



# Associations Matter

GUIDING MEMBERS OUT OF THE PANDEMIC

September 2021



In coming weeks, associations will need to help their members navigate the conflict between excluding non-vaccinated staff and visitors, and losing customers who are scared of attending locations where there are unvaccinated people.

# Executive Summary

**With COVID-19 arguably affecting more Australians in 2021 than in 2020, our most recent research tests consumer attitudes and expectations about business recovery and re-opening, vaccinations and the role of governments, professional and industry associations and employers as we navigate our way out of the coronavirus pandemic.**

In an online survey of a nationally representative sample of Australians aged over 18, we asked a number of questions about the current issues around learning to 'live with the virus'. How safe do consumers and customers feel in public situations? When do they think life will return to more 'normal' settings? Do they support mandatory vaccinations? For whom? Which industries and professions do they trust the most to protect their staff and customers once all restrictions are lifted? What are their preferred working arrangements?

Our aim from the research was to be able to provide our customers, and other associations and industry bodies, with insights that will help guide and inform your advice and advocacy for members. While some results were expected, others were surprising. And the differences in opinions, particularly around different age groups, highlights that nuanced approaches must be adopted to cater for different requirements. So, what did we learn?

**With the goal of zero transmission of COVID-19 abandoned, and (most) States and Territories committed to opening up their economies once population vaccination rates reach a certain percentage, how do customers and consumers feel about resuming their activities?**

Perhaps surprisingly, over three in five respondents say that the prospect of interacting with others who are not vaccinated makes them feel unsafe. A third will actively avoid situations where there are unvaccinated people.

Unsurprisingly, more people from the two states with the majority of COVID-19 cases, New South Wales and Victoria, are most likely to indicate they feel unsafe and will not engage in situations where others not vaccinated. Those in South and Western Australia are more likely to say they feel safe, and that mixing with unvaccinated people will have no impact on their behaviour.

When it comes to specific industries or organisations, a vast majority of respondents believe that vaccinations should be mandatory for employees to work across all industries tested in the survey. Additionally, a majority also believe that both employees and visitors or customers should be vaccinated before being eligible to work or attend premises, events or other activities. Over seven in 10 believe that vaccines should be mandated for employees and customers at airports or airlines, aged and disability care and services, and at conferences and events – a major source of revenue and benefit to associations.

More than two in five Australians also expect hospitality, arts and entertainment, retail, sporting venues, hospitals and GP clinics, and other allied health practitioners to require that both employees and customers are fully vaccinated as a condition of entry.

**Over seven in 10 believe that vaccines should be mandated for both employees and visitors to conferences and events – which are a major source of revenue for associations.**

## Executive Summary

**Few Australians expect life to return to more normal settings within the next six months.**

Only one in five Australians predict that we will be living under more normal conditions within the next six months. Most believe that it will be a year or longer before restrictions are completely lifted, and some do not envisage there will ever be a time when life returns to 'normal'. Australians in older age brackets are the most pessimistic, with those over 50 believing it will be more than two years before there is a return to more normal living conditions.

**Building trust among the public that your industry or profession is committed to keeping staff and customers safe will be critical to successful re-opening strategies.**

So, who do Australians trust to do the right thing? Unsurprisingly, the health and education sectors are the most trusted by respondents, with around seven in 10 believing these industries can be trusted to do what is right to protect the health and safety of their employees and customers. Airports and airlines, and public transport operators and the retail sector also enjoy a level of trust at around half of Australians believing they will do the right thing to keep employees and customers safe.

In a concerning finding for associations, hospitality and accommodation venues, and conference and large event organisers are less likely to be trusted by respondents. Less than half of Australians believe these industries will keep staff and visitors safe and protected from COVID-19, something that will need to be addressed when a return to in-person events is feasible.

The workplace has changed radically over the last 18 months, and preferences for hybrid working arrangements means that employers will need to consider how to maintain engagement, productivity and a sense of community among their staff.

Of those Australians who are able to choose where they work, the majority want flexibility to either work full time at home or a mix of working from home or in the office. Perhaps surprisingly, almost two in five prefer to work at home all of the time, with those aged under 50 and living in the ACT or NSW more likely to prefer full time working from home arrangements.

**In a concerning finding for associations, hospitality and accommodation venues, and conference and large event organisers, are less likely to be trusted to keep their staff and customers safe.**



## Key Insight

Two thirds of Australians say they will feel unsafe going place where there are unvaccinated people – with a third planning to avoid them altogether.

# Opening Up ...

how do Australians feel about venturing into locations with unvaccinated people?

With the goal of zero transmission of COVID-19 abandoned, and (most) states committed to opening up their economies once population vaccination rates reach 70% and 80%, heading out will carry greater risk. So how do people feel about this?

While over half indicate it will not impact their behaviour, nearly three in five will feel unsafe attending locations where there are unvaccinated people.

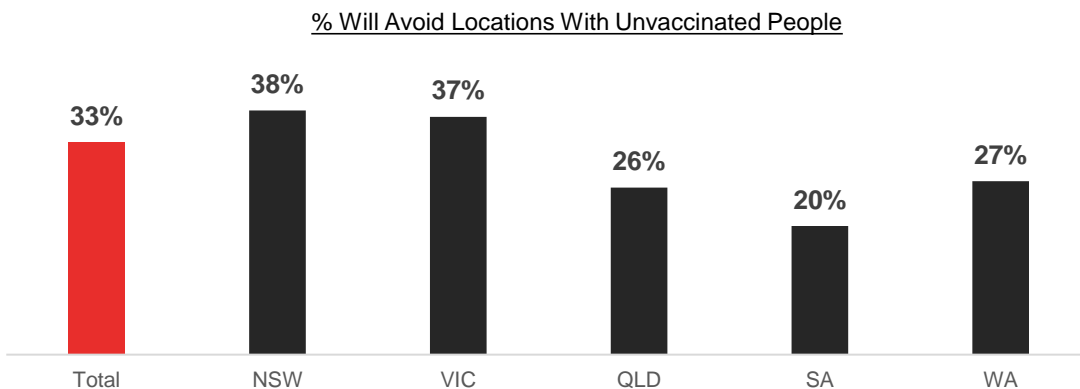
Perhaps more surprisingly, a third of Australians (33%) indicate that they will feel so unsafe that they will avoid locations with unvaccinated people.

While these proportions vary slightly by age, location and vaccination status of respondents, they are broadly consistent across categories – suggesting widespread changes to behaviour may be pending.

## How do you feel about interacting with other people who are not vaccinated?

Individuals in NSW and Victoria are the most likely to indicate that they will avoid situations where there are unvaccinated people, at 38% and 37% respectively. Conversely, residents in those states largely untouched by COVID-19, like SA and WA, are more likely to indicate they feel safe, and that the vaccination status of staff and customers will have no impact on their behaviour.

By age, older Australians (38% over 70) are more likely to avoid locations with unvaccinated people than their younger counterparts (29% under 30).



### Key Insight

Avoidance of venues with unvaccinated people is likely to be higher in NSW and VIC than in other states.

	Total	NSW	VIC	QLD	SA	WA
It makes me feel unsafe, and I will avoid locations with unvaccinated people	33%	38%	37%	26%	20%	27%
It makes me feel unsafe, but it will not stop me from doing the things I want to do	31%	31%	29%	40%	28%	26%
I feel safe and it will have no impact on my behaviour	26%	23%	25%	27%	34%	33%
Unsure	9%	8%	9%	8%	18%	14%
<b>Sample</b>	<b>905</b>	<b>310</b>	<b>235</b>	<b>144</b>	<b>74</b>	<b>88</b>

## How do you feel about interacting with other people who are not vaccinated?

Interestingly, those aged 40 – 49, as well as those over 70 (both 38%) will avoid locations with unvaccinated people. This drops to 29% of people aged under 30.

Less than three in 10 in any age category say they feel safe and vaccination status will not impact their usual behaviour.

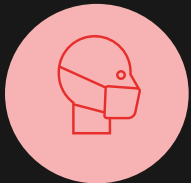
	18-29	30-39	40-49	50-59	60-69	Over 70
It makes me feel unsafe, and I will avoid locations with unvaccinated people	29%	32%	38%	34%	31%	38%
It makes me feel unsafe, but it will not stop me from doing the things I want to do	32%	30%	28%	30%	37%	31%
I feel safe and it will have no impact on my behaviour	28%	27%	26%	25%	23%	28%
Unsure	11%	11%	9%	11%	9%	2%
<b>Sample</b>	<b>182</b>	<b>174</b>	<b>160</b>	<b>159</b>	<b>141</b>	<b>89</b>

## Attitudes to attending venues with unvaccinated people



**33%**

feel unsafe and will avoid places with unvaccinated people



**31%**

feel unsafe but will not stop doing the things they want to



**26%**

feel safe and it will have no impact on their behaviour







## Few Australians believe life will return to a more normal setting by Christmas.

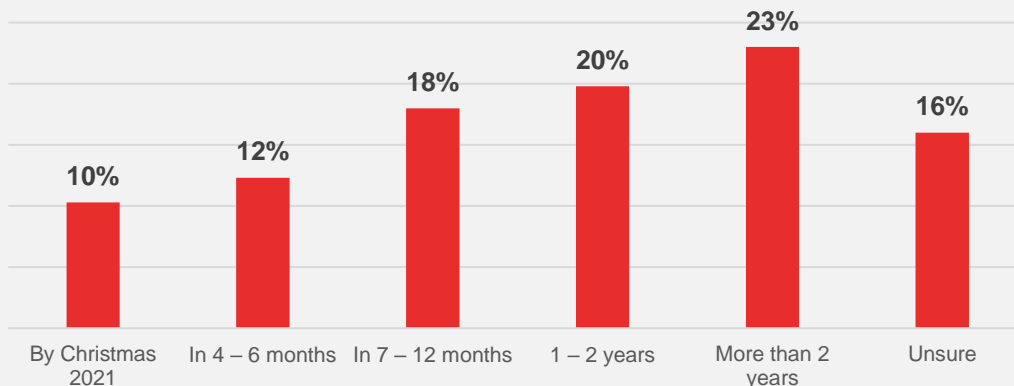
Only one in 10 Australians expect life to return to normal by Christmas. A further 12% believe it will be between four and six months.

- NSW residents are significantly more likely than those in the rest of the country to believe that life will be back to normal by Christmas 2021 (16%).
- Young respondents are also significantly more likely to believe life will return to normal soon, with 17% of those under 30 believing Christmas will see a return to more normal settings. A further 19% of this group believe we will be living in more normal times in four to six months.

Conversely, over two in five believe we will be dealing with COVID-19 in some way for at least a year, with nearly a quarter (23%) expecting it will be more than 2 years before life returns to a more normal setting.

- Melbourne residents are significantly less likely to believe they will be living under restrictions for more than 2 years.
- Australians in the 50-59 year age bracket, and those over 70, are the most pessimistic, with nearly a third of these groups believing it will be at least two years before life returns to normal.

### When do you expect life to return to a more normal setting?





### Key Insight

Australians think hospitality and health industries are more deserving of support in the COVID recovery phase than in other sectors.

Which of the following industries do you think needs the MOST support to help with COVID-19 recovery?



**47%**

Hospitality & Accommodation



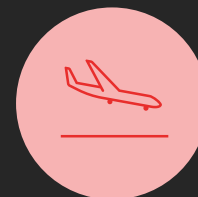
**43%**

Health & Hospitals



**38%**

Aged & Disability Care



**27%**

Airlines and Airports



**23%**

Retail

## Which of the following industries do you think needs the MOST support to help with COVID-19 recovery?

Older Australians are significantly more likely than younger respondents to believe that hospitality, health and aged and disability care are deserving of the most support to help with COVID-19 recovery. While these sectors also top the list of those deserving support amongst younger Australians, those aged under 30 were less likely to indicate that most industries need support with COVID-19 recovery. Support for building and construction, manufacturing, and transport and distribution is also stronger amongst older respondents.

	18-29	30-39	40-49	50-59	60-69	Over 70
Hospitality & accommodation	40%	39%	45%	40%	66%	61%
Health (hospitals and GP clinics)	36%	37%	38%	45%	57%	50%
Aged & Disability Care	28%	31%	38%	39%	54%	50%
Airlines & airports	19%	26%	30%	30%	31%	29%
Retail	15%	24%	29%	25%	33%	29%
Arts & Entertainment	18%	17%	20%	25%	24%	21%
Education & Childcare	22%	16%	17%	13%	19%	25%
Allied Health	15%	9%	12%	10%	17%	18%
Building & Construction	7%	4%	6%	8%	11%	17%
Public Transport	6%	9%	10%	7%	5%	5%
Manufacturing	4%	5%	5%	6%	11%	15%
Transport & distribution	4%	5%	6%	4%	10%	15%
Real Estate	3%	3%	3%	0%	1%	1%
Don't know	10%	6%	8%	7%	7%	3%
None of these	10%	16%	5%	14%	2%	7%
<b>Sample</b>	<b>212</b>	<b>190</b>	<b>185</b>	<b>174</b>	<b>147</b>	<b>92</b>

Significantly higher / lower than total at 95% CI

# Vaccinations

## Support for mandatory vaccination to access facilities and services is strong

Over eight in 10 Australians agree that it should be mandatory for employees to be vaccinated to work across all the industries tested by the survey. This is particularly true for employees working in aged and disability care (89%), hospitals and GP clinics (89%), allied health clinics (87%) airports and airlines (87%), schools and childcare providers (86%).

Additionally, a majority of individuals believe it should be necessary for both staff and customers to be vaccinated against COVID-19 to access airports and flights (75%), attend conferences or large events (72%) or work at or visit aged or disability facilities (73%), hospitals or GP clinics (70%).

### Key Insight

As well as mandating vaccinations for staff, a majority of Australians also support requiring that customers and visitors be vaccinated to access facilities, services and events.



## Do you think the COVID-19 vaccination should be mandatory for the following types of organisations or activities?

Support for vaccination to be a requirement for entry into venues, access to services and other activities is strong.

Over four in five Australians agree that employees working in the listed professions or industries below should be vaccinated. Further, over three in five support mandatory vaccinations for both staff and customers / visitors to all listed industries – increasing to over seven in ten for airlines and airports (75%), aged care and disability services (73%) and conferences and large events (72%)

	Employees Only	Employees & Customers	None
Airports & airlines	12%	75%	13%
Aged care or disability care	17%	73%	11%
Conferences and large events	11%	72%	18%
Hospitals and GPs	19%	70%	11%
Sporting venues and facilities, Including community sporting complexes	14%	68%	18%
Allied health clinics (Dentists, Physiotherapy, Chiropractic, Optometry, etc.)	19%	68%	13%
Education & childcare	19%	67%	14%
Hospitality & accommodation venues (restaurants, bars, nightclubs, hotels, holiday accommodation etc.)	16%	67%	17%
Arts & Entertainment venues (Movies, concerts, theatre, museums etc.)	14%	67%	19%
Public Transport (Trains, Buses, Trams)	18%	65%	17%
Tourist destinations (Zoo's, Wildlife parks, gardens etc)	18%	63%	19%
Retail shopping, including supermarkets, petrol stations etc.	19%	62%	19%
Real Estate (Auctions, open homes etc)	19%	61%	20%
Building, Construction & Tradespeople	20%	61%	19%

n=1,000

Significantly higher / lower than total at 95% CI

Proportion who believe vaccination should be mandatory for staff AND visitors or customers



**75%**

Airports and airlines



**73%**

Aged and disability sector



**72%**

Conferences and large events



**70%**

Hospitals and GP clinics



## Do you think the COVID-19 vaccination should be mandatory for the following types of organisations or activities?

Individuals in New South Wales are more likely than those in others states to support mandating COVID-19 vaccination for staff and customers / visitors to access services across a range of industries and situations.

% agree it should be mandatory for staff and customers / visitors	NSW	VIC	QLD	SA	WA
Airports & airlines	78%	74%	70%	74%	74%
Aged care or disability care	73%	70%	71%	71%	79%
Conferences and large events	74%	69%	70%	73%	72%
Hospitals and GPs	71%	71%	66%	68%	69%
Sporting venues and facilities, Including community sporting complexes	72%	68%	63%	64%	63%
Allied health clinics (Dentists, Physiotherapy, Chiropractic, Optometry, etc.)	69%	69%	66%	62%	66%
Education & childcare	70%	65%	65%	66%	65%
Hospitality & accommodation venues (restaurants, bars, nightclubs, hotels, holiday accommodation)	73%	67%	59%	62%	68%
Arts & Entertainment venues (Movies, concerts, theatre, museums etc.)	71%	66%	62%	67%	64%
Public Transport (Trains, Buses, Trams)	66%	65%	60%	66%	62%
Tourist destinations (Zoo's, Wildlife parks, gardens etc)	67%	64%	57%	58%	60%
Retail shopping, including supermarkets, petrol stations etc.	67%	61%	58%	59%	53%
Real Estate (Auctions, open homes etc)	65%	62%	55%	59%	57%
Building, Construction & Tradespeople	64%	63%	55%	65%	51%
<b>Sample</b>	<b>334</b>	<b>254</b>	<b>172</b>	<b>85</b>	<b>97</b>

## Do you think the COVID-19 vaccination should be mandatory for the following types of organisations or activities?

Support for mandatory vaccination is stronger among older Australians, with over four in five respondents aged over 60 supporting mandatory vaccinations for staff and customers at airports or on airplanes, in aged or disability care centres, at conferences and large events, and in hospitals and GP settings. This compares to only three in five Australians under 30.

% agree it should be mandatory for staff and customers / visitors	18-29	30-39	40-49	50-59	60-69	Over 70
Airports & airlines	67%	75%	70%	78%	84%	79%
Aged care or disability care	60%	69%	68%	78%	86%	86%
Conferences and large events	60%	69%	70%	74%	84%	82%
Hospitals and GPs	62%	69%	65%	71%	84%	77%
Sporting venues and facilities, including community sporting complexes	60%	68%	65%	69%	78%	73%
Allied health clinics (Dentists, Physiotherapy, Chiropractic, Optometry, etc.)	62%	67%	63%	68%	79%	74%
Education & childcare	58%	65%	63%	70%	79%	78%
Hospitality & accommodation venues (restaurants, bars, nightclubs, hotels, holiday accommodation)	57%	67%	65%	70%	78%	77%
Arts & Entertainment venues (Movies, concerts, theatre, museums etc.)	55%	67%	64%	70%	78%	77%
Public Transport (Trains, Buses, Trams)	55%	69%	62%	64%	75%	70%
Tourist destinations (Zoo's, Wildlife parks, gardens etc)	58%	64%	62%	62%	71%	65%
Retail shopping, including supermarkets, petrol stations etc.	56%	68%	57%	59%	68%	66%
Real Estate (Auctions, open homes etc)	58%	63%	59%	60%	67%	64%
Building, Construction & Tradespeople	53%	64%	60%	61%	65%	68%
<b>Sample</b>	<b>212</b>	<b>190</b>	<b>185</b>	<b>174</b>	<b>147</b>	<b>92</b>

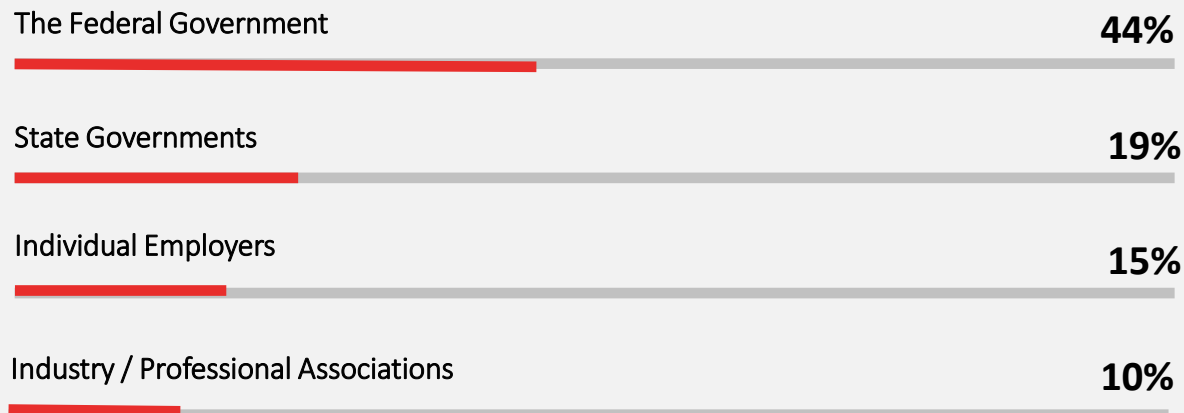




Overall, over two in five Australians believe the Federal Government should be responsible for mandating workplace vaccinations.

While only 19% believe state governments should take the lead, respondents in Victoria and Western Australia more likely to believe it should be a state responsibility.

### Who should be responsible for mandating that employees in workplaces are vaccinated?





“They should be the bodies that mandate for their employees and members that they be vaccinated ... also for customers who use their services, mandate they are vaccinated too.”



## Association Insight

Building trust amongst the public that your industry is committed to keeping staff and customer safe will be critical to successful opening up strategies.

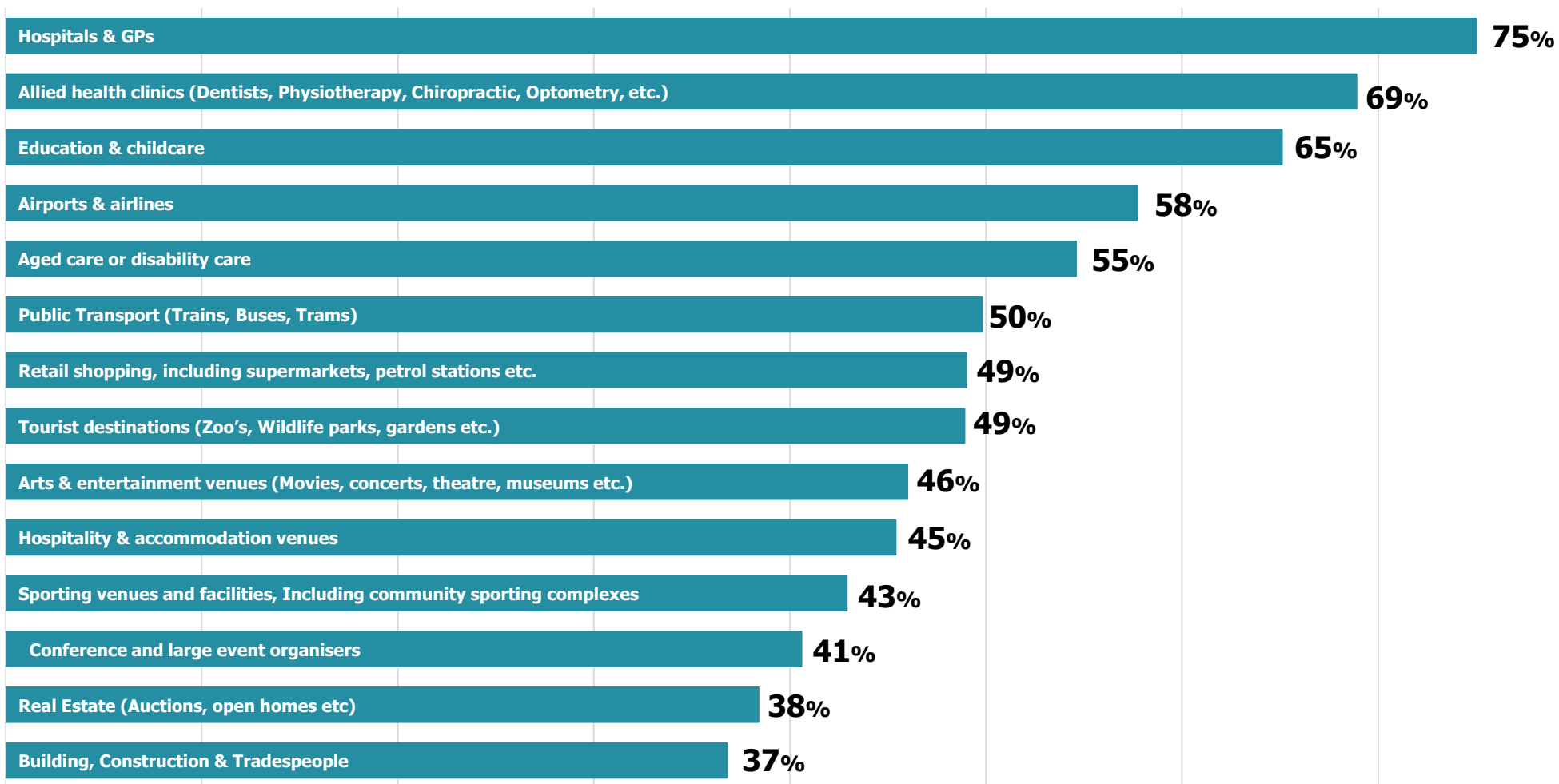
# Consumer Trust

## Which industries do Australians trust to keep their staff and customers safe?

Unsurprisingly, hospitals and health (75%), allied health (69%) and education and childcare (65%) are the professions most trusted by Australians to keep staff and customers safe as the economy opens up. More than half also trust airports and airlines (58%), aged and disability care (55%) and public transport (50%) to keep Australians safe.

While there is little difference across State lines, there are some interesting differences amongst age cohorts, with older Australians significantly more likely to indicate absolute trust in healthcare than younger respondents. Compared to nearly all Australians aged over 70 (95%), only 62% of respondents younger than 30 have some or complete trust in hospitals and healthcare providers to keep them safe.

## How much do you trust businesses / employers in the following industries to do what is right to protect the health and safety of their staff and customers?



## How much do you trust businesses / employers in the following industries to do what is right to protect the health and safety of their staff and customers?

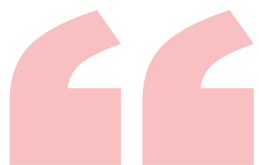
While there are no differences across the States and Territories, public confidence differs significantly by age, with young consumers less likely to have complete trust in any industry or profession than older Australians. The starkest example of this is in health, where 95% of respondents over 70 have complete or some trust in hospitals and GP clinics, but this falls to just 62% of those under 30. Similarly, 87% of the oldest age group report high levels of trust in allied health professionals – compared to just 59% of those aged under 30.

	18-29	30-39	40-49	50-59	60-69	Over 70
Hospitals & GPs	62%	69%	75%	79%	85%	95%
Allied health clinics (Dentists, Physiotherapy, Chiropractic, Optometry, etc.)	59%	64%	66%	71%	78%	87%
Education & childcare	59%	62%	63%	67%	68%	82%
Airports & airlines	55%	56%	60%	57%	60%	59%
Aged care or disability care	50%	57%	52%	51%	55%	73%
Public Transport (Trains, Buses, Trams)	52%	51%	48%	48%	44%	61%
Retail shopping, including supermarkets, petrol stations etc.	47%	49%	46%	47%	51%	60%
Tourist destinations (Zoo's, Wildlife parks, gardens etc.)	48%	48%	50%	48%	46%	54%
Arts & entertainment venues (Movies, concerts, theatre, museums etc.)	45%	51%	49%	43%	43%	43%
Hospitality & accommodation venues	44%	51%	46%	40%	42%	50%
Sporting venues and facilities, Including community sporting complexes	47%	46%	44%	39%	37%	40%
Conference and large event organisers	41%	49%	42%	37%	33%	39%
Real Estate (Auctions, open homes etc)	45%	46%	38%	33%	24%	41%
Building, Construction & Tradespeople	46%	45%	35%	33%	24%	30%
<b>Sample</b>	<b>212</b>	<b>190</b>	<b>185</b>	<b>174</b>	<b>147</b>	<b>92</b>

% Trust completely / Some trust

Significantly **higher** / **lower** than total at 95% CI  
n=1,000

## How Business can Provide a Safe Environment?



“All employers who need to deal with public should make all their employees be fully vaccinated to protect their customers. They should only allow vaccinated customers to enter their facility.”



Q: Do you have any thoughts or comments about businesses or employers managing and maintaining COVID-safe environment for staff and customers?

### Mandate Vaccinations

“All staff and customers should be vaccinated or not allowed to enter”

“All staff and visitors MUST be vaccinated”

“Employers should take appropriate measures to vaccinate all staff and not to allow work without vaccination.”

“For the safety of everyone business and employers should have no vaccination no job and no entry policy in place”

“Mandatory vaccination should be implemented”

“Need to make sure all the employees are fully vaccinated and wear masks when interacting with the customers”

“They should be allowed to mandate vaccination for staff to protect their business and customers”

### COVID Safe Practices

“Obviously, mask wearing & social distancing will help a lot & maintaining a high standard of cleaning will help”

“Yes, they should have rapid testing at all businesses”

“We should do what we have been doing i.e. washing hands, social distancing & looking after each other.”



# Work Preferences

## The new hybrid workplace.

The workplace has changed radically over the last 18 months, with working from home adopted on a widespread basis to comply with lockdown requirements and reduce the risk of COVID-19 transmission. Over this time period, many Australians have worked from home for significant periods and the experience of the workplace has radically changed.

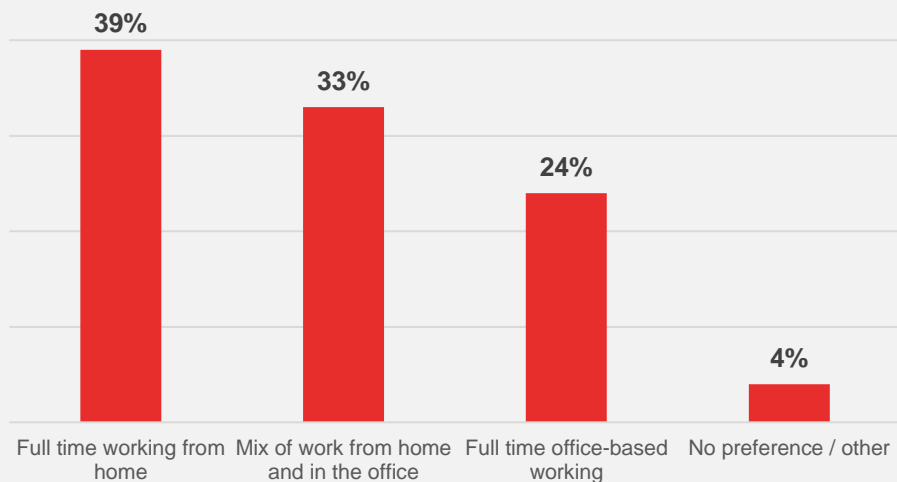
With this in mind, respondents were asked to consider their ideal working arrangements – and almost three quarters of Australians who are able to do their job remotely indicated they would prefer a hybrid working model, working both from home and the workplace.

Almost two in five (39%) would like to work from home on a full time basis, while only 24% prefer to go into their workplace all of the time.

### Key Insight

With almost three quarters of Australians able to work remotely looking to work from home at least part of the time, organisations will need to consider how to maintain productivity, engagement and community.

**In terms of work arrangements, would you personally prefer:**



## Working from home more popular amongst younger workers.

Over seven in 10 Australians would like to continue working from home, at least part of the time.

The most popular option, preferred by 39% able to complete their work remotely, would be full time working from home. A further 33% of this group would like a mix of working from home and the office. Only a quarter want to return to the office full time.

- Full time working from home is most popular amongst ACT (57%) and NSW residents (46%), while Victorians are most likely to indicate a preference for hybrid working from home and office arrangements (38%).
- Preferences also vary by age, with 32% of workers over 50 more likely to preference working from an office. Respondents younger than this are significantly more likely to prefer full time working from home (42%) than those aged over 50 (29%).

	18-29	30-39	40-49	50-59	60-69	Over 70
Full time working from home	43%	43%	40%	32%	25%	17%
Mix of work from home and in the office	38%	31%	31%	34%	28%	33%
Full time office-based working	17%	24%	23%	32%	31%	33%
No preference / other	2%	2%	6%	2%	16%	17%
<b>Sample</b>	<b>111</b>	<b>127</b>	<b>113</b>	<b>82</b>	<b>32</b>	<b>6</b>



# The Role of Associations

## How do Australians see the role of associations?

An overwhelming majority of Australians believe that associations can play a part by actively encouraging vaccinations, with suggestions that associations work with government and employers to promote vaccinations amongst staff and customers. Encouraging and educating members about the benefits of vaccination is also seen as a key role.

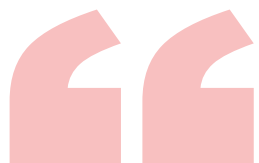
While many believe this role extends to encouraging mandatory vaccinations, others suggested their role be focussed on supporting businesses to follow the rules and maintain COVID safe practices in order to keep staff and customers safe.

### Key Insight

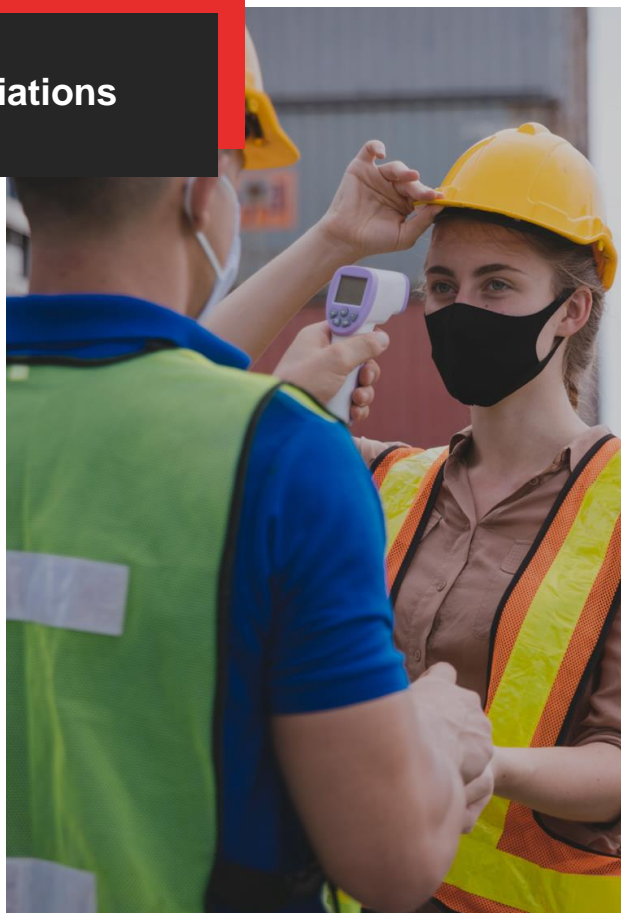
Encouraging vaccinations and supporting employers to provide safe workplaces are seen as the key role of associations.



## The Role of Associations



“They have to ensure that their members do the right thing for the companies that they work for and the customers that they service.”



Q: Finally, what role, if any, do you see industry or professional representative bodies or unions playing in helping to protect the health and safety of staff and visitors in their industries or professions?

### Encourage / mandate vaccinations

“Encourage vaccinations and boosters, including setting up in the workplace. Mandate vaccinations”

“Encourage their members to get vaccinated.”

“Unions and professional bodies must encourage their members to follow the requirements around COVID, including getting vaccinated.”

### Advocacy

“Advocating with government and businesses”

“Ensuring the govt has clear guidelines for business and supports business with penalties for patrons not complying”

“They need to lobby the Federal Government to make laws instead of throwing it back on business to keep people safe.”

### Workplace Safety and Support

“Advocating vaccines. Upholding regulations. Providing alternative work arrangements for the unvaccinated.”

“To make sure that the premise is COVID safe by continuing social distancing, requiring vaccination of staff and guests, wearing mask until the situation is completely under control”

“Working together to find equitable processes for ensuring COVID safety in consultation with health / government”



“I think for things to get back to normal in this country as many people as possible need to be vaccinated and industry bodies, unions, government, etc. should be encouraging people to get vaccinated.

# Methodology

This report is based on the results of a nationally representative online survey of Australians aged over 18. The survey was fielded between 27<sup>th</sup> September and 4 October 2021, with sample provided by Dynata. Quotas were applied to ensure the sample is representative of the target population by age, gender and location. Participants were invited to complete the survey online and were offered incentives for their responses.

The overall results provide 95% confidence that the results are within a +/- 3% confidence interval. With small sample sizes for each of the state and age sub-groups, the margin of error for these groups varies.

All data in the tables and charts have been rounded and so may sum to 99% or 101%.

All Survey Matters staff are members of The Research Society and are bound by its Code of Professional Behaviour.

A more detailed breakdown of the quantitative sample and data tables can be provided on request.

# Sample

Gender	%	No.
Male	50%	500
Female	49%	489
Other	1%	5
Prefer not to say	1%	6
<b>NET</b>	<b>100%</b>	<b>1000</b>

State	%	No.
NSW	33%	334
VIC	25%	254
QLD	17%	172
SA	9%	85
WA	10%	97
ACT	2%	18
TAS	3%	27
NT	1%	13
<b>NET</b>	<b>100%</b>	<b>1000</b>

Age	%	No.
Under 30	21%	212
30-39	19%	190
40-49	19%	185
50-59	17%	174
60-69	15%	147
Over 70	9%	92
<b>NET</b>	<b>100%</b>	<b>1000</b>

Industry	%	No.
Aged / Disability Care	3%	19
Airlines / airports	1%	4
Allied Health	2%	12
Arts & Entertainment	3%	15
Building & Construction	5%	26
Education & Child Care	9%	48
Hospital / GP clinics	4%	20
Hospitality & Accommodation	6%	36
Manufacturing	7%	38
Professional Services	15%	85
Public Transport	1%	5
Real Estate	2%	11
Retail	14%	81
Sport & Recreation	2%	9
Transport & distribution	4%	23
Other	23%	132
<b>NET</b>	<b>100%</b>	<b>564</b>

Employment Status	%	No.
Working full time	34%	344
Working part time	14%	138
Working casually	3%	34
Self employed	5%	48
Unemployed	10%	102
Student	5%	46
Homemaker	9%	88
Carer	1%	7
Retired	19%	193
<b>NET</b>	<b>100%</b>	<b>1000</b>

Vaccination Status	%	No.
Fully vaccinated	56%	559
Single dose	22%	224
Vaccination appointment booked	6%	57
Plan to be vaccinated, but have not yet booked an appointment	7%	65
Do not plan to be vaccinated	7%	67
Prefer not to say	2%	22

## About Survey Matters

Survey Matters work exclusively in the association and for purpose sector. With over ten years experience in the sector, we combine research expertise with deep sector knowledge to help our customers use research to inform evidence-based strategic decision making. Whether it's increasing retention, driving engagement strategies, supporting advocacy and marketing campaigns or providing evidence of program outcomes, we have built our reputation on consistently helping customers drive change that matters.

Experts in all aspects of the research process, we use sophisticated software and keep up to date with the latest research trends from around the world, to bring practical information that informs strategy and advocacy.

If you would like to know more about this report or the work we do, please get in touch.

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