



HEALTH CONSUMERS'
COUNCIL

How Will You Manage Coronavirus

COVID_19 Consumer Perspectives
March 2020

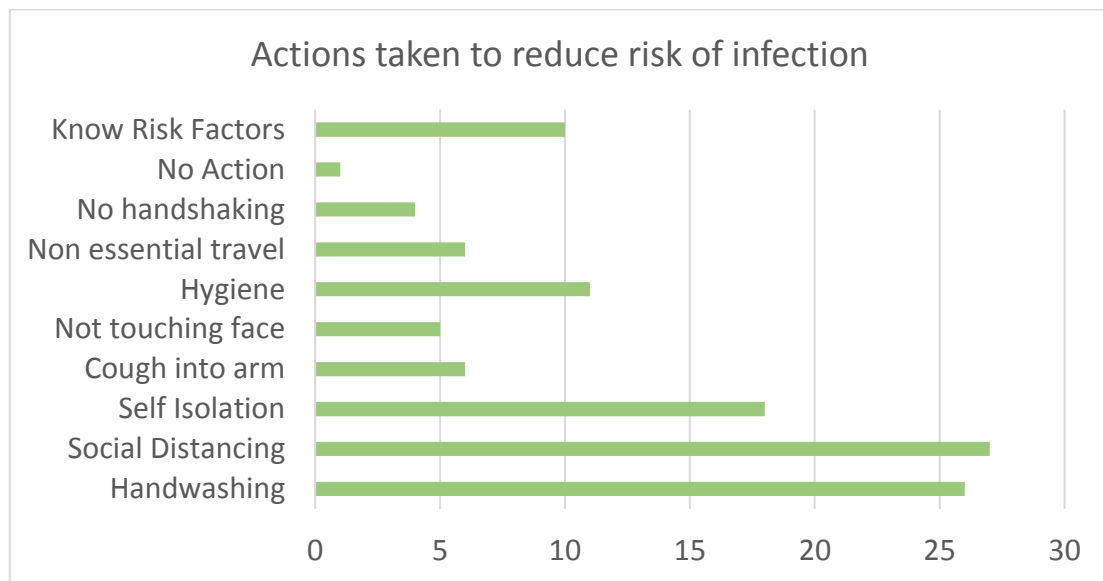
Executive Summary

- HCC Survey 1 - *How Will You Manage Coronavirus* Survey ran from Friday 13th March to Monday 23rd March 2020
- The total number of respondents was 41 people. Most were from WA (88%) with 12% from other states (Victoria, South Australia & Queensland). The survey population contained more women than men and more people in the 45-55yr age group, with fewer responses under 25-34yr age group
- HCC recognises that health information and advice on COVID-19 is changing daily, and this may have an impact on the data collected across the survey period.
- All respondents knew the risk factors involved with spreading the COVID-19 virus, majority were taking action such as handwashing, social distancing and self-isolation
- At the time of this survey around half of the respondents were concerned about potential movement restrictions and the impact this will have on them.
 - The greatest impact identified was the loss of income/employment, followed closely by the closure of schools
- Respondents have been preparing for movement restrictions by stocking up on supplies
- Majority of respondents felt the information provided by Government and Health Authorities is helpful, although many believe there is too much information that is not precise enough.
- 70% of respondents are concerned about being in public and this has stopped them from doing things
- 76% of respondents are anxious about the COVID-19 virus

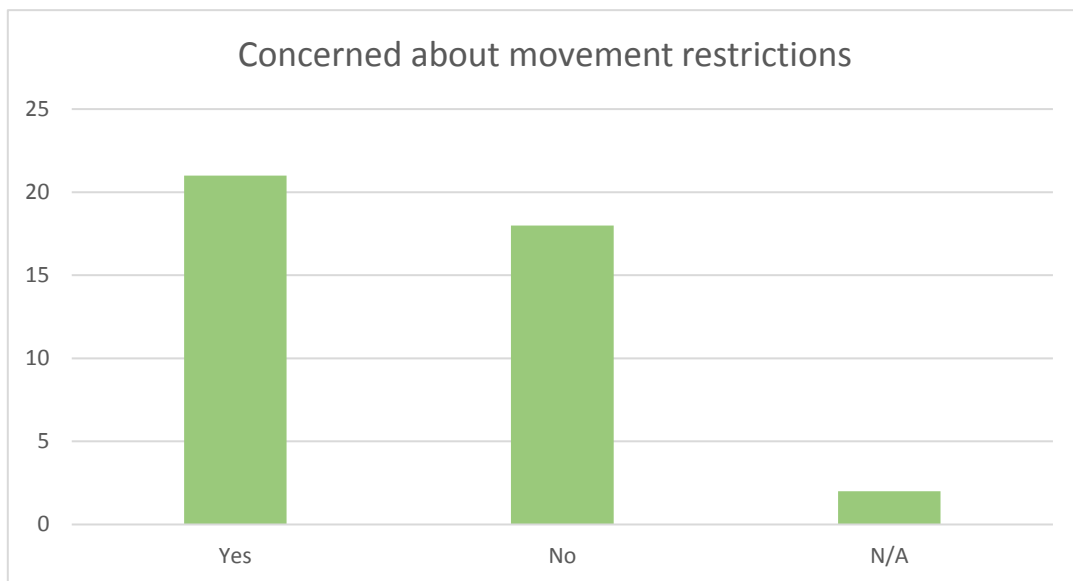
This report provides detail about survey responses, including questions identified by consumers that they do not feel are being answered in current communications.

Survey Questions

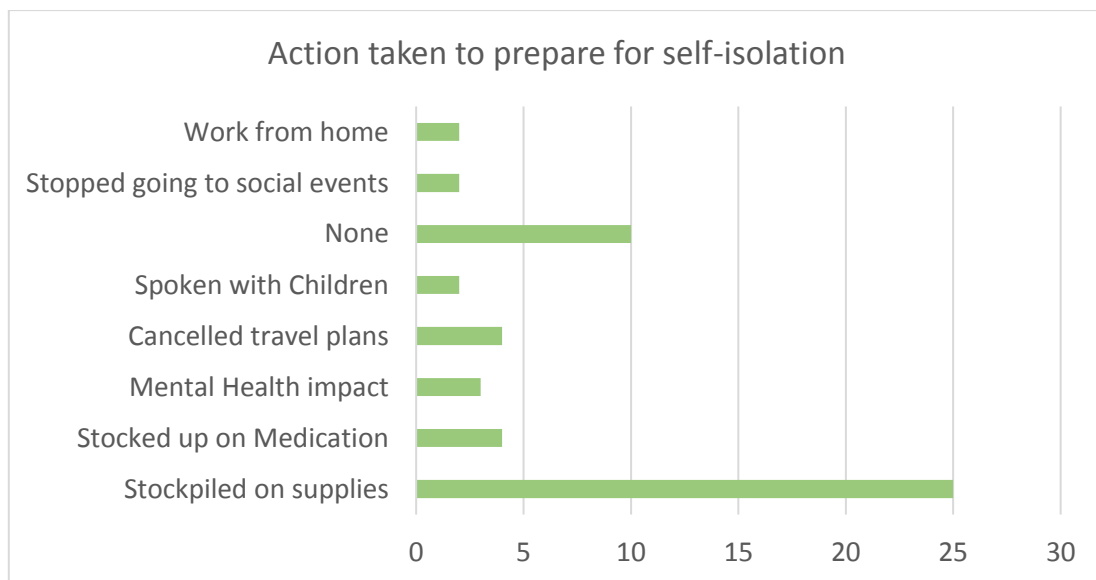
Question 1: Do you know what the risk factors for COVID-19 are and how will you limit your exposure? What action, if any, have you taken to reduce your risk of catching COVID-19?



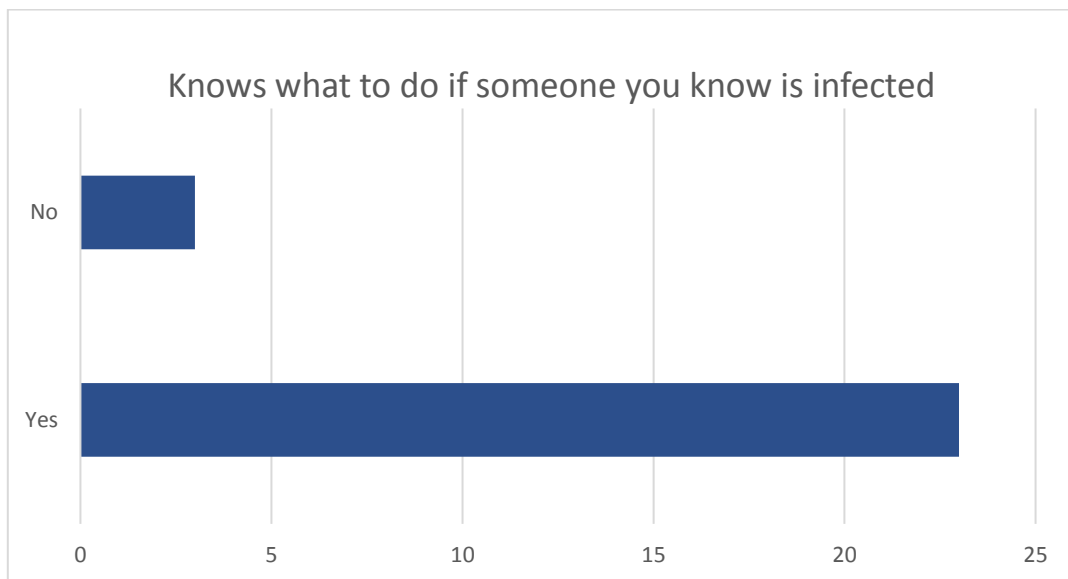
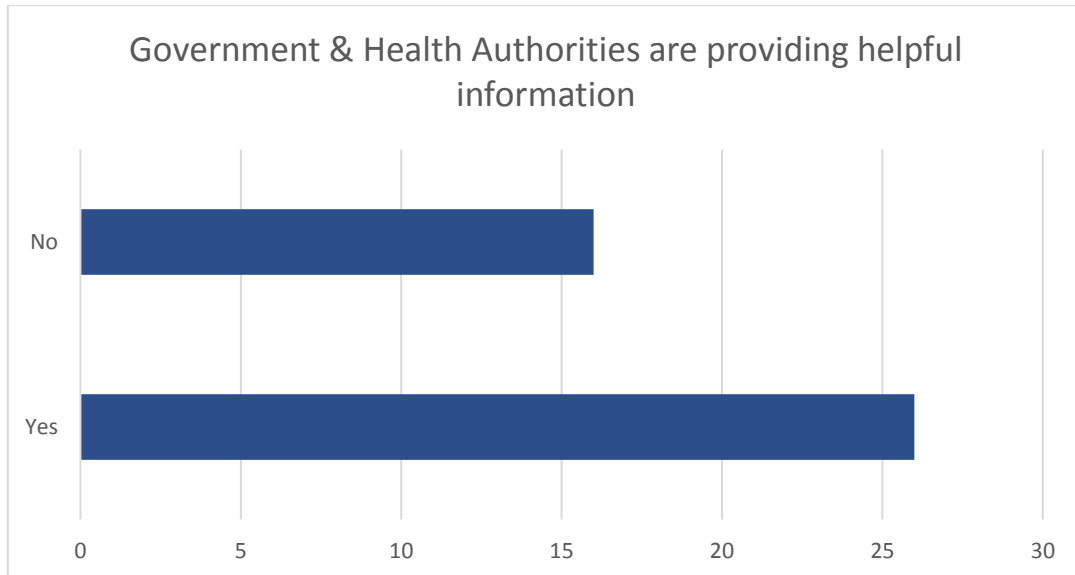
Question 2: Are you worried about potential restrictions on movement, e.g. that might require you to home-school your children or work from home? How might this affect you or your family?



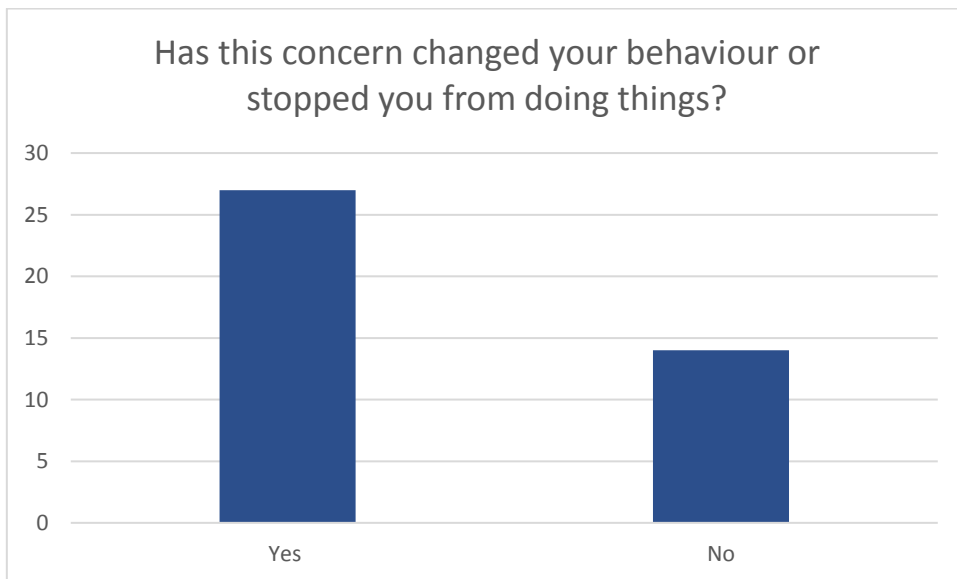
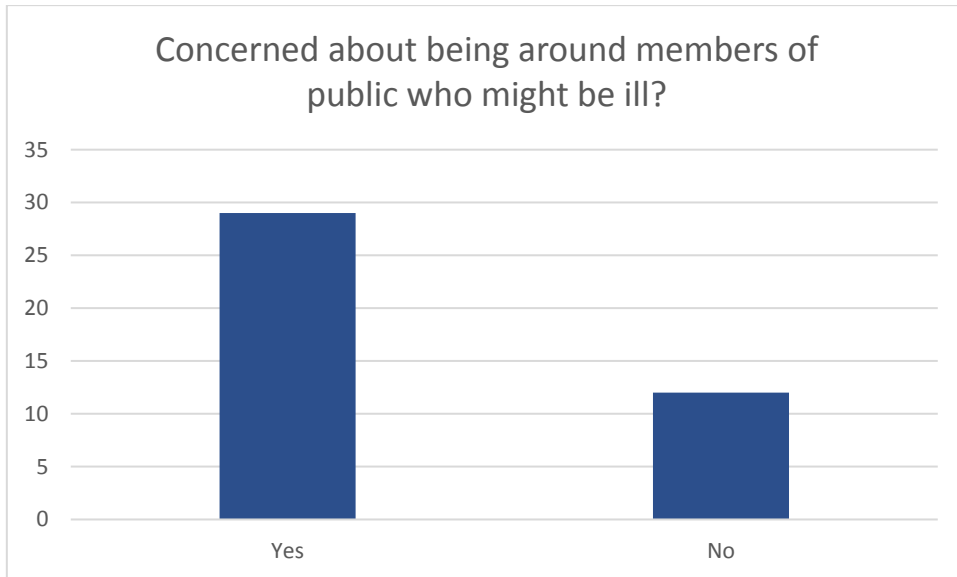
Question 3: What action, if any, have you taken to prepare for potential restrictions on movement?



Question 4: Do you feel government and health authorities are providing helpful information? Do you feel confident you know what to do if you or someone you know is infected?

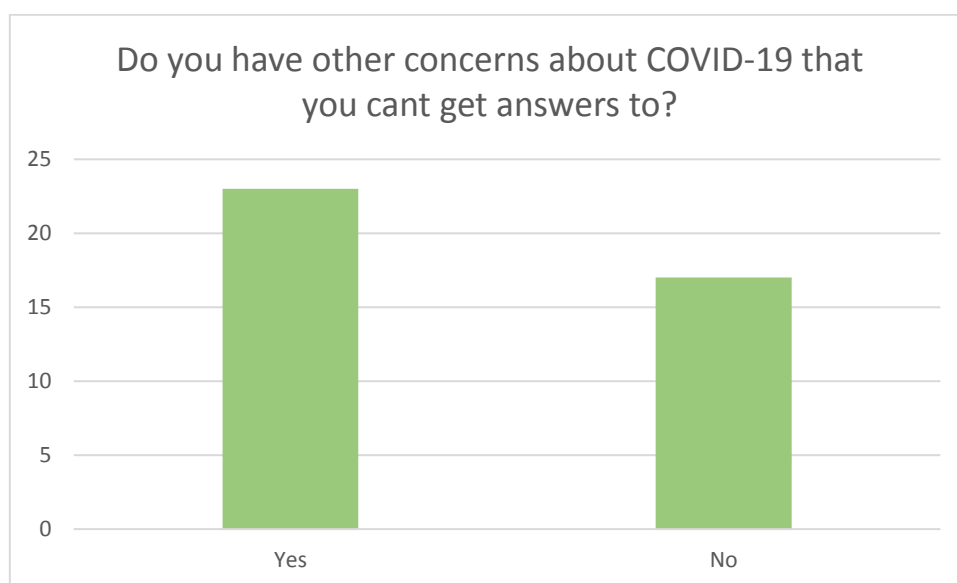


Question 5: Do you feel concerned about being around members of the public who might be ill? Has this changed your behaviour or stopped you doing things you normally do?



Question 6: Do you have any other concerns or worries about Covid-19 that you feel you can't get answers to?

- Cancelled surgery
- Elderly people sharing equipment
- How do you treat COVID-19?
- how long people are contagious pre-symptom?
- how we will be informed when people in our area have become effected by covid19
- I don't feel confident governments are acting on ALL the recommendations of the chief medical officers
- if someone has had the virus & recovered does this mean that they have produced antibodies against it. Can this be used to help others?
- Impact on people's livelihood. In the event work is suspended, will I get sick pay or have to live off my savings?
- Lack of guidance for oncology kids
- lack of supplies in shops
- Monitoring tourists
- Social Isolation/ Loneliness
- specific information for people that are immunocompromised and have existing medical conditions
- The impact of the virus on pregnant women
- The impact on our health system
- What if carers become unwell?
- What is the government's plan?
- What is the mortality rate for immune suppressed people?
- What should vulnerable people do?



Question 7: Are you feeling anxious about Covid-19?

