

CORONAVIRUS SUPPORT COMMUNITY SURVEY



COMMUNITY ENGAGEMENT SUMMARY

We know that the COVID-19 pandemic continues to be challenging for everyone in our community, with changes to restrictions as set by the State Government, our lives are continuing to be impacted. But this begged the question; what are we learning along the way?

During the first two months of the coronavirus pandemic, we asked you what you have found the most challenging throughout the crisis, what things you enjoyed or found positive and what you were most looking forward to doing again. Thanks to your responses we have learned that people in our community had some common challenges with isolation and missing family and friends being the most commonly felt hardship. Some of us are struggling without work and access to the right services too.

On the positive side, we are enjoying having the time to focus on our hobbies, to exercise and to spend more time with our pets, but we are especially enjoying having more time with the people in our own households.

When it comes to looking forward beyond restrictions, we are most looking forward to seeing our family and friends again, to going out for anything from a dinner, a drive ("just for the hell of it!"), volunteering, to watch sport and to travel. But mostly we want to hug our loved ones!

The 185 people who shared their feedback with us comprised 83% female, 6% male and 1% other, were representative of all age groups with 9% aged 25-35, 19% 35-49, 28% 50-59 and 44% aged 60+ and came from a great range of postcodes across our region.



60 DAYS

of community
engagement



185

People shared
their feedback



4

print adverts
in local
newspapers



70%

Respondents
50 years of
age or older.

SOCIAL MEDIA



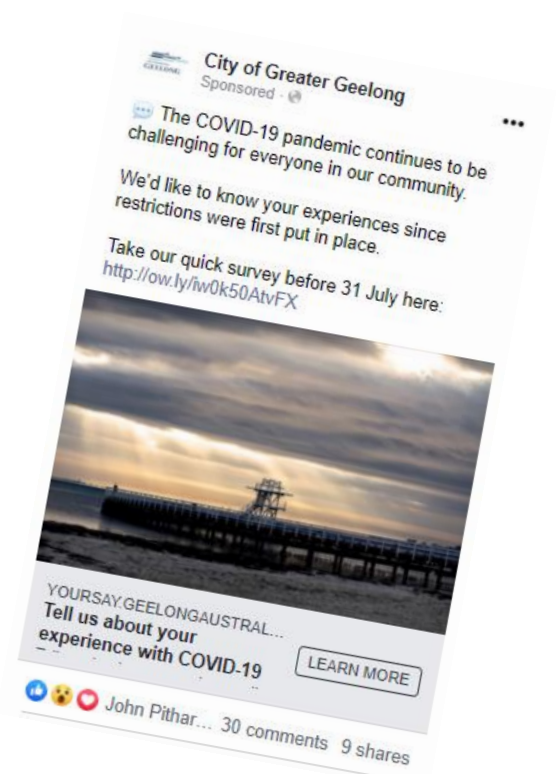
631

Actions (Clicks, reactions,
shares, comments etc.)



7,584

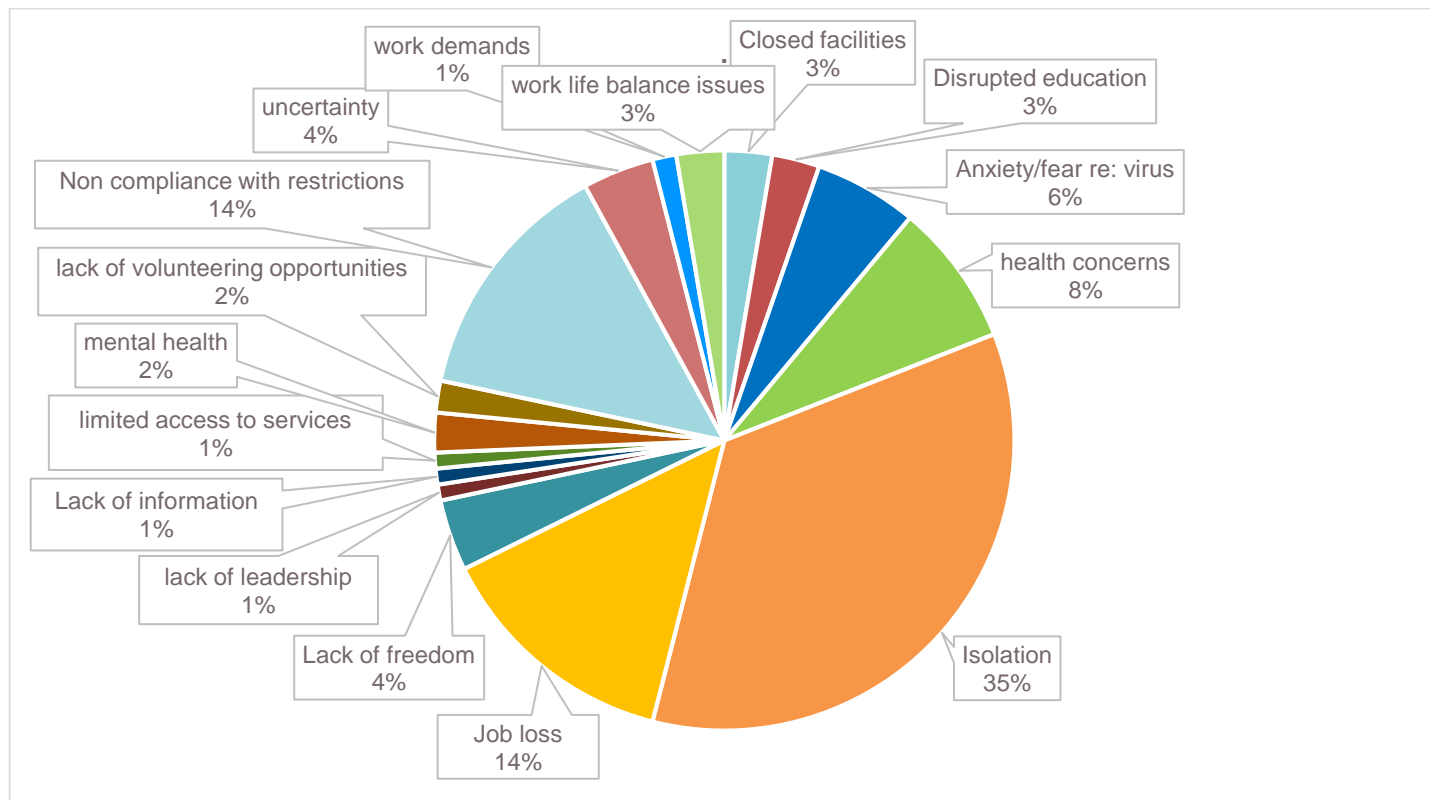
Reach/Impressions



YOU SHARED THE CHALLENGES

Almost everyone, it turns out found the isolation challenging and 35% of us declared it the biggest hardship. This was followed by our concerns and anxiety about our health and the health of our families and along with the non-compliance of others to the restrictions, this combined were declared the biggest challenges by a further 28% of people.

Job loss, reduced work and disrupted education was the biggest challenge for almost 20% of respondents, clearly demonstrating the negative financial impact of the coronavirus pandemic has been felt by many in the region.



What have you found most challenging throughout this crisis?

YOU SHARED:

"We have children under 5, so having no activities available (particularly playgrounds) has been extremely challenging. One of us has been stood down from full time work and the other is now working from home full time, so it's meant we're all very frustrated and quite depressed."

The uncertainty of future jobs and the frustration at the Government's lack of support for university staff who have lost jobs (many casuals and part-time women in Geelong have lost jobs at Deakin).

"Lack of face to face contact with my family, friends and social activities. My dance classes especially. I live alone so I've really felt isolated and very lonely."

"Not seeing friends and family. Phone calls and zoom are not enough."

"Not being able to just sit somewhere lovely and enjoy a coffee, lunch or wine with my close friends for so long. I miss that."

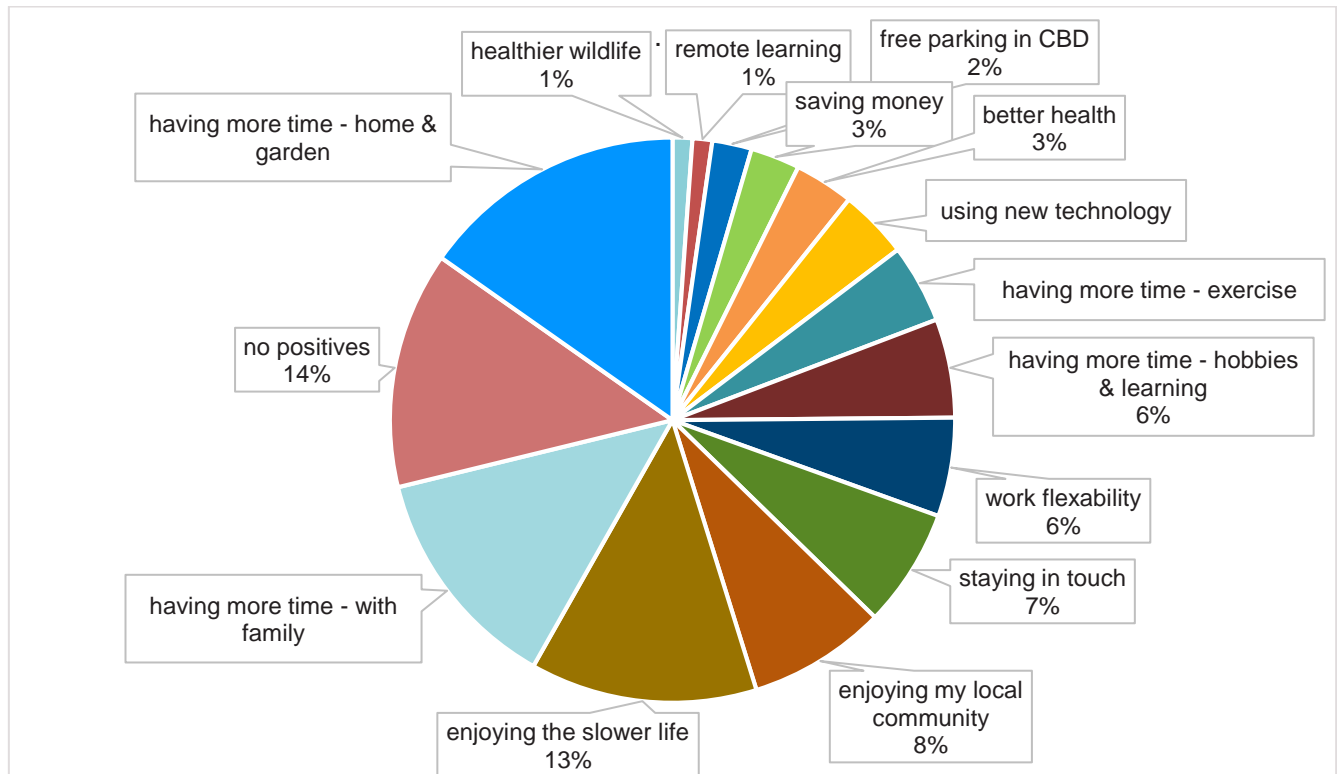
"Putting up with idiots who don't do the right thing. It's not that hard."

"People were really good at observing the rules early on. But now it seems there is a lot of complacency with 1.5 metres. I am worrying about going back out into the world again, if there are crowds of people and people not observing 1.5 metres. Shopping centres and shopping strips worry me the most."

YOU SHARED THE POSITIVES

Being under restrictions and having to spend more time at home has also brought us some positive experiences. 39% of us found spending more time at home, with our families, in the garden, exercising and working on our hobbies to be the biggest positive to come out of the coronavirus pandemic. This was followed by a further 21% of us finding enjoyment in the slower or quieter life and exploring our local communities.

While many respondents replied with more than one positive, there were a significant 14% of us who could find no positives from their changed circumstances.



Are there things you enjoyed or found positive?

YOU SHARED:

"A simpler, slower paced life has been welcome. Not feeling so guilty just staying at home has been a huge positive. Also, both my husband and I have enjoyed having time to work on our hobbies."

"Quieter roads, our wildlife were safer, less pollution, time with my immediate family, fun projects to do at home and in our garden and peace."

"Socially, I feel we have connected more than before with friends and family around the world via the Internet. That has been lovely."

"The simple things. Family. Having my husband at home. He used to commute to Melbourne for work and often travelled overseas for his job. The kids only used to see him for a brief time each day. Now we are able to have breakfast and dinner together each day!"

"Have been saving money not travelling to work and cooking home meals."

"To be honest, no."

"Nothing."

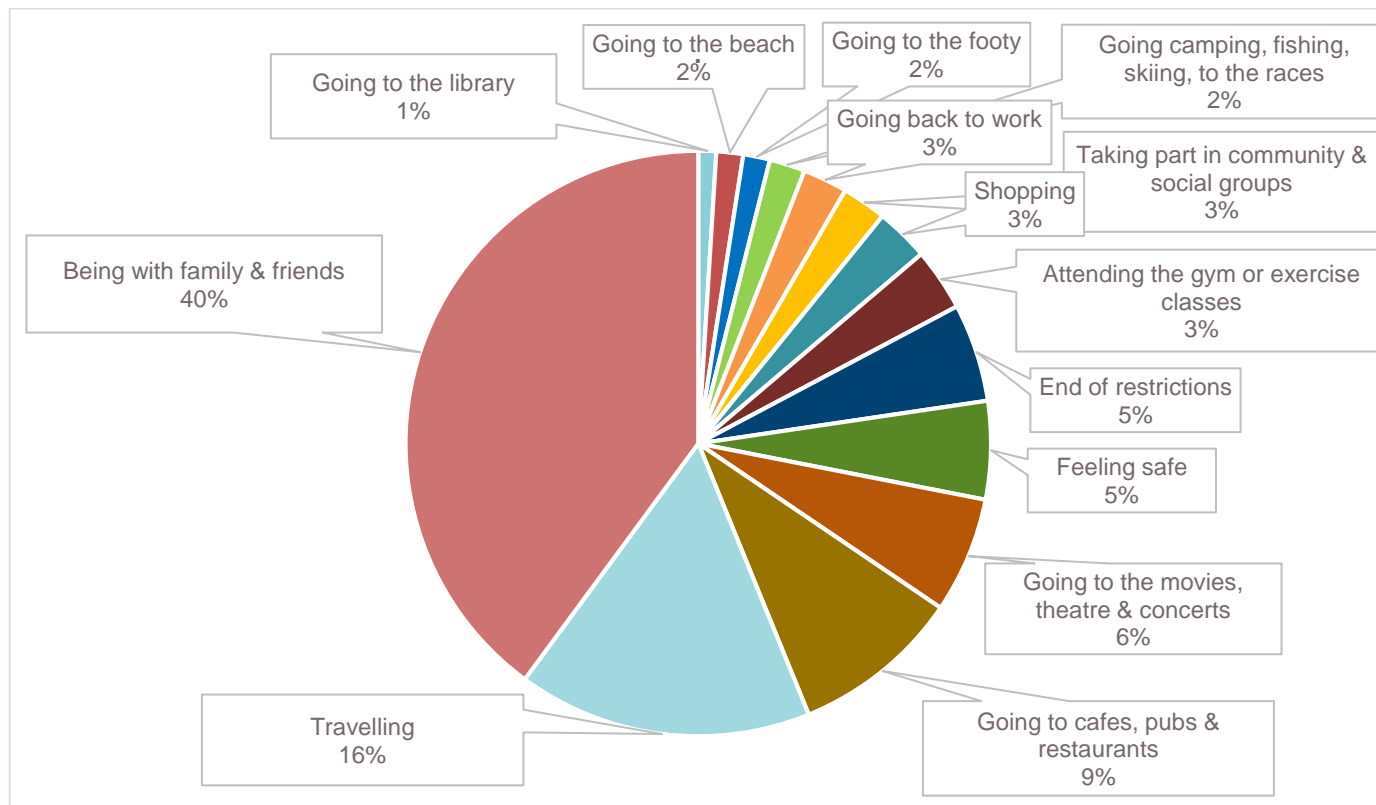
"lol."

"No."

YOU SHARED WHAT YOU ARE LOOKING FORWARD TO

Looking to the future, clearly the most desired activity is being with our family and friends. 40% of us said that seeing our family again was the most important, followed by a further 16% who want to travel (and for the most part, to see family!)

At the time of the survey, food venues were closed, so going to cafes, pubs and restaurants was the next most look forward to activity along with going to the cinema, theatre, concerts and festivals. In fact, “going” somewhere accounted for 50% of all the responses about what we are looking forward to.



What are you most looking forward to doing again?

YOU SHARED:

“Get back into the gym and being able to go to the cinema. Not to mention have a good chin wag and solve problems at the pub.”

“Seeing my friends and family for coffee and lunch, etc, and celebrating all the birthdays that we have missed.”

“My Probus Group eventually being able to get together again.”

“Working.”

“Being able to travel to and stay in Melbourne with family. Being reunited with other family when permitted to return to Australia.”

“Travel, of course! Going to theatre, restaurants and being out and about in nature or in public places.”

“Connecting with family and being able to hug and kiss them.”

NEXT STEPS

The City has been using the feedback to ensure that the right messaging about changes to services and facilities is being shared so that everyone has the right information at the right time.

Your feedback has also been shared with the City's Coronavirus Recovery teams to ensure that the conversations and decisions made there are informed by your views and needs. The City would again like to thank everyone who contributed to the engagement, and we hope to continue the conversation about the effect of the pandemic with you.