

## Survey - Health Consumers Tasmania – 15 July 2020

*Survey answers can be emailed to [kate@healthconsumerstas.org.au](mailto:kate@healthconsumerstas.org.au) or posted to Kate Griggs, Health Consumers Tasmania, 1/89 Brisbane St, Hobart TAS 7000.*

### WELCOME

- This is the fourth survey by Health Consumers Tasmania about the impact of coronavirus. Your feedback is valuable and your comments are helping health services understand your experiences. It is also important and comforting for others in our community to hear that they are not alone in what they feel or don't understand.
- If you have done one of our surveys before you will notice there are some questions that are the same and there are some new ones. It is still important that you answer all questions if you can as we want to see whether feelings have changed, for instance, feelings of safety.
- Your feedback is confidential, and we only share a summary of the overall feedback we receive from all participants.
- If you have any questions or queries regarding this survey, please contact Katre Griggs at [kate@healthconsumerstas.org.au](mailto:kate@healthconsumerstas.org.au) or call 0400 401 691.
- If taking this survey upsets you and you would like to access help, please contact the following.
  - If you are struggling with the impacts of Covid-19 call "A Tasmanian Lifeline – 1800 98 44 34"
  - If you're feeling overwhelmed or in crisis, you can also contact Lifeline on 24/7 on 13 11 14 or nightly via Lifeline Text. Lifeline Text is available, 6pm – midnight (AEST) on 0477 13 11 14.

## SURVEY START

1. Do you feel safe at the moment?

- a. Yes, very safe
- b. Yes, safe
- c. No, I don't feel safe at the moment \*
- d. I am not sure if I feel safe or not

\* c. *SEGWAY*

If you don't feel safe, can you please tell us why you do not feel safe.

- a. I am worried I might catch coronavirus
- b. I am worried about someone I know (e.g., elderly parents, children) catching coronavirus
- c. I am worried about other people contracting coronavirus
- d. I am worried about the virus coming back to Tasmania
- e. I am worried that other people are not doing the right thing and they will spread coronavirus
- f. I am confused about the rules for what I can and cannot do regarding the coronavirus
- g. I don't have enough money to buy food for the week
- h. I do not feel safe in my home
- i. I do not feel safe at my workplace
- j. I don't feel safe because I have lost my job
- k. Any other reason (please list...)

2. Compared to February (before the coronavirus began in Tasmania) are you now feeling more safe or less safe?

- a. more safe
- b. less safe
- c. same
- d. don't know

3. Compared to February (before the coronavirus began in Tasmania) are you

- a. more worried
- b. less worried
- c. same – don't feel more or less worried
- d. don't know

4. Compared to February (before the coronavirus began in Tasmania) do you feel that you are
- a. more isolated (you have contact with fewer people during the week than before the pandemic)
  - b. less isolated (you have contact with more people during the week than before the pandemic)
  - c. about the same (you have contact with the same number of people during the week)
  - d. I don't know

5. Compared to February (before the coronavirus began in Tasmania) are you
- a. working more hours each week
  - b. working fewer hours each week
  - c. working the same hours each week
  - d. I am not working \*
  - e. I don't know

\* *d. SEGWAY*

If you are currently not working, have you lost your job as a result of coronavirus?

- a. Yes
  - b. No
  - c. Don't know
6. Compared to February (before the coronavirus began in Tasmania) is your home/accommodation
- a. more secure (you are more likely to be able to keep your home long term if you want to)
  - b. less secure (you are less likely to be able to keep your home)
  - c. about the same
  - d. don't know
7. Compared to February (before the coronavirus began in Tasmania) do you feel that your physical health is
- a. getting better
  - b. getting worse
  - c. about the same
  - d. don't know

8. If you did not feel well, would you have a test for coronavirus?

- a. Yes
- b. No \*
- c. Not sure

\* b. *SEGWAY*

If you would not have a test for coronavirus, could you please tell us why?

9. Do you know what 'Telehealth' is?

- a. Yes
- b. No
- c. Don't know

10. Do you know how to use 'Telehealth'?

- a. Yes
- b. No
- c. Don't know

11. If you got sick or needed to talk with your GP over the next two weeks, would you go and see them like you used to?

- a. Yes, I would go and see them face to face at their clinic
- b. Yes, but I would try and see them using a phone / computer appointment (telehealth)
- c. No, I wouldn't contact the GP \*
- d. I'm not sure

\* c. *SEGWAY*

If you answered "No, I wouldn't contact the GP" can you please tell us why?

- a. I can't get to see my GP (they are too busy)
- b. I don't have a GP that I can see
- c. I want to avoid adding to strain on the health system
- d. I am putting off minor/less serious matters and seeking help for emergencies only
- e. I will not access these things because I am concerned about getting coronavirus
- f. Other (please specify)

12. Have you used telehealth instead of visiting a doctor in person?

- a. Yes \*
- b. No – I have only visited the doctor in person
- b. No – I tried to make an appointment, but I couldn't get one
- c. I have not recently tried to visit the doctor
- d. I don't know what telehealth is

\* a. *SEGWAY*

If you did use telehealth, were you happy with how it went?

- a. Yes – very happy
- b. Yes – it was ok
- c. No (please tell us why you weren't happy using telehealth)
- d. I'm not sure

13. Are you able to easily use the internet to find information and services you might need to help with your health?

- a. Yes
- b. I'm not sure
- c. No (please specify why not...)

14. Are you and the people you look after able to get all of the medicines, carer help and medical support that you need at the moment?

- a. Yes
- b. No – I can't access medications\*
- c. No – I can't access carers\*
- d. No – I can't access medical support\*
- e. I'm not sure

\* b, c and d *SEGWAY*

Can you please us why you and the people you look after are not able to get all of the medicines, carer help and medical support that you need at the moment?

15. Do you have any questions or are there things you don't understand about what you can or cannot do at the moment because of the restrictions put in place by the government?

- a. Yes – there are things I still don't understand \*
- b. No – I think I know what I can and can not do at the moment
- c. I don't know

\* *a. SEGWAY*

If there are things you don't understand, could you please tell us what those things are that you are not sure about ...

16. Do you think current restrictions applying to any of the following should be changed in your region? Please mark on the following table how you would like the government to respond to the different areas of life.

	Increase restrictions	Maintain restrictions	Decrease restrictions	I don't know
a. Schools and other education				
b. Aged care restrictions				
c. Family gatherings				
d. Social visits to other people's homes				
e. Group meetings				
f. Elective surgeries				
g. Funerals and weddings				
h. Shopping – non-essential goods				
i. Shopping – restaurants and cafes				
j. Group exercise/sport				
k. Access to public beaches				
l. Access to parks and reserves				
m. Non-essential travel within your region				
n. Non-essential travel around Tasmania				
o. Non-essential travel around Australia				
p. Returning to work at the office				
q. Other (please specify... )				

17. Before we move to taking your demographic details, are there any final comments you would like to make about the impact of COVID-19?

18. Have you experienced any of the following with regard to coronavirus?

- a. I have tested positive to coronavirus
- b. I have tested negative to coronavirus
- c. I suspect I have or have had coronavirus, but was unable to get a test done
- d. I have been in close contact with someone who has tested positive to coronavirus
- e. I have not had any contact with coronavirus that I know of
- f. Don't know

19. Where do you live?

- a. North West Tasmania
- b. Northern Tasmania
- c. Southern Tasmania
- d. Other (please specify)

20. What is your age?

- a. Under 18
- b. 18-24
- c. 25-34
- d. 35-44
- e. 45-54
- f. 55-64
- g. 65-74
- h. 75+

21. What is your gender?

- a. Female
- b. Male
- c. Other

22. Is English your main language?

- a. Yes
- b. No (please specify)...

23. Are you Aboriginal or a Torres Strait Islander?

- a. No
- b. Yes

24. Are you a person living with a disability?

- a. No
- b. Yes \*

\*b. SEGWAY

If yes, what kind of disability do you have?

- i. Intellectual
- ii. Physical
- iii. Acquired Brain Injury
- iv. Neurological (epilepsy/degenerative condition e.g., MS, Parkinson's, dementias)
- v. Deafblind
- vi. Vision
- vii. Hearing
- viii. Speech
- ix. Psychiatric
- x. Developmental delay
- xi. Other (please specify)...

24. Do you have any health conditions?

- a. No
- b. Yes \*

\*b. SEGWAY

If yes, what kind of health condition do you have?

- a. Mental illness
- b. Long-term or chronic illness (e.g., diabetes, heart condition, asthma or other lung disease, high blood pressure)
- c. Degenerative disease
- d. Allergies
- e. Impairment/disability
- f. Cancer
- g. Other (please specify)...

25. What is the highest level of education you have undertaken?

- a. Year 11 or below (includes Certificate I/II)
- b. Year 12
- c. Certificate III/IV
- d. Advanced Diploma and Diploma
- e. Bachelor Degree
- f. Higher

26. Do you provide health services through your work?

- a. No
- b. Yes \*

\* b. SEGWAY

Is yes, what kind of health service do you do?

- a. Midwifery and nursing
- b. Medical practitioners
- c. Social workers and counsellors
- d. Health therapy professionals
- e. Service management or admin staff
- f. Aged and disabled carers
- g. Health diagnostic and promotion professionals
- h. Volunteer
- i. Child and Adolescent Mental Health
- j. public service role (unstated)
- k. other (please specify)...

**Can you please write today's date:**

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#### **SURVEY END AND THANK YOU**

- Thank you for completing this survey. Your experiences are important - so too is your voice.
- The results of this survey will be published on our website [www.healthconsumerstas.org.au](http://www.healthconsumerstas.org.au).
- We would like to pay special thanks to Speak Out, Phoenix Centre, the Red Cross Bicultural Community Health Program, the Health Literacy Working Group and Susan Banks from UTAS for helping us design this survey.
- If taking this survey has raised any issues that upset you and you would like to access some help, please think about contacting the following:
  - If you are struggling with the impacts of Covid-19 call "A Tasmanian Lifeline – 1800 98 44 34".
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