

Mackay Regional Council is the local government authority of the Mackay region. The Mackay region is home to a diverse and vibrant community with rural and coastal living opportunities in 30 townships, small rural settlements, and rural and residential areas. The region's urban areas include Mackay, Sarina, Walkerston, Marian, and Mirani. The region is home to the largest Australian South Sea Islander population and is one of the fastest growing local government areas in the state with a population of almost 118,000 people.

Mackay Regional Council offers a wide range of services and support to our community including 5 Library locations, plus a mobile library service, 10 community halls, Jubilee Community Centre – community hire meeting rooms and exhibition space, an Art Gallery, 4 historical centres and the Mackay Entertainment and Convention Centre. The Council boasts a large team of community development professionals with specialist areas ranging from, sport & recreation, seniors, disability, multicultural community, youth, mental health, Aboriginal & Torres Strait Islander community and Australian South Sea Islander community.

The broad nature in which we conduct our work and the residents and community groups it encompasses means that we have a strong understanding of our community; the things that impact it and the resources required to support it.

In response to your inquiry terms of reference, Mackay Regional Council offers the following feedback:

1. the nature and extent of the impact of social isolation and loneliness in Queensland, including but not limited to:

a. identification of and consultation with vulnerable and disadvantaged individuals or groups at significant risk across the life course

- Based on our work and engagement with residents we note the following cohorts of community to be at significant risk of loneliness and isolation; seniors, displaced people, CALD people, housebound people, carers, people with a disability, Indigenous groups, youth, Fly In Fly Out/Drive In Drive Out families, people with substance abuse and mental health issues, divorced/widowed seniors (particularly older men who have experienced loss of partner), people with low literacy skills, families experiencing intergenerational unemployment, rural and remote residents/communities, stay-at-home parents with 0-5 children, women experiencing violence, family violence, youth, rural people
- The average age of the Mackay resident is 37 years, however the highest cohort of residents in the region is 50-59.

b. the interplay of COVID-19 with this issue

- The increased reliance of digital technologies to deliver services has left our older population behind – this has been compounded by the rate of development of new technologies to support a more isolated population in response to COVID 19 restrictions.
- COVID 19 response restrictions have resulted in a number of services/groups closing down, including points of recreation and social connection.

- The uncertainty of ‘tomorrow’ throughout the pandemic has had significant mental wellbeing impacts on already vulnerable residents – this has been exacerbated by an onslaught of mixed, overwhelming, and confusing information from Governments and media.
- Critical social infrastructure such as libraries and community centres experience closures and significant changes in service delivery resulting in limitations on provision and therefore residents missing out on previous points of social connection, support, and access to resources such as computers.
- Free community events and activities have been cancelled/postponed, and when delivered again requiring significant changes to delivery and access due to COVID response restrictions.

2. the causes and drivers of social isolation and loneliness, including those unique to Queensland

- Limited and sparse social infrastructure in the regions
- Access to information – digital literacy, fake news, access to internet and digital technology
- Scams
- Access to mental health services – service restrictions, wait lists, limited investment in the regions
- Substance use issues
- Fly In Fly Out/Drive In Drive Out – mining region characteristic
- Gambling
- Distance – rural and remote localities
- Lack of regular and accessible public transport options
- Financial literacy
- Under investment in regional human service providers
- Lack of service collaboration/co-location (one-stop shop)
- Social media
- Rural communities/farming

3. the protective factors known to mitigate social isolation and loneliness

- Medical centre hubs
- Social infrastructure e.g., libraries, community centres, cultural centres, community development programs
- Community organisations e.g., Progress association, sporting and leisure clubs, support groups, faith-based groups
- Regional identity – places and spaces, parks, community facilities
- Free community events/programs/activities
- Community programs that enhance social connectedness
- Funding for regional development
- Protection from significant COVID impacts
- Neighbour/street relationships
- Volunteering
- Pets

- Sense of community/community identity

4. the benefits of addressing social isolation and loneliness, examples of successful initiatives undertaken nationally and internationally and how to measure social isolation and loneliness in Queensland to determine if implemented strategies are effective

- A more connected community – a strong sense of belonging and community identity, lower levels of crime and anti-social behaviour, improved individual mental health and wellbeing, increased sense of community safety
- Cross-regional collaboration with neighbouring local governments areas – e.g., Central Queensland Regional Arts Service Network
- Community Expos linking residents to services, groups and opportunities to connect with community – e.g., Volunteers, Seniors, Disability and Sports expos
- Pet adoption programs, providing new homes for animals that come into shelters/pound – e.g., Seniors Pet Adoption program, Friends of RSPCA

5. how current investment by the Queensland Government, other levels of government, the non-government, corporate and other sectors may be leveraged to prevent, mitigate and address the drivers and impacts of social isolation and loneliness across Queensland, including:

a. services and programs such as health and mental health, transport, housing, education, employment and training, sport and recreation, community services and facilities, digital inclusion, volunteering, the arts and culture, community development, and planning for accessible, inclusive and connected communities

- Greater investment in the regions in – mental health services, affordable housing, Domestic and Family Violence services, substance abuse services/rehabilitation centres, safe disposal sites, emergency housing/shelters, public transport, and social infrastructure
- Greater alignment between all levels of government and agencies in the above sectors
- Greater investment in community development roles and response in non-government services
- Long term funding of programs that result in behaviour change e.g., domestic and family violence, social housing and physical activity programs
- Increased subsidies to attract people to study human services professions – sector development

b. targeted support to vulnerable and disadvantaged groups and those most at risk

- Seniors - Elder Abuse services, digital literacy programming
- CALD community members – information in other languages
- Website accessibility - page readers and translation

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MACKAY REGIONAL COUNCIL

COVID-19 SURVEY 2021

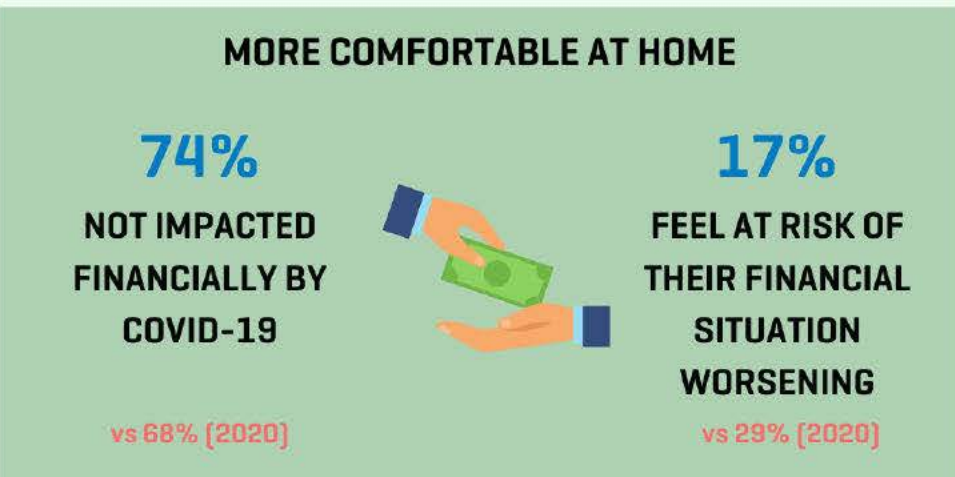
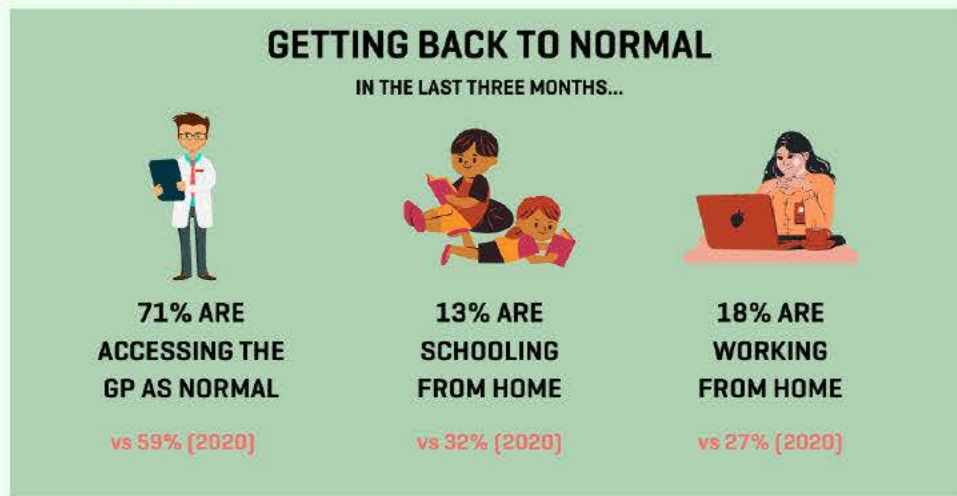
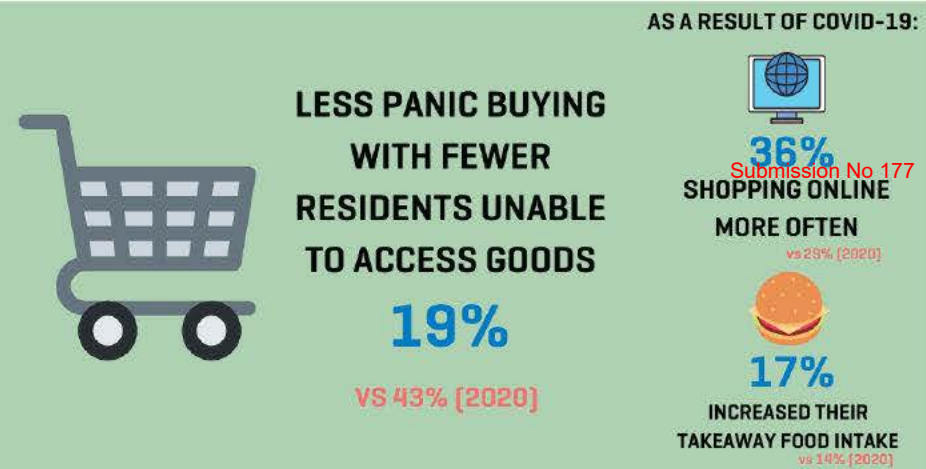
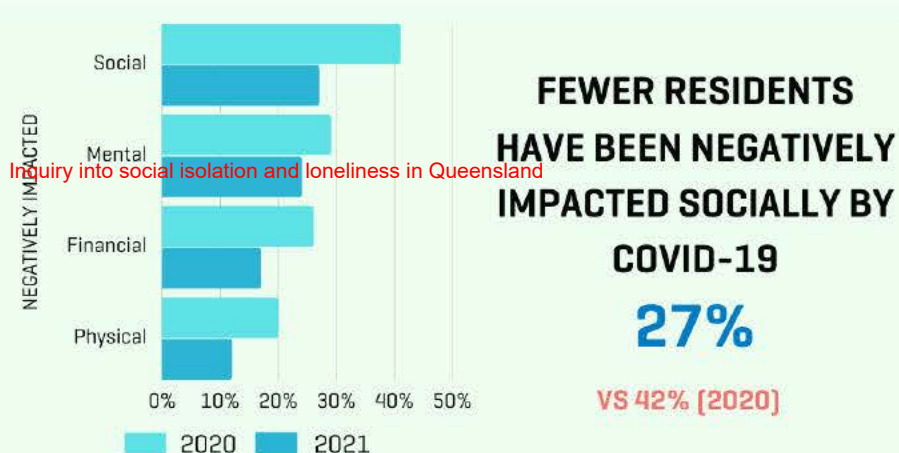
FINAL REPORT

The Mackay Regional Council COVID-19 Survey was first conducted in May 2020 to measure the impact of the COVID-19 pandemic on residents of the Mackay local government area. One year on, Council wishes to measure how the situation has changed for residents.

The objectives of the research were to:

1. Gain an understanding of the **current situation** – residents' attitudes towards their mental, physical, social and financing wellbeing; activities and actions undertaken over the past three months due to COVID-19 and sources of information and updates.
2. Gain an understanding of the **future situation** – what assistance residents would like to receive; their main concerns; likelihood of future event attendance and risk of their situation worsening.
3. Compare results for 2021 with previous survey results from 2020.

This project was carried out in compliance with ISO 20252 – Market and Social Research Management.





22%

**WOULD LIKE TO RECEIVE
ASSISTANCE FOR
STRESS AND/OR
MENTAL WELLBEING**

VS 21% [2020]

LOWER RATES OF EXERCISE

IN THE LAST THREE MONTHS...

56%

**EXERCISED
OUTSIDE THE
HOME**

vs 66% [2020]



48%

**EXERCISED
AT HOME**

vs 61% [2020]



IMPACT ON TRAVEL

**IS THE MAIN CONCERN FOR
THE FUTURE REGARDING
COVID-19**

MAIN CONCERNS:

1. IMPACT OF TRAVEL
2. BEING AWAY FROM FAMILY/FRIENDS
3. WORRY ABOUT FAMILY
4. IMPACT ON EMPLOYMENT
5. CATCHING THE VIRUS

MACKAY RESIDENTS STILL REQUIRING ASSISTANCE:



21% CONNECTING W/ FAMILY/FRIENDS

vs 33% [2020]

20% ACCESSING HEALTHCARE

vs 19% [2020]

17% ACCESSING EDUCATION/TRAINING

vs 24% [2020]

17% ACCESSING FINANCES

vs 19% [2020]

AVERAGE HOPE FOR THE FUTURE (OUT OF 5)



**66% OF RESIDENTS WERE HOPEFUL
TOWARDS THE FUTURE (4-5), DOWN
FROM 75% IN 2020.**

14%

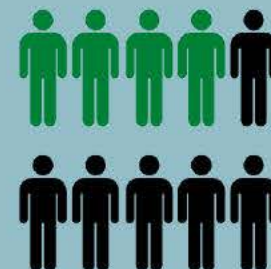
**HAVE LOW HOPE
TOWARDS THE
FUTURE**

VS 4% [2020]

PANDEMIC PREPAREDNESS

39%

**FEEL PREPARED FOR A
PANDEMIC WHILE 24%
DO NOT FEEL PREPARED**
[34% NEUTRAL]



**THOSE THAT FEEL LEAST PREPARED:
MALES, 50-64, 65+**

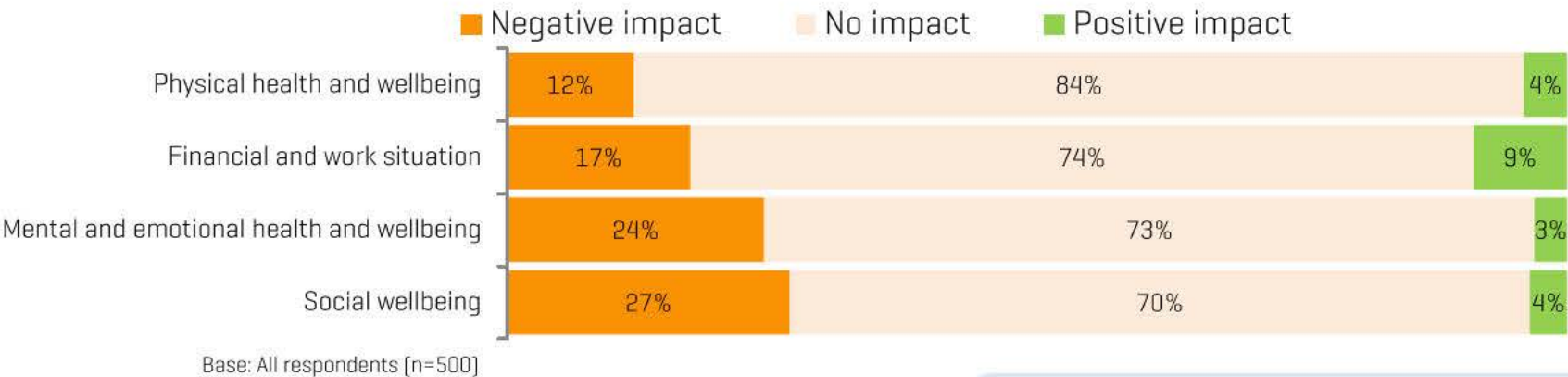
CURRENT SITUATION



HOW HAS COVID-19 IMPACTED WELLBEING?

Inquiry into social isolation and loneliness in Queensland

Submission No 177



COVID-19 and the remaining restrictions experienced by Mackay residents had the biggest impact on their social wellbeing. 27% of residents stated their social wellbeing was negatively impacted.

24% indicated their mental and emotional health and wellbeing has been negatively impacted. This level was particularly high among residents from the Pioneer Valley/Northern Area [34%]. Of the respondents negatively impacted mentally, 62% have felt down or had a low mood at least once a week.

Respondents were least impacted physically, with 84% stating COVID-19 has had no impact on their physical health and wellbeing.

In total, 4% of respondents have been negatively impacted in all four areas. This is in-line with 2020 results.

48% of respondents reported experiencing no impact in all four areas, up from 31% in 2020.

How often have you felt down or had a low mood?



Base: Negative impact on mental and emotional health and wellbeing (n=121)

Who has been negatively impacted?

Physical health and wellbeing	Financial and work situation
35-49s Mackay/Sarina Lived in Mackay 11-15 years	Males 35-49s 50-64s Pioneer Valley/Northern Area Lived in Mackay 11-15 years
Mental and emotional health and wellbeing	Social wellbeing
35-49s 50-64s Pioneer Valley/Northern Area Lived in Mackay 1-5 years	50-64s Mackay/Sarina Lived in Mackay 11-15 years

HOW HAS COVID-19 IMPACTED WELLBEING?

COMPARISON WITH 2020

Inquiry into social isolation and loneliness in Queensland

Submission No 177

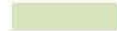
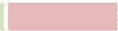
How has COVID-19 impacted wellbeing?	2020 [n=500]			2021 [n=500]		
	Negative impact	No impact	Positive impact	Negative impact	No impact	Positive impact
Physical health and wellbeing	20%	75%	6%	12%	84%	4%
Financial and work situation	26%	68%	6%	17%	74%	9%
Mental health and wellbeing	30%	64%	6%	24%	73%	3%
Social wellbeing	42%	56%	3%	27%	70%	4%

The proportion of Mackay residents that have been negatively impacted socially by COVID-19 and any remaining restrictions has declined from 42% to 27%. This was a statistically significant decline. There was a commensurate increase in the proportion that reported no impact. This was a statistically significant increase.

For physical and mental health and wellbeing, and for financial and work situation, there were declines in the proportions that were negatively impacted but these differences were not statistically significant.

Of those negatively impacted mentally, fewer respondents felt down or had a low mood every day or almost every day [22%] compared to 2020 [28%].

How often have you felt down or had a low mood?	2020 [n=150]	2021 [n=121]
Every day or almost every day	28%	22%
Once or twice a week	38%	40%
Less often	34%	38%

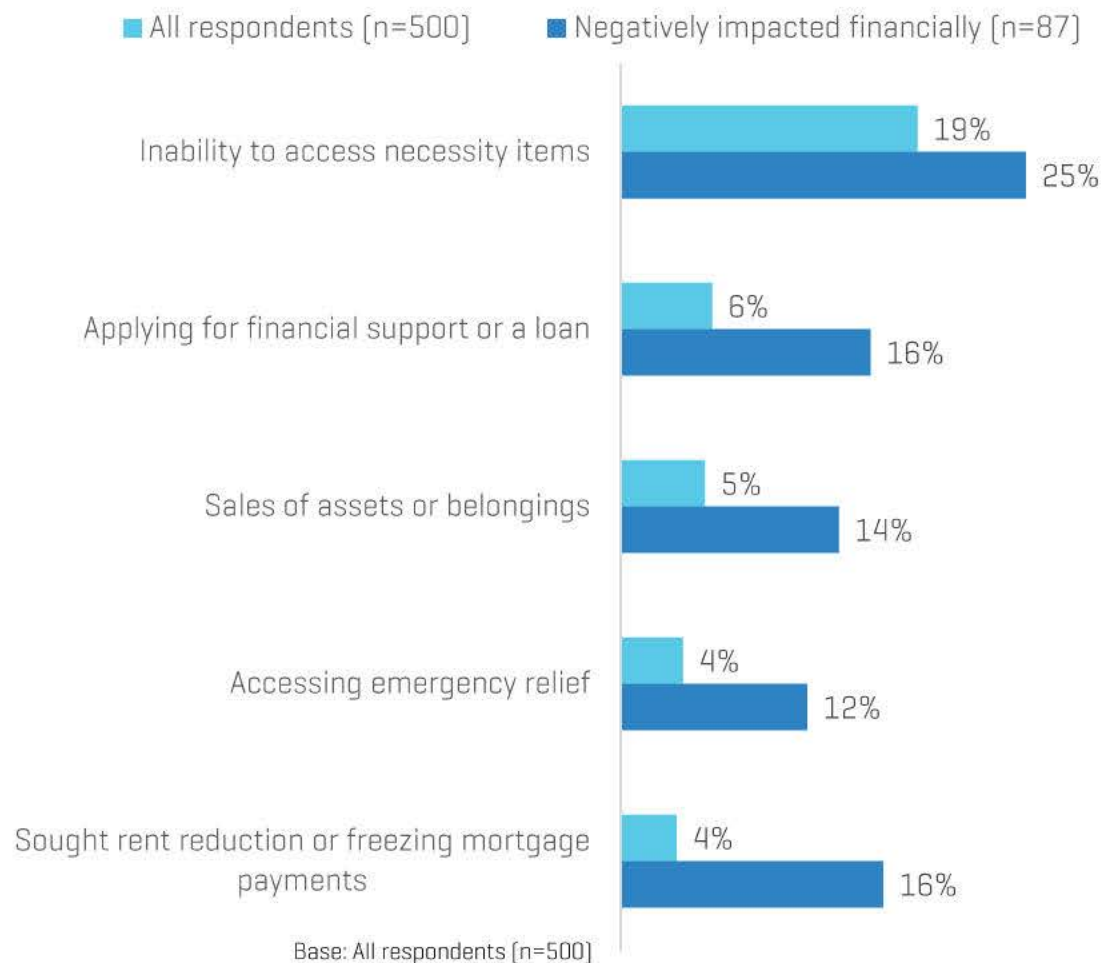


 Statistically significant change in results between 2020 and 2021
 This means that we would consistently see these differences in results if we repeated the survey.

ACTIONS EXPERIENCED OR TAKEN DUE TO COVID-19

FINANCIAL [LAST 3 MONTHS]

Inquiry into social isolation and loneliness in Queensland

Submission No 177



Respondents were asked whether they or anybody in their household have experienced or taken any of these actions over the past three months as a result of COVID-19.

The three-month timeframe was added to the question in 2021 to allow for a more accurate comparison with the 2020 survey, which was conducted about three months into the COVID-19 pandemic [see over page for comparisons].

The most common action related to finance that Mackay residents have experienced or taken is an inability to access necessity items [19%].

For all actions related to finance, the proportion that have experienced or taken the action was higher among those negatively impacted financially compared to the overall sample.

Appendix 1 contains full subgroup analysis where statistically significant differences between subgroups are highlighted.

ACTIONS EXPERIENCED OR TAKEN DUE TO COVID-19 FINANCIAL [LAST 3 MONTHS] – COMPARISON WITH 2020

Actions experienced or taken due to COVID-19 - Financial	2020 [n=500]	2021 [n=500]
Inability to access necessity items	43%	19%
Applying for financial support or a loan	10%	6%
Sales of assets or belongings	5%	5%
Accessing emergency relief	2%	4%
Sought rent reduction or freezing mortgage payments	8%	4%

Compared to 2020, there was a statistically significant decline in the proportion of residents that experienced an inability to access necessity items, down from 43% to 19%.

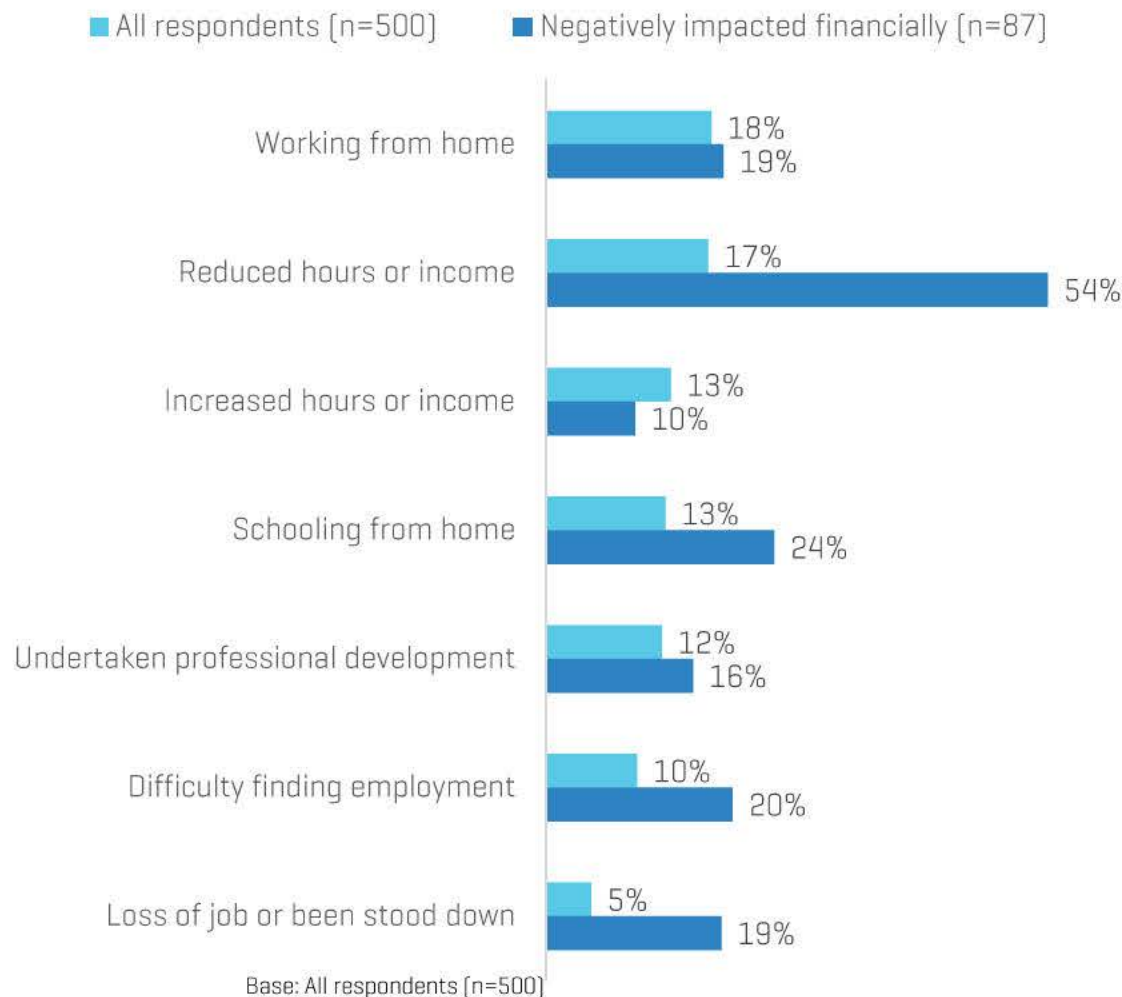
The proportion of residents that applied for financial support or a loan or sought rent reduction or to freeze mortgage repayments also declined.



Statistically significant change in results between 2020 and 2021
This means that we would consistently see these differences in results if we repeated the survey.

ACTIONS EXPERIENCED OR TAKEN DUE TO COVID-19

WORK/EDUCATION (LAST 3 MONTHS)



Looking at actions related to employment and education, the most common action experienced or taken over the past three months was working from home [18%]. This result was highest among residents aged 35 to 64 years.

13% experienced schooling from home. This result was primarily driven by university students, rather than the parents of school-aged children.

With the exception of increased hours or income, all work/education actions were experienced by a higher proportion of respondents negatively impacted financially. In particular, more than half [54%] of these respondents experienced reduced hours or income compared to 17% in the overall sample.

Respondents negatively impacted financially also saw higher prevalence of difficulty finding employments and being stood down or losing their job.

All actions related to work and education were experienced less by respondents aged 65 plus years.

ACTIONS EXPERIENCED OR TAKEN DUE TO COVID-19

WORK/EDUCATION (LAST 3 MONTHS) – COMPARISON WITH 2020

Inquiry into social isolation and loneliness in Queensland

Submission No 177

Actions experienced or taken due to COVID-19 – Work/Education	2020 (n=500)	2021 (n=500)
Working from home	27%	18%
Reduced hours or income	27%	17%
Increased hours or income	10%	13%
Schooling from home	32%	13%
Undertaken professional development	9%	12%
Difficulty finding employment	11%	10%
Loss of job or been stood down	11%	5%

Compared to 2020, there were fewer respondents that experienced schooling from home, down from 32% to 13%. This was a statistically significant decline.

Other trends included fewer respondents working from home, having hours or income cut, or losing their job or being stood down.

Furthermore, there was small increase in the number that experienced increased hours or income over the past three month, up from 10% to 13%.

Statistically significant change in results between 2020 and 2021

This means that we would consistently see these differences in results if we repeated the survey.

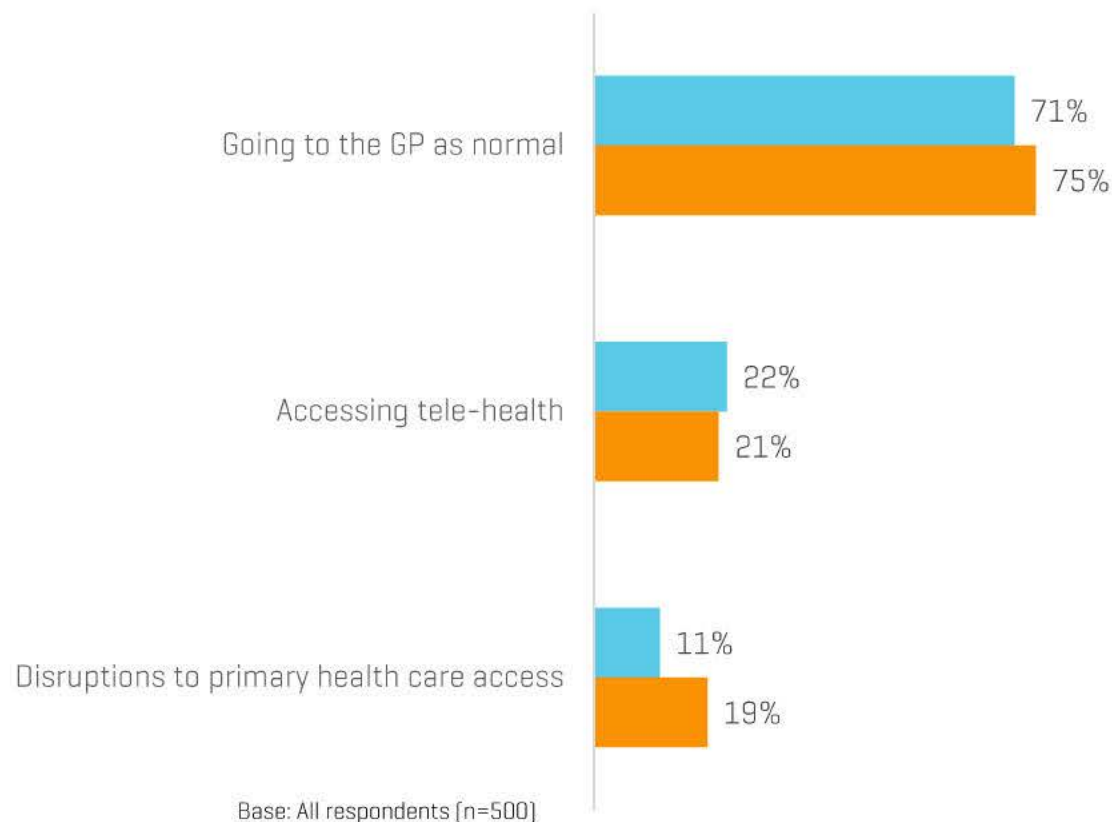
ACTIONS EXPERIENCED OR TAKEN DUE TO COVID-19

HEALTH (LAST 3 MONTHS)

Inquiry into social isolation and loneliness in Queensland

Submission No 177

■ All respondents [n=500] ■ Negatively impacted physically [n=60]



Looking at actions relating to health experienced or taken over the last three months, the most common was going to the GP as normal (71%).

22% reported accessing tele-health. This was driven by female residents, 18-34s, and short-term residents (less than five years).

11% of respondents experienced disruptions to primary health care access.

Those negatively impacted physically by the pandemic were more likely to experience disruptions to primary health care access compared to the overall sample.

ACTIONS EXPERIENCED OR TAKEN DUE TO COVID-19 HEALTH (LAST 3 MONTHS) – COMPARISON WITH 2020

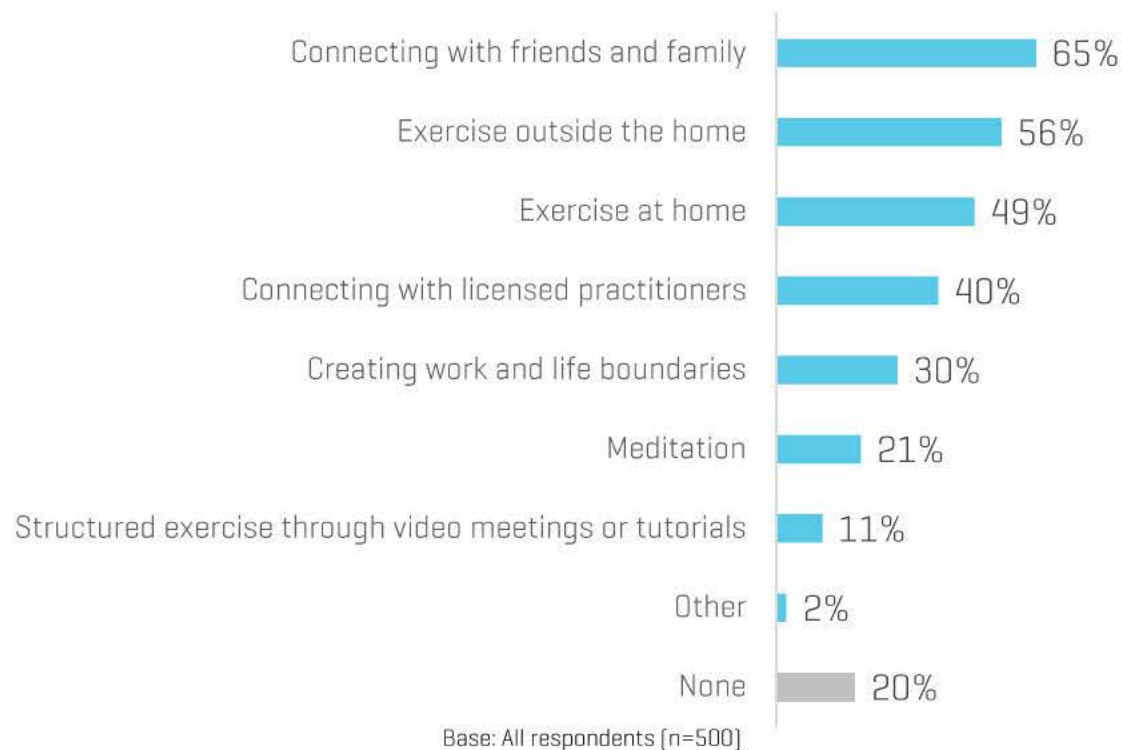
Actions experienced or taken due to COVID-19 – Health	2020 [n=500]	2021 [n=500]
Going to the GP as normal	59%	71%
Accessing tele-health	18%	22%
Disruptions to primary health care access	12%	11%

Compared to 2020, a significantly higher proportion of residents went to the GP as normal in the last three months.

There were more residents that reported accessing tele-health but this increase was not statistically significant. The proportion that experienced disruptions to primary health care access was in-line with 2020.

  Statistically significant change in results between 2020 and 2021

This means that we would consistently see these differences in results if we repeated the survey.



65% of respondents have maintained their health and wellbeing by connecting with friends and family. This proportion was higher among 18-34s [70%] and residents of Pioneer Valley/Northern Area [74%].

Most respondents exercised, with 56% exercising outside of the home and 49% exercising at home. In total, 40% of the sample exercised both outside and at home.

40% have connected with licensed practitioners. This is driven largely by female respondents [46%] those aged 65 plus years [47%].

Over one third [36%] of 18-34s engaged in meditation, which was significantly higher compared to all other age groups.

ACTIVITIES TO MAINTAIN HEALTH & WELLBEING

COMPARISON WITH 2020

Activities to maintain health & wellbeing	2020 [n=500]	2021 [n=500]
Connecting with friends and family	80%	65%
Exercise outside the home	66%	56%
Exercise at home	61%	49%
Connecting with licensed practitioners	33%	40%
Creating work and life boundaries	31%	30%
Meditation	13%	21%
Structured exercise through video meetings or tutorials	9%	11%
Other	1%	2%
None	3%	20%

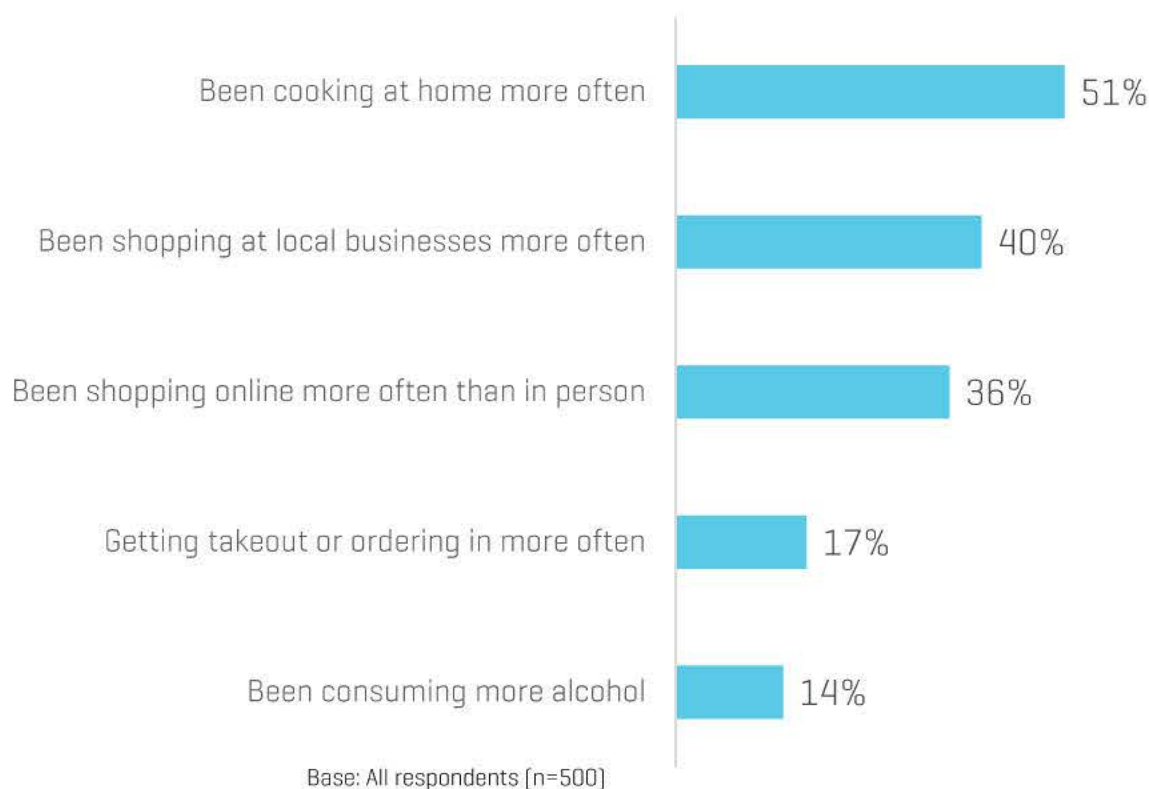
Participating in activities to maintain health and wellbeing was a less of a priority of Mackay residents in 2021 compared to this time last year at the outset of the COVID-19 pandemic. The proportion that selected none of the options increased from 3% to 20%, a statistically significant increase.

Compared to 2020, there were statistically significant declines in the proportions of respondents that reported connecting with friends and family, exercising outside the home and exercising at home to maintain health and wellbeing.

There was a significant increase in the proportion that meditated, up from 13% to 21%.

Statistically significant change in results between 2020 and 2021

This means that we would consistently see these differences in results if we repeated the survey.



Respondents were asked about their spending habits in the last three months.

51% of respondents have been cooking at home more often while 17% have been getting takeout or ordering in more often. The proportions for both actions were higher among those whose social wellbeing has been negatively impacted by COVID-19.

40% have been shopping at local businesses more often. This result was higher among female respondents [48%] and residents of Pioneer Valley/Northern Area [46%].

14% have been consuming more alcohol. For this result there was no difference between the overall sample and those negatively impacted mentally by COVID-19.

There are a number of statistically significant differences related to age:

- ▶ 18-34s were the age group cooking at home more often [66%] and shopping online more than in person [55%]
- ▶ 35-49s were shopping in person more often [41%]
- ▶ 65+s are consuming the same amount of alcohol as usual
- ▶ Despite cooking at home more often, 18-34s were the group most likely to get takeout [66%].

IMPACT OF COVID-19 ON SPENDING

COMPARISON WITH 2020

Inquiry into social isolation and loneliness in Queensland

Submission No 177

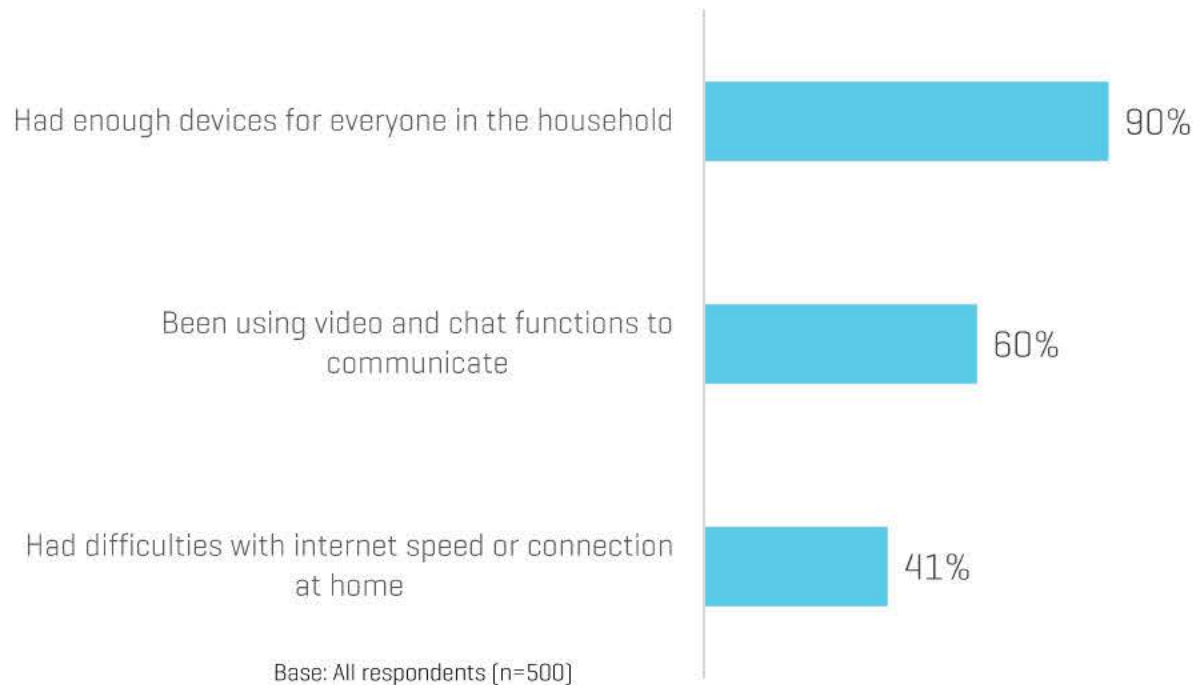
Impact of COVID-19 on spending	2020 [n=500]	2021 [n=500]
Been cooking at home more often	56%	51%
Been shopping at local businesses more often	40%	40%
Been shopping online more often than in person	29%	36%
Getting takeout or ordering in more often	14%	17%
Been consuming more alcohol	16%	14%

Compared to 2020, there has been a statistically significant increase in the proportion of residents that have been shopping online more often than in person, up from 29% to 36%.

The proportion that have been shopping at local businesses more often [40%] was in-line with 2020.



Statistically significant change in results between 2020 and 2021
This means that we would consistently see these differences in results if we repeated the survey.



Respondents were asked about their technology habits in the last three months.

90% of respondents indicated their household has had enough devices for everyone to use. This result was consistent among those whose households have experienced working from home [94%] or schooling from home [89%].

60% have been using video conferencing and chat functions to communicate. This result was highest among residents that have experienced working from home in the past three months [81%].

41% of residents have had difficulty with internet speed or connection. Similar to 2020, there was consistency in this result across the Mackay LGA meaning there is not an area more affected than others.

In all three results residents aged 65 plus years recorded significantly lower proportions compared to other age groups.

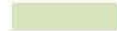
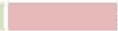
IMPACT OF COVID-19 ON TECHNOLOGY USE

COMPARISON WITH 2020

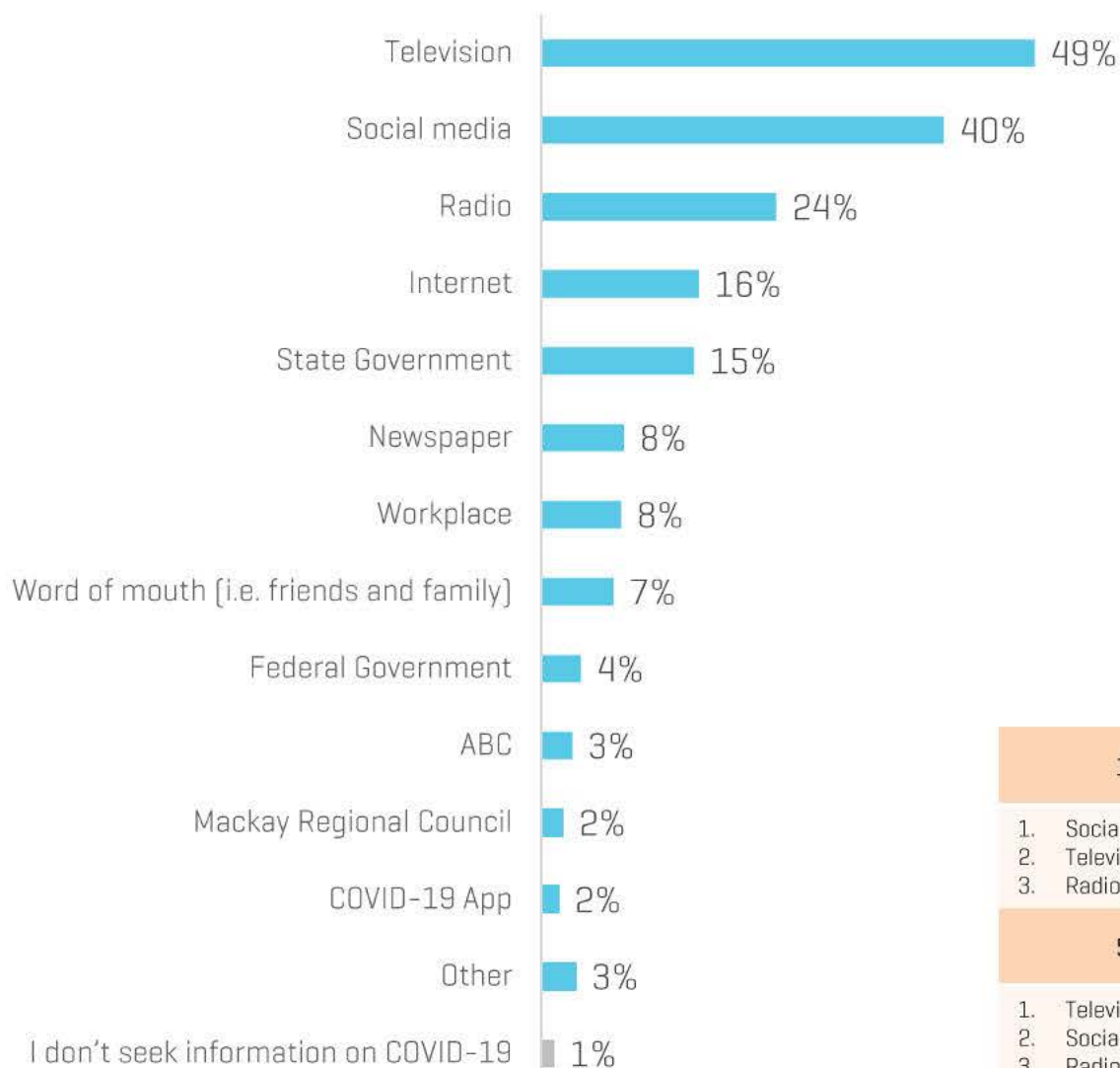
Impact of COVID-19 on technology use	2020 [n=500]	2021 [n=500]
Had enough devices for everyone in the household	84%	90%
Been using video and chat functions to communicate	63%	60%
Had difficulties with internet speed or connection at home	39%	40%

Compared to 2020, a significantly higher proportion of residents had enough devices for everyone in the household, up from 84% to 90%.

The number using video and chat functions to communicate and reporting difficulties with home internet speed or connection were relatively stable, indicating these behaviours have persisted since this time last year.

  Statistically significant change in results between 2020 and 2021
This means that we would consistently see these differences in results if we repeated the survey.

SOURCES OF INFORMATION & UPDATES ON COVID-19



Base: All respondents (n=500)

Most respondents are getting their information and updates on COVID-19 from television [49%]. The likelihood of using television for COVID-19 information increases with age.

Use of social media for information [40%] was driven by respondents under 50 years of age.

Similar to 2020, the State Government was the most common level of government from which to receive information [15%].

7% of respondents receive information and updates through word of mouth. This was most common among those aged 35-49 years [9%].

Television, social media and radio were the three most common sources for all age groups.

How do results differ by age group?

18 to 34 years	35 to 49 years
1. Social media [48%] 2. Television [30%] 3. Radio [19%]	1. Social media [55%] 2. Television [41%] 3. Radio [24%]
50 to 64 years	65 plus years
1. Television [60%] 2. Social media [31%] 3. Radio [23%]	1. Television [81%] 2. Radio [29%] 3. Social media [20%]

SOURCES OF INFORMATION & UPDATES ON COVID-19

COMPARISON WITH 2020

Sources of information and updated on COVID-19	2020 [n=500]	2021 [n=500]
Television	64%	49%
Social media	46%	40%
Radio	25%	24%
Internet	4%	16%
State Government	17%	15%
Newspaper	16%	8%
Workplace	11%	8%
Word of mouth [i.e. friends and family]	13%	7%
Federal Government	14%	4%
ABC	0.9%	3%
Mackay Regional Council	8%	2%
COVID-19 App	1%	2%
Other	2%	3%
I don't seek information on COVID-19	0.2%	1%

There were several statistically significant differences in results since 2020.

Compared to 2020, fewer respondents were receiving information and updates through:

- Television
- Newspaper
- Federal Government
- Mackay Regional Council.

Compared to 2020, more respondents received information and updates via the internet [e.g. online news].

  Statistically significant change in results between 2020 and 2021

This means that we would consistently see these differences in results if we repeated the survey.

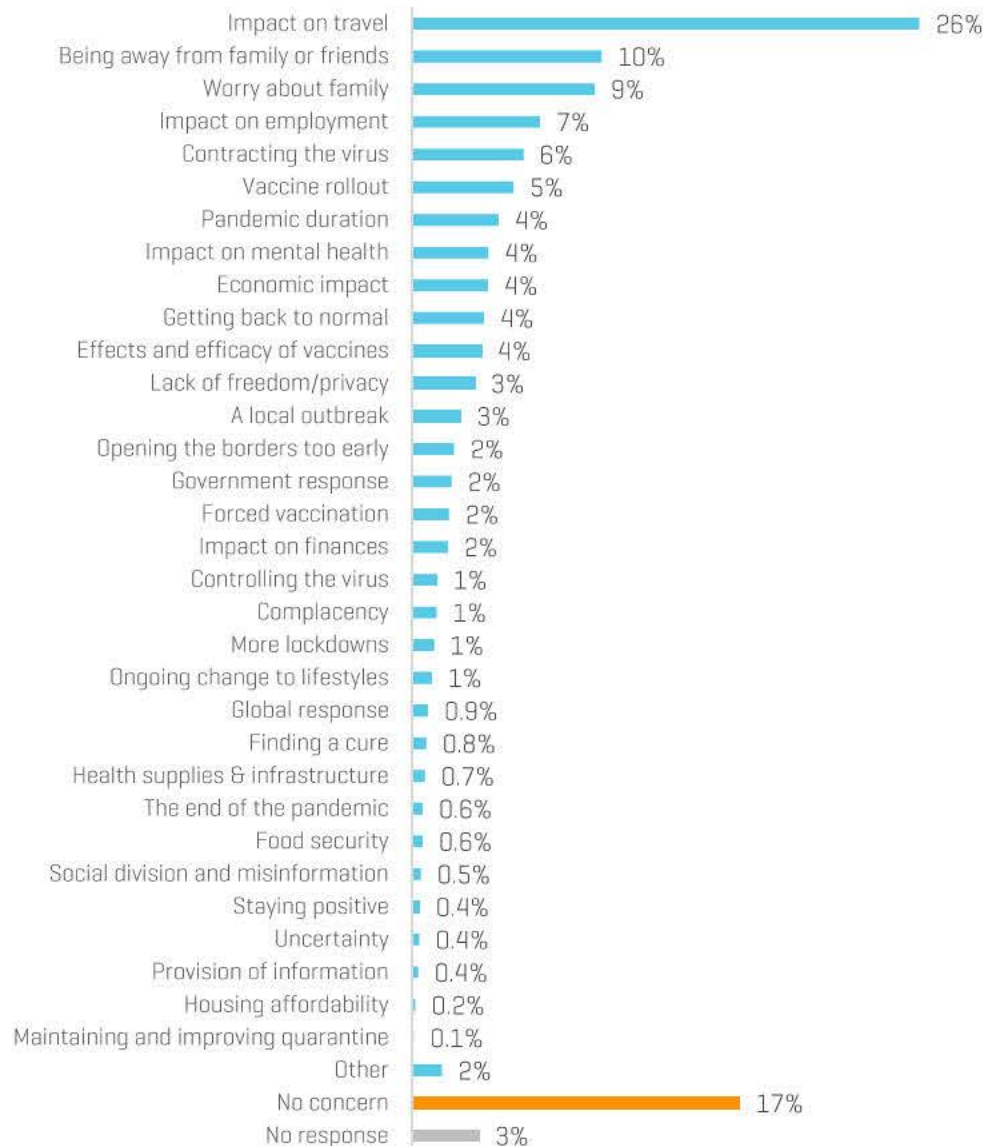
FUTURE SITUATION



MAIN CONCERN FOR THE FUTURE REGARDING COVID-19

Inquiry into social isolation and loneliness in Queensland

Submission No 177



Base: All respondents (n=500) [17 provided no response]

Respondents were asked what is their main concern for the future regarding the impact of COVID-19 on themselves and their family. This was an open-ended response. A full list of responses has been provided to Council in a separate report.

Responses were analysed and classified into themes. Responses could span more than one theme.

Impact on travel

The biggest concern for the future regarding COVID-19 was the impact on domestic and international travel.

Being away from family

One in ten [10%] of responses mentioned being away from family or friends as a main concern regarding COVID-19. Many of these responses also cited the impact on travel as a concern and the reason for being away from family.

Worry about family

9% of responses were concerned about the impact of the pandemic on family. Concerns for younger family members included their employment, ability to travel, any permanent changes to lifestyle heading into the future. Concerns for older family members included their health and not contracting the virus or passing it on to them.

MAIN CONCERN FOR THE FUTURE REGARDING COVID-19

COMPARISON WITH 2020

Inquiry into social isolation and loneliness in Queensland

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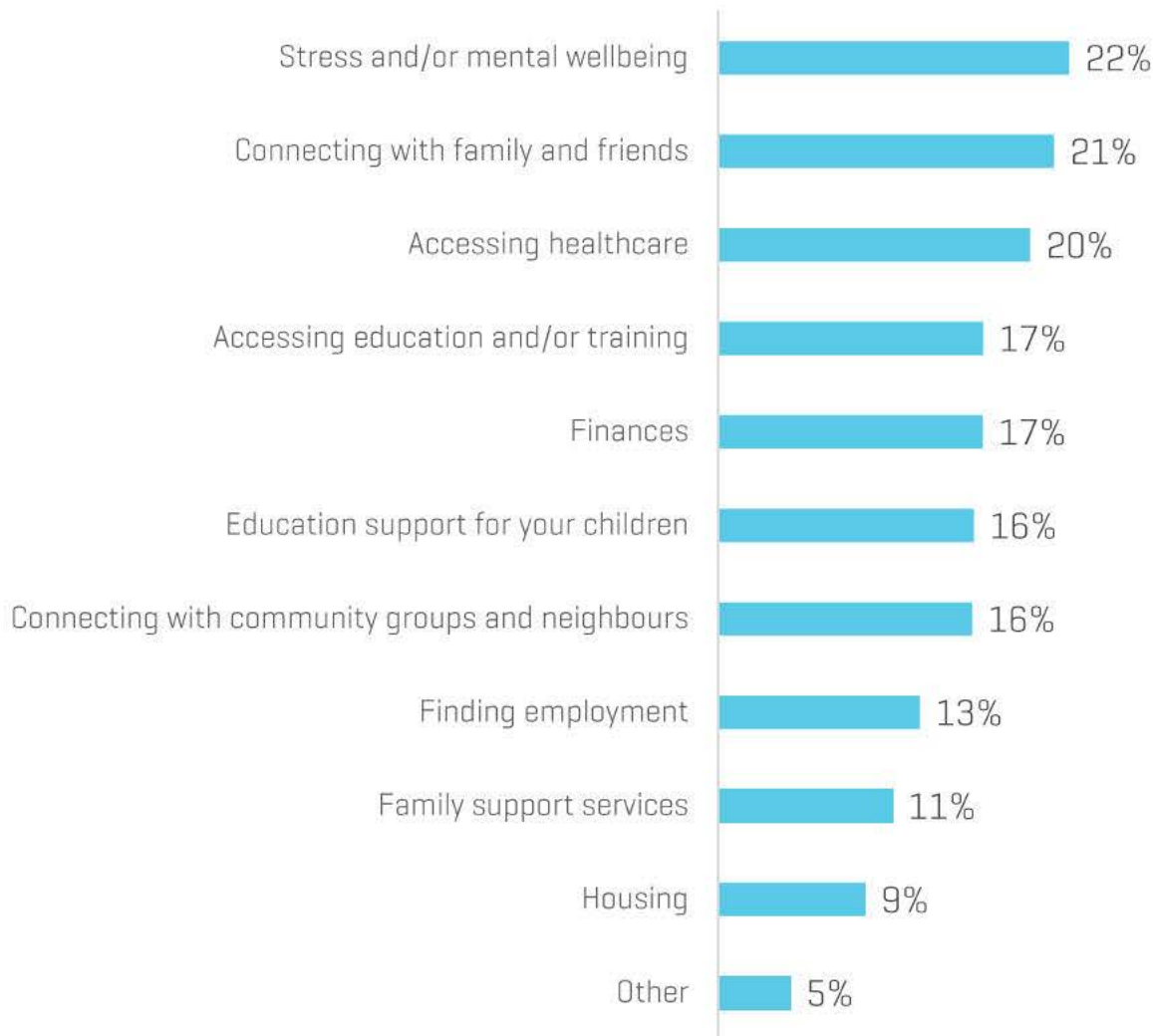
2020	2021
1. Impact on employment	1. Impact on travel ↑
2. Impact on travel	2. Being away from family or friends ↑
3. A second wave or spike	3. Worry about family ↑
4. Economic impact	4. Impact on employment ↓
5. Getting back to normal	5. Contracting the virus ↑
6. Impact on finances	6. Vaccine rollout ↑
7. Contracting the virus	7. Pandemic duration ↑
8. Being away from family or friends	8. Impact on mental health ↑
9. Worry about family	9. Economic impact ↓
10. Development of vaccine	10. Getting back to normal ↓

The top ten concerns for 2021 have been compared with the top ten concerns from 2020.

The impact of the pandemic on travel has overtaken the impact on employment as the biggest concern regarding COVID-19. Residents were now more concerned about being away from their family, and the impact of the pandemic on their family compared to their own employment. Residents were less still compared about the wider economic impact.

Concerns about vaccine development have shifted towards concerns about the rollout of the vaccines developed over the past year.

WHAT ASSISTANCE WOULD YOU LIKE TO RECEIVE?



Base: All respondents (n=500)

22% of respondents would like assistance to manage stress and/or mental wellbeing. This result was higher among those negatively impacted mentally by the pandemic [38%].

21% would like assistance connecting with family and friends while 20% would like assistance accessing healthcare.

Among residents that were negatively impacted financially by COVID-19, 43% would like assistance with finances while 26% would like assistance with finding employment. Both results were significantly higher than the overall sample.

WHAT ASSISTANCE WOULD YOU LIKE TO RECEIVE?

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	Negative impact – Mental and emotional health and wellbeing	Negative impact – Physical health and wellbeing	Negative impact – Financial and work situation	Negative impact – Social wellbeing
Stress and/or mental wellbeing	38%	33%	34%	38%
Connecting with family and friends	35%	27%	20%	42%
Accessing healthcare	26%	30%	23%	33%
Accessing education and/or training	27%	20%	27%	23%
Finances	29%	24%	43%	23%
Education support for your children	19%	24%	29%	24%
Connecting with community groups and neighbours	24%	20%	19%	29%
Finding employment	27%	27%	26%	16%
Family support services	17%	19%	22%	20%
Housing	18%	22%	19%	20%
Other	10%	13%	4%	12%

Among respondents whose mental health has been negatively impacted by COVID-19, the highest number were looking for assistance to deal with stress and/or mental wellbeing [38%] and to connect with family and friends [35%].

Respondents whose physical health and wellbeing has been negatively impacted would like assistance to deal with stress and/or mental wellbeing [33%] or assistance accessing healthcare [30%].

The most common results among respondents who have been negatively impacted financially include assistance with finances [43%] and assistance to deal with stress and/or mental wellbeing [34%].

42% of respondents whose social wellbeing has been negatively impacted would like assistance to connect with family and friends.

WHAT ASSISTANCE WOULD YOU LIKE TO RECEIVE?

COMPARISON WITH 2020

Inquiry into social isolation and loneliness in Queensland

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What assistance would you like to receive?	2020 [n=500]	2021 [n=500]
Stress and/or mental wellbeing	21%	22%
Connecting with family and friends	33%	21%
Accessing healthcare	19%	20%
Accessing education and/or training	24%	17%
Finances	19%	17%
Education support for your children	20%	16%
Connecting with community groups and neighbours	23%	16%
Finding employment	14%	13%
Family support services	11%	11%
Housing	4%	9%
Other	1%	5%

There was a statistically significant decline in the proportion of Mackay residents asking for assistance with connecting with family and friends, down from 33% to 21%.

Other year-on-year declines included the proportion asking for assistance with accessing education and/or training, education support for their children and connecting with community groups and neighbours.

The number of Mackay residents that would like to receive assistance to deal with stress and/or mental wellbeing was relatively in-line with 2020.

 Statistically significant change in results between 2020 and 2021

This means that we would consistently see these differences in results if we repeated the survey.

WHEN WILL YOU ATTEND AN EVENT IN THE FUTURE?



Respondents were asked to indicate when they would next attend a small event (up to 200 people), medium-sized event (200-2000 people) or large event (2000+ people). For the 2021 survey the definitions of a small, medium and large event were changed to specify higher-attended events with 2000+ people.

- ▶ 70% of respondents would attend a small event in the next three months. On average, respondents would attend a small event in 2.9 months' time.
- ▶ 50% would attend a medium-sized event in the next three months while a further 10% would attend one in the next four to six months. On average, respondents would attend a medium-sized event in 4.6 months' time.
- ▶ 32% would attend a large event in the next three months. On average, respondents would attend a large even in 7.0 months' time. About one in three (34%) are unsure about when they would next attend an event of this size. Over half (60%) of residents aged 65 plus years were unsure when they would next attend an event of this size.

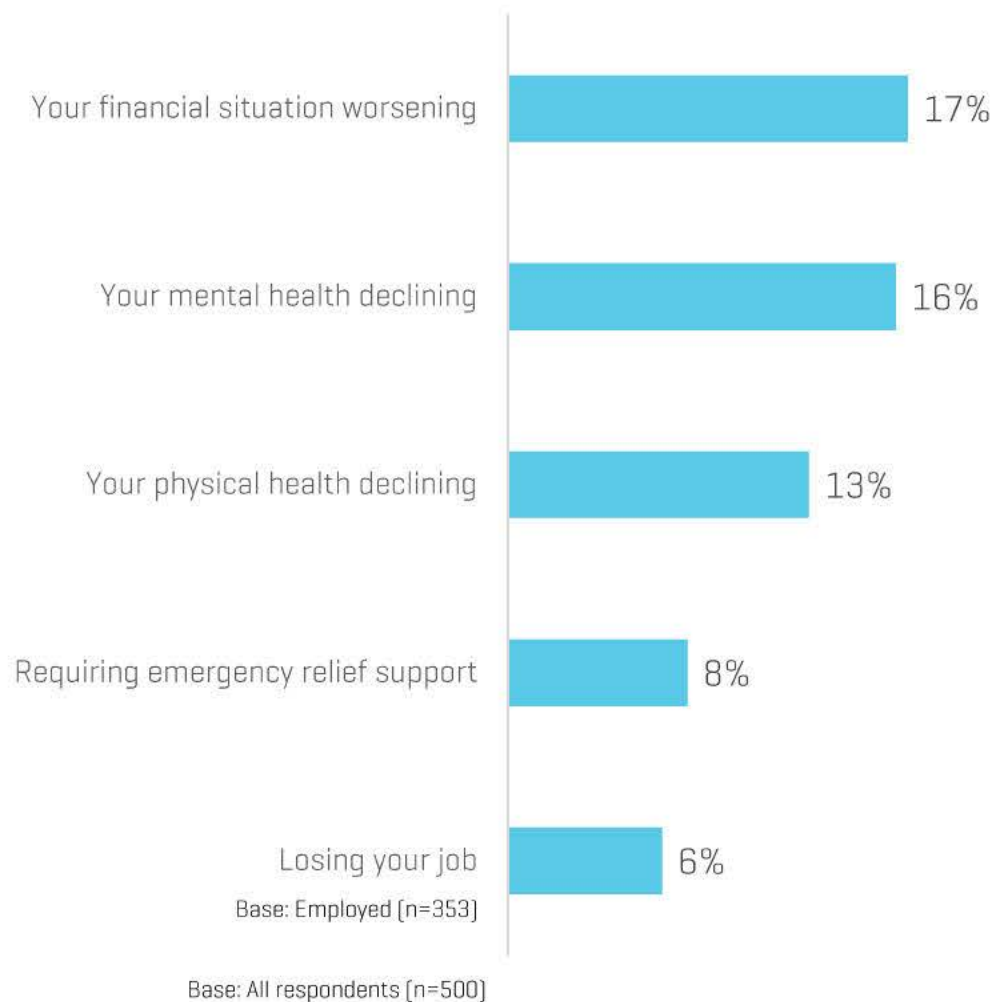
WHEN WILL YOU ATTEND AN EVENT IN THE FUTURE?

When will you attend an event in the future?	2020 (n=500)			2021 (n=500)		
	Small, up to 50 people	Medium, up to 200 people	Large, 200+ people	Small, up to 200 people	Medium, 200-2000 people	Large, 2000+ people
In the next 3 months	36%	12%	9%	70%	50%	32%
In the next 4-6 months	25%	22%	11%	6%	10%	7%
In the next 7-12 months	11%	22%	18%	2%	5%	10%
In the next 13-18 months	3%	9%	16%	1%	2%	3%
Longer than 18 months	3%	9%	15%	3%	8%	12%
Unsure	22%	26%	31%	17%	26%	34%
Average (months)	4.9	8.5	11.0	2.9	4.6	7.0

Note: These results are not directly comparable due to the change in the definition of small, medium and large events in the 2021 survey.

Compared to this time last year, respondents were much more confident about attending events. There were increases in the proportion of residents that would attend events of all sizes in the next three months. Mackay residents were less unsure about smaller events of up to 200 people compared to this time last year.

AT RISK OVER THE NEXT SIX MONTHS



17% of Mackay residents felt at risk of their financial situation worsening over the next six months. This result was significantly higher among those that have experienced reduced hours or income [49%]. This group also felt more at risk of requiring emergency relief support [20%] and losing their job [19%] compared to the overall sample.

Other groups that felt more at risk of requiring emergency relief support compared to the overall sample [8%] included those who have lost their job or been stood down [34%] and had difficulty finding employment [23%].

AT RISK OVER THE NEXT SIX MONTHS

At risk over the next six months	2020 [n=500]	2021 [n=500]
Your financial situation worsening	29%	17%
Your mental health declining	20%	16%
Your physical health declining	20%	13%
Requiring emergency relief support	11%	8%
Losing your job 2020 - Base: n=348 2021 - Base: n=353	17%	6%

Compared to this time last year, fewer Mackay residents were pessimistic about their financial and work situations.

There were statistically significant declines in the proportion of Mackay residents that believed they were at risk of their financial situation worsening or losing their job over the next six months.



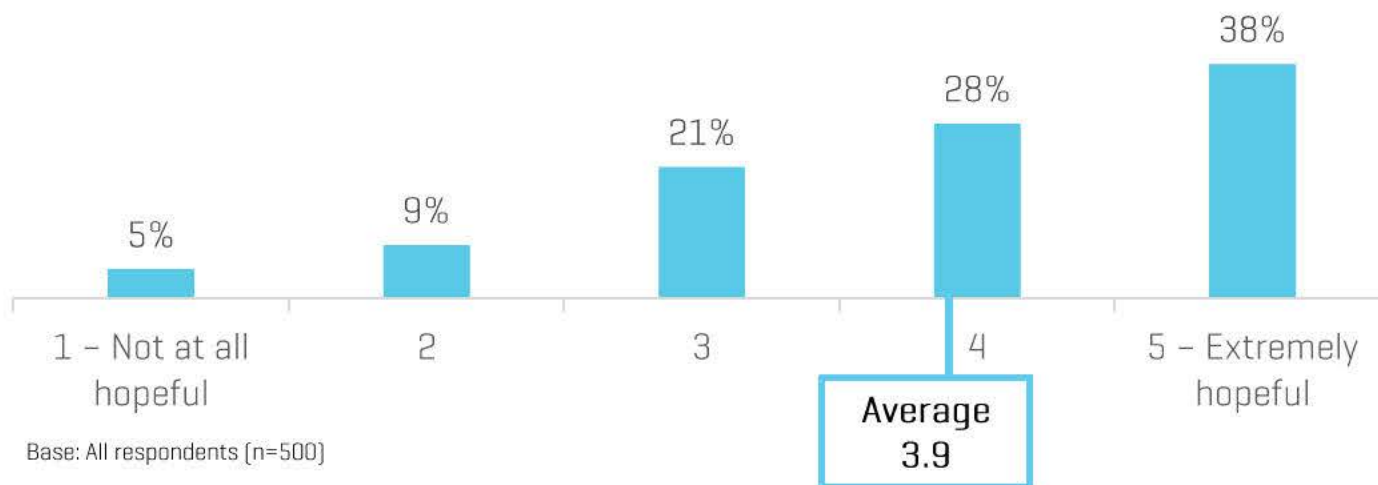
Statistically significant change in results between 2020 and 2021

This means that we would consistently see these differences in results if we repeated the survey.

HOPE TOWARDS THE FUTURE

Inquiry into social isolation and loneliness in Queensland

Submission No 177



Respondents were asked to rate how hopefully they feel towards the future using a five-point scale where 1 meant 'not at all hopeful' and 5 meant 'extremely hopeful'.

In total, 66% of respondents were hopeful [4 or 5], with 38% providing the highest rating of 5.

14% of respondents provided a low rating [1 or 2], with 5% of residents providing the lowest rating of 1.

The average rating is 3.9 out of 5. There were no statistically significant differences by subgroups, indicating that this result is the prevailing attitude across much of the Mackay area demographic profile.

The average rating was lower among respondents who felt at risk of their physical and mental health declining over the next six months.

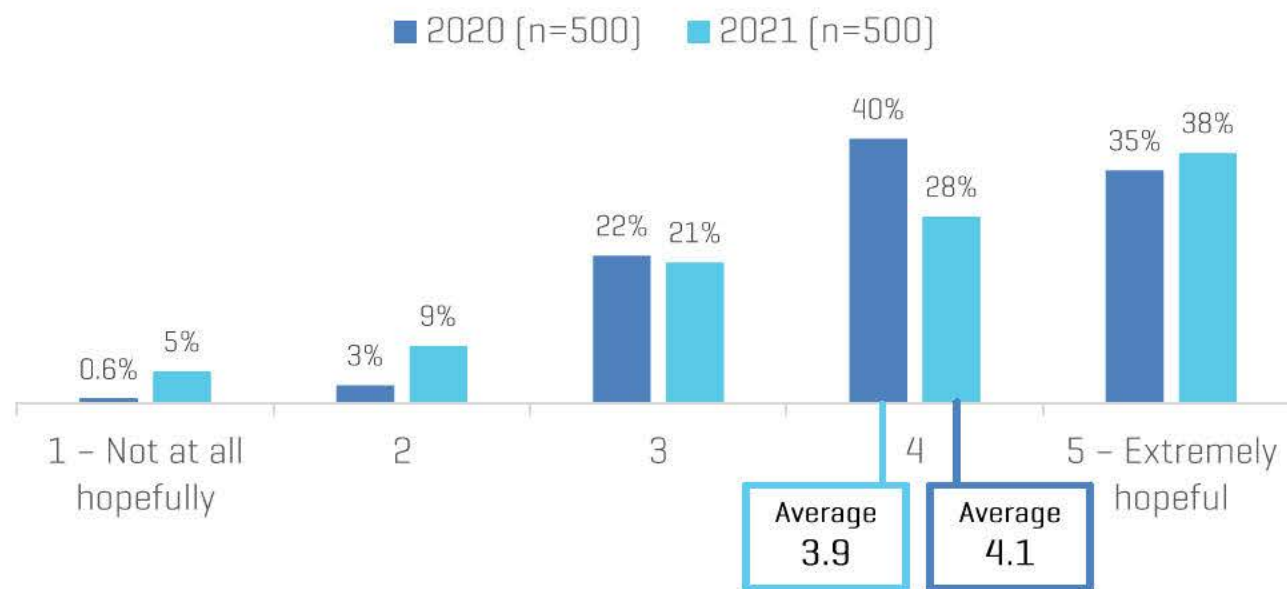
Respondents were asked what is **one positive change** that has come out of COVID-19 that they would like to see continue. This was an open-ended response. A full list of responses has been provided to Council in a separate report.

	Average Rating
Negative impact – Physical health and wellbeing	3.3
Negative impact – Financial and work situation	3.7
Negative impact – Mental and emotional health and wellbeing	3.5
Negative impact – Social wellbeing	3.4
Experienced reduced hours or income	3.6
At risk of financial situation worsening	3.4
At risk of physical health declining	3.2
At risk of mental health declining	3.1
At risk of losing job	3.5

HOPE TOWARDS THE FUTURE

Inquiry into social isolation and loneliness in Queensland

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Mackay residents are less hopeful towards the future compared to this time last year. In 2020, 75% of residents provided a high ratings (4 or 5), resulting in an average rating of 4.1. Despite an increase in the proportion that gave a rating of 5, the total number of residents that provided a high rating declined to 66% in 2021.

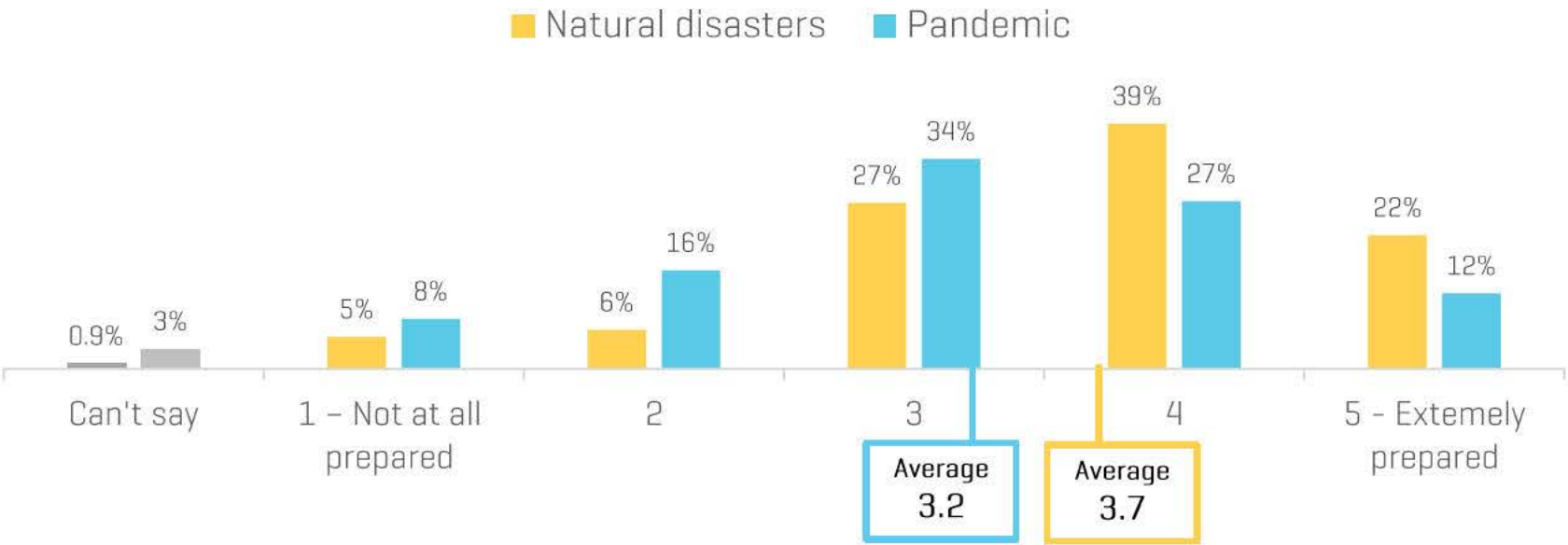
The number of residents that gave a low rating increased from 4% to 14%. These results combined for a decline in the average rating from 4.1 to 3.9. Groups that were less hopeful compared to this time last year included those negatively impacted physically and mentally by COVID-19, and those at risk of their financial situation, physical health and mental health declining over the next six months.

Statistically significant change in results between 2020 and 2021

This means that we would consistently see these differences in results if we repeated the survey.

	2020	2021
Overall	4.1	3.9
Negative impact - Physical health and wellbeing	4.0	3.3
Negative impact - Financial and work situation	3.9	3.7
Negative impact - Mental and emotional health and wellbeing	3.9	3.5
Negative impact - Social wellbeing	4.1	3.4
Experienced reduced hours or income	3.9	3.6
At risk of financial situation worsening	3.8	3.4
At risk of physical health declining	3.8	3.2
At risk of mental health declining	3.8	3.1
At risk of losing job	3.8	3.5

DISASTER PREPAREDNESS



Respondents were asked to rate how prepared they feel for natural disasters [e.g. cyclone, flood or bushfire] and for a pandemic. This involved a five-point scale where 1 meant ‘not at all prepared’ and 5 meant ‘very prepared’.

Mackay residents felt more prepared for a natural disaster compared to a pandemic. In total, 61% felt prepared for a natural disaster while 11% did not feel prepared. These results combined for an average preparedness rating of 3.7.

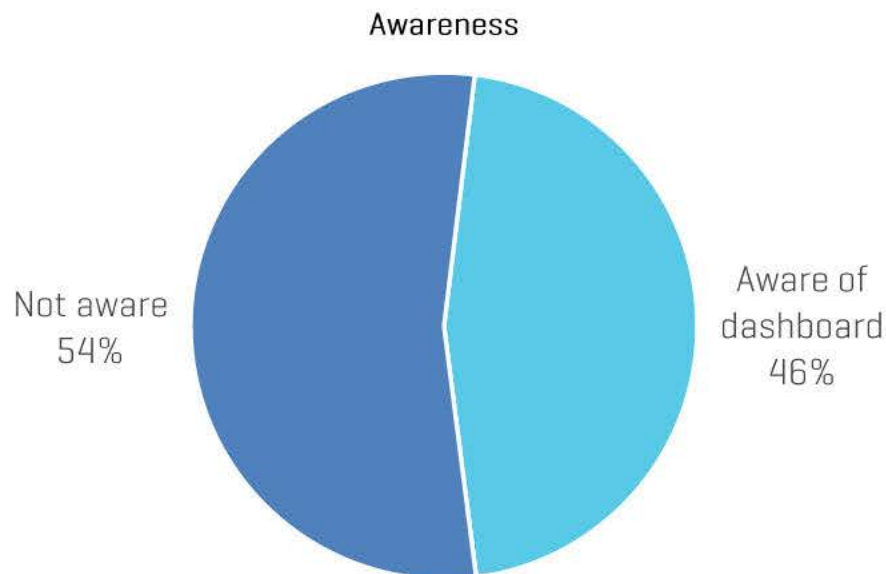
In contract, 39% felt prepared for a pandemic while 24% did not feel prepared. These results combined for a significantly lower average preparedness rating of 3.2.

Who is most prepared?

Natural disasters	Pandemic
Males 50-64s 65+ Pioneer Valley/Northern Area	Females 18-34s 50-64s Short-term residents [<5 yrs]

Who is least prepared?

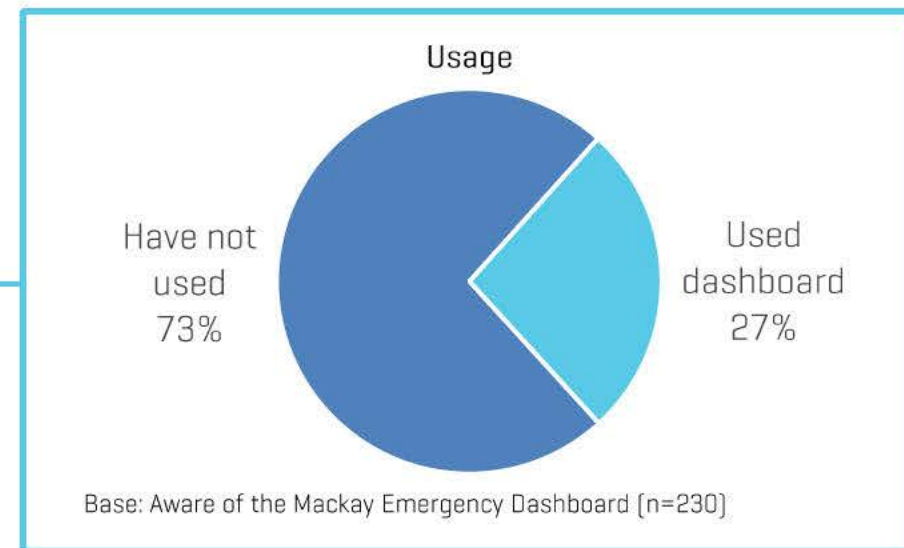
Natural disasters	Pandemic
18-34s Mackay/Sarina Lived in Mackay 6-10 yrs	Males 30-49s Lived in Mackay >15 yrs



Base: All respondents (n=500)

46% of Mackay residents have heard of the Mackay Emergency Dashboard. The highest awareness was among residents aged 35 to 64 years and residents of Pioneer Valley/Northern Area.

Of those aware of the dashboard, 27% have used it. This represents 12% of the overall sample. The groups that were most likely to have used the dashboard were female residents, those aged 35-49 years, and those that have lived in the area for 6 to 10 years.



Base: Aware of the Mackay Emergency Dashboard (n=230)

How does awareness and usage of the dashboard impact natural disaster preparedness?

Among those **aware** of the dashboard, 72% felt prepared for a natural disaster (rating of 4 or 5), which was higher than the overall sample [61%]. The average rating for these residents was 3.9, which was also higher than the overall sample [3.7].

Among those that have **used** the dashboard, 72% felt prepared for a natural disaster. The average rating for this group was 4.0.

APPENDIX 1 – RESEARCH DESIGN

A questionnaire with an average length of 10 minutes was designed to achieve the objectives of the research. The target population was permanent residents of the Mackay Regional Council local government area that have lived in the area for at least 12 months. The required length of time lived in the area was increased from three months to ensure respondents have lived in Mackay for most of the COVID-19 pandemic.

Twenty interviewers collected 500 completed responses via Computer-Assisted Telephone Interviewing [CATI] over the period 10 May to 25 May 2021. The results have a sampling error of +/- 4.4 percent at the 95 percent confidence level. This means that if the survey was repeated 100 times, in 95 times the results would lie within 4.4 percent of the true population value.

The survey was available online from 10 May to 24 May 2021. Twenty-two completed responses were collected. These results were provided to Council in a separate report.

SAMPLE PROFILE

Inquiry into social isolation and loneliness in Queensland

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Gender	%	#
Male	49%	245
Female	51%	255
Age	%	#
18 to 34 years	29%	146
35 to 49 years	27%	136
50 to 64 years	26%	131
65+ years	17%	87

Length of time living in the Mackay area	%	#
1 to 5 years	8%	41
6 to 10 years	14%	69
11 to 15 years	10%	51
More than 15 years	68%	339
Home Ownership	%	#
Owned	74%	368
Rented	24%	121
Other	2%	11

Employment Status	%	#
Full-time	47%	237
Part-time	8%	39
Casual	7%	36
Self-employed	8%	41
Retired	16%	82
Unemployed	6%	28
Home duties	3%	15
Student	1%	6
Other	3%	16

SAMPLE PROFILE – SUBURB

Inquiry into social isolation and loneliness in Queensland

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Mackay/Sarina	#		#
Alexandra	2	Koumala	3
Alligator Creek	5	Mackay	24
Andergrove	42	North Eton	1
Bakers Creek	7	North Mackay	27
Ball Bay	3	Northern Beaches	2
Beaconsfield	25	Oakenden	1
Blacks Beach	16	Ooralea	17
Bucasia	19	Paget	3
Campwin Beach	4	Palmyra	1
East Mackay	17	Rural View	12
Eimeo	24	Sarina	26
Erakala	2	Sarina Beach	5
Eton	2	Shoal Point	9
Farleigh	2	Slade Point	9
Glenella	12	South Mackay	39
Grasstree Beach	3	The Leap	8
Greenmount	2	Victoria Plains	1
Habana	5	Walkerston	19
Hay Point	8	West Mackay	27
Total			38

Pioneer Valley	#
Crediton	1
Devereux Creek	2
Eungella	1
Finch Hatton	2
Gargett	1
Marian	21
Mia Mia	2
Mirani	4
Total	34

Northern Area	#
Bloomsbury	1
Calen	4
Kuttabul	4
Mount Pleasant	16
Richmond	2
Seaforth	3
St Helens Beach	2
Total	32

Note: Due to sample size, the Pioneer Valley and Northern Area groups were combined for subgroup analysis [see Appendix 2].

Age	Population		Ideal		Actual		Weights	
	Male	Female	Male	Female	Male	Female	Male	Female
18 to 34	12,402	13,117	71	75	16	35	4.44	2.15
35 to 49	11,706	12,061	67	69	63	70	1.06	0.99
50 to 64	10,976	11,877	63	68	62	91	1.01	0.75
64 plus	7,763	7,371	44	42	72	91	0.62	0.46
Total	42,847	44,426	245	255	213	287		

Results were weighted to accurately reflect the age and sex of the Mackay local government area.

APPENDIX 2 – SUBGROUP ANALYSIS

IMPACT OF COVID-19 – PHYSICAL HEALTH & WORK SITUATION

Inquiry into social isolation and loneliness in Queensland

Submission No 177

Physical health and wellbeing	Total	Male	Female	18 to 34	35 to 49	50 to 64	65+
Negative	12%	9%	14%	7%	16%	14%	11%
No impact	84%	86%	82%	87%	83%	84%	82%
Positive	4%	4%	4%	6%	2%	2%	7%

Physical health and wellbeing	Mackay/ Sarina	Pioneer Valley/ Northern Area	Less than 5 years	6 to 10 years	11 to 15 years	More than 15 years
Negative	12%	9%	8%	5%	16%	13%
No impact	83%	90%	87%	93%	84%	82%
Positive	5%	0.9%	5%	1%	-	5%

Financial and work situation	Total	Male	Female	18 to 34	35 to 49	50 to 64	65+
Negative	17%	21%	14%	12%	24%	20%	11%
No impact	74%	70%	78%	71%	70%	73%	85%
Positive	9%	9%	9%	16%	6%	6%	4%

Financial and work situation	Mackay/ Sarina	Pioneer Valley/ Northern Area	Less than 5 years	6 to 10 years	11 to 15 years	More than 15 years
Negative	16%	27%	20%	13%	21%	17%
No impact	75%	66%	66%	84%	71%	73%
Positive	9%	7%	13%	4%	8%	9%

IMPACT OF COVID-19 – MENTAL HEALTH & SOCIAL WELLBEING

Inquiry into social isolation and loneliness in Queensland

Submission No 177

Mental health and wellbeing	Total	Male	Female	18 to 34	35 to 49	50 to 64	65+
Negative	24%	24%	24%	25%	27%	27%	14%
No impact	73%	74%	71%	73%	71%	68%	81%
Positive	3%	2%	4%	1%	2%	4%	5%

Mental health and wellbeing	Mackay/ Sarina	Pioneer Valley/ Northern Area	Less than 5 years	6 to 10 years	11 to 15 years	More than 15 years
Negative	23%	34%	27%	25%	20%	24%
No impact	74%	65%	61%	74%	75%	74%
Positive	3%	0.9%	12%	1%	5%	2%

Social wellbeing	Total	Male	Female	18 to 34	35 to 49	50 to 64	65+
Negative	27%	26%	27%	25%	25%	34%	21%
No impact	70%	70%	69%	70%	74%	63%	72%
Positive	4%	4%	3%	5%	0.8%	3%	7%

Social wellbeing	Mackay/ Sarina	Pioneer Valley/ Northern Area	Less than 5 years	6 to 10 years	11 to 15 years	More than 15 years
Negative	28%	21%	26%	22%	34%	27%
No impact	69%	78%	71%	77%	66%	69%
Positive	4%	0.9%	3%	1%	-	5%

ACTIONS TAKEN OR EXPERIENCED – FINANCIAL

Inquiry into social isolation and loneliness in Queensland

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Financial	Total	Male	Female	18 to 34	35 to 49	50 to 64	65+
Inability to access necessity items	19%	20%	17%	22%	20%	20%	7%
Applying for financial support or a loan	6%	6%	5%	6%	9%	5%	2%
Sales of assets or belongings	5%	3%	7%	4%	6%	7%	3%
Accessing emergency relief	4%	6%	2%	6%	5%	3%	-
Sought rent reduction or freezing mortgage payments	4%	6%	2%	8%	0.7%	3%	2%

Financial	Mackay/ Sarina	Pioneer Valley/ Northern Area	Less than 5 years	6 to 10 years	11 to 15 years	More than 15 years
Inability to access necessity items	20%	10%	21%	15%	13%	20%
Applying for financial support or a loan	6%	4%	4%	6%	2%	6%
Sales of assets or belongings	5%	7%	7%	3%	4%	6%
Accessing emergency relief	4%	7%	-	3%	11%	4%
Sought rent reduction or freezing mortgage payments	3%	8%	-	1%	2%	5%

ACTIONS TAKEN OR EXPERIENCED – WORK/EDUCATION

Inquiry into social isolation and loneliness in Queensland

Submission No 177

Work/Education	Total	Male	Female	18 to 34	35 to 49	50 to 64	65+
Working from home	18%	16%	20%	18%	22%	21%	7%
Reduced hours or income	17%	20%	15%	19%	23%	18%	6%
Increased hours or income	13%	15%	12%	16%	17%	13%	3%
Schooling from home	13%	12%	14%	19%	17%	8%	2%
Undertaken professional development	12%	8%	17%	13%	19%	12%	3%
Difficulty finding employment	10%	9%	10%	13%	10%	10%	2%
Loss of job or been stood down	5%	5%	4%	3%	6%	8%	1%

Work/Education	Mackay/ Sarina	Pioneer Valley/ Northern Area	Less than 5 years	6 to 10 years	11 to 15 years	More than 15 years
Working from home	19%	9%	19%	33%	7%	16%
Reduced hours or income	16%	29%	7%	14%	23%	18%
Increased hours or income	13%	17%	16%	14%	16%	13%
Schooling from home	12%	18%	4%	12%	10%	14%
Undertaken professional development	14%	5%	13%	18%	12%	11%
Difficulty finding employment	10%	7%	4%	9%	20%	9%
Loss of job or been stood down	5%	6%	4%	3%	6%	5%

ACTIONS TAKEN OR EXPERIENCED – HEALTH

Inquiry into social isolation and loneliness in Queensland

Submission No 177

Health	Total	Male	Female	18 to 34	35 to 49	50 to 64	65+
Going to the GP as normal	71%	73%	70%	60%	77%	74%	78%
Accessing tele-health	22%	18%	27%	28%	21%	20%	19%
Disruptions to primary health care access	11%	10%	13%	12%	10%	14%	7%

Health	Mackay/ Sarina	Pioneer Valley/ Northern Area	Less than 5 years	6 to 10 years	11 to 15 years	More than 15 years
Going to the GP as normal	69%	82%	77%	73%	66%	71%
Accessing tele-health	21%	32%	41%	28%	20%	19%
Disruptions to primary health care access	12%	6%	2%	14%	15%	11%

ACTIVITIES TO MAINTAIN HEALTH AND WELLBEING

Inquiry into social isolation and loneliness in Queensland

Submission No 177

Activities to maintain health and wellbeing	Total	Male	Female	18 to 34	35 to 49	50 to 64	65+
Connecting with friends and family	65%	62%	68%	70%	60%	67%	61%
Exercise outside the home	56%	57%	56%	60%	59%	58%	43%
Exercise at home	49%	53%	47%	55%	54%	42%	44%
Connecting with licensed practitioners	40%	35%	46%	40%	40%	37%	47%
Creating work and life boundaries	30%	27%	33%	42%	35%	27%	8%
Meditation	21%	19%	23%	36%	19%	14%	10%
Structured exercise through video meetings or tutorials	11%	8%	15%	22%	6%	9%	6%
Other	2%	5%	0.3%	6%	2%	0.6%	0.7%
None	20%	22%	17%	15%	20%	21%	25%

Activities to maintain health and wellbeing	Mackay/Sarina	Pioneer Valley/Northern Area	Less than 5 years	6 to 10 years	11 to 15 years	More than 15 years
Connecting with friends and family	63%	74%	54%	69%	68%	65%
Exercise outside the home	55%	64%	59%	52%	61%	56%
Exercise at home	47%	63%	40%	58%	57%	48%
Connecting with licensed practitioners	38%	53%	46%	49%	38%	38%
Creating work and life boundaries	31%	27%	44%	41%	21%	28%
Meditation	21%	21%	30%	20%	10%	22%
Structured exercise through video meetings or tutorials	11%	12%	18%	17%	3%	11%
Other	3%	-	-	8%	-	2%
None	20%	15%	26%	12%	14%	21%

IMPACT OF COVID-19 ON SPENDING

Inquiry into social isolation and loneliness in Queensland

Submission No 177

Impact of COVID-19 on spending	Total	Male	Female	18 to 34	35 to 49	50 to 64	65+
Been cooking at home more often	51%	52%	50%	66%	54%	44%	31%
Been shopping at local businesses more often	40%	32%	48%	43%	48%	35%	30%
Been shopping online more often than in person	36%	36%	36%	55%	41%	23%	13%
Getting takeout or ordering in more often	17%	17%	17%	27%	19%	11%	7%
Been consuming more alcohol	14%	15%	14%	16%	20%	10%	7%

Impact of COVID-19 on spending	Mackay/Sarina	Pioneer Valley/Northern Area	Less than 5 years	6 to 10 years	11 to 15 years	More than 15 years
Been cooking at home more often	49%	62%	47%	48%	36%	54%
Been shopping at local businesses more often	39%	46%	28%	50%	36%	40%
Been shopping online more often than in person	34%	48%	44%	42%	28%	35%
Getting takeout or ordering in more often	18%	10%	22%	22%	13%	16%
Been consuming more alcohol	14%	15%	15%	14%	4%	15%

IMPACT OF COVID-19 ON TECHNOLOGY USAGE

Inquiry into social isolation and loneliness in Queensland

Submission No 177

Impact of COVID-19 on technology usage	Total	Male	Female	18 to 34	35 to 49	50 to 64	65+
Had enough devices for everyone in the household	90%	91%	88%	93%	89%	96%	76%
Been using video conferencing and chat functions to communicate	60%	58%	63%	82%	67%	50%	28%
Had difficulties with internet speed or connection at home	41%	43%	39%	57%	42%	33%	23%

Impact of COVID-19 on technology usage	Mackay/ Sarina	Pioneer Valley/ Northern Area	Less than 5 years	6 to 10 years	11 to 15 years	More than 15 years
Had enough devices for everyone in the household	89%	91%	90%	87%	96%	89%
Been using video conferencing and chat functions to communicate	60%	64%	84%	66%	58%	57%
Had difficulties with internet speed or connection at home	40%	45%	66%	36%	40%	39%

SOURCES OF INFORMATION & UPDATES ON COVID-19

Inquiry into social isolation and loneliness in Queensland

Submission No 177

Sources of information and updates on COVID-19	Total	Male	Female	18 to 34	35 to 49	50 to 64	65+
Television	49%	51%	48%	30%	41%	60%	81%
Social media	40%	35%	46%	48%	55%	31%	20%
Radio	24%	28%	20%	19%	24%	23%	29%
Internet	16%	18%	13%	17%	14%	14%	20%
State Government	15%	13%	17%	15%	19%	18%	6%
Newspaper	8%	9%	7%	5%	6%	10%	15%
Workplace	8%	6%	10%	6%	10%	12%	2%
Word of mouth (i.e. friends and family)	7%	9%	6%	8%	9%	7%	5%
Federal Government	4%	6%	2%	3%	4%	7%	2%
ABC	3%	4%	2%	8%	2%	1%	0.7%
Mackay Regional Council	2%	3%	2%	3%	2%	2%	1%
COVID-19 App	2%	2%	2%	-	2%	3%	1%
Other	3%	0.8%	6%	4%	2%	5%	2%
I don't seek information on COVID-19	1%	2%	0.7%	3%	0.7%	0.6%	-

SOURCES OF INFORMATION & UPDATES ON COVID-19

Inquiry into social isolation and loneliness in Queensland

Submission No 177

Sources of information and updates on COVID-19	Mackay/ Sarina	Pioneer Valley/ Northern Area	Less than 5 years	6 to 10 years	11 to 15 years	More than 15 years
Television	49%	52%	18%	42%	53%	54%
Social media	42%	32%	45%	44%	52%	37%
Radio	23%	29%	17%	24%	25%	24%
Internet	15%	18%	31%	22%	4%	14%
State Government	16%	12%	21%	18%	19%	14%
Newspaper	8%	8%	-	5%	6%	10%
Workplace	8%	5%	12%	11%	11%	6%
Word of mouth (i.e. friends and family)	8%	3%	3%	10%	8%	7%
Federal Government	4%	2%	-	3%	4%	5%
ABC	4%	-	2%	-	-	4%
Mackay Regional Council	2%	2%	-	1%	3%	2%
COVID-19 App	1%	4%	-	1%	4%	2%
Other	4%	0.7%	11%	4%	-	3%
I don't seek information on COVID-19	1%	-	-	1%	-	2%

Assistance	Total	Male	Female	18 to 34	35 to 49	50 to 64	65+
Stress and/or mental wellbeing	22%	17%	27%	36%	24%	18%	3%
Connecting with family and friends	21%	19%	23%	31%	22%	19%	6%
Accessing healthcare	20%	16%	23%	28%	20%	18%	7%
Accessing education and/or training	17%	15%	18%	27%	22%	10%	1%
Finances	17%	16%	17%	22%	19%	15%	5%
Education support for your children	16%	14%	18%	22%	25%	9%	2%
Connecting with community groups and neighbours	16%	13%	19%	28%	10%	17%	4%
Finding employment	13%	13%	13%	21%	15%	9%	0.7%
Family support services	11%	7%	15%	18%	13%	8%	0.7%
Housing	9%	8%	10%	18%	9%	4%	2%
Other	5%	7%	3%	8%	2%	3%	6%

Assistance	Mackay/ Sarina	Pioneer Valley/ Northern Area	Less than 5 years	6 to 10 years	11 to 15 years	More than 15 years
Stress and/or mental wellbeing	22%	22%	18%	32%	18%	21%
Connecting with family and friends	22%	14%	22%	34%	23%	18%
Accessing healthcare	20%	15%	16%	20%	21%	20%
Accessing education and/or training	17%	18%	21%	22%	21%	14%
Finances	16%	20%	19%	23%	23%	14%
Education support for your children	16%	17%	9%	15%	28%	15%
Connecting with community groups and neighbours	16%	16%	14%	14%	17%	17%
Finding employment	12%	14%	13%	15%	16%	12%
Family support services	10%	20%	5%	11%	14%	11%
Housing	9%	13%	11%	9%	7%	9%
Other	5%	0.9%	2%	8%	5%	4%

ATTENDING A SMALL EVENT (UP TO 200 PEOPLE)

Inquiry into social isolation and loneliness in Queensland

Submission No 177

Attending a small event [up to 200 people]	Total	Male	Female	18 to 34	35 to 49	50 to 64	65+
In the next 3 months	70%	71%	69%	78%	79%	67%	49%
In the next 4- 6 months	6%	7%	5%	9%	3%	5%	7%
In the next 7-12 months	2%	1%	2%	1%	2%	3%	-
In the next 13-18 months	1%	0.7%	2%	1%	-	2%	2%
Longer than 18 months	3%	4%	3%	1%	3%	3%	8%
Unsure	17%	16%	18%	9%	13%	20%	34%

Attending a small event [up to 200 people]	Mackay/ Sarina	Pioneer Valley/ Northern Area	Less than 5 years	6 to 10 years	11 to 15 years	More than 15 years
In the next 3 months	69%	74%	70%	77%	68%	69%
In the next 4- 6 months	6%	4%	-	3%	15%	6%
In the next 7-12 months	2%	3%	-	5%	-	2%
In the next 13-18 months	2%	-	1%	0.9%	3%	1%
Longer than 18 months	3%	6%	-	0.7%	2%	5%
Unsure	18%	13%	29%	14%	11%	17%

ATTENDING A MEDIUM EVENT (200-2000 PEOPLE)

Inquiry into social isolation and loneliness in Queensland

Submission No 177

Attending a medium event (200 to 2000 people)	Total	Male	Female	18 to 34	35 to 49	50 to 64	65+
In the next 3 months	50%	54%	46%	60%	60%	43%	27%
In the next 4- 6 months	10%	10%	10%	12%	10%	10%	7%
In the next 7-12 months	5%	5%	4%	5%	5%	5%	3%
In the next 13-18 months	2%	0.9%	2%	3%	-	2%	2%
Longer than 18 months	8%	6%	10%	4%	8%	9%	12%
Unsure	26%	25%	27%	16%	16%	31%	50%

Attending a medium event (200 to 2000 people)	Mackay/ Sarina	Pioneer Valley/ Northern Area	Less than 5 years	6 to 10 years	11 to 15 years	More than 15 years
In the next 3 months	49%	52%	55%	65%	56%	45%
In the next 4- 6 months	9%	17%	8%	5%	15%	11%
In the next 7-12 months	4%	8%	-	3%	2%	6%
In the next 13-18 months	2%	1%	1%	1%	-	2%
Longer than 18 months	8%	7%	1%	9%	2%	9%
Unsure	28%	15%	34%	17%	26%	27%

ATTENDING A LARGE EVENT (2000+ PEOPLE)

Inquiry into social isolation and loneliness in Queensland

Submission No 177

Attending a large event (2000+ people)	Total	Male	Female	18 to 34	35 to 49	50 to 64	65+
In the next 3 months	32%	36%	29%	33%	43%	30%	17%
In the next 4- 6 months	7%	8%	7%	10%	9%	5%	2%
In the next 7-12 months	10%	12%	9%	18%	9%	8%	3%
In the next 13-18 months	3%	5%	3%	3%	5%	2%	4%
Longer than 18 months	12%	10%	15%	13%	11%	12%	14%
Unsure	34%	30%	38%	22%	22%	43%	60%

Attending a large event (2000+ people)	Mackay/ Sarina	Pioneer Valley/ Northern Area	Less than 5 years	6 to 10 years	11 to 15 years	More than 15 years
In the next 3 months	33%	29%	16%	50%	37%	30%
In the next 4- 6 months	6%	13%	3%	7%	11%	7%
In the next 7-12 months	11%	9%	9%	5%	9%	12%
In the next 13-18 months	2%	14%	12%	4%	-	3%
Longer than 18 months	13%	12%	6%	10%	19%	13%
Unsure	36%	23%	55%	25%	24%	35%

HOPE TOWARDS THE FUTURE

Inquiry into social isolation and loneliness in Queensland

Submission No 177

Hope towards the future	Total	Male	Female	18 to 34	35 to 49	50 to 64	65+
Not hopeful [1-2]	13%	14%	12%	15%	12%	14%	12%
Neutral [3]	21%	21%	22%	18%	21%	22%	25%
Hopeful [4-5]	66%	65%	66%	67%	67%	64%	63%
Average Hopefulness	3.9	3.9	3.8	3.9	3.9	3.8	3.8

Hope towards the future	Mackay/ Sarina	Pioneer Valley/ Northern Area	Less than 5 years	6 to 10 years	11 to 15 years	More than 15 years
Not hopeful [1-2]	14%	6%	8%	18%	12%	13%
Neutral [3]	21%	24%	18%	20%	17%	22%
Hopeful [4-5]	65%	70%	73%	62%	70%	65%
Average Hopefulness	3.8	4.1	4.0	3.7	4.0	3.8

AT RISK OVER THE NEXT SIX MONTHS

Inquiry into social isolation and loneliness in Queensland

Submission No 177

At risk over the next six months	Total	Male	Female	18 to 34	35 to 49	50 to 64	65+
Financial situation worsening	17%	15%	18%	18%	21%	16%	11%
Mental health declining	16%	13%	20%	24%	19%	14%	4%
Physical health declining	13%	8%	17%	12%	12%	16%	10%
Requiring emergency relief support	8%	7%	8%	6%	9%	10%	4%
Losing their job	6%	3%	10%	7%	7%	7%	-

At risk over the next six months	Mackay/ Sarina	Pioneer Valley/ Northern Area	Less than 5 years	6 to 10 years	11 to 15 years	More than 15 years
Financial situation worsening	15%	26%	9%	10%	15%	19%
Mental health declining	16%	15%	25%	22%	23%	13%
Physical health declining	12%	14%	15%	12%	17%	12%
Requiring emergency relief support	8%	6%	5%	8%	15%	6%
Losing their job	6%	7%	2%	-	11%	8%

Natural disaster such as a flood, cyclone or bushfire	Total	Male	Female	18 to 34	35 to 49	50 to 64	65+
Not prepared [1-2]	11%	9%	14%	16%	14%	7%	6%
Neutral [3]	27%	21%	32%	30%	31%	24%	19%
Prepared [4-5]	61%	70%	52%	53%	54%	69%	73%
Can't say	0.9%	0.5%	1%	1%	-	-	2%
Average Preparedness	3.7	3.8	3.5	3.4	3.5	3.9	4.0

Natural disaster such as a flood, cyclone or bushfire	Mackay/Sarina	Pioneer Valley/Northern Area	Less than 5 years	6 to 10 years	11 to 15 years	More than 15 years
Not prepared [1-2]	11%	13%	15%	18%	10%	10%
Neutral [3]	28%	17%	29%	31%	23%	26%
Prepared [4-5]	60%	70%	50%	51%	67%	63%
Can't say	1%	-	6%	-	-	0.5%
Average Preparedness	3.6	3.8	3.3	3.4	3.7	3.7

Pandemic	Total	Male	Female	18 to 34	35 to 49	50 to 64	65+
Not prepared [1-2]	24%	29%	19%	24%	26%	24%	21%
Neutral [3]	34%	28%	39%	34%	38%	31%	30%
Prepared [4-5]	39%	40%	38%	40%	36%	42%	37%
Can't say	3%	3%	3%	1%	-	3%	11%
Average Preparedness	3.2	3.1	3.3	3.2	3.1	3.3	3.2

Pandemic	Mackay/ Sarina	Pioneer Valley/ Northern Area	Less than 5 years	6 to 10 years	11 to 15 years	More than 15 years
Not prepared [1-2]	24%	23%	25%	22%	15%	25%
Neutral [3]	34%	31%	24%	34%	45%	33%
Prepared [4-5]	39%	43%	45%	44%	39%	38%
Can't say	3%	3%	5%	-	0.9%	4%
Average Preparedness	3.2	3.3	3.2	3.2	3.3	3.2

MACKAY EMERGENCY DASHBOARD

Inquiry into social isolation and loneliness in Queensland

Submission No 177

Awareness of Mackay Emergency Dashboard	Total	Male	Female	18 to 34	35 to 49	50 to 64	65+
Aware	46%	49%	43%	46%	57%	45%	30%

Awareness of Mackay Emergency Dashboard	Mackay/Sarina	Pioneer Valley/Northern Area	Less than 5 years	6 to 10 years	11 to 15 years	More than 15 years
Aware	44%	57%	47%	42%	55%	45%

Usage of Mackay Emergency Dashboard	Total	Male	Female	18 to 34	35 to 49	50 to 64	65+
Used it	27%	23%	31%	22%	33%	29%	12%

Usage of Mackay Emergency Dashboard	Mackay/Sarina	Pioneer Valley/Northern Area	Less than 5 years	6 to 10 years	11 to 15 years	More than 15 years
Used it	28%	20%	15%	46%	22%	25%

