

COVID-19 Check-in:

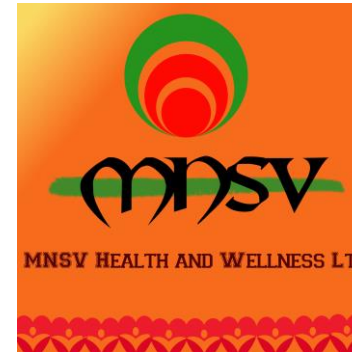
“How are you doing, Aotearoa?”

Rapid Insights: 28-29 August 2021



Collaborative Approach

This study is a collaboration between Moana Research, FEM Research Limited, MNSV Health & Wellness Consultants and Asian Family Services.



Objectives

With the recent COVID-19 outbreak, the overall objectives of this research are to explore how New Zealanders feel and what they think about:

1. The recent COVID-19 outbreak and the requirements under alert level 4
2. COVID-19 vaccinations and communications regarding the roll out
3. Their understanding of close or casual contact requirements and any experiences of the COVID-19 testing stations



Research Approach #1: Interviews

1:1 telephone interviews

Ethnic-specific 1:1 phone interviews were undertaken over the weekend 28-29 August to obtain in-depth insights. The following table provides an overview of representative population groups interviewed. Interviewers were matched to preferred language of interviewee:

Demographic	Week 1
Māori (incl young adults)	9
Asian	4
Southeast Asian	4
NZ European	4
Pacific (incl young adults)	15
TOTAL	36

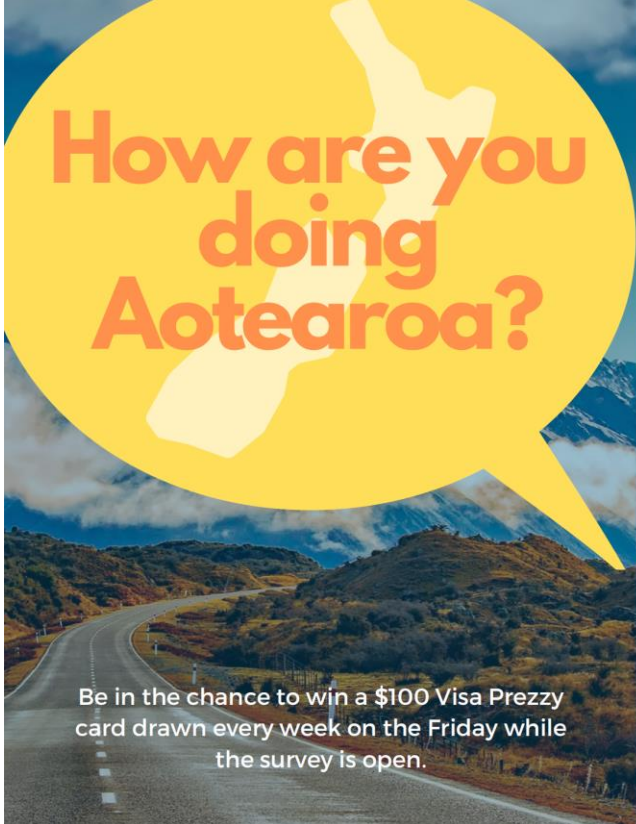
Research Approach #2: Survey n=420

Survey

A survey with 33 questions was developed to gain rapid insights about experiences and perceptions of COVID-19. The survey focused on gaining feedback from a wide sample of the NZ population. The survey data does not allow for in-depth analysis but it will be will complemented with findings arising from the qualitative research. The survey questions were reviewed for clarity and ease of understanding. Demographic questions were included.

The survey was activated at 12.30pm on Saturday 28 August and distributed via social media and emails. The survey will remain open for 4 weeks.

For this report, the first 420 responses were analysed. Oversampled for Pacific over the weekend but will shift over time as survey is disseminated widely.




How are you doing Aotearoa?

Be in the chance to win a \$100 Visa Prezzy card drawn every week on the Friday while the survey is open.

Covid-19 Check-in:
What are your views about this outbreak and the information you are receiving? The findings from this survey will be used to help the governments Covid-19 communications and response.

Survey will take approximately 8-10 mins.
Go to:
<https://www.surveymonkey.com/r/HowAreYouDoingAotearoa> or scan the QR code.



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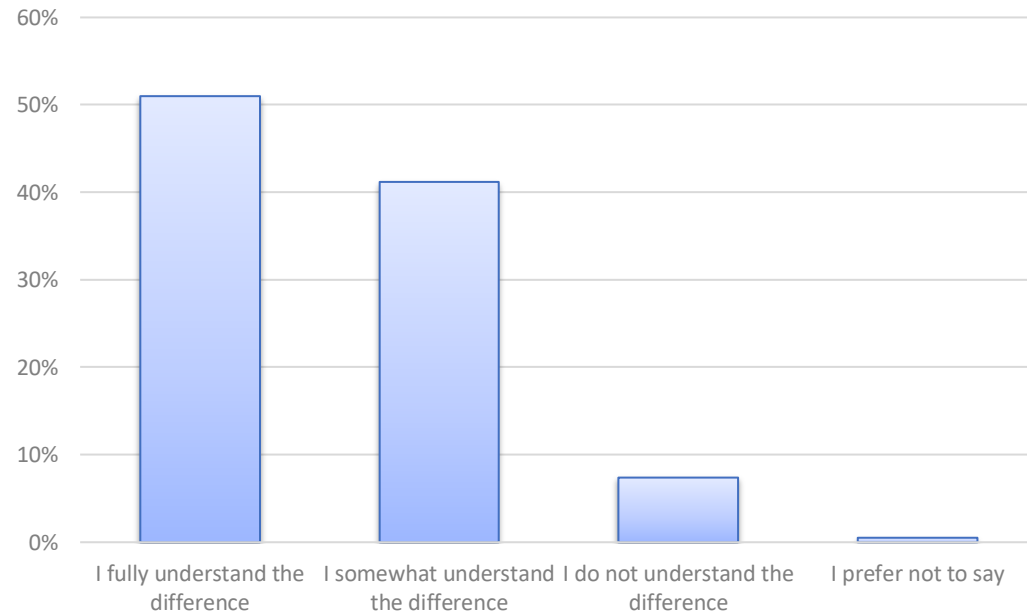
COVID-19 **Check-in:**

General Sentiment and Perception



Over 90% of respondents had some understanding of the Delta variant being different to the original virus

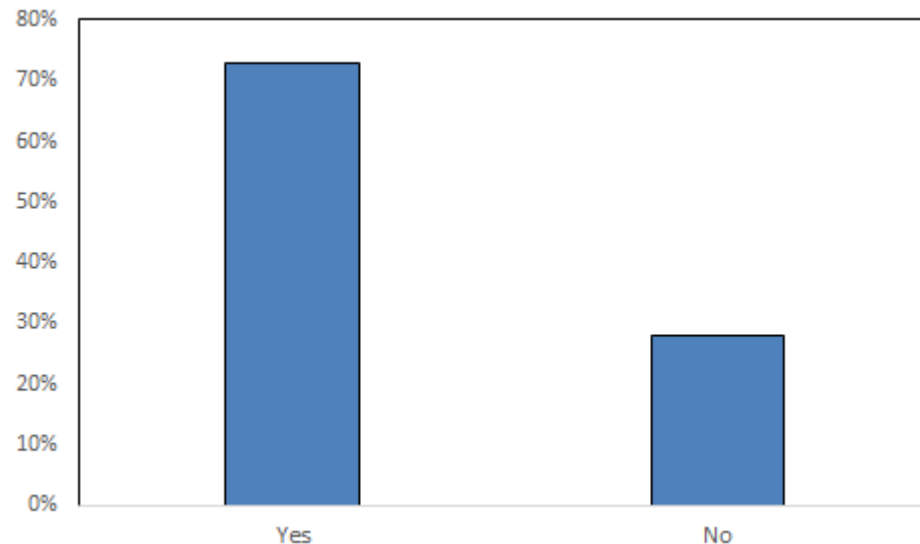
Do you understand what makes the delta variant more dangerous than the original virus?



As a result, the Delta virus has made respondents feel more anxious

Has the Delta Variant made you more nervous?

72% of respondents said yes. However, when broken into regions, 88% of respondents who said yes lived in regions where there are current Delta cases.



When asked about what they understood about the Delta virus, just over half the respondents referred to Delta as being more transmissible. Others referred to the ability of Delta to take the country into lockdown and the many impacts this has on family life.

63% of respondents feel nervous about what's going on right now and 61% are worried about contracting COVID-19

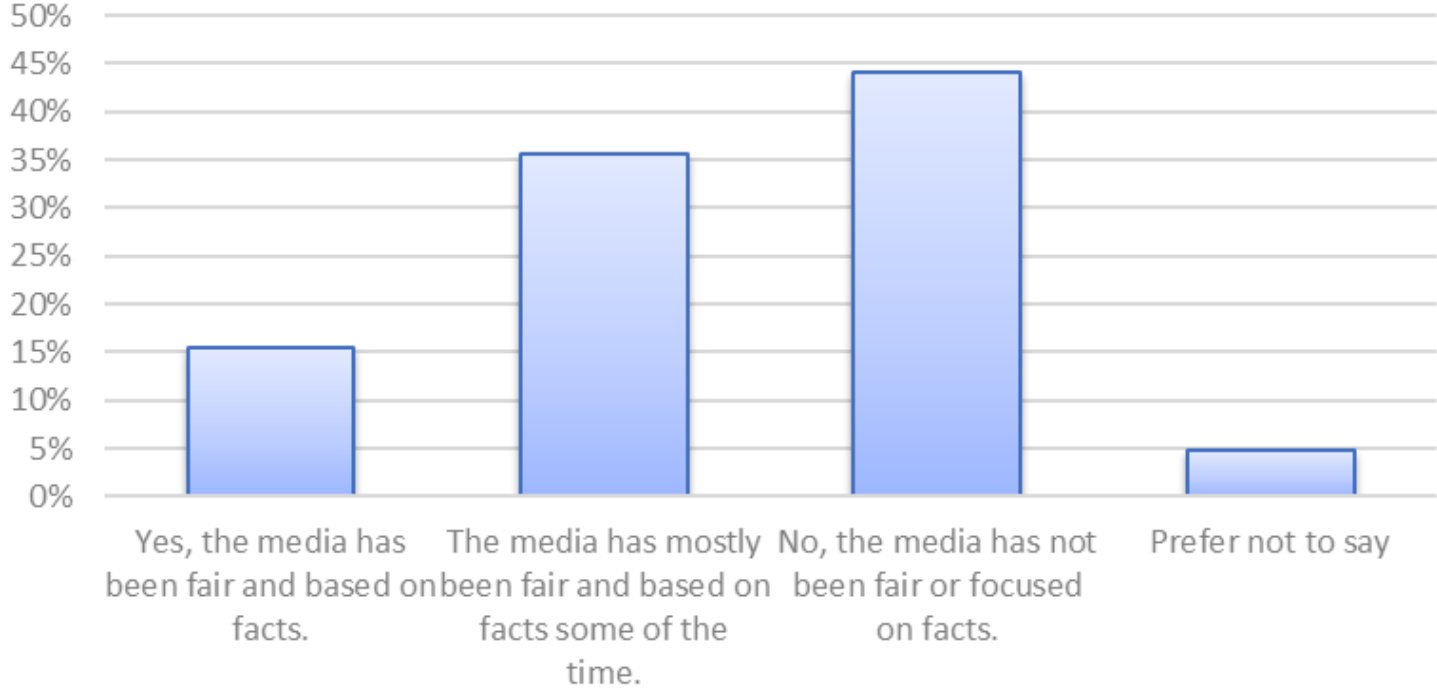
Percentages	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to say	
I feel nervous when I think about what's going on right now	16	47	19	12	4	2	1	100
I feel calm and relaxed	17	47	19	12	3	2	1	100
I am worried about getting COVID-19 (Delta variant)	22	39	17	18	4	1	1	100

87% of respondents were worried about the health and wellbeing of family members

Percentages	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know	Prefer not to say	
I am worried about the health and wellbeing of my family members.	47	40	7	5	2	0	0	100
I feel stressed about leaving home.	11	30	24	28	7	0	2	100

80% of respondents felt that some communities were perceived unfairly by others

Thinking about this lockdown, do you feel like the media has talked about your community in a way that is fair and based on facts?



When prompted further, respondents of all ethnicities felt that the Pasifika community were unfairly judged by this outbreak

More than half of the respondents felt that the Pasifika or Samoan community were most unfairly judged. A smaller proportion referred to negative perceptions directed at South Auckland

1 in 10 referred to the role media plays in inciting negative perception while 1 in 5 referred specifically to racism.



I'm hearty South Auckland and am born and bred in the South and our Pacific Islander brothers and sisters have been put to blame because they have gone to church. In my eyes, they go to church to pray to for this; to pray to stay safe, to pray to look after their whanau.

They didn't expect this to happen. And it came from one non-Pacific person yet it is our Pacific whanau getting blamed, whereas its not a blaming thing, its one of those viruses that anyone can pick up and people are judging Mangere but, hello?

The airport is in Mangere; the international airport is in Mangere. Of course Mangere is gonna get it first or the bulk of it because everyone is around and people go through here a lot.

(Māori, Female, 27, South Auckland)



Māori specific themes

- **Lockdown necessary due to Delta Variant** – feel it is more serious
- **Northland** – concerned about impact of Aucklanders travelling north, struggle for those in isolated rural areas with no internet access, information unclear, increased isolation for some whānau
- **Hastings** – poor quality water
- **For young people** – bored, struggling with lack of social contact
- **Increased worry, fear, anxiety** around safety for elderly parents, babies; loss of income; keeping up with studies; violence – not being able to get out for support;
- **Whānau whaikaha** (Whānau living with disabilities) - increased marginalisation, inappropriate access to some testing locations
- **Essential** workers – feeling more at risk, concerned for whānau members, considerable time spent on keeping safe (PPE gear), expected to keep themselves and others safe, more info needed, more care and support needed
- **Concern for wellbeing for a hapū Mama** (35 weeks pregnant) – birthing during lockdown and possibly not able to have partner/whanau support due to COVID restrictions
- **Information** – don't know enough about Delta variant, not clear on what support we are able to access





**With my new job it's the first time I haven't worked through Level 4,
usually I was going as an essential worker.**

My mental health is getting tested more and more every day.

(Māori, Male, 20, South Auckland)



Pacific specific themes

- General feeling of coping within families despite anxieties although greater burden on Pacific living in the epicentre of the outbreak compared with elsewhere in NZ
- General anxiety with the Delta variant compared with the original strain
- Specific concerns with impact on children and pregnant women
- Being a close or household contact means greater difficulty accessing supplies
- Concerns about essential workers in families
- Disappointment in negative narratives directed at Pacific peoples; less surprise in the negative response this outbreak – some appreciation for leaders and Dr Ashley Bloomfield calling out racism
- Need for better support of disabled peoples and LGBTQI communities during this outbreak

South Asian specific themes

- Increased levels of anxiety in case Delta becomes out of control and the increased risk this poses to the safety and health of their families
- Impact on employment and income
- Still feeling the effects of judgment placed upon them during the outbreak in India where the delta variant originated

Asian specific themes

Asian respondent's main worries during this outbreak include:

- Health and wellbeing of family members
- Loss of employment and income
- Feelings of uncertainty created by the Delta variant
- Separation from family overseas and limited social support during lockdown



European specific themes

- Heightened anxiety, frustration, and social isolation this lockdown, regardless of where in the country you live
- Level of restriction seen as patronising or excessive by some, but supported by most
- Generally high level of trust, particularly for Dr. Bloomfield who is seen as non-partisan
- Conscious of negative narratives directed towards Pacific communities
- Hold negative attitude toward rule-breakers
- High levels of concern for those in difficult situations (e.g., homeless, elders, single parent families etc.)
- Experiencing various pressures related to employment – backlogged work piling up, need to pay staff, feeling unable to call in sick/pressured to work, expectations to carry on “as usual”, judgement for following guidelines

Noteworthy:

Recent bay of plenty DHB request to cite passports to receive vaccinations

Funeral restrictions also causing anxiety for families but many deciding to postpone services until restrictions are eased



SUMMARY

- **Compared to the last lockdown:**
 - More people are aware that we are dealing with a new strain of Covid-19 and that Delta is more transmissible and poses a greater risk to health
 - As a result, there is increased anxiety this lockdown, more so among those in the epicentre of the outbreak than those outside of these centres.
 - Increased concern about the impact of Covid-19 on children and pregnant women
 - Hearing more from disabled peoples and LGTBQI about lack of access to Covid-19 information and relevant support for them over successive outbreaks
- **What hasn't changed since the last research:**
 - Negative perceptions of Pacific peoples/ South Auckland who have contracted Covid-19
 - Stress related to the impact of Covid-19 on family life, income and mental wellbeing

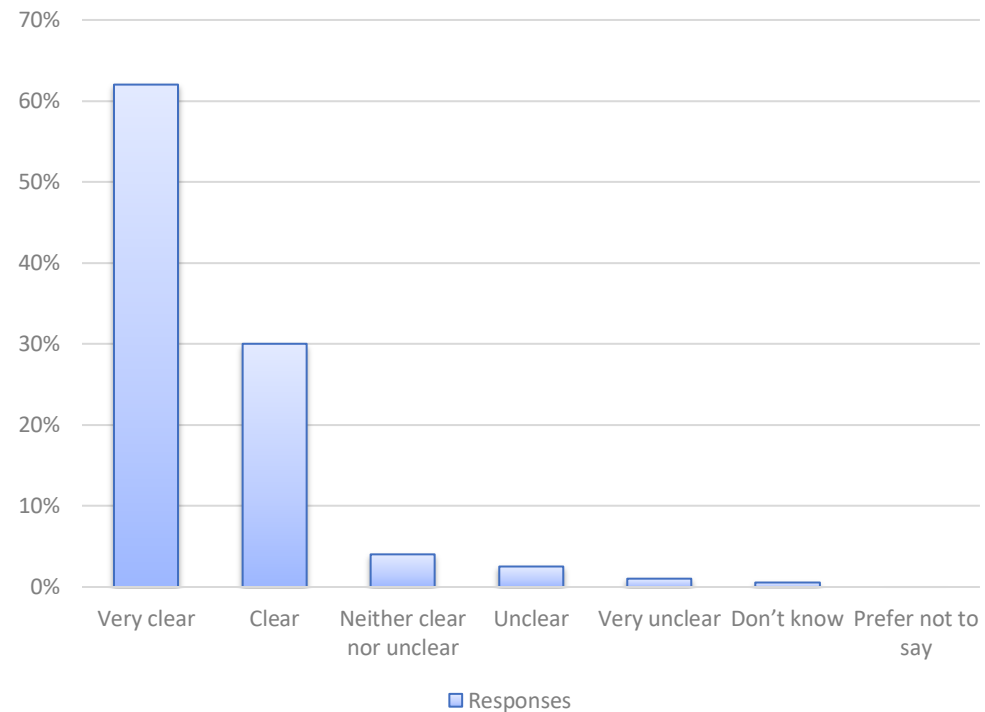
COVID-19 **Check-in:**

**Clarity of information
and compliance**



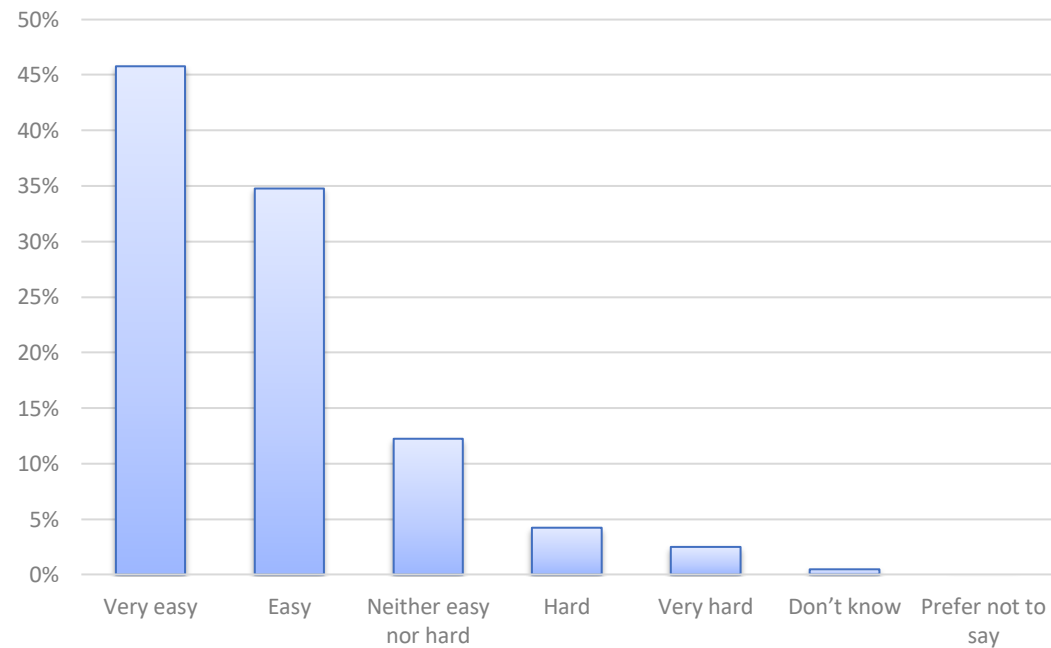
Over 90% of respondents found that the rules for Alert Level 4 were 'clear' or 'very clear'

How clear are the rules about where you can go and what you can do at Level 4?



Approximately 80% of respondents found that the rules for Alert Level 4 were 'easy' or 'very easy' to follow

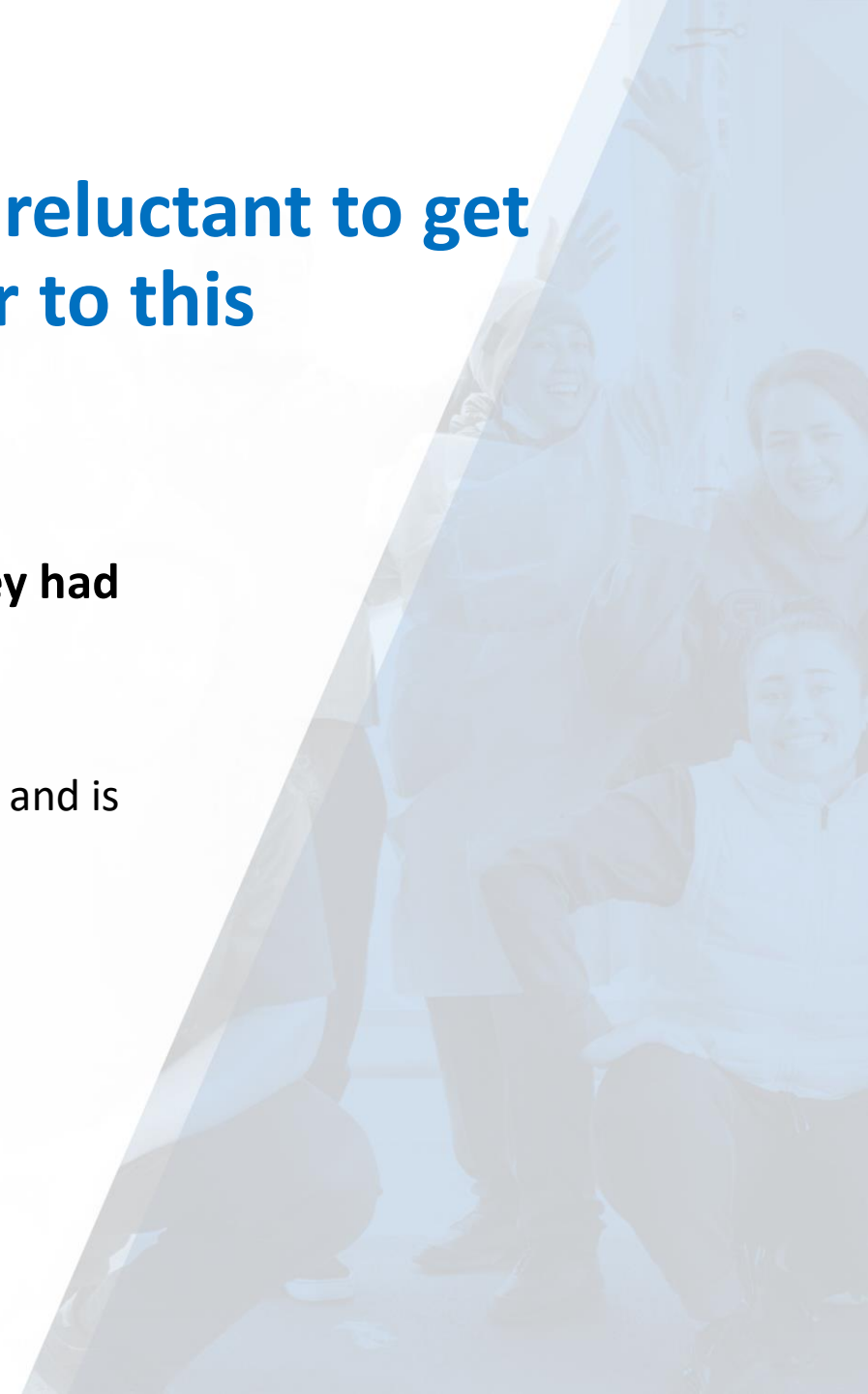
How easy are you finding it to follow the rules at Alert Level 4?



Approximately 20% of respondents were reluctant to get a test when sick or when advised to, prior to this outbreak

Most common reasons for not getting a test were not thinking they had COVID-19, denial and a dislike of the test.

A respondent in Northland highlighted how for one person, she is in denial and is refusing to get checked due to her isolation.





One of our friends visited Auckland and was in North Shore during the time of covid outbreak. she has been sick since returning and is refusing to go get checked - as she is fearful of finding out that she may have it - she believes she just has a cold and is now in denial and doesn't want to know. I don't think she and others know enough information to feel the need to go and get checked... it has caused some stress amongst us as a whanau. She lives in the bush so is not around people to pass the virus on - I think this is her thinking - she believes being in the bush is her self isolating.

(Māori, Female, 56, Waitangi)



More than 80% of respondents thought that they were receiving all the information they need

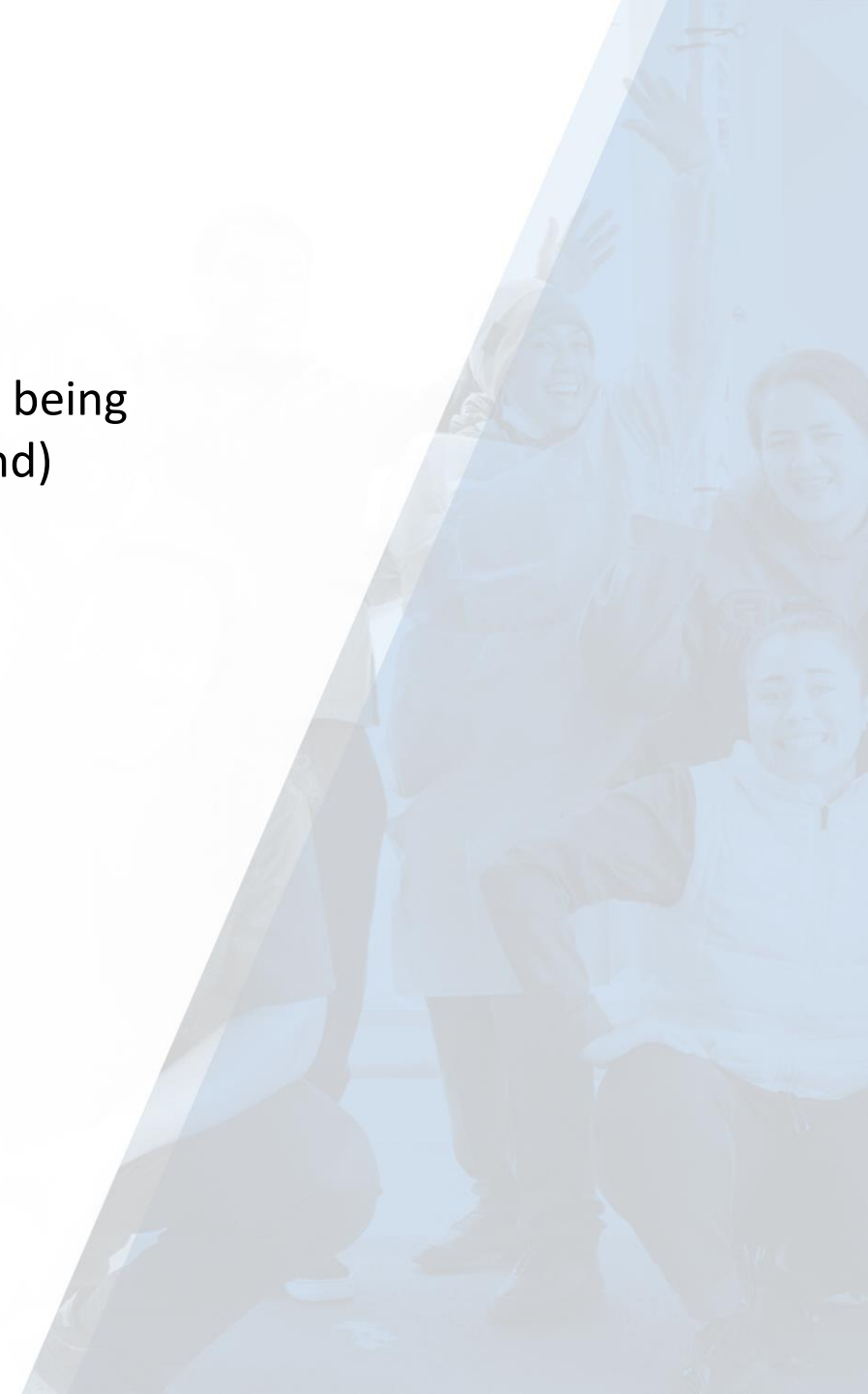
Missing information includes:

- Information about the locations of interest in Wellington was slow
- Impact of COVID-19 on children



Māori specific themes

Cultural ways of knowing and being are requiring adaptability and being connected to 'place' is comforting, albeit compromised (in Northland)





We are collective peoples. We love to hang together – sometimes our survival depends on it. We greet each other and are huggie people. Changing the way we are naturally is hard, though important.

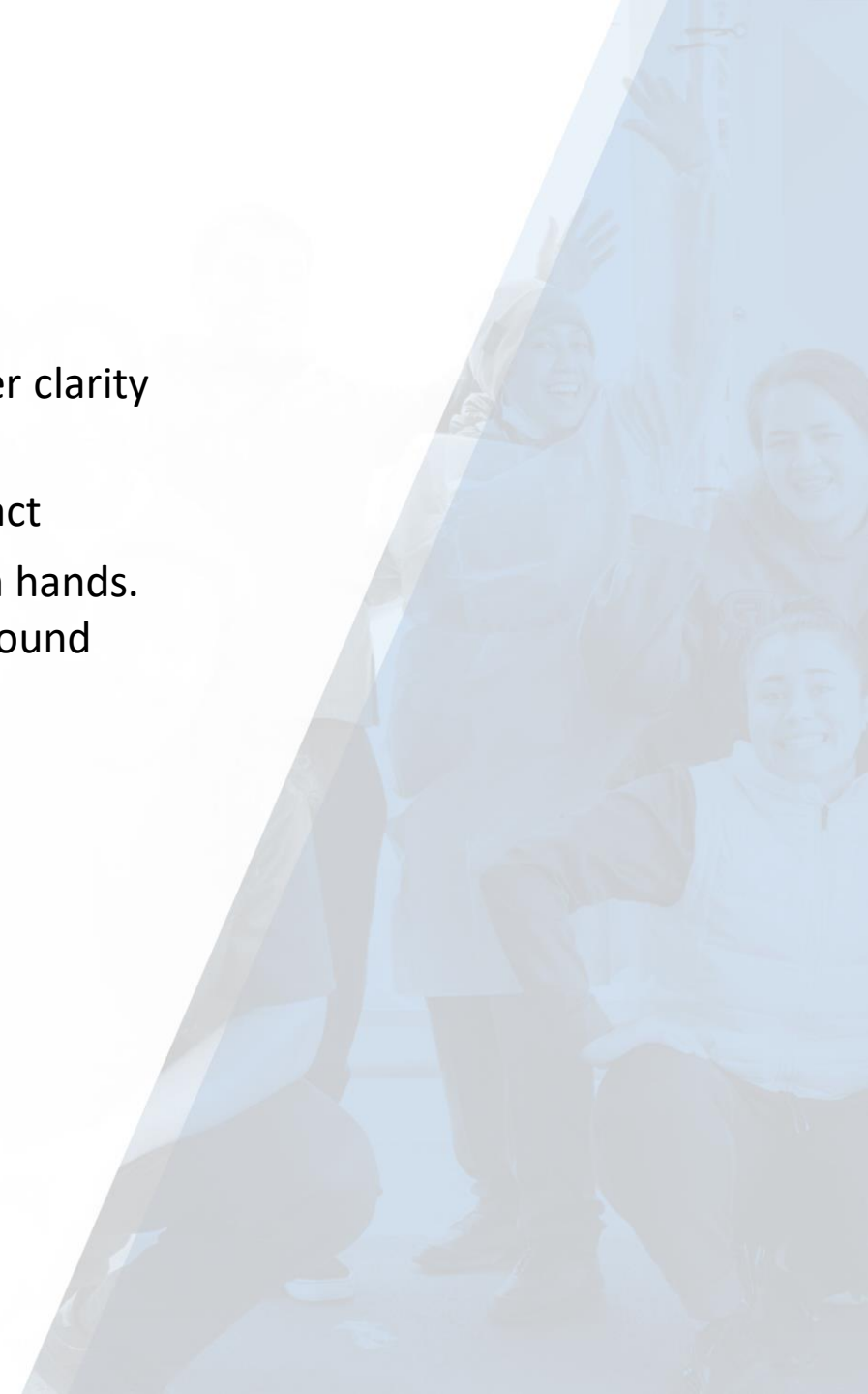
There is something about staying on your tūrangawaewae that keeps us connected.

(Māori, Female, 56, Waitangi)



Pacific specific themes

- Clarity of MOST information received about alert level 4 however further clarity needed on specific details of the Delta virus.
- Confusion of practical requirements of being a close or household contact
- “The general knowledge was clear, ie no gathering, stay in bubble, wash hands. Some other things were not clear and were very confusing especially around contacts and who was casual, close and what you had to do and when.”
- Need for better support of disabled peoples to access information plus support for LGBTQI communities to continue to seek relevant support during this outbreak



South Asian specific themes

- There is general clarity of information – some families look to their children for translation of information.
- Communities rally together to provide translations and promotions of information in their languages
- Would like more information about the Delta virus and the availability of other vaccines available now overseas

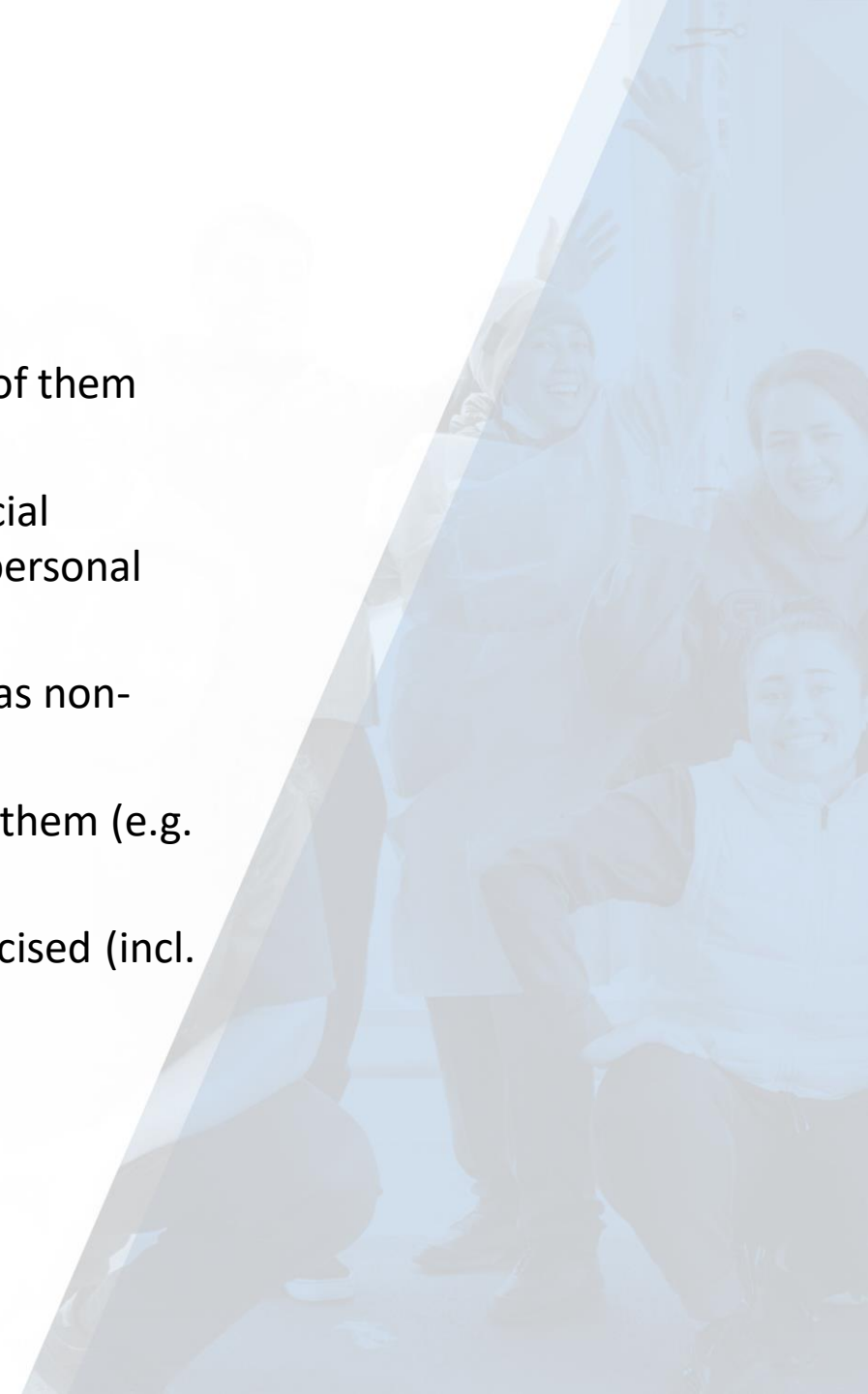
Asian specific themes

- Within Asian communities, there are many people who have difficulties accessing information and services due to a language barrier (e.g. new migrants, older people). To reach these people, translation of official government information into Asian languages is essential.
- Asian community has filled a service gap by translating Covid 19-related information into Asian languages and disseminating the information via ethnic specific social media platforms and networks.
- Note that the vast majority of Asian ethnic-specific populations access Asian social media platforms such as WeChat.



European specific themes

- Information around levels is very clear and they know what is required of them under alert level 4
- Access mainstream TV and online sources of information (primarily official government and ministry sites, but with some use of social media and personal networks)
- Generally high level of trust, particularly for Dr. Bloomfield who is seen as non-partisan
- Need a reminder of the requirements of each alert level as we move to them (e.g. level 3 on Tuesday for rest of NZ)
- Need information about financial support to be more aggressively publicised (incl. how this support will change with alert levels)



Noteworthy:

Feedback from disabled peoples:

- Difficulty accessing information
- Some testing and vaccination sites, have not got good disability access

Feedback from midwives:

- Would be great to have visuals to explain what is a close contact and casual contact to clients (mothers and families)





Some of our whānau have thought they can do shopping so they give their card to the support worker which makes them more vulnerable because only one person can go shopping. It's the practicalities of what happens that makes people more vulnerable.

(Māori, Male, 45, Northland)

Be good to get some information about how many people with vaccination rates for whānau whaikaha. If you have a disability, you are really compromised and there are a lot of vulnerabilities around that.

(Māori, Male, 45, Northland)

If you live with a disability then you are more disenfranchised, more marginalised. The needs and challenges of whanau whaikaha especially in the north are more off the radar.

(Māori, Male, 45, Northland)





I'm disabled and there are big issues around the government not doing enough to support us during this hard time of lockdown. I employ my own staff on individualised funding, and I can not find any easy-to-read info on the documents they are releasing to those on IF. It's like they think we all have agents but we don't. I use Supported Decision Making and getting fed up with the lack of easy to read.

(European, Female)



SUMMARY

Compared to the last lockdown:

- More people are aware of what to do under alert level 4 and find the rules easy to follow
- More people believe they are receiving all the information they need to however increased demand for information about the new Delta virus
- Greater adaptability and community networking in promoting and translating information
- Increased awareness of diversity of information sources particularly from overseas and social media platforms such as WeChat

What hasn't changed since the last research:

- Ongoing confusion about what is required when one becomes a close contact or casual/household contact
- Still a high level of trust in the PM and Dr Ashley Bloomfield
- Continuing to source information from traditional sources as well as seeking assistance from family members

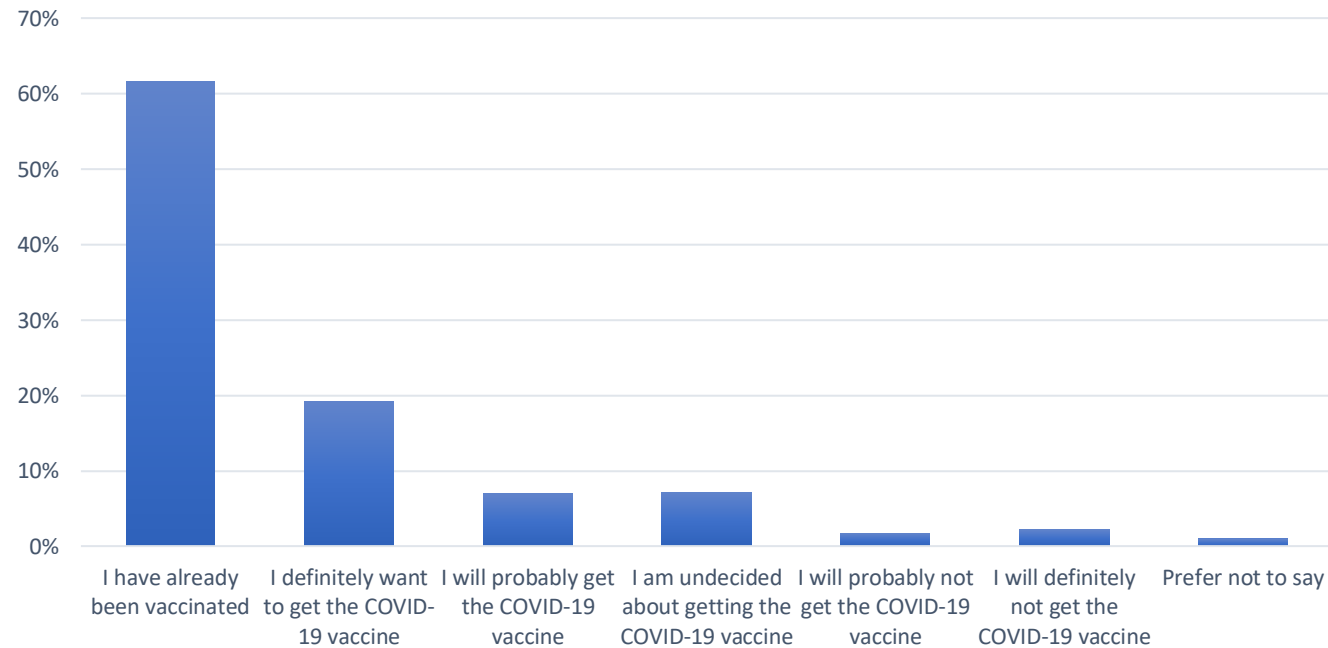
COVID-19 **Check-in:**

COVID-19 vaccination: Views & behaviours



60% of respondents were vaccinated while another 20% definitely want to get vaccinated. 7% were undecided while 4% will not get the vaccine

How do you feel about getting the COVID-19 vaccine?



60% of respondents were vaccinated while another 20% definitely want to get vaccinated. 7% were undecided while 4% will not get the vaccine

- Of those who said they were not getting the vaccine, almost all were concerned about the side-effects
- Some are just waiting to get the vaccine. Waiting to be told, to find out more, for conclusive evidence.



**The only thing stopping me from getting vaccinated is me; I'm just waiting.
Like I don't know if I can just go out and get it and I'm waiting
for a text to say I can.**

(Māori, Female, 27, South Auckland)



Māori specific themes

1. Non-vaccinators wary about safety of the vaccine due to mixed messages and lack of information





I have seen too much differing information regarding the safety of the vaccine; because of this, it's put me off of wanting to get it.

(Māori, Female, 28, Auckland)

Through social media there has been a big portrayal of the side effects of the vaccines by doctors as well. That makes me feel worried and hesitant against it... If the govt were to release a video understanding around the vaccine that would be a big booster for me to get it.

(Māori, Male, 20, Auckland)



2. Whānau responsibility – mindful of responsibility for other whānau members, particularly the elderly and children

“

I don't feel safe leaving my home, I haven't gone anywhere. These worries have come up more specifically with the Delta outbreak because its airborne. I still have my grandparents and I don't want to be the one to pass it on to them.

(Māori, Female, 25, South Auckland)

”

3. Cultural responsibility – give due consideration to protection for whānau, hapū and iwi



I've heard a lot of people say that our tupuna wouldn't agree to it, (vaccinations) but my belief is that my tupuna would agree if it will help our future generations thrive.

(Māori, Female, 25, South Auckland)

Up until I received the negative result, I had been worried anxious and fearful - and did not want to be responsible for a possible outbreak here in the north.

(Māori, Female, 56, Waitangi)



4. Concerns about Aucklanders and tourists travelling north during lockdown



I don't feel safe leaving my home, I haven't gone anywhere. These worries have come up more specifically with the Delta outbreak because its airborne. I still have my grandparents and I don't want to be the one to pass it on to them.

(Māori, Female, 25, South Auckland)



5. Have you ever felt judged or looked down upon?



I'm hearty South Auckland and am born and bred in the South and our Pacific Islander brothers and sisters have been put to blame because they have gone to church. In my eyes, they go to church to pray to for this; to pray to stay safe, to pray to look after their whanau.

They didn't expect this to happen. And it came from one non-Pacific person yet it is our Pacific whanau getting blamed, whereas its not a blaming thing, its one of those viruses that anyone can pick up and people are judging Mangere but, hello?

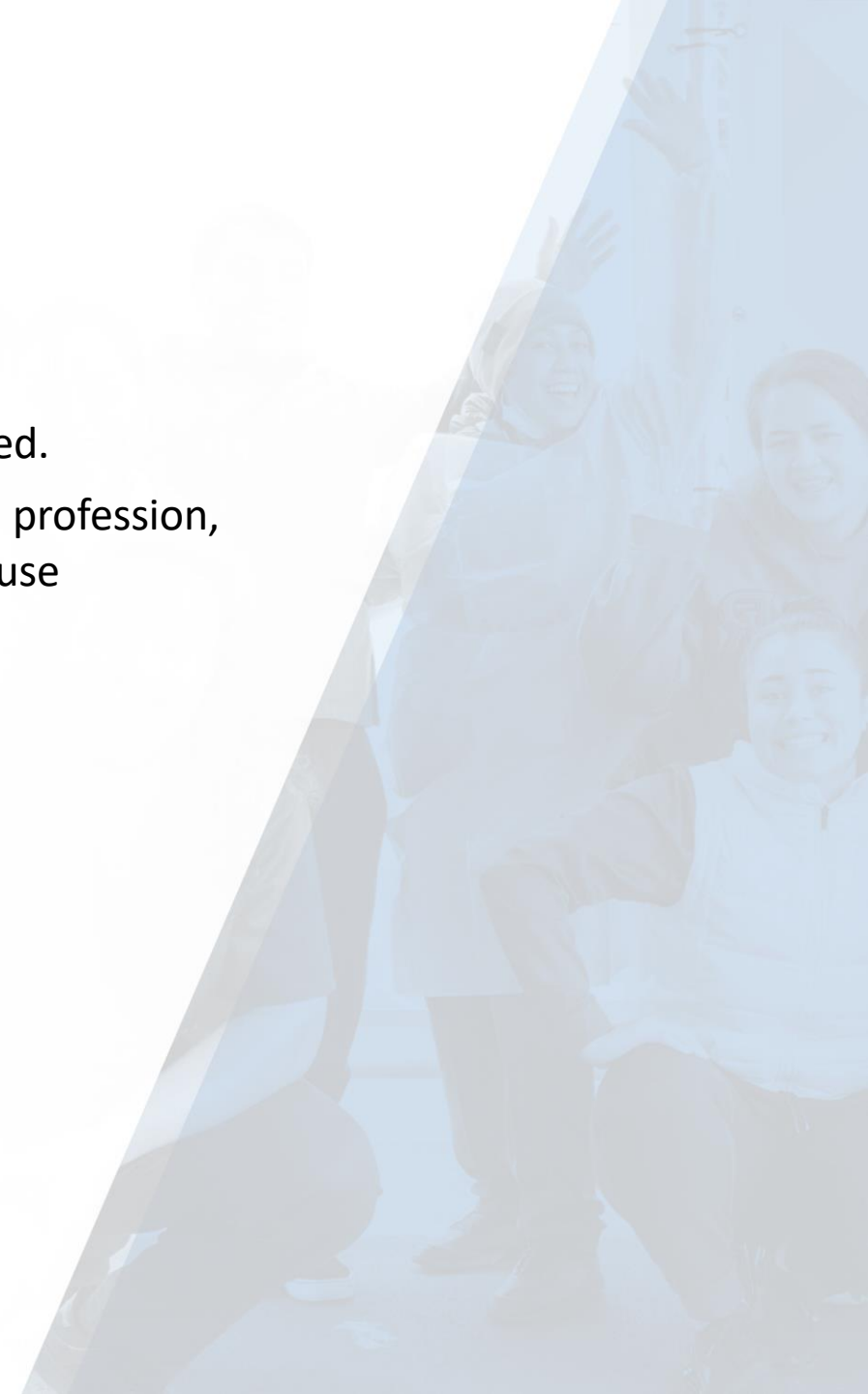
The airport is in Mangere; the international airport is in Mangere. Of course Mangere is gonna get it first or the bulk of it because everyone is around and people go through here a lot.

(Māori, Female, 27, South Auckland)



Pacific specific themes

- More support for vaccinations than not among Pacific people interviewed.
- Vaccine hesitancy is present among those who usually trust the medical profession, however information circulating on social media has caused them to pause





This is a hard one. I believe in medical expertise and public health expertise, but also, at the same time, there has been reporting on side effects and horrible outcomes, so it's kind of keeping a balanced view on both. I don't know, It's extremely rare to have a bad reaction, but when you see the videos on, say, Instagram and the caption of how it changed their lives for the worse, it makes you kind of panic a bit because you then assume or start thinking - crap that could be me. I don't think it's evil or ineffective, I just believe it's too soon to say what the overall impacts are, and that uncertainty freaks me out.

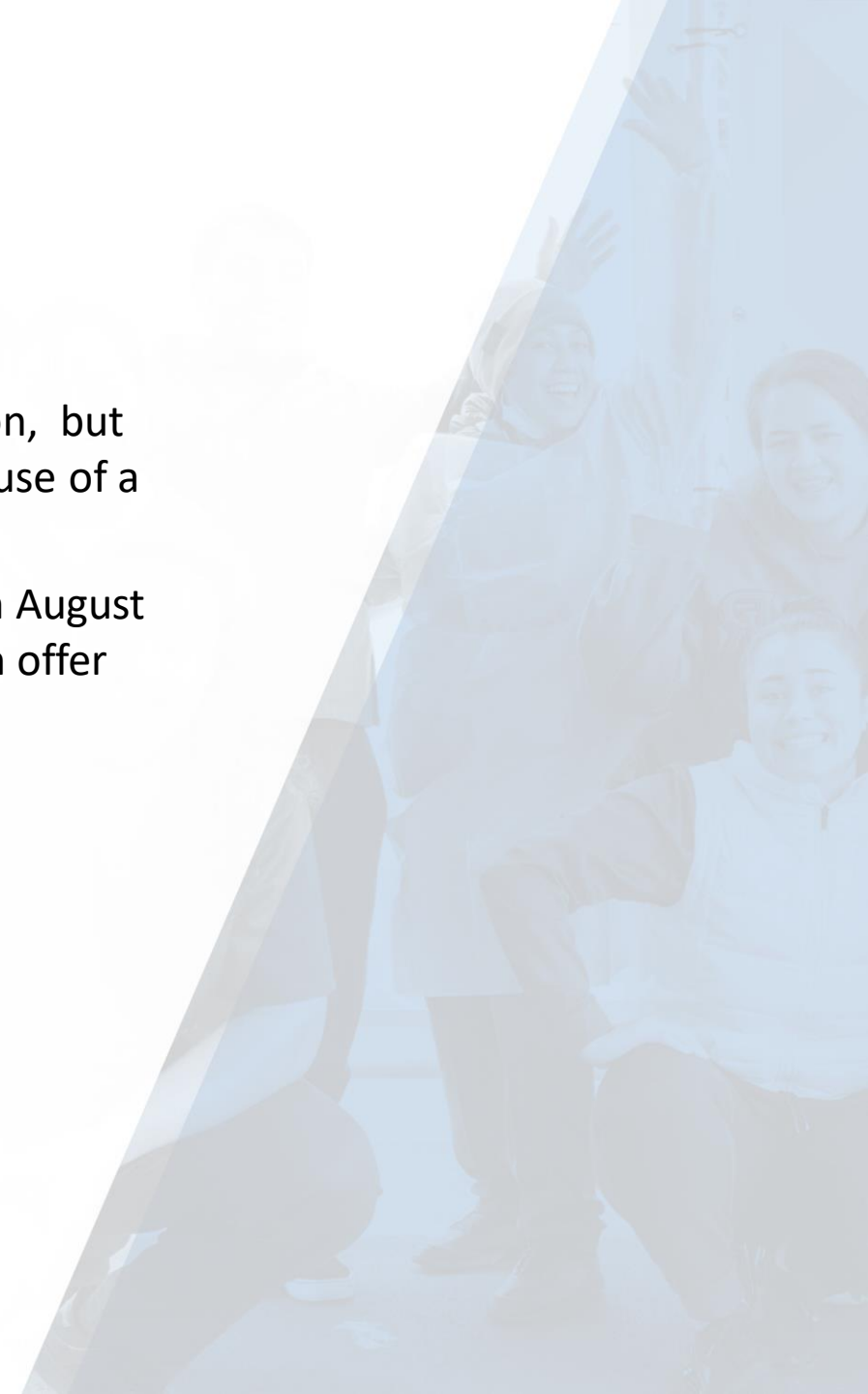


South Asian specific themes

- There is general acceptance of vaccinations
- Would like more information about the impact of vaccines on children
- Would like more information about the availability of other vaccines available now overseas

Asian specific themes

- Generally Asian respondents have positive attitudes towards vaccination, but some older people had found it difficult to book their vaccination because of a language barrier.
- Respondents of a WeChat survey conducted by Asian Family Services in August said they would like to go to a community vaccination centre which can offer language assistance to them.



European specific themes

- Generally want vaccinations, some issues with scheduling and criticism of rollout plan



SUMMARY

Compared to the last lockdown:

- More people are vaccinated and want to get vaccinated
- Booking issues for some families
- Some prefer vaccination clinics within their communities that offer language assistance
- Increased demand for information about impact of vaccinations on children with shift to 12-15yr old access.
- More information and resonance of 'why' to get the vaccine that is aligned with culture and values

What hasn't changed since the last outbreak:

- Ongoing vaccine hesitancy driven by information circulating on social media