



HEALTH CONSUMERS'
COUNCIL

*Have your say
about the
Coronavirus*

COVID_19 Consumer Perspectives
April 2020

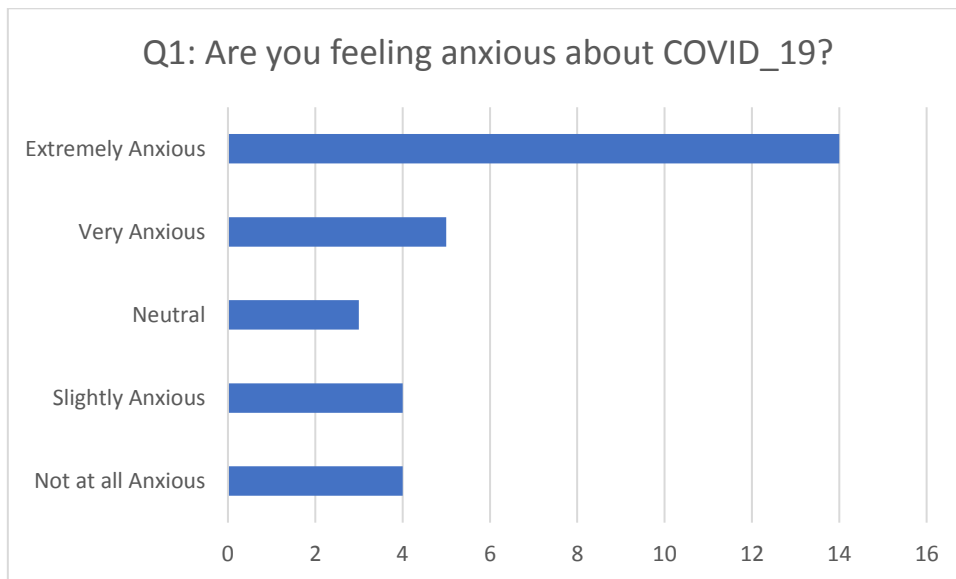
Executive Summary

- HCC Survey 2 – *Have your say on the Coronavirus Survey* ran from Monday 30th March to Monday 6th April 2020
- The total number of respondents was 30 people. Most were from WA (97%) with 3% from Queensland. The survey population contained more women than men and more people in the 64+ 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 bar one, knew the risk factors involved with spreading the COVID-19 virus, majority were taking action such as self-isolation, social distancing and handwashing.
- At the time of this survey exactly half of the respondents were concerned about the government-imposed movement restrictions and the impact this will have on them.
 - The greatest impact identified was mental health and not being able to see family
- 63% of respondents are either very or extremely anxious about the COVID_19 virus
- Majority of respondents (73%) felt the information provided by Government and Health Authorities is helpful.
- Majority of respondents felt the government-imposed restrictions on movement were necessary, although several thought it was acted on too late and others felt this was a drastic measure
- 83% of respondents are prepared for movement restrictions with 16% not prepared at all.
- 37% of respondents accessed their information on COVID_19 from ABC News or the TV, with the internet also a popular choice for updates.
- 86% felt the information and updates are sufficient.

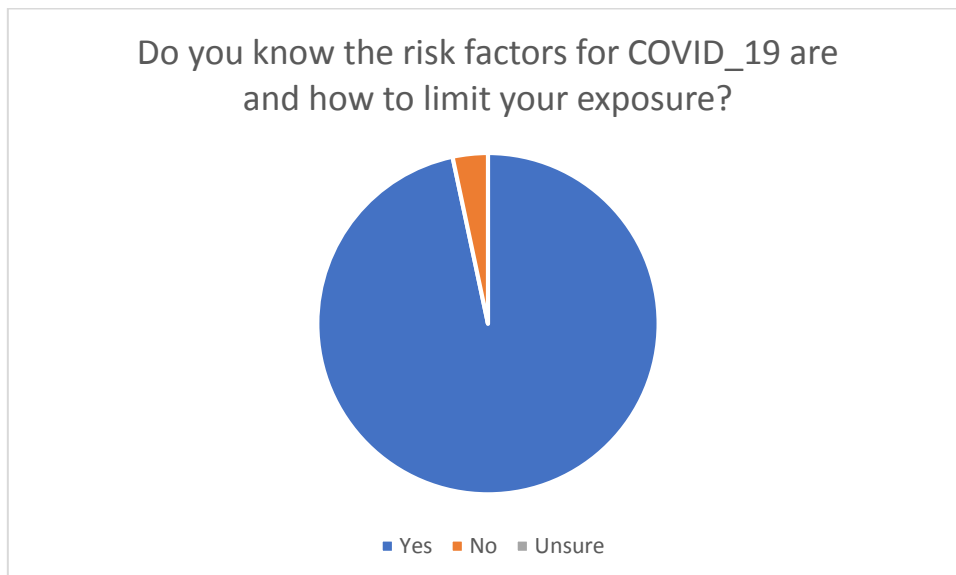
This report provides detail about survey responses, including questions identified by consumers that they do not feel are being answered in current communications.

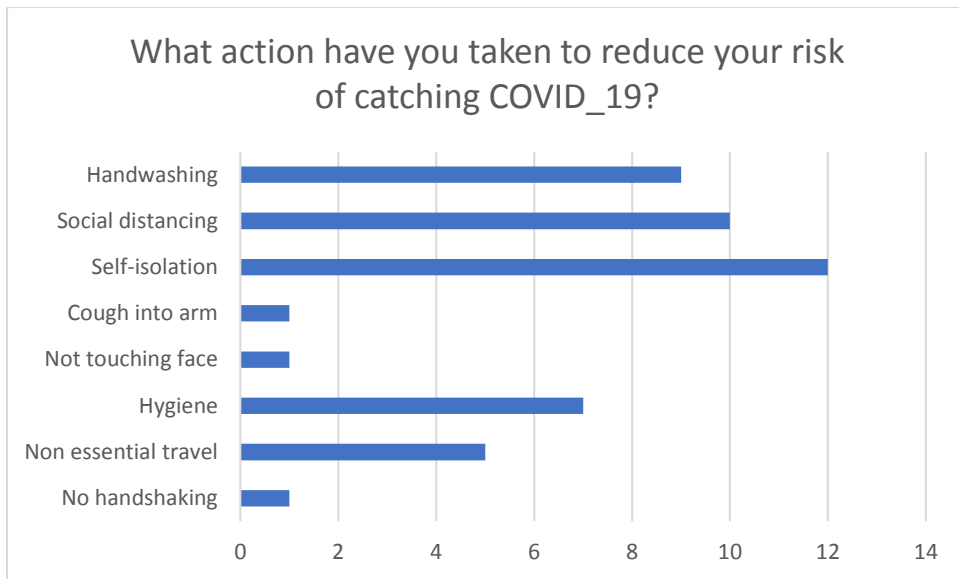
Survey Questions

Question 1: Are you feeling anxious about COVID_19?

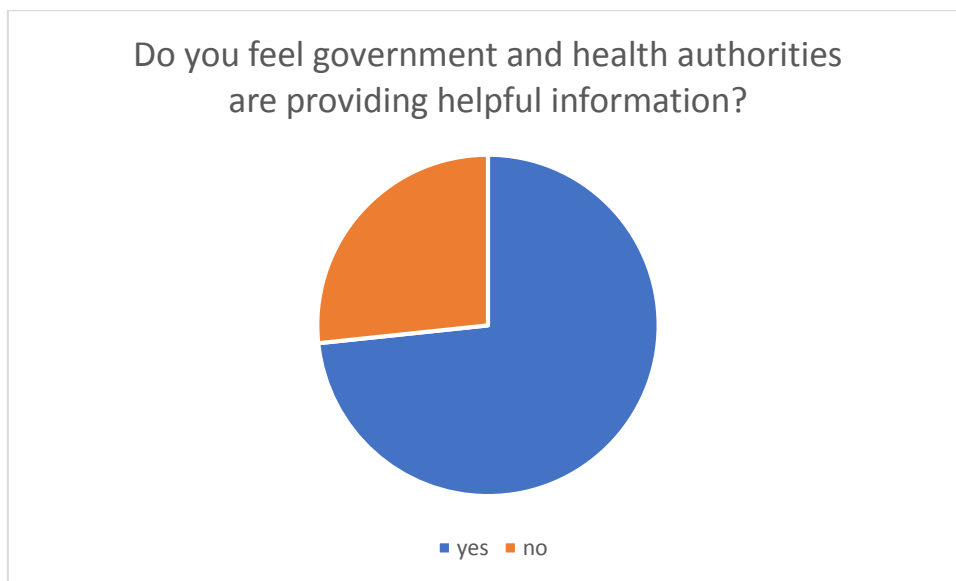


Question 2: Do you know what the risk factors for COVID_19 are and how to limit your exposure? What action, if any, have you taken to reduce your risk of catching COVID_19?

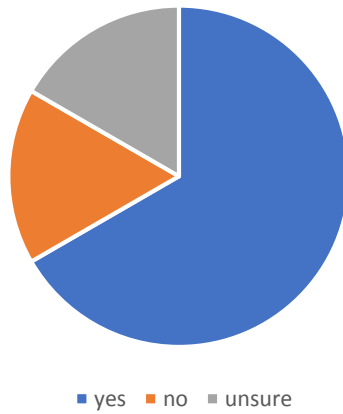




Question 3: Do you feel Government and Health Authorities are providing helpful information? Do you feel confident you know what to do if you or someone you know is infected?

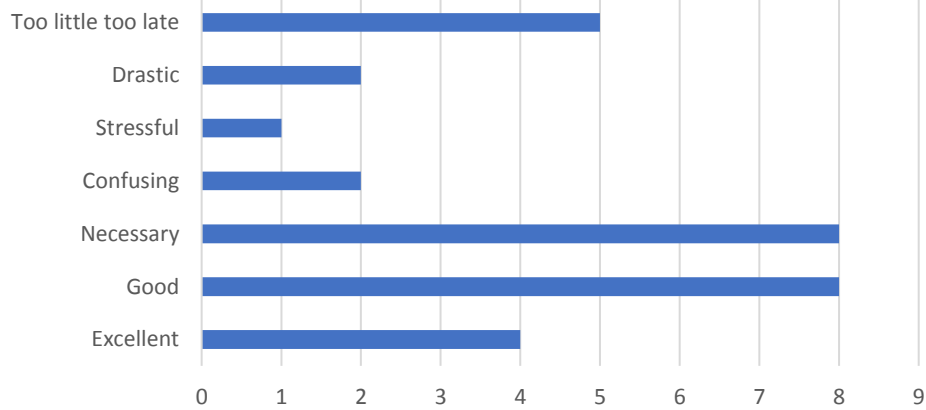


Do you feel confident you know what to do if you or someone you know is infected?

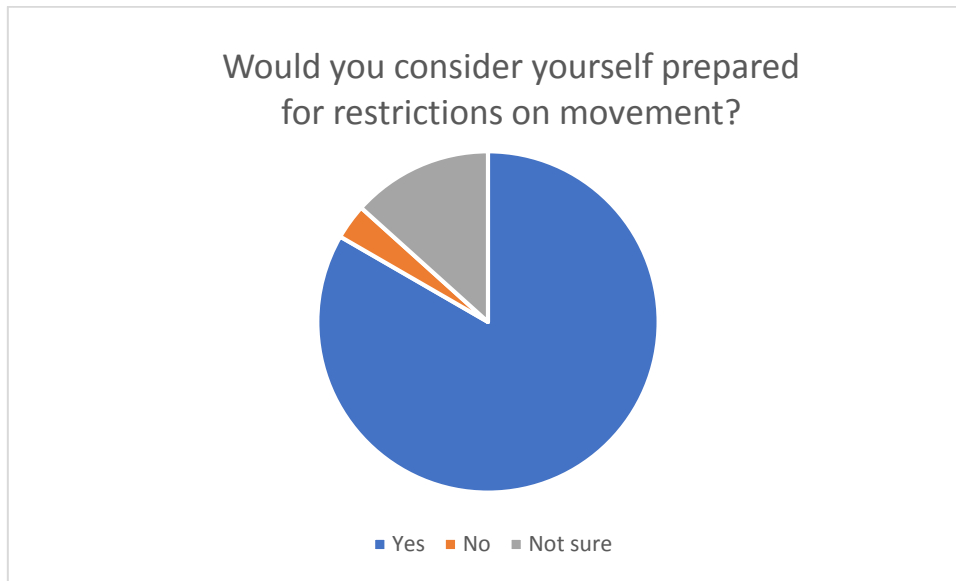


Question 4: What are your thoughts on the Government imposed restrictions on movement?

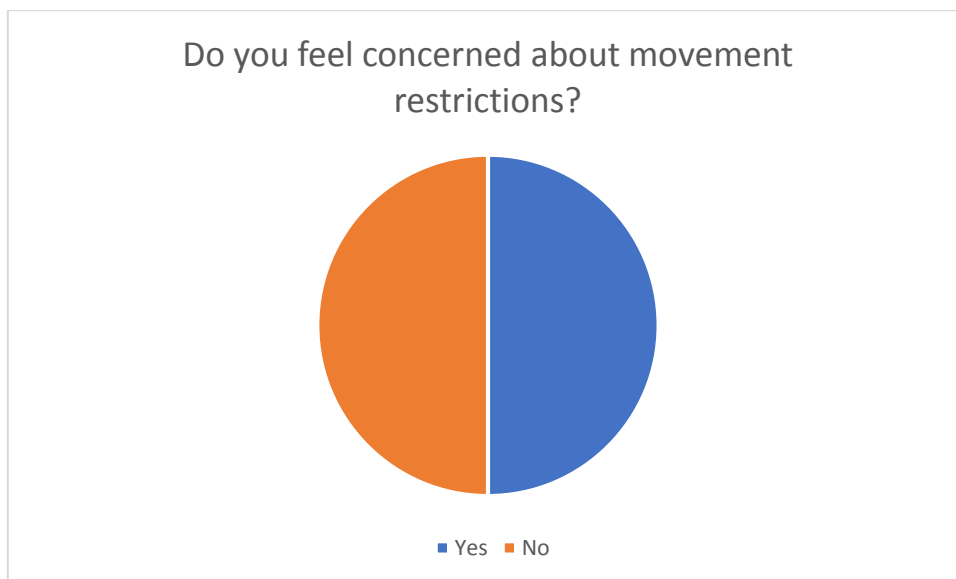
What are your thoughts on the Government imposed restrictions on movement?

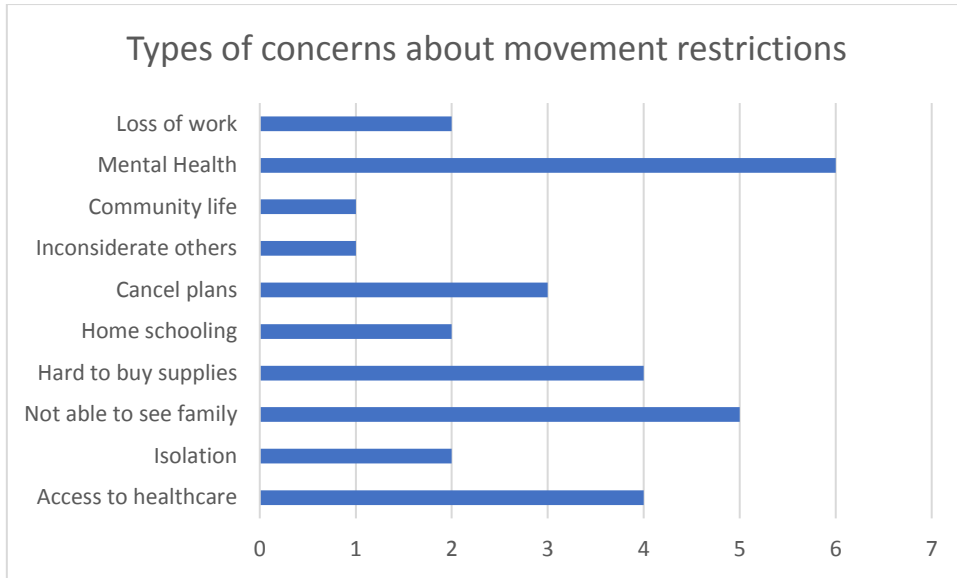


Question 5: Would you consider yourself prepared for restrictions on movement?

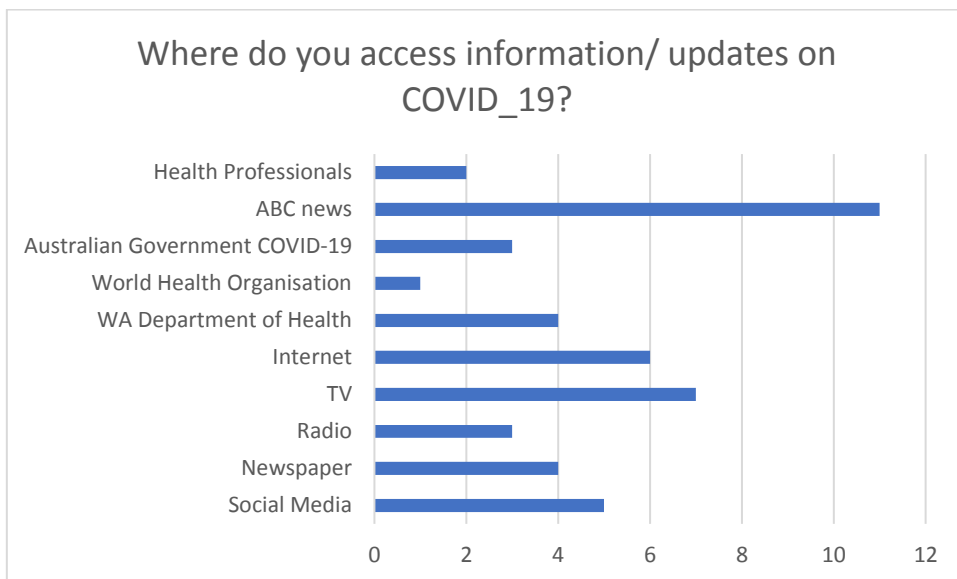


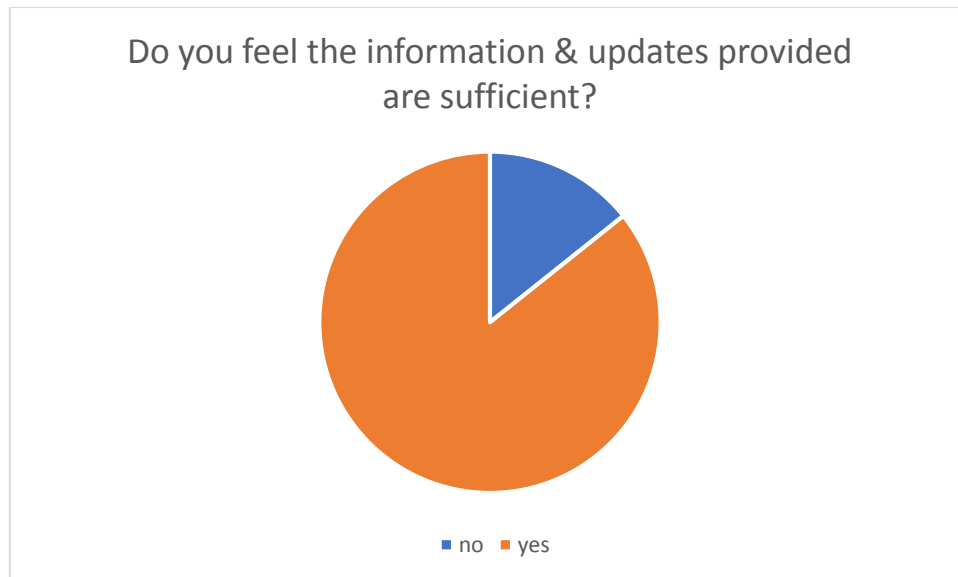
Question 6: Do you feel concerned about having your movements restricted? If so, what exactly does your concern relate to?





Question 7: Where do you access information/ updates on COVID_19? Do you feel the information provided is sufficient?





Question 8: Do you have any other concerns or worries about COVID_19, that you feel you cant get answers to?

Concerns Raised

- What will happen if a vaccination becomes available and some refuse to have it?
- Not clear enough answers about what they can and can't do under movement restrictions
- If you get the virus does that make you immune?
- Still working in childcare and putting own family at risk from potential exposure
- Why is COVID_19 worse than Ebola or Swine Flu?
- Testing should be prioritised for those at risk/ living with a chronic condition
- Confusing messages from the government
- Government hiding the true statistics
- Lack of supplies for isolation
- Lack of information on treatment available and how many are being treated
- Lack of income support for permanent residents (less than 10yrs)
- Shopping centres and other public places should be temperature testing everyone