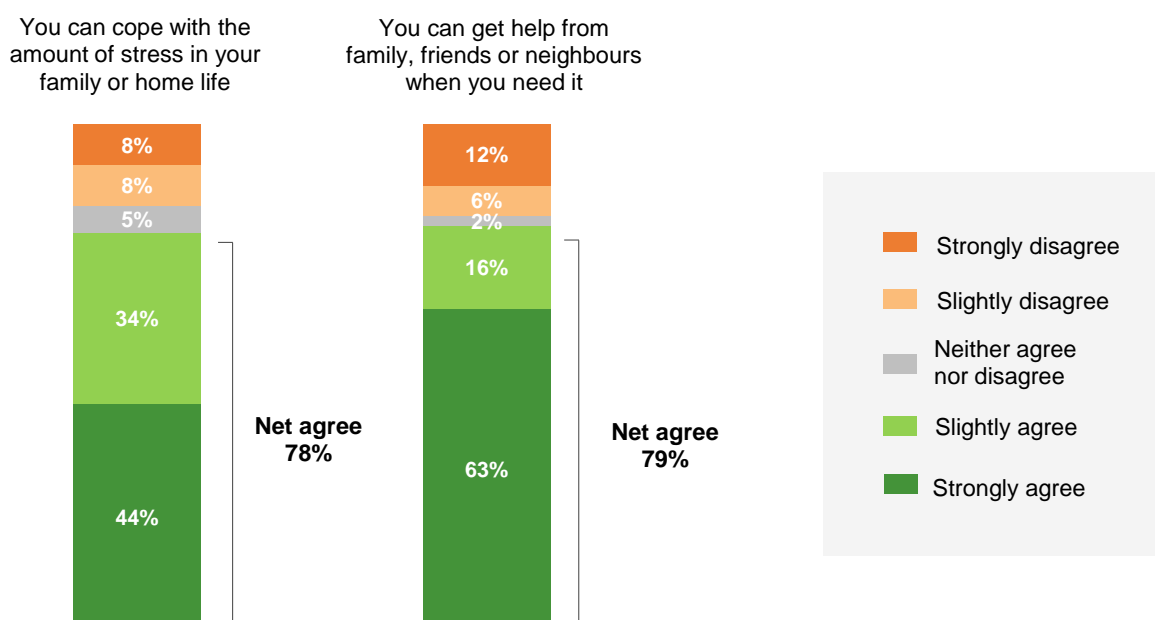
- “ Excellent family time, kids are better at staying at home with no activities planned, it's a skill that they have developed, we are much happier at home than 6 months ago.
- “ There has been a coming together of people where people are more supportive and mindful of each other's needs. It has raised awareness of good hygiene practices. It has raised awareness of quality of universal health care.
- “ The option to work from home a lot, it's fantastic, a big plus, I intend to keep doing that post pandemic as long as I'm allowed.

4.3 Mental health support

Respondents were asked if they could cope with the amount of stress during the COVID-19 restrictions and whether they were able to get help when they need it.

More than three-quarters (78%) of respondents say that they can cope with the amount of stress and a similar percentage (79%) agreed that they are able to get help from family, friends, or neighbours when they needed it. However, a minority of respondents (16%) disagreed and were unable to cope with the stress while 18% of respondents were unable to get help when needed. Figure 10 below shows the percentage of respondents who agreed or disagreed with their ability to cope with their level of stress.

Figure 10 Ability to cope / get help during the COVID-19 situation



H1a Would you agree or disagree that ... You can cope with the amount of stress in your family or home life.

H1b Would you agree or disagree that ... You can get help from friends, family or neighbours when you need it

Base: All respondents (n=316)

* Figures do not add up to 100% as 'don't know' responses are not shown.

An analysis of the results by demographic for respondents who disagreed that they can cope with their level of stress reveals:

- Females (22%) are more likely to be unable to cope with the stress compared to males (9%);
- Respondents (27%) with lower household income (under \$50k) are more likely to be unable to cope with the stress.

An analysis of the results by demographic for respondents who disagreed that they can get help from family, friends or neighbours when they need it reveals:

- Younger respondents are more likely to be unable to get help when needed (18-34: 23%, 35-49: 24%);
- CALD respondents (27%) are more likely to be unable to get help when needed.

The verbatim comments below display responses for respondents who are experiencing increased stress during the COVID-19 restrictions.

“ Not working or having a job, the stress of not knowing when you will have a job again, not know when JobKeeper stops. I don't know if my job will come back.

“ Absent mentally, travel is not allowed, people are not happy, there is a lot of stress, it's like a jail.

Case Study

Mental Health

Resident isolating alone



Anne is highly vulnerable to the risk of coronavirus, so she has been self-isolating since the beginning of the pandemic. As Anne is elderly and lives alone, she has struggled not being able to see her children and many grandchildren. Before the pandemic, Anne had a busy social life, enjoying weekly catchups with friends and attending local choir practice. However, as many of her friends also fall into the high-risk category due to their age, she has been unable to socialise and worries that these activities she used to enjoy will never go back to normal.



Impact of COVID-19

Anne misses the freedom and flexibility to leave the house whenever she likes, as now her weekly activities are limited to walking her dog and the occasional trip to the grocery store. During the second lock-down she has started going to the grocery store fortnightly just to have some human interaction and feel less isolated.



Use of Council facilities

Anne has needed to utilise the Tele-health service during the restrictions. She doesn't mind these services but feels that it takes away the personal connection that you get in a face-to-face interaction with your doctor. In the future, Anne will utilise Tele-health if there are no other options but would much rather get to see her doctor in person.



Road to Recovery

For when "COVID normal" is achieved, Anne believes that the council needs to make all communications regarding coronavirus available in a range of languages, to ensure all members of the community are informed and educated on how to stay safe.



Concerns

Anne is concerned that the community will not abide by social distancing restrictions and that she will not be able to go back to the senior activities or see her friends again due to their vulnerability. She is most looking forward to being able to see her children and grandchildren again, as well as having more freedom and flexibility to go about her usual day-to-day activities.



”

I have got children, grandchildren, and great grandchildren, and I am just dying to be able to see them and hug them again.

4.4 Physical activities

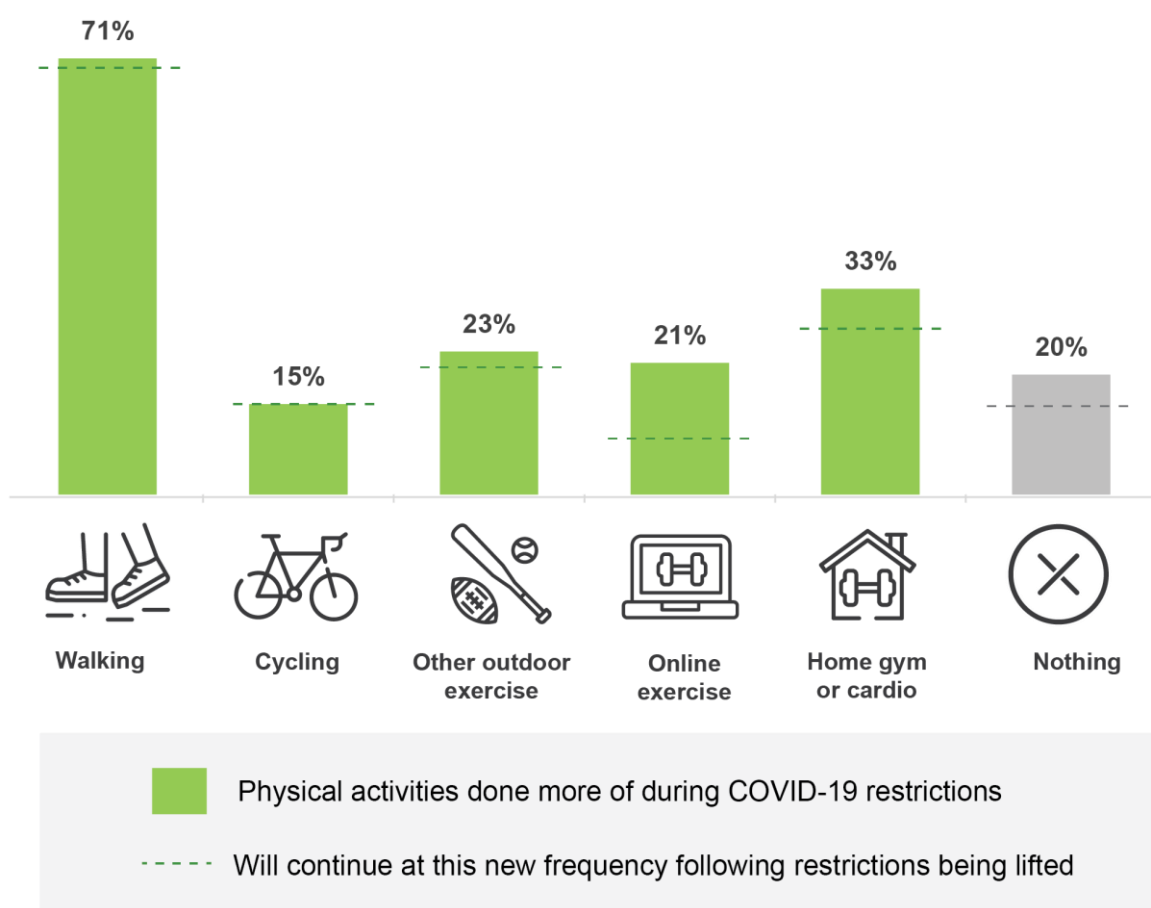
Respondents were asked which physical activities they have done more of during COVID-19 restrictions and if they intend to continue these physical activities with the same frequency after restrictions are eased.

The majority of respondents (80%) said they increased their physical activities during COVID-19 restrictions, with more than two-thirds of respondents (71%) reporting walking more, one-third (33%) doing more exercise using home gym or cardio equipment, and a quarter (23%) engaging in more outdoor exercises.

Among those who have been doing more physical activities during COVID-19 restrictions, the majority (83%) felt that they would continue these activities when restrictions are lifted.

Figure 11 below provides an illustration of the physical activities that respondents have been doing more of, and the proportions who said they would keep doing each type of activity when restrictions are lifted.

Figure 11 Increased physical activities during and after restrictions



H2 Which, if any, of the following physical activities have you been doing **more** of while COVID-19 restrictions have been in place?

Base: All respondents (n=316)

H3 Which, if any, of these things do you think you will continue doing as frequently as you are now, when restrictions are lifted in future?

Base: Respondents who have increased frequency of physical activities listed (n=254)

* Figures do not add up to 100% as 'don't know' responses are not shown.

An analysis of the results by demographic for respondents who have done more physical activities during the restrictions reveal:

- Older respondents (aged 65+) are less likely to have done more physical activities during the restrictions, with close to half (49%) of respondents aged 65+ reporting not doing more physical activities.
- Respondents (35%) from lower household income (under \$50k) households report not doing more physical activities during the COVID-19 restrictions.

The verbatim comments below describe why there were some changes in respondents' physical activities.

“ Because we have been allowed an hour of daily exercise, and nearly everything else has been put on hold, it has made me do regular exercise more. Now I am going for daily walks around the local parks.

“ Not having to travel to and from work. Having more flexibility in terms of exercise routines because of that.

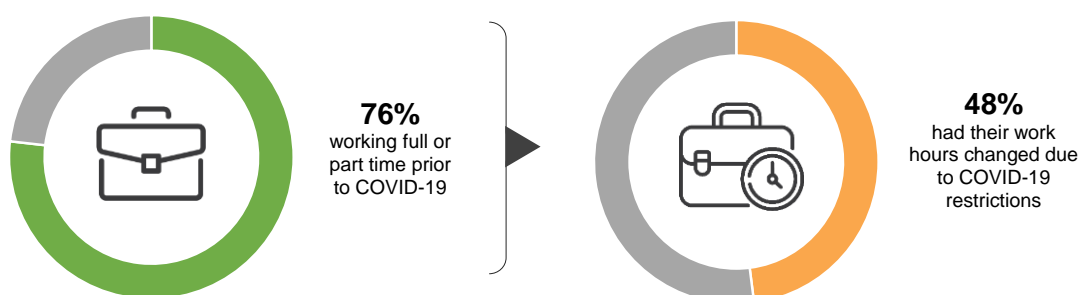
5.0 Financial security

5.1 Employment

Prior to COVID-19 restrictions, slightly more than three-quarters of respondents (76%) were working full-time or part-time. Among those who were working full-time or part-time prior to COVID-19 restrictions, close to half (48%) had their work hours changed due to the restrictions.

Figure 12 below shows respondents' employment status prior to COVID-19 restrictions and how COVID-19 restrictions caused their work hours to change

Figure 12 Employment status prior to COVID-19 and whether work hours have changed.



F1 Prior to March this year, when the COVID-19 restrictions were introduced, were you...?

Base: All respondents (n=316)

F2 Have your paid work hours changed because of the COVID-19 restrictions?

Base: Respondents working in paid employment prior to March 2020 (n=240)

* Figures do not add up to 100% as 'don't know' responses are not shown.

An analysis of the results by demographic of respondents who are working full-time or part-time prior to COVID-19 restrictions reveals:

- Males (82%) are more likely than females (71%) to be working full-time or part-time;
- Respondents (95%) from households with higher household income (over \$100k) are more likely to be working full-time or part-time.

How work hours have changed

Respondents who had their work hours changed in during the COVID-19 restrictions were asked how their work hours have changed. As shown in Figure 13 below, close to half had their hours decreased (47%), more than one quarter (28%) have been temporarily stood down, and one in ten (10%) were permanently retrenched or made redundant.

Figure 13 How work hours have changed



F3 Which of the following best describes how your work hours have changed because of the COVID-19 restrictions?

Base: Respondents whose work hours have changed because of COVID-19 restrictions (n=115)

* Figures do not add up to 100% as 'don't know' and 'other' responses are not shown.

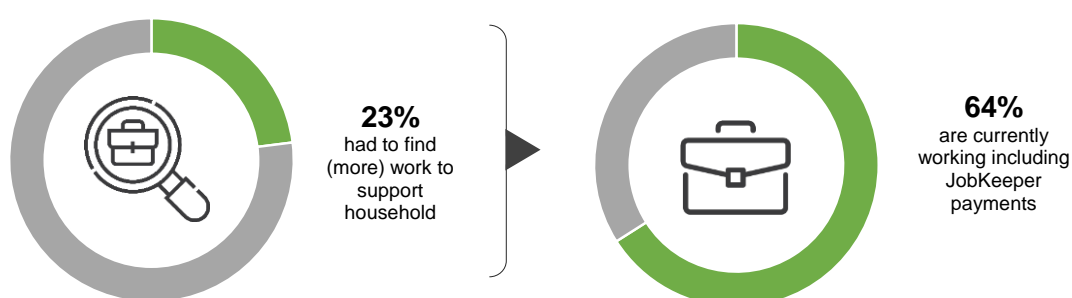
An analysis of the results by demographic revealed that CALD respondents (59%) were more likely to have had their work hours affected than non-CALD respondents (43%).

Among all respondents (excluding those who are retired), close to a quarter (23%) had to find more work to support their household.

- ▶ **Looking at the job status reported at the time of the survey, nearly two-thirds of all respondents (64%) are working in paid employment (including those on JobKeeper payments). This is a 12 percentage point drop from 84% working full-time or part-time prior to COVID-19 restrictions.**

Figure 14 below shows the percentage of respondents who had to find work to support the household and the percentage of respondents who are currently working

Figure 14 Respondents who had to find more work to support household



F4 Have you had to look for (more) work to support yourself or your household?

Base: All respondents except for those that are retired (n=266)

F5 So just to check, are you currently working in any form of paid employment?

Base: All respondents (n=316)

**Figures do not add up to 100% as 'not applicable' or 'don't know' responses are not shown*

An analysis of the results by demographic reveals:

- Respondents aged 18-64 (18-34: 73%, 35-49: 79%, 50-64: 70%) are more likely to be currently working;
- Respondents with university education (77%) are more likely to be working;
- Respondents from higher income (over \$100k) households (87%) are more likely to be working;
- Younger respondents aged 18-34 (33%) are more likely to have had to find more work;
- CALD respondents (41%) are more likely to have had to find more work.

Respondents receiving JobSeeker payments

Among respondents who were not working in paid employment at the time of the survey, 25% reported that they were receiving JobSeeker payments.

Younger respondents aged 18-34 (67%) were more likely to be receiving JobSeeker payments.

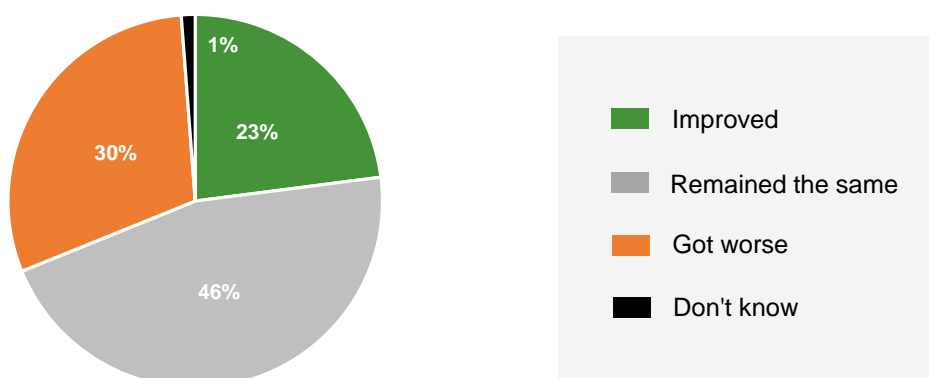
5.2 Financial situation

Changes to financial situation

Close to half of respondents (46%) reported no change to their financial situation while close to a third (30%) reported that their financial situation had gotten worse. Slightly more than one in five respondents (23%) reported that their financial situation had improved.

The change to respondents' financial situation is shown in Figure 16 below.

Figure 15 Change to financial situation



F7 And so would you say your financial situation has improved, remained the same or gotten worse in the last six months?
Base: All respondents (n=316)

An analysis of the results by demographic for respondents who reported a worse financial situation reveals:

- Younger respondents aged 18-34 (35%) were more likely to have had their financial situation worsen;
- CALD respondents (43%) were more likely to have had their financial situation worsen.

On the other hand, respondents (38%) in higher income (over \$100k) households reported an improved financial situation.

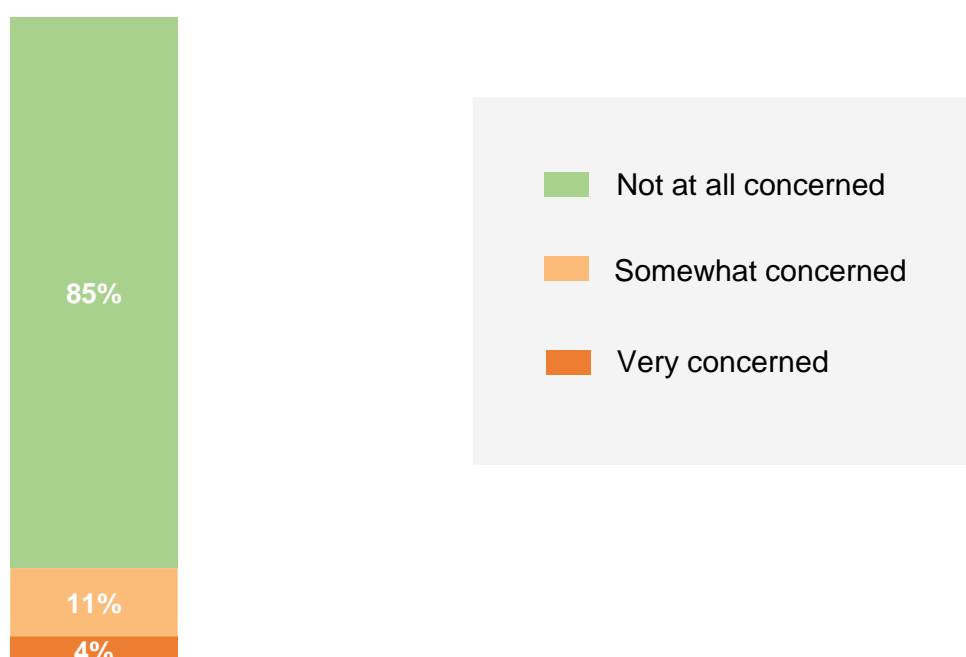
Ability to afford food in the next four weeks

Despite close to a third of respondents (30%) reporting a worse financial situation, the majority of respondents (85%) are not concerned with their ability to afford food in the next four weeks. However, 4% of respondents are very concerned with their ability to afford food in the next four weeks,

Figure 17 below shows the percentage of respondents who are concerned about their ability to afford food in the next four weeks.

Figure 16 Concern about ability to afford food in the next four weeks

Concern about ability to afford food in next 4 weeks



F8 How concerned are you about your ability to afford to buy food in the next four weeks?

Base: All respondents (n=290)

** Figures do not add up to 100% as 'don't know' responses are not shown.*

An analysis of the results by demographic reveals:

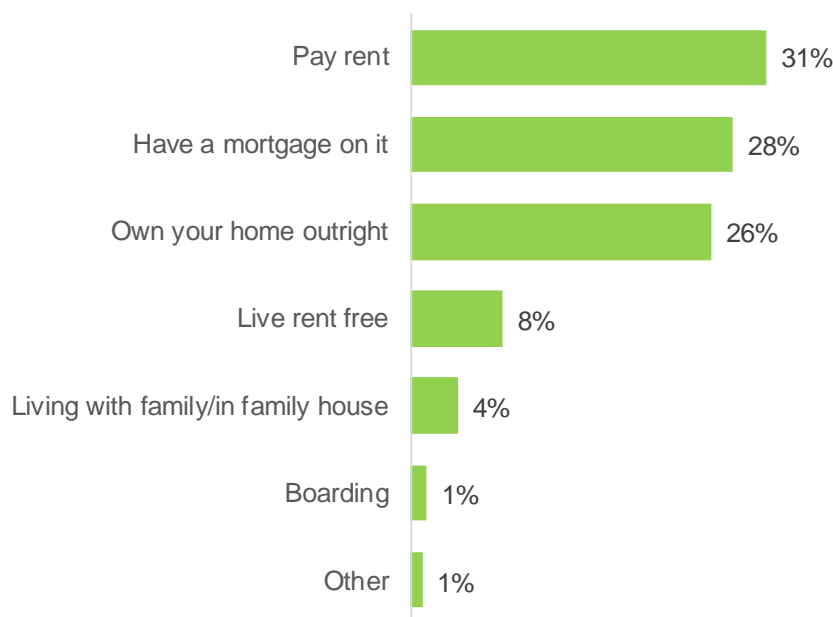
- University graduates (92%) are less concerned;
- Respondents (93%) with higher household income (over \$100k) are less concerned
- Non-CALD respondents (89%) are less concerned.

5.3 Housing

To understand whether COVID-19 restrictions affected the housing status of Moreland residents and their ability to continue living in their homes, respondents were asked about their current housing status. Most respondents are either paying rent (31%), have a mortgage (28%) or own their home outright (26%).

Figure 18 below shows the housing status of respondents.

Figure 17 Current housing status



F9 Thinking about your current home in Moreland, do you...?

Base: All respondents (n=316)

** Figures do not add up to 100% as 'don't know' responses are not shown.*

An analysis of the results by demographic reveals:

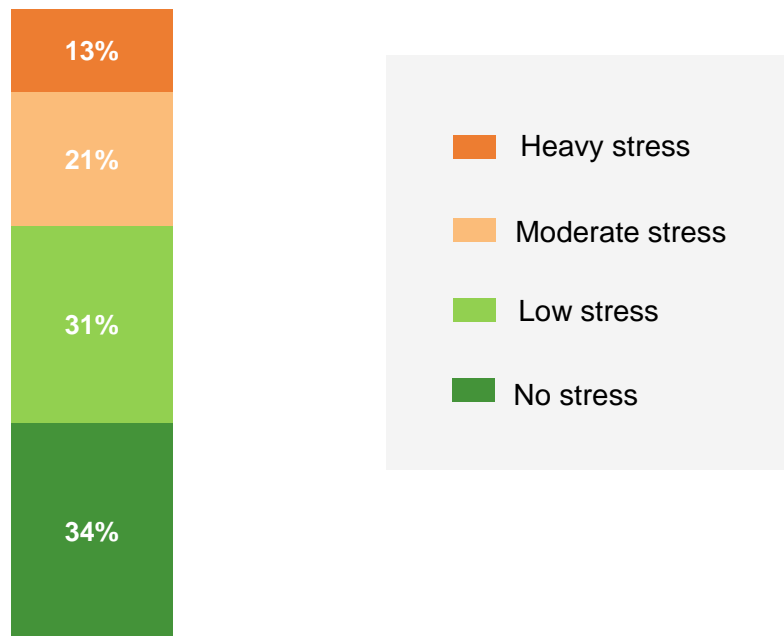
- Respondents aged 50-64 (41%) and aged over 65 (85%) were more likely to own their home outright;
- Respondents aged 35-49 (54%) are more likely to have a mortgage;
- Respondents aged 18-34 (52%) are more likely to pay rent.

Respondents were then asked how much stress they think will be placed on their finances in the next six months. While most respondents (65%) reported either no stress (34%) or low stress (31%), more than one in eight (13%) foresee heavy stress. This stress is more likely among those without university education (22%) compared to respondents with university education (6%).

Figure 19 below shows the reported level of stress respondents think will be placed on their finances in the next 6 months.

Figure 18 Stress on finances from mortgage/rent in the next 6 months

Stress on finances from mortgage/rent in next 6 months



F10 How much stress do you think your [INSERT ITEM] will place on your finances in the next six months?

Base: Respondents paying a mortgage or rent (n=173)

*Figures do not add up to 100% as 'don't know' responses are not shown

Case Study

Supporting local businesses

Hospitality worker



Steve works in hospitality and has been greatly impacted by COVID-19, as restrictions mean that almost all business within this industry has halted. During the pandemic Steve has been supported by government welfare and has heavily relied on the lowered rates for businesses. However, Steve is very concerned about the imminent reduction in Job Keeper payments and worries about what will happen when he will have to start paying rates again.



Impact of COVID-19

Steve lives in a share house, and in the current environment it has been very difficult to find new housemates, as many have had to leave due to losing their jobs and not being able to afford their rent. As someone working in hospitality, Steve things the most important thing for council to for the community is supporting small businesses.



Council Support

Steve believes that any initiatives to help protect and create jobs would help the community, especially things like reducing rates to help business owners. To help the hospitality industry, getting approval for more outdoor and laneway dining areas would allow for events to be put on, to support the many creatives in Moreland, as well as creating a safe outside space to dine.



Road to Recovery

Looking to the future, Steve is concerned about the ability to track and trace people once the community opens. However, he believes that it is still important to encourage the residents of Moreland to go out and support the local restaurants and Café's, while putting in place measures to keep the community safe.



Concerns

Steve is concerned about what is going to happen when he has to start paying rates again. He has seen many of the small cafés and restaurants closing around Moreland and is concerned that the culture of the community is going to be ruined if more of the small businesses aren't able to survive the lockdown.



My biggest concern is going into another lock-down, I don't think we could survive another one.

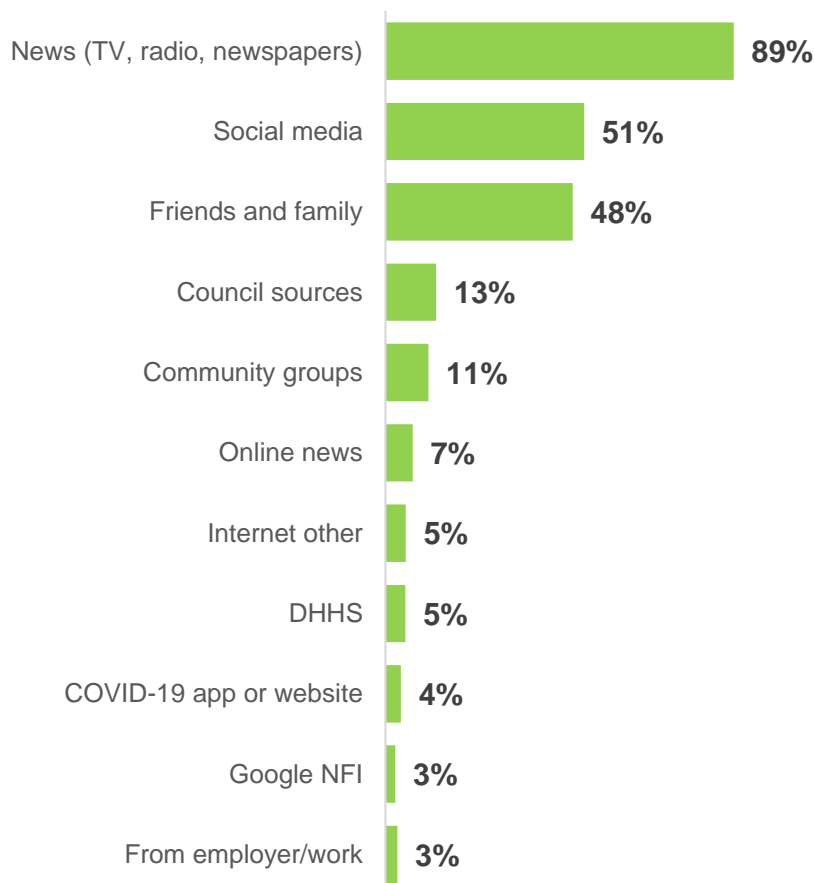


6.0 News and media consumption during COVID-19

Close to nine in ten respondents (89%) get their information relating to COVID-19 from the news while more than half (51%) of respondents obtain their information from social media and slightly less than half (48%) report getting their information from friends and family. Slightly less than one in eight (13%) get their information from Council sources.

Figure 20 shows the percentage of respondents who report using various sources for their information relating to COVID-19.

Figure 19 Sources of information



M2 Which of the following sources do you use for information on anything relating to COVID-19?

Base: All respondents (n=316)

**Figures do not add up to 100% as respondents were able to select more than one response*

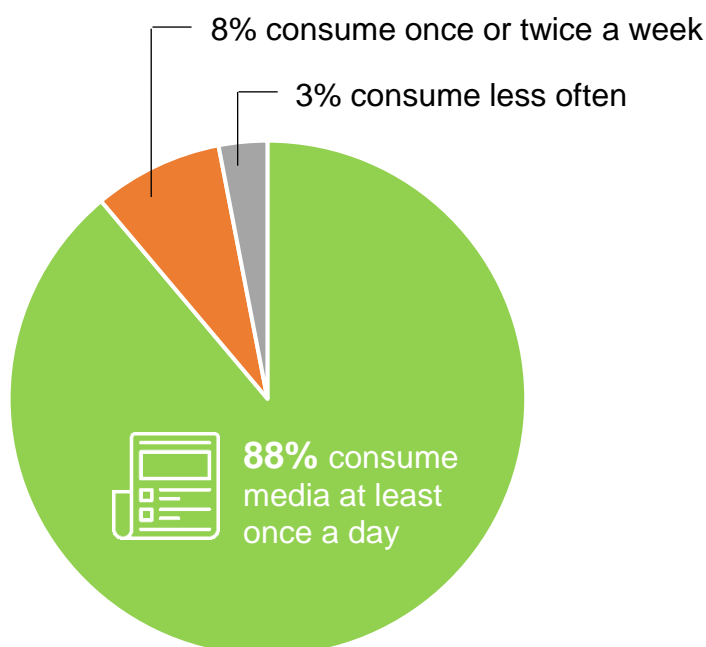
An analysis of the results by demographic reveals:

- News as a source is especially high for respondents aged 65+ (99%);
- Social media as a source is higher among younger respondents aged 18-34 (69%);
- Social media as a source is higher among CALD respondents (68%);
- Council sources are higher among females (19%).

Frequency of consuming media

The majority of respondents (88%) consume media for updates relating to COVID-19 at least once a day. There are no significant differences by demographic. The frequency of consumption of media is shown in Figure 21 below.

Figure 20 Frequency of consuming media regarding COVID-19



M1 How often are you reading, watching or listening to news and media, including social media, for updates on anything related to COVID-19?

Base: All respondents (n=316)

**Figures do not add up to 100% as 'other' or 'refused' outcomes are not shown*

Moreland City Council hotline

Council has a business support COVID-19 hotline. When asked if they have accessed the hotline, only 2% of respondents claimed to have done so.

The following groups are more likely to have accessed the hotline:

- CALD respondents (7%);
- Respondents (5%) without a university education;
- Respondents (10%) from households with a household income of less than \$50k.

7.0 Results from the Engagement sample

This section presents an overview of the results from the Engagement sample that was obtained by distribution of an open survey link² via Moreland's social media channels and other networks. Moreland residents who opted to complete a survey using this open link can be assumed to have a high level of engagement and willingness to share their views on Council matters, and particularly on their experiences of the COVID-19 pandemic. Table 4 below provides a full breakdown of the demographic characteristics of the Engagement sample achieved via the open survey link.

Table 4 Engagement sample: Full demographic breakdown (unweighted)

Characteristics	n	%
Gender		
Male	67	22%
Female	230	75%
Self-described	9	3%
Age		
18-34	174	57%
35-49	67	22%
50-64	50	16%
65+	15	5%
Education level		
University Degree or higher	233	76%
TAFE, Technical college or vocational	42	14%
Completed high school	22	7%
Did not complete high school	7	2%
Still at school	2	1%
Speak language other than English at home		
Yes	39	13%
No	266	87%
Household composition		
Couple with no children at home	107	35%
Couple with children at home	70	23%
Single parent with children at home	12	4%
Group / shared household	58	19%
One person household	54	18%
Other / Don't know	5	2%
Household income		
Under \$25,000	27	9%
\$25,000 to \$49,999	35	11%
\$50,000 to \$74,999	35	11%
\$75,000 to \$100,000	35	11%
More than \$100,00	138	45%
Don't know / Refused	36	12%

² The distribution of the link meant that anyone who sees the link can take part, and hence it was not possible to implement quota controls or response tracking measures.

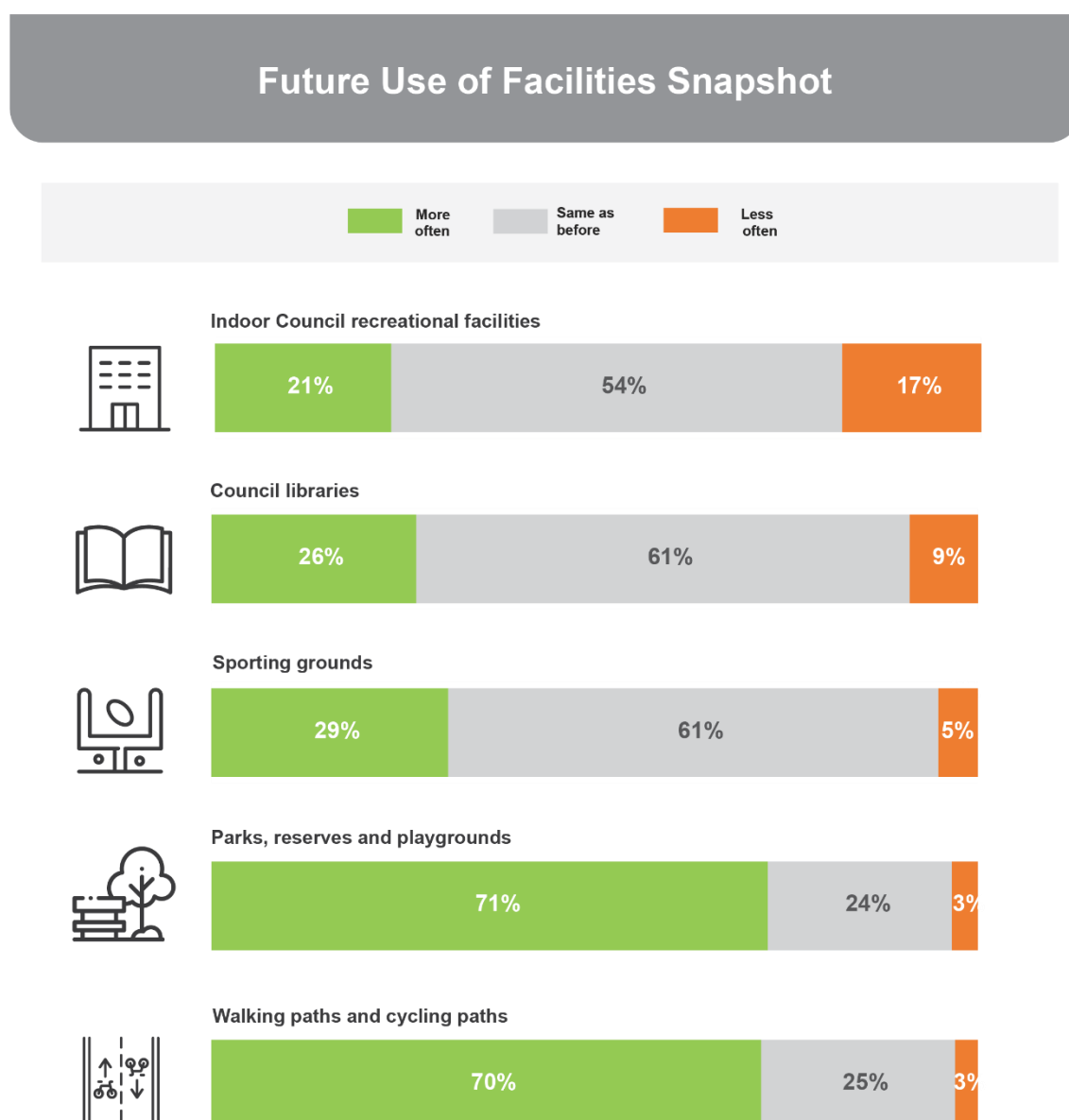
7.1 Council facilities and services

The survey results from the Engagement sample indicate a much stronger likelihood of increased use of outdoor facilities, such as parks and playgrounds, and walking and cycling paths, compared to the main sample; over two-thirds said they would use these outdoor facilities more often in future (71% for parks and playgrounds, and 70% for walking and cycling paths).

The proportions saying they would use indoor facilities and libraries more often when restrictions ease were also higher compared to the main sample, but to a lesser extent.

Figure 21 below provides a snapshot of the results from these questions among the Engagement sample.

Figure 21 Snapshot: Use of Council facilities (Engagement Sample)



Base: All respondents (n=306)

*Figures do not add up to 100% as 'don't know' responses are not shown

Use of modified Council services during COVID-19

The majority (80%) of respondents in the Engagement sample did not access any Council services that were offered in a modified format during restrictions. Among the small proportion who said they did access Council services in a modified format, just over half of said that they would continue using the modified format if offered when restrictions ease.

7.2 Health and wellbeing

Impact of COVID-19 on mental health and wellbeing

Among the Engagement sample, more than eight in ten respondents (86%) said that the COVID-19 situation has had a negative impact on their mental health and wellbeing. A small proportion (8%) said it has had a positive impact, and 6% said it has had no impact.

Almost all respondents in the Engagement sample (93%) said they faced challenges due to COVID-19 restrictions. As shown in figure 23 below, the main challenges faced were not being able to socialise or see their friends or family (50%), mental health concerns (24%) and financial/fiscal challenges (23%).

Despite almost all respondents facing challenges during the COVID-19 restrictions, four in five (81%) reported positive outcomes as well. Figure 23 shows the main positive outcomes were improved friendships and sense of community (19%), business innovations/working from home (17%) and being able to enjoy more time for hobbies and exercising (16%).

Figure 22 Challenges and positive outcomes (Engagement Sample)

Biggest challenges		Positive outcomes	
Not being able to socialise / see friends and family	50%	Improved friendships / sense of community	19%
Mental health concerns	24%	Business innovations / working from home	17%
Financial/fiscal challenges	23%	More time for hobbies / exercising	16%
Restricted movements and activities	16%	Can slow down / appreciate life more	15%
Difficulties working from home	11%	More family time / time with partner	14%
No access to gyms / problems exercising	9%	More free time	10%
No access to shops / services	9%	Saving money	8%
Issues to do with school and study (home-schooling)	9%	More health conscious	8%
Concerns about physical health	4%	Less traffic / more peaceful	7%
		More time for housekeeping / gardening	5%
		More time with pets	3%

H6 What are the biggest challenges you are facing that are caused by the COVID-19 situation? / H7 Can you think of any positive outcomes that have arisen from the COVID-19 situation?

Base: All respondents (n=306)

*Figures do not add up to 100% as open-ended responses have been multi-coded where applicable

Mental health support

Respondents were asked if they could cope with the amount of stress during the COVID-19 restrictions and whether they were able to get help when they need it.

Three in five respondents in the Engagement sample (61%) said that they can cope with the amount of stress, and a similar percentage (66%) agreed that they are able to get help from family, friends, or neighbours when they needed it.

Physical health

Respondents were asked which physical activities they have done more of during COVID-19 restrictions and if they intend to continue these physical activities with the same frequency after restrictions are eased.

Figure 23 Increased physical activities during and after restrictions (Engagement Sample)

	Done more of	Will continue
Walking	78%	78%
Cycling	19%	19%
Other outdoor exercise	20%	16%
Online personal training or group exercise	23%	11%
Use of home gym / cardio equipment	24%	17%

H2 Which, if any, of the following physical activities have you been doing **more** of while COVID-19 restrictions have been in place? Base: All respondents (n=306)

H3 Which, if any, of these things do you think you will continue doing as frequently as you are now, when restrictions are lifted in future? Base: Respondents who have increased frequency of physical activities listed (n=272)

*Figures do not add up to 100% as 'don't know' responses are not shown

7.3 Financial Security

Employment

84% of the Engagement sample said that they were working full-time or part-time in paid employment Prior to the COVID-19 restrictions. Among this group, 42% said that their work hours changed during the restrictions;

- 10% said their hours increased
- 39% said their hours were reduced
- 25% said they were temporarily stood down, and
- 21% said they were permanently retrenched or made redundant

Among all respondents (excluding those who are retired), just over a quarter (27%) had to find more work to support their household.

- ▶ **Looking at the job status reported by those in the Engagement sample at the time of the survey, nearly two-thirds of respondents (69%) are working in paid employment (including those on JobKeeper payments). This is a 15 percentage point drop from 84% working full-time or part-time prior to COVID-19 restrictions.**

Among those who were not working in paid employment at the time of the survey, 32% reported that they were receiving JobSeeker payments.

Changes to financial situation

Over a third (37%) of those in the Engagement sample said their financial situation got worse during the COVID-19 restrictions, whereas one in five (21%) said it improved.

The majority (78%) said they are not concerned with their ability to afford food in the next four weeks. However, 19% said they are somewhat or very concerned; this is slightly higher than 15% among the main Moreland sample.

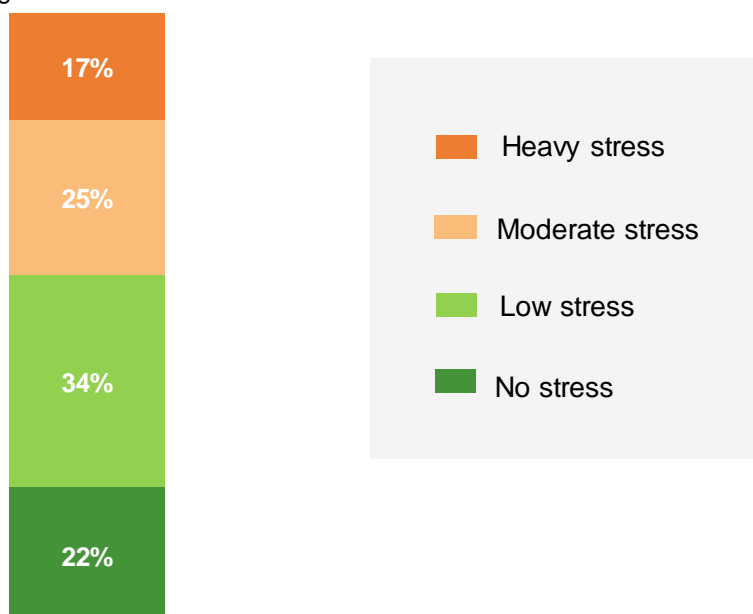
Housing

The Engagement sample comprised a higher proportion of renters (46%) compared to the main Moreland sample (31%). Just under half in the Engagement sample (48%) own or have a mortgage on their home.

Figure 24 below shows the reported level of stress respondents think will be placed on their ability to pay their mortgage or rent in the next 6 months; 17% reported heavy stress, higher than 13% in the main Moreland sample.

Figure 24 Stress on finances from mortgage/rent in the next 6 months (Engagement sample)

Stress on finances from mortgage/rent in next 6 months



F10 How much stress do you think your [INSERT ITEM] will place on your finances in the next six months?

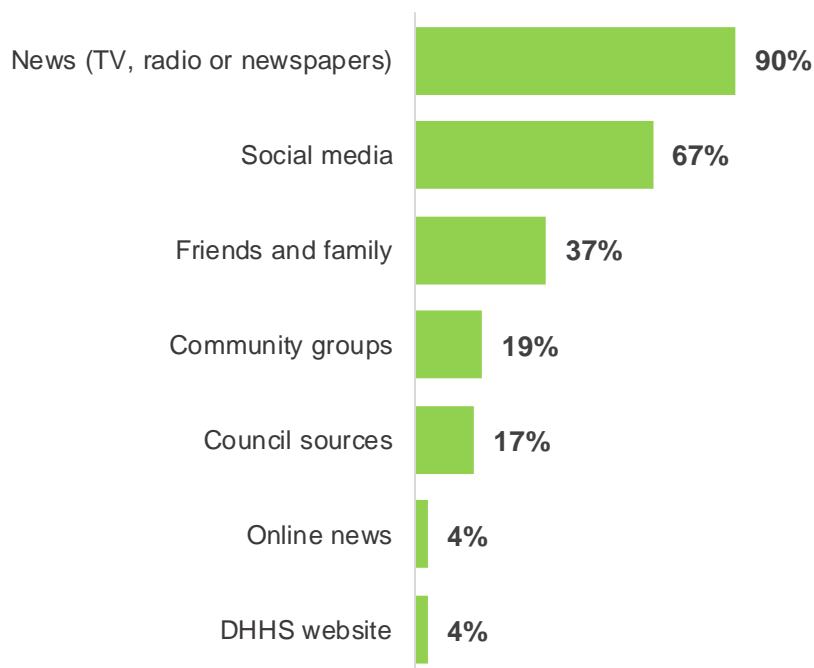
Base: Respondents paying a mortgage or rent (n=247)

*Figures do not add up to 100% as 'don't know' responses are not shown

7.4 News and media consumption during COVID-19

The majority (82%) of the Engagement sample said they consume media for updates relating to COVID-19 at least once a day. Figure 25 below shows the main sources of information mentioned; 90% mentioned traditional news channels and 4% specifically mentioned online news. Two-thirds (67%) mentioned social media – higher than 51% in the main Moreland sample.

Figure 25 Sources of information (Engagement sample)



M2 Which of the following sources do you use for information on anything relating to COVID-19?

Base: All respondents (n=306)

*Figures do not add up to 100% as question is multi-coded – respondents are able to select multiple options

Only 3% of the Engagement sample said that they had accessed Council's business support COVID-19 hotline.

APPENDIX 1

Questionnaire



COVID-19 Secondary Impact Assessment (SIA) Survey

WG4774

Questionnaire

INTRODUCTION - CATI

Good morning/afternoon/evening. I'm [INT_NAME] from Wallis Market and Social Research. We're calling on behalf of Moreland City Council, to invite you to take part in a confidential survey about how COVID-19 is impacting the Moreland community.

The information collected in the survey will be used by Moreland City Council to identify and plan for community needs now and in the future, in relation to recovering from the impacts of COVID-19.

The survey is voluntary, and is completely confidential. No information that you provide will be linked to your name or household.

The survey takes about 10-15 minutes on average. Are you able to participate, either now or at a more convenient time?

We can also send you a link to complete the survey online if you prefer?

IF NECESSARY: If you would like to speak to someone from Moreland Council about anything, you can contact the Moreland Community Connector service on 8311 4140 (Monday – Friday 9:00-5:00) or email Casi@moreland.vic.gov.au

INTRODUCTION - ONLINE

Thank you for your interest in this confidential survey being conducted by Wallis Market & Social Research on behalf of Moreland City Council. The purpose of the survey is to gather information about how the COVID-19 pandemic is impacting the Moreland community.

Your participation is voluntary, and greatly valued. If there is a particular question you don't want to answer, you can select "Prefer not to say" and move on to the next question.

The survey takes around 10-15 minutes to complete.

If you require any further information about the survey or if you'd like to find out how we manage your personal information, you can call Wallis on 1800 113 444 or view the Wallis Privacy Policy [here](#) or linked below.

If any of the survey themes or questions make you feel distressed or uncomfortable, there is some helpline information linked below (see 'Support Services').

Please click "Next" to begin.

MONITORING QUESTION

MONITOR With your permission, the call will be recorded and may be monitored for quality control purposes. If you do not want the call to be recorded or monitored, please say so now.

DO NOT READ OUT

- 01 Recording and monitoring allowed
- 02 Recording or monitoring NOT allowed

SCREENING

ASK ALL

S1a We need to make sure that only people who live in the City of Moreland Council area complete the survey. In which suburb of the Moreland City Council area do you live?

- 01 Brunswick
- 02 Brunswick East
- 03 Brunswick West
- 04 Coburg
- 05 Coburg North
- 06 Fawkner
- 14 Fitzroy North
- 07 Glenroy
- 08 Gowanbrae
- 09 Hadfield
- 10 Oak Park
- 11 Pascoe Vale
- 12 Pascoe Vale South
- 13 Tullamarine
- 97 (DO NOT READ) None of these
- 98 (DO NOT READ) Refused / Prefer not to say

GO TO CLOSE1
GO TO CLOSE1

IF S1A=13 OR 14 ASKS1B, ELSE GO TO PRE-S2

S1b Since that suburb crosses a local Council boundary, can you please confirm that Moreland City Council is your local Council?

- 01 Yes - confirmed
- 02 No / unsure
- 98 Refused / Prefer not to say

GO TO CLOSE1
GO TO CLOSE1

PRE-S2: ASK S2 IF LANDLINE NUMBER, ELSE SKIP TO S3

S2 Also, we just wish to speak to residents, not businesses, in the City of Moreland. Can you confirm that this is a residential household?

- 01 Yes - confirmed
- 02 No / unsure
- 98 Refused / Prefer not to say

GO TO CLOSE1
GO TO CLOSE1

ASK ALL

S3 INTERVIEWER RECORD GENDER: / What is your gender?

- 01 Male
- 02 Female
- 95 Self-described (please specify)

ASK ALL

S4 Which of the following age groups are you in?

- 01 Under 18
- 02 18-24
- 03 25-34
- 04 35-49

GO TO CLOSE3

05 50-64
 06 65+
 98 (DO NOT READ) Refused / Prefer not to say

GO TO CLOSE3

CHECK QUOTAS: GO TO CLOSE4 IF OVER QUOTA

SECTION 1: Use of Council services

ASK ALL

C_INTRO The first questions are about your use of Council facilities and services.

ASK ALL

C1 Thinking about your use of **indoor** Council recreational facilities such as halls and sporting venues, gyms and swimming pools before the COVID-19 restrictions were introduced...

When these facilities can re-open in the future, do you think that you will use them more often, less often, or about the same as you did before the COVID-19 restrictions were introduced?

DO NOT READ OUT

01 More often
 02 Less often
 03 Same as before the restrictions
 99 Don't know / Not sure
 98 Refused / Prefer not to say

ASK ALL

C2 Thinking about your use of Moreland City Council **Libraries** before the COVID-19 restrictions were introduced...

When libraries can re-open in the future, do you think that you will use them more often, less often, or about the same as you did before the COVID-19 restrictions were introduced?

DO NOT READ OUT

01 More often
 02 Less often
 03 Same as before the restrictions
 99 Don't know / Not sure
 98 Refused / Prefer not to say

ASK ALL

C5 I'm going to read out a list of **outdoor** Council recreational facilities, and for each one, please think about how likely you are to use the facility when restrictions are lifted.

Do you think you will use **<ITEM>** more often, less often, or about the same as you did before the COVID-19 restrictions were introduced?

Thinking about your potential use of **outdoor** Council recreational facilities when restrictions are lifted, for each one listed below, please indicate if you think you will use the facility more often, less often, or about the same as you did before the COVID-19 restrictions were introduced.

SHOW AS GRID ONLINE

- a) Sporting grounds
- b) Parks, nature reserves and playgrounds
- e) Walking and cycling paths

DO NOT READ OUT

- 01 More often
- 02 Less often
- 03 Same as before the restrictions
- 99 Don't know / Not sure
- 98 Refused / Prefer not to say

ASK ALL

- C7 Due to the COVID-19 social restrictions, a number of Council services that are usually delivered in-person have been modified in their delivery (e.g. moving to online, tele-health, restricted appointments, etc).

Which of the following Council services have you accessed in a modified format while COVID-19 restrictions have been in place?

READ OUT / Please select all that apply

MULTICODE

- 08 Early years services (e.g. maternal and child health, playgroups, etc)
- 05 Youth services (online programs and events)
- 06 Aged services (contactless food deliveries, social distancing and time limits in place)
- 95 Other Council services delivered online (SPECIFY)
- 97 None of the above
- 99 (DO NOT READ) Don't know / Not sure
- 98 (DO NOT READ) Refused / Prefer not to say

IF C7 IS NOT 97, 98 OR 99 ASK C8, ELSE SKIP TO NEXT SECTION

- C8 Do you think that you will choose to continue to access these services when needed in the modified format, when COVID-19 restrictions are lifted?

DO NOT READ OUT

- 01 Yes
- 02 No
- 99 Don't know / Not sure
- 98 Refused / Prefer not to say

SECTION 2: Health and wellbeing

ASK ALL

H_INTRO The next questions are about how the COVID-19 situation is affecting you and your daily activities.

ASK ALL

- H1 Would you agree or disagree that ...<ITEM>?

PROMPT: Is that strongly or slightly (agree/disagree)?

SHOW ONE ITEM PER SCREEN IN CATI, GRID ONLINE

- a) You can cope with the amount of stress in your family or home life.
- b) You can get help from family, friends or neighbours when you need it.

DO NOT READ OUT

- 01 Strongly agree
- 02 Slightly agree
- 03 Neither agree nor disagree

- 04 Slightly disagree
- 05 Strongly disagree
- 99 Don't know / can't say

ASK ALL

H2 Which, if any, of the following physical activities have you been doing **more** of while COVID-19 restrictions have been in place?

READ OUT / Please select all that apply

MULTICODE

- 01 Walking
- 02 Cycling
- 03 Other outdoor exercise
- 04 Online personal training or group exercise
- 07 Use of home gym / cardio equipment
- 97 Nothing / not applicable
- 99 (DO NOT READ) Don't know / Not sure
- 98 (DO NOT READ) Refused / Prefer not to say

IF H2=97,98,99 SKIP TO H4

H3 Which, if any, of these things do you think you will continue doing as frequently as you are now, when restrictions are lifted in future?

READ OUT / Please select all that apply

SHOW CODES SELECTED AT H2, MULTICODE

- 01 Walking
- 02 Cycling
- 03 Other outdoor exercise
- 04 Online personal training or group exercise
- 07 Use of home gym / cardio equipment
- 97 Nothing / not applicable
- 99 (DO NOT READ) Don't know / Not sure
- 98 (DO NOT READ) Refused / Prefer not to say

ASK ALL

H5 Overall, how much has the COVID-19 situation impacted your mental health and wellbeing? Would you say the impact has been... ?

READ OUT

- 01 Extremely negative
- 02 Very negative
- 03 Somewhat negative
- 04 Neutral / no impact
- 05 Somewhat positive
- 06 Very positive
- 07 Extremely positive
- 99 (DO NOT READ) Don't know / Not sure
- 98 (DO NOT READ) Refused / Prefer not to say

ASK ALL

H6 What are the biggest challenges you are facing that are caused by the COVID-19 situation?

- 95 RECORD VERBATIM / Please type in your answer in the box below

- 99 Don't know / Not sure
- 98 Refused / Prefer not to say

ASK ALL

H7 Can you think of any positive outcomes that have arisen from the COVID-19 situation?

- 95 RECORD VERBATIM / *Please type in your answer in the box below*

- 99 Don't know / Not sure
- 98 Refused / Prefer not to say

NOTE FOR CODING; CATEGORISE CODES INTO BUILT, SOCIAL, ECONOMIC OR NATURAL

SECTION 3: Financial security**ASK ALL**

F_INTRO We now have some questions about work and finances. Please remember that the survey is confidential and anonymous. Survey answers are grouped together for broad analysis of the community.

ASK ALL

F1 Prior to March this year, when the COVID-19 restrictions were introduced, were you...?

READ OUT

- 01 Working full time or part time in paid employment (includes self-employed)
- 02 Not working in paid employment
- 03 Retired, or
- 95 Something else (SPECIFY)
- 99 (DO NOT READ) Don't know / Not sure
- 98 (DO NOT READ) Refused / Prefer not to say

IF F1=1 ASK F2, ELSE SKIP TO PRE-F4

F2 Have your paid work hours changed because of the COVID-19 restrictions?

DO NOT READ OUT

- 01 Yes
- 02 No
- 97 Not applicable / Does not apply to me
- 99 Don't know / Not sure
- 98 Refused / Prefer not to say

PRE F3: IF F2=1 ASK F3, ELSE SKIP TO PRE F4

F3 Which of the following best describes how your work hours have changed because of the COVID-19 restrictions?

READ OUT

- 01 Hours have increased
- 02 Hours have decreased
- 03 Temporarily stood down
- 04 Permanently retrenched / made redundant
- 95 Other (SPECIFY)
- 99 (DO NOT READ) Don't know / Not sure

98 (DO NOT READ) Refused / Prefer not to say

PRE F4: IF F1=3 SKIP TO F5, ELSE ASK F4

F4 Have you had to look for (more) work to support yourself or your household?

DO NOT READ OUT

- 01 Yes
- 02 No
- 97 Not applicable / Does not apply to me
- 99 Don't know / Not sure
- 98 Refused / Prefer not to say

ASK ALL

F5 So just to check, are you currently working in any form of paid employment?

INTERVIEWER NOTE: Even if respondent is not physically working, if they are still receiving pay from the company, please select 'Yes'.

NOTE: If you have been stood down, but are receiving JobKeeper payments from your company, please select 'Yes'.

DO NOT READ OUT

- 01 Yes
- 02 No
- 97 Not applicable / Does not apply to me
- 99 Don't know / Not sure
- 98 Refused / Prefer not to say

IF F5=2 ASK F6, ELSE SKIP TO F7

F6 Are you currently receiving JobSeeker payments?

DO NOT READ OUT

- 01 Yes
- 02 No
- 97 Not applicable / Does not apply to me
- 99 Don't know / Not sure
- 98 Refused / Prefer not to say

ASK ALL

F7 And so would you say your financial situation has improved, remained the same or gotten worse in the last six months?

DO NOT READ OUT

- 01 Improved
- 02 Remained the same
- 03 Got worse
- 99 Don't know / Not sure
- 98 Refused / Prefer not to say

ASK ALL

F8 How concerned are you about your ability to afford to buy food in the next four weeks?

READ OUT

- 01 Very concerned
- 02 Somewhat concerned
- 03 Not at all concerned
- 99 (DO NOT READ) Don't know / Not sure
- 98 (DO NOT READ) Refused / Prefer not to say

ASK ALL

F9 Thinking about your current home in Moreland, do you...?

READ OUT

- 01 Own your home outright
- 02 Have a mortgage on it
- 03 Pay rent
- 04 Live rent free, or
- 95 Have some other arrangement (SPECIFY)
- 99 (DO NOT READ) Don't know / Not sure
- 98 (DO NOT READ) Refused / Prefer not to say

IF F9=2 OR 3 ASK F10, ELSE SKIP TO SECTION 4

F10 How much stress do you think your [IF F9=1: mortgage repayments / IF F9=2: rent payments] will place on your finances in the next six months?

READ OUT

- 01 No stress
- 02 Low stress
- 03 Moderate stress
- 04 Heavy stress
- 99 (DO NOT READ) Don't know / Not sure
- 98 (DO NOT READ) Refused / Prefer not to say

SECTION 4: News and media consumption**ASK ALL**

M_INTRO The next questions are about news and information.

ASK ALL

M1 How often are you reading, watching or listening to news and media, including social media, for updates on anything related to COVID-19?

READ OUT

- 01 Daily or more than once a day
- 02 Once or twice a week
- 03 Once or twice a month
- 04 Once every few months
- 05 Less often or never
- 99 (DO NOT READ) Don't know / Not sure
- 98 (DO NOT READ) Refused / Prefer not to say

ASK ALL

M2 Which of the following sources do you use for information on anything relating to COVID-19?

READ OUT

MULTICODE

- 01 News (TV, radio or newspapers)
- 02 Social media
- 03 Community groups
- 04 Friends and family
- 05 Council sources
- 95 Other (SPECIFY)
- 99 (DO NOT READ) Don't know / Not sure
- 98 (DO NOT READ) Refused / Prefer not to say

ASK ALL

M3 Have you accessed Moreland Council's Business Support COVID-19 Hotline at any time?

DO NOT READ OUT

- 01 Yes
- 02 No
- 99 Don't know / Not sure
- 98 Refused / Prefer not to say

SECTION 5: Demographics**ASK ALL**

D_INTRO: Now we have a few more questions to help us analyse the survey information in broad categories. Again please remember that the survey is confidential and anonymous, which means your answers will not be individually identified.

ASK ALL

D1 What is the highest level of education you have completed?

PROMPT IF NECESSARY

- 01 University Degree or higher (Bachelor/Post-graduate degree / Graduate diploma)
- 02 TAFE, Technical college or vocational (Certificate / Diploma / Advanced diploma)
- 03 Completed high school (Completed Year 12 / Form 6)
- 04 Did not complete high school (Left before Year 12 / Form 6)
- 05 Still at school
- 98 (DO NOT READ) Refused / Prefer not to say

ASK ALL

D3 Do you speak a language other than English at home?

DO NOT READ OUT

- 01 Yes (SPECIFY)
- 02 No
- 99 (DO NOT READ) Don't know / Can't say

ASK ALL

D4 Which of the following best describes the composition of your household?

READ OUT

- 01 Couple with no children at home
- 02 Couple with children at home (includes children aged 18 years and older)
- 03 Single parent with children at home (includes children aged 18 years and older)
- 04 Group / shared household
- 05 One person household, or
- 95 Something else (SPECIFY)
- 99 (DO NOT READ) Don't know / Can't say

ASK ALL

D5 The next question is about household income; we understand that it is a sensitive question, but it is very important for Council to understand the wellbeing of people from a range of income levels. As always you can choose not to answer.

Approximately what is the combined pre-tax income of all the members of your household per year, including benefits, pensions and other allowances?

INTERVIEWER NOTE: If unsure, their best guess will do. If they can't answer for the household, their own income will do.

Note: if you are not sure, your best guess will do. If you can't answer for your household, you can answer based on your own income.

READ OUT

- 01 Under \$25,000
- 02 \$25,000 to \$49,999
- 03 \$50,000 to \$74,999
- 04 \$75,000 to \$100,000
- 05 More than \$100,000
- 99 (DO NOT READ) Don't know / Not sure
- 98 (DO NOT READ) Refused / Prefer not to say

RECRUITMENT**ASK ALL**

R1 Moreland City Council may be conducting some follow-up research to better understand the issues covered in this survey. Would you be willing to be contacted again by Wallis in the next few weeks for a follow-up survey?

[IF NECESSARY: / NOTE:] If you say yes today, there is still **no obligation** for you to participate if you are contacted in future, research is always voluntary.

DO NOT READ OUT

- 01 Yes
- 02 No

IF R1=1 ASK R2A & R2B, ELSE GO TO CLOSE

R2 Thank you. We just need a few details from you so we can contact you about the follow-up research if it goes ahead. Please be assured that the information you provide will not be used for any other purpose.

First name: _____

Surname: _____

Best telephone number to contact you on: _____

CLOSE

Thank you for your time. This research is carried out in compliance with the Privacy Act, and the information you provided will be used for research purposes only.

[My name is [INT_NAME] from Wallis Market and Social Research and this survey was undertaken / This survey was undertaken by Wallis Market & Social Research] on behalf of Moreland City Council.

If you require any further information about the survey or if you'd like to find out how we manage your personal information, you can call Wallis on **1800 113 444** or view the Wallis Privacy Policy at www.wallisgroup.com.au/privacy-policy/.

If any of the survey themes or questions made you feel distressed or uncomfortable. I can give you the phone number for mental health support.

BEYONDBLUE: 1300 22 4636

LIFELINE: 13 11 14

If you need to speak to someone for support, you can contact BeyondBlue on 1300 22 4636, or if you need urgent help, you can call LifeLine on 13 11 14. Alternative helpline information is also located at the bottom of your screen.

If you would like to speak to someone from Moreland Council about anything, you can contact the Moreland Community Connector service on 8311 4140 (Mon – Fri 9:00-5:00) or email Casi@moreland.vic.gov.au

Please click next to submit your answers

APPENDIX 2

Discussion Guide

Moreland City Council COVID-19 SIA Follow-up Interviews

WG4774

Discussion Guide

MODERATOR INSTRUCTIONS

Please ensure you have your recording device ready to go, but do not press Record until after the consent question.

Before you start the interview, enter information from the sample here:

C1 answer		C5a answer	
C2 answer		C5b answer	
C8 answer		C5e answer	

CONTACT

Good <morning/afternoon/evening>, my name is <Interviewer's name> calling from Wallis Market and Social Research on behalf of Moreland City Council. Am I speaking with <Respondent's name>?

We have an appointment for a 20-30 minute interview with you, is now still a good time to talk?

(INTERVIEWER NOTE: If calling a mobile, put in place contingencies for re-contact in case the call drops out.)

INTRODUCTION

Firstly, thank you so much for taking the time today to answer some follow-up questions regarding the recent survey you completed about the impact of COVID-19 on the Moreland Community.

The aim of this follow-up interview is to find out more about your experiences and your thoughts on the future. Moreland City Council are keen to understand more about how COVID-19 has impacted the community, and what they need to do to plan for supporting the community now and as we go forward.

This interview is voluntary, if you would prefer not to answer a question, please let me know and we can move to the next question. You may choose to stop the interview and decline to participate at any stage, and we can also reschedule the interview if you prefer. If you find anything we discuss today stressful or distressing, please tell us and we can provide you with contact details for the appropriate support services.

CONSENT TO RECORD

As mentioned when the appointment was made for this interview, I would like to record our conversation with your consent, to assist with note-taking purposes. Is that ok?

IF YES START RECORDING

Thank you, I've started the recording.

QUESTION GUIDE

ASK ALL

- Q1 Firstly, we are interested in hearing a brief summary of how the COVID-19 pandemic has affected you and your household, and your use of Moreland City Council's facilities and services.

PROBING QUESTIONS: How have your daily activities changed? Have you accessed any Council services during the restrictions? How was that experience?

ASK IF C1=1 OR 2 OR C2= 1 OR 2

- Q2 When we first spoke to you, you said that your use of indoor Council facilities (such as libraries, halls and sporting venues, gyms and swimming pools) might be different when restrictions are lifted and they can re-open, compared to how you used them pre-COVID.

Can you please elaborate further on why you think you will use them differently?

PROBING QUESTIONS: Which ones, and how often did you use them before? What did you use them for? What makes you think you will use them more/less often when they can re-open? If answering that they will use less, ask what would help you feel more likely to use these services?

ASK IF C5A= 1 OR 2 OR C5E= 1 OR 2

- Q3 You said that your use of walking tracks, cycle paths and/or sporting grounds might be different when restrictions are lifted, compared to how you used them pre-COVID.

Can you please elaborate further on why you think you will use them differently?

PROBING QUESTIONS: How often did you use them before? What did you use them for? Did you start using them more during restrictions? What makes you think you will use them more/less often when restrictions are lifted? If answering that they will use less, ask what would help you feel more likely to use these services?

ASK IF C5B= 1 OR 2

- Q4 You said that your use of parks, nature reserves and playgrounds might be different when restrictions are lifted, compared to how you used them pre-COVID.

Can you please elaborate further on why you think you will use them differently?

PROBING QUESTIONS: How often did you use them before? What makes you think you will use them more/less often when restrictions are lifted? If answering that they will use less, ask what would help you feel more likely to use these services?

ASK IF C8=1

- Q5 Due to the COVID-19 social restrictions, a number of Council services that are usually delivered in-person have been modified in their delivery (e.g. moving to online, tele-health, restricted appointments, etc).

You said that you think you would choose to continue to access these services when needed in the modified format, when COVID-19 restrictions are lifted.

Can you please elaborate further on why this is?

PROBING QUESTIONS: What would prevent you from going back to using these services in-person when restrictions are lifted?

ASK ALL

- Q6 What sorts of things do you think Council should be thinking about putting in place to support the community as we go forward?

PROBING QUESTIONS: For example, information services? Community events? Support services? Anything else you can think of?

ASK ALL

Q7 What sorts of things are you most looking forward to going forward?

ASK ALL

Q8 Is there anything that concerns you about the time when restrictions will inevitably be lifted? (e.g. when people can move about more freely – beyond 5km and with more friends and family outside of their household, more people attend work and school, more cafes and shops re-open)

ASK ALL

Q9 Do you have anything else you would like to add about your experiences during this time, and/or your thoughts on how you, your household and the Moreland community will go in the next 6-12 months?

CONSENT TO IDENTIFY

Thank you.

Your participation is anonymous. However, if you are happy to be identified to Council, please let me know.

CIRCLE:

Yes

No

IF YES:

Would you be happy for someone from Moreland Council to contact you directly, to talk about your situation and ways they might be able to provide support for you and others like you?

CIRCLE:

Yes

No

CLOSE

Thank you again for your time today. Your feedback will assist Moreland City Council to understand the impact of COVID-19 on the Moreland Community, and to plan for supporting the community now and as go forward.

Once again, my name is <Interviewer's name> from Wallis Market and Social Research and this interview has been conducted on behalf of Moreland City Council.

If you would to find out how we manage your personal information I can give you the link to our Privacy Policy on our website: <https://www.wallisgroup.com.au/privacy-policy-2/>

If participating in this interview today has brought up any issues for you, and you would like to speak to someone for help and support, please call: Beyond Blue on 1300 22 4636 / SANE on 1800 187 263

INTERVIEWER NOTE: If the respondent would like to speak to someone from Moreland Council about anything, they can contact the Moreland Community Connector service on 8311 4140 (Monday – Friday 9:00-5:00) or email Casi@moreland.vic.gov.au