

Quantum  
Market  
Research

# Access to social infrastructure consumer research

Full report – May 2024

Prepared by Quantum Market Research

Ref: 24001

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# Contents

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About the research	3
--------------------	---

---

Appendix 1: Community health centres	18
--------------------------------------	----

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Appendix 2: Community health centres questionnaire	46
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# About the research





# Background and objectives

## Background to the project

In its role as the independent advisory body to the Victorian government, Infrastructure Victoria has identified the need for research into Victorians’ access to social infrastructure, namely community health services, TAFE and outdoor sporting facilities.

As identified in the 2021-2051 infrastructure strategy, all Victorians will need education, health and recreation service during their lifetime. The presence of, and appropriate access to, this type of social infrastructure helps Victorians attain better education, health, community cohesion, which affects both individual and community wellbeing.

Accessibility, or rather, barriers to accessibility, are broad and can encompass many dimensions.

In conducting this research, Infrastructure Victoria’s aim was to identify where access to social infrastructure can be increased to improve social equity for Victorians.

The project included two research components:

- Consumer survey (detailed in this report)
- Spatial accessibility mapping

Findings of the research will inform the development of recommendations for Victoria’s 30-year infrastructure strategy.

## Specific consumer research objectives

1. Assess the existing availability, usage, and demand of community health services, TAFEs and outdoor sports facilities for Victorians by geographical areas and key cohorts
2. Investigate barriers and enablers for social infrastructure access and usage in Victoria
3. Evaluate the most relevant accessibility barriers preventing people from accessing social infrastructure

# Social infrastructure types

## The project analyses access to following social infrastructure types:

- TAFE
- Community Health Service Centres
- Outdoor sport fields, including sport fields on Government school grounds

For **TAFE**, respondents (who either personally or their 15–17-year-old child/children currently attend/recently attended TAFE) answered questions on barriers to enrolling in/ attending TAFE on behalf of themselves and their children aged 15-17. Questions on awareness of TAFEs, likelihood to attend TAFE in the future, and barriers to doing so were answered on behalf of the respondent personally.

For **Community Health**, respondents answered questions on current usage, barriers to current usage, and likelihood to use services in the future on behalf of themselves and their family, which was defined to respondents as “all family members who live with you in your household”.

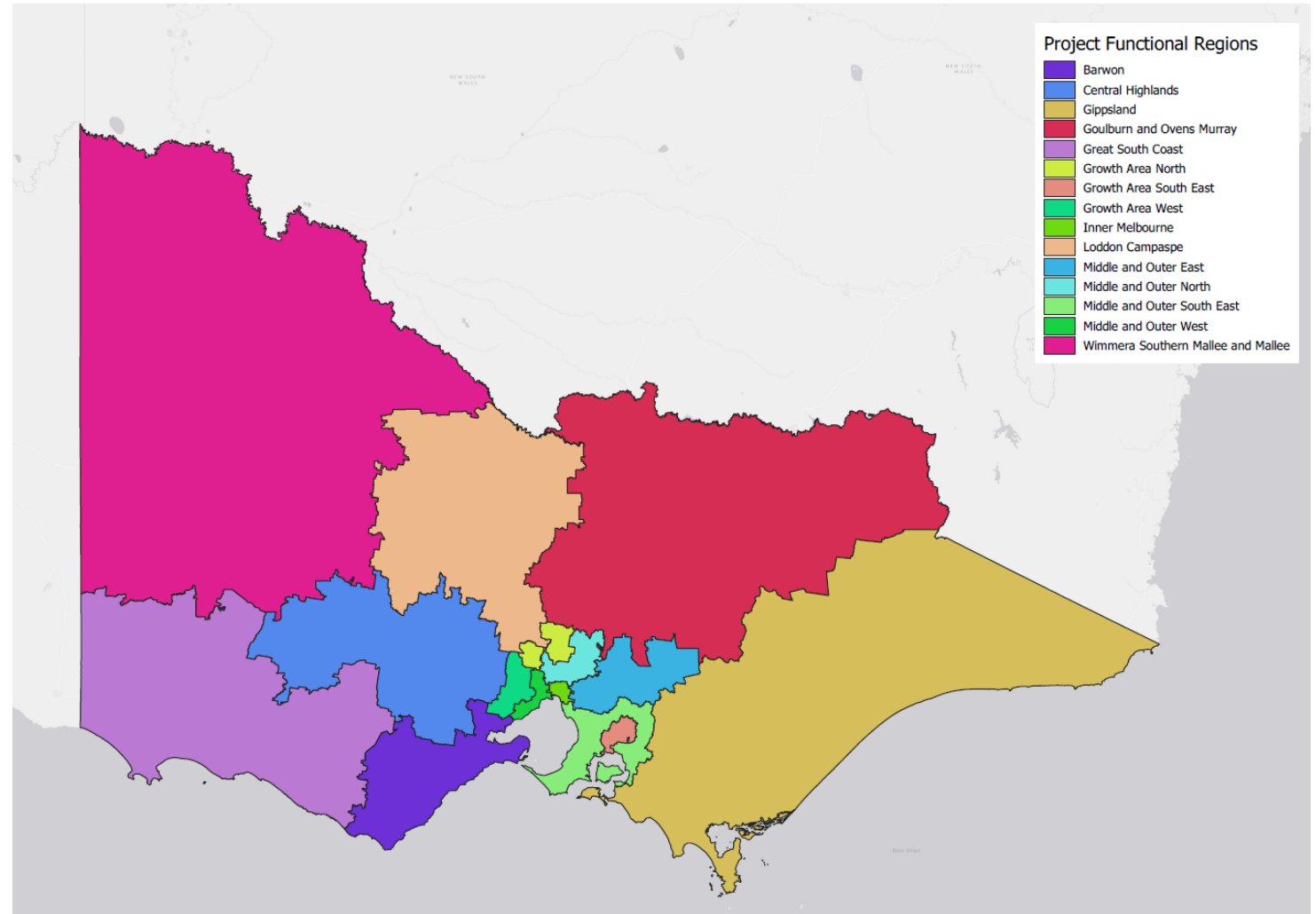
For **outdoor sports fields**, respondents answered questions on current usage, barriers to current usage, likelihood to use in the future and barriers to future usage on behalf of themselves and their children, which was defined to respondents as “child/children aged under 18 years”.



# Regions of Victoria

For both the consumer survey and the separate mapping project, Victoria was broken out into 15 regions:

- 7 regional Victorian regions derived from the regional partnerships
- 8 metro regions based on Infrastructure Victoria's functional urban areas
  - Inner Melbourne
  - Middle and Outer Areas
  - Growth Areas



# Consumer research project methodology

## Research instrument design

Following extensive consultation with Infrastructure Victoria and stakeholders, the research instrument was designed to cover three social infrastructure areas, using routing to ensure that respondents are only asked questions that are relevant to them.

The research instrument was programmed as an online survey, using specialist market research software.

The survey was tested by Quantum Market Research, and by Infrastructure Victoria and its stakeholders.

Feedback was incorporated into survey and re-tested before starting cognitive testing.

## Cognitive testing

15 one-on-one interviews were undertaken with members of the Victorian public (including each of the target cohorts for this research and the general public), to test the survey was easily understood and response codeframes were complete.

Following these interviews, minor changes were made to the survey:

- Minor wording changes to clarify question meanings
- Extra answer options in some questions to ensure completeness
- A clearer definition of 'community health services', including who is eligible to use them, as some people were unfamiliar with the concept of community health / mistook it for other services
- Using a more descriptive list of community health centres, as some people were unfamiliar with Agency & Site names used
- Acknowledgement that some people had only ever used community health centres for COVID-19 testing, which should not be counted within Total demand

## Quantitative survey pilot

The survey was distributed to a small number of respondents (n=90 completed surveys), then data checked to ensure data was being collected correctly, and to assess the survey length.

Following the pilot, minor changes were made to assist the flow and ease of completion for respondents:

- Making the provision of respondents' residential street address non-compulsory
- Reviewing responses provided at 'Other – specify' questions and adding response options to the codeframe for completeness
- Upon reviewing survey length, it was possible to ask all respondents all 3 sections, rather than 2 sections of the survey

## Quantitative data collection

The survey was full-launched to a representative sample of Victorians.

Total sample size n=4,010 respondents.

Further methodological details are shown on the next slide.

# Quantitative survey methodology



Quantitative survey conducted online using an ISO-accredited research access panel



Data collected between 13th March – 27th March 2024



Average survey length 10 minutes



All data has been weighted to be representative of the adult Victorian population by age (under / over 45 years), gender and region (15 regions defined by Infrastructure Victoria).



Eligible audience: People aged 18+ living in Victoria

## Total sample size, n=4,010

The goal of the consumer research was to design and administer a robust, large-scale survey that can inform Infrastructure Victoria about demand and access barriers for key cohorts to three different types of social infrastructure: TAFEs, Community Health Centres and outdoor sports fields in Melbourne and regional Victoria.

- The maximum margin of error (at the 95% confidence interval) on the total sample size is +/- 1.5%.
- Significance testing has been conducted using *Second Order Rao-Scott Test of Independence of a Contingency Tables*.
- Where significance testing has been shown, results are significant at the 95% confidence level.
- The project was carried out in line with the Market Research International Standard, ISO 20252.
- All Quantum Market Research staff, and all of Quantum's contractors, comply with Australian Privacy legislation, and are compliant with The Research Society's Code of Professional Behaviour. This includes ensuring that research participants are dealt with in a transparent, fair and ethical manner throughout the research process.



# Further methodological details

## A number of measures were taken to ensure high quality data:

- Use of an ISO 20252 accredited online panel (Pureprofile) to source respondents
- Internal cleaning of the data by Quantum's data processing team. This includes removing those who responded to the survey so quickly they could not have been paying attention, those who flatline throughout the survey, and those who give nonsensical answers. We also conducted checks to ensure we did not have too many responses from the same IP address, which may indicate use of a bot.
- Inclusion of a validation question at the beginning of the survey (see right), which asked people to commit to providing thoughtful and honest answers. Asking this as a question rather than simply stating the need for honest answers is more likely to be read\* and attended to and encourage more honest responding. If respondents selected “I can’t promise either way” or “No, I will not”, they were terminated from the survey.

\* Vésteinsdóttir, V., Joinson, A., Reips, UD. *et al.* Questions on honest responding. *Behav Res* **51**, 811–825 (2019).  
<https://doi.org/10.3758/s13428-018-1121-9>

### VALIDATION QUESTION

Data quality and accuracy is extremely important to us. So we have the most accurate understanding of your opinions and needs it is important that you provide thoughtful responses to each question in this survey.

Do you commit to providing thoughtful and honest answers to all the questions in this survey?

*Please select only one*

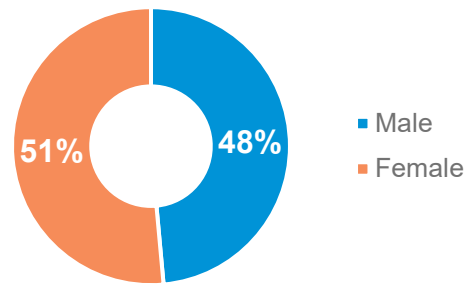
☐ I can't promise either way

☒ Yes, I will

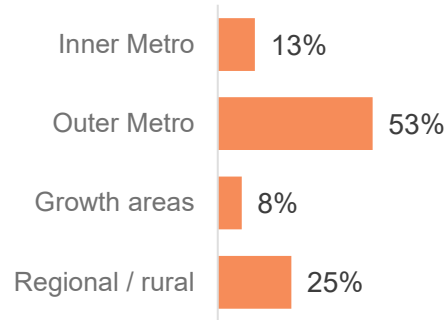
☐ No, I will not

# Respondent profile (weighted percentages)

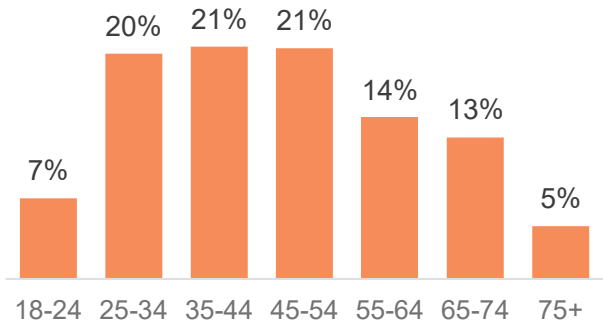
## Gender



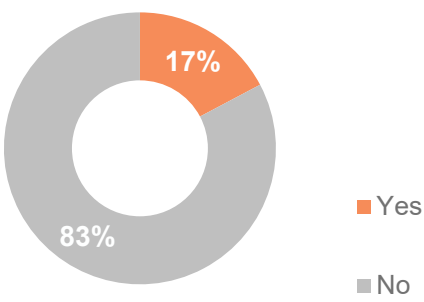
## Area



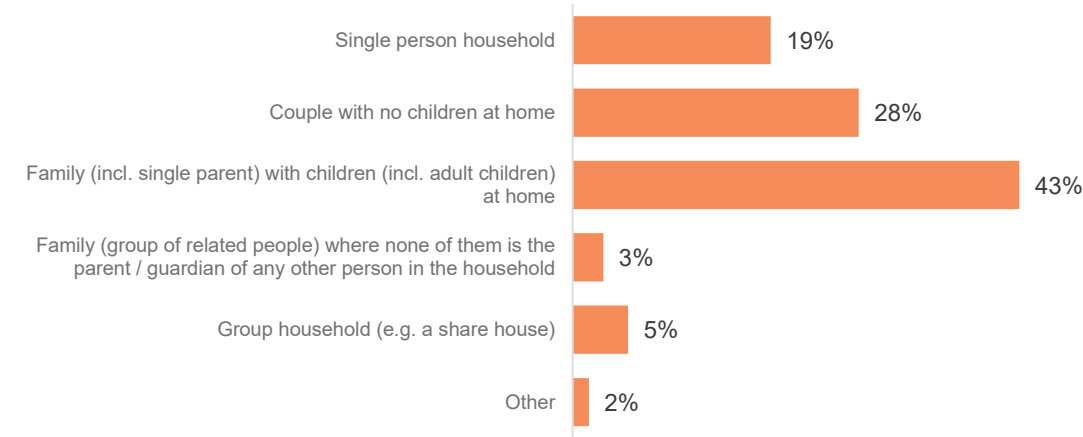
## Age



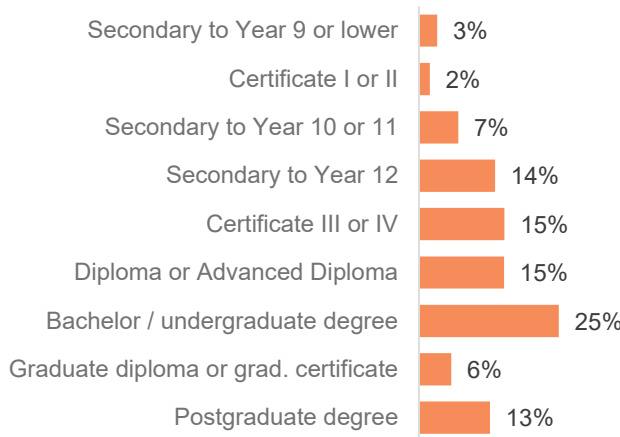
## Languages other than English spoken at home



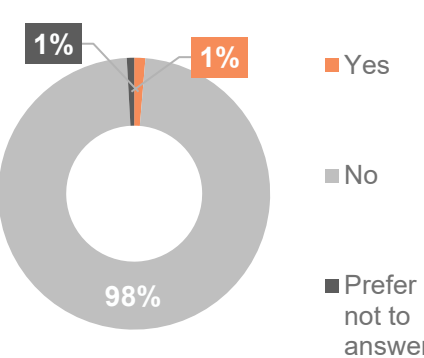
## Household structure



## Education



## Aboriginal and/or Torres Strait Islander



# Respondent profile – comparison to ABS statistics

	Unweighted %	Weighted %	Population % (ABS, 18+ Victorians)
<b>Gender</b>			
Male	46%	48%	49%
Female	54%	51%	51%
Other	<1%	<1%	-
<b>Age</b>			
18-24	8%	7%	11%
25-34	22%	20%	19%
35-44	21%	21%	18%
45-54	20%	21%	16%
55-64	14%	14%	15%
65-74	11%	13%	12%
75+	4%	5%	10%
<b>Speak language other than English</b>			
No	82%	83%	67%
Yes	18%	17%	33%
<b>Aboriginal and/or Torres Strait Islander</b>			
Yes	1%	1%	1%
No	98%	98%	99%
Prefer not to answer	1%	1%	-

	Unweighted %	Weighted %	Population % (ABS, 18+ Victorians)
<b>Household structure (based on household rather than 18+ Victorians)</b>			
Lone person household	20%	19%	25%
Family household with no dependent children present	39%	39%	35%
Family household with dependent children present	35%	35%	30%
Group household	6%	5%	4%
Other	2%	2%	6%
<b>Highest level of educational attainment</b>			
Secondary education to Year 9 or lower	3%	3%	9%
Certificate I or II	2%	2%	<1%
Secondary education to Year 10 or 11	7%	7%	13%
Secondary education to Year 12	13%	14%	17%
Certificate III or IV	15%	15%	16%
Diploma or Advanced Diploma	15%	15%	11%
Bachelor / undergraduate degree	26%	25%	22%
Graduate diploma or graduate certificate	6%	6%	3%
Postgraduate degree	13%	13%	9%
Other	<1%	<1%	-
Prefer not to answer	<1%	<1%	-



# Respondent profile – comparison to ABS statistics

	Unweighted %	Weighted %	Population % (18+ Victorians)
Region (original 15 regions we sampled to)			
Inner Melbourne	17%	13%	13%
Middle East	14%	16%	16%
Middle South East	16%	18%	18%
Middle West	7%	8%	8%
Middle North	13%	12%	12%
Growth Area Southeast	3%	2%	2%
Growth Area North	3%	3%	3%
Growth Area West	4%	4%	4%
Barwon, including Geelong and Ocean Grove	6%	5%	5%
Centre Highlands, including Ballarat and Bacchus Marsh	2%	3%	3%
Gippsland, including Warragul, Moe, Morwell, Traralgon and Bairnsdale	3%	5%	5%
Goulburn and Ovens Murray, including Shepparton, Benalla, Wangaratta and Wodonga	2%	5%	5%
Great South Coast, including Colac, Warrnambool and Portland	2%	2%	2%
Loddon Campaspe, including Bendigo, Castlemaine and Kyneton	3%	4%	4%
Wimmera Southern Mallee and Mallee, including Horsham and Mildura	3%	2%	2%

	Unweighted %	Weighted %	Population % (18+ Victorians)
Region (final 8 regions reported by)			
Inner Melbourne	17%	13%	13%
Middle and Outer East	14%	16%	16%
Middle and Outer South East	16%	18%	18%
Middle and Outer West	7%	8%	8%
Middle and Outer North	13%	12%	12%
Growth Areas	10%	8%	8%
Regional City Regions	11%	12%	12%
Rest of Victoria	11%	13%	13%

# Target quotas vs. quotas achieved by region

	Target Quotas					Quotas Achieved						
	Male		Female		TOTAL	Male		Female		Non-binary / other gender		TOTAL
	Under 45	45+	Under 45	45+		Under 45	45+	Under 45	45+	Under 45	45+	
Inner Melbourne	211	110	226	153	700	204	123	227	138	4	1	697
Middle and Outer east	128	149	128	170	575	130	148	127	171	1	0	577
Middle and Outer south east	141	163	140	181	625	139	162	139	182	2	1	625
Middle and Outer west	76	70	77	77	300	79	67	77	77	0	0	300
Middle and Outer north	139	96	134	151	520	143	101	122	156	1	1	524
Growth Area south east	30	11	36	23	100	27	13	34	27	0	0	101
Growth Area north	39	16	39	26	120	34	16	43	26	0	1	120
Growth Area west	53	26	52	29	160	52	28	57	29	0	0	166
Barwon	56	54	59	81	250	54	55	59	82	0	0	250
Central Highlands	21	28	21	30	100	22	27	22	29	0	0	100
Gippsland	24	43	25	46	138	23	43	28	44	0	0	138
Goulburn and Ovens Murray	20	30	18	32	100	18	29	20	33	0	0	100
Great South Coast	18	31	18	33	100	14	13	33	39	1	0	100
Loddon Campaspe	20	33	21	35	109	19	32	23	35	0	0	109
Wimmera Southern Mallee and Mallee	12	13	54	24	103	14	19	37	32	1	0	103
	988	873	1048	1091	4000	972	876	1048	1100	10	4	4010

Note: At the last census (2021) ABS did not publish figures for non-binary / other gender, so it was not possible to quotas by this group.

When weighting the data, non-binary / other respondents were assigned a weight of 1 for gender, and the remainder of the sample was weighted to ABS statistics.



Indicates quotas achieved were over (blue) or under (red) the target quotas by greater than 20% variance.

# Quotas achieved and weighting

The sampling for this survey ultimately met almost all the quotas set to achieve a representative sample across Victoria. However, online panels tend to have less sample in regional areas, and so we saw some challenges in attaining a representative sample (as highlighted on the previous slide in red), particularly in:

- Wimmera Southern Mallee region (difficulty reaching females under 45 years).
- Great South Coast region (difficulty reaching males, both over 45 and under 45).

Respondents from across each region were invited to participate; in regional areas, anyone living in that area could complete the survey provided we had not yet closed our quotas. This included people living in major and minor regional towns, as well as those living in rural areas outside of town.

The data has been weighted by age, gender and region to adjust any discrepancies and ensure that findings are adequately representative of the Victorian population. The table to the right breaks down the weighting approach.

Once the final sample had been weighted, the proportion of respondents in each region, gender and age group was reflective of the total population of Victoria.

	Male		Female		Total
	Under 45	45+	Under 45	45+	
<b>Inner Melbourne</b>	3.78%	2.42%	3.97%	2.67%	12.84%
<b>Middle and Outer east</b>	3.60%	4.16%	3.58%	4.78%	16.12%
<b>Middle and Outer south east</b>	3.94%	4.57%	3.93%	5.08%	17.52%
<b>Middle and Outer west</b>	2.06%	1.80%	2.01%	1.93%	7.80%
<b>Middle and Outer north</b>	2.94%	2.90%	2.91%	3.25%	12.00%
<b>Growth Area south east</b>	0.54%	0.31%	0.56%	0.34%	1.75%
<b>Growth Area north</b>	0.87%	0.55%	0.88%	0.59%	2.89%
<b>Growth Area west</b>	1.21%	0.64%	1.18%	0.67%	3.70%
<b>Barwon</b>	1.12%	1.38%	1.13%	1.56%	5.19%
<b>Central Highlands</b>	0.66%	0.89%	0.68%	0.97%	3.20%
<b>Gippsland</b>	0.80%	1.44%	0.83%	1.54%	4.61%
<b>Goulburn and Ovens Murray</b>	0.87%	1.39%	0.89%	1.49%	4.64%
<b>Great South Coast</b>	0.29%	0.50%	0.29%	0.55%	1.63%
<b>Loddon Campaspe</b>	0.72%	1.17%	0.75%	1.26%	3.90%
<b>Wimmera Southern Mallee and Mallee</b>	0.43%	0.66%	0.42%	0.70%	2.21%



# Regions used in analysis and reporting

In this report, the 15 regions have been aggregated to 8 regions as shown below. This is to ensure that sample sizes are sufficient within each of the 8 regions to conduct robust analysis.

15 regional quotas within the survey	8 regions used for analysis	Sample size
Inner Melbourne	Inner Melbourne	697
Middle and Outer east	Middle and Outer east	577
Middle and Outer south east	Middle and Outer south east	625
Middle and Outer west	Middle and Outer west	300
Middle and Outer north	Middle and Outer north	524
Growth Area south east	Growth areas	387
Growth Area north		
Growth Area west		
Barwon	Regional city regions	459
Central Highlands		
Loddon Campaspe		
Gippsland	Rest of Victoria	441
Goulburn and Ovens Murray		
Great South Coast		
Wimmera Southern Mallee and Mallee		

# Target cohorts

The definition of each target cohort has been provided by Infrastructure Victoria and associated stakeholders to include the following:

TAFE target cohort:

- Adults with no or low-level post-school qualifications or have recent experience of unemployment or underemployment
- Those with no prior certificate III – aged 20 to 64
- Early School Leavers – aged 15 to 19

Community Health Centre target cohort:

- Those with a health care concession card or pensioner card
- Aboriginal and/or Torres Strait Islander peoples
- People on low or medium incomes\*

Those with high health needs:

- People with a chronic health condition\*\* or a disability^

*Note: respondents in this cohort may or may not meet the eligibility criteria for Community Health.*

Cohort	Sample size	Proportion of total sample
Cohort 1: Those who have used Community Health Centres in last 5 years	n=1,499	38%
Cohort 2: Target cohort for Community Health Centres	n=2,505	64%
Cohort 3: Those with high health needs	n=1,552	39%
Cohort 4: Those enrolled at TAFE in the last 5 years	n=504	12%
Cohort 5: TAFE target cohort - no prior Cert III aged under 65, or 15-17 not in full time school or employment	n=747	19%

\* Low or medium incomes defined as:  
 Individual income ranges: Low income range: < \$41,556, Medium income range: > \$41,556 and < \$91,648;  
 Couple income range: Low income range: < \$63,576, Medium income range: > \$63,576 and < \$122,518;  
 Family with one child income ranges for Community Health: Low income range: < \$70,175, Medium income range: > \$70,175 and < \$126,027.  
 The income value has been adjusted to 2021 for inflation, plus \$6,206 per additional child)

\*\* Chronic long-term health conditions defined as arthritis, asthma, cancer (including remission), dementia (including Alzheimer’s), Diabetes (excluding gestational diabetes), heart disease (including heart attack or angina), kidney disease, lung condition (including COPD or emphysema), mental health conditions (including depression or anxiety), stroke, or any other long term health condition.

^ Disability defined as any limitation, restriction or impairment which restricts everyday activities and has lasted, or is likely to last, for six months or longer: sensory and/or speech disability, intellectual disability, physical disability, psychosocial disability, head injury, stroke or acquired brain injury, or other disability.

# Explaining the MaxDiff analysis

As part of the survey, it was important to understand at a high level people’s hierarchy of priorities in relation to attending TAFE or a community health service. While a ranking task would have provided this information, ranking does not provide insight into how much more one element is valued over another. In order to achieve this outcome, a MaxDiff approach was used.

This approach takes a set of elements that need to be ordered (in this case, in terms of most vs. least important elements), and presents respondents with a subset of these elements across a range of tasks. Respondents are asked to indicate the element of most and least importance to them in each task. The choices respondents make are then analysed to determine relative preference between items.

For the MaxDiffs, respondents were presented with different combinations of the items they needed to rank in terms of importance when considering going to TAFE or a Community Health Centre respectively. The TAFE MaxDiff involved six elements that were presented over six tasks, with four items presented per task, while the Community Health Centre MaxDiff included seven elements presented over seven tasks, with four items presented per task. Anyone who completed the TAFE MaxDiff did not complete the community health service MaxDiff, as we did not want to overburden respondents with two MaxDiffs in a single survey.

For TAFE, the following attributes were tested:

- The TAFE course I want to study is available at a TAFE campus near me
- The fees for TAFE courses are reasonable
- The course is high quality
- Teachers are friendly and understand my needs
- Easy to get to via public transport
- Good enough internet access to study online

For community health services, the following attributes were tested:

- Opening hours are long enough on weekdays or weekends
- Easy to physically access
- The cost of services are reasonable
- Don’t have to wait too long for an appointment
- Quality of care from staff is good
- It’s easy to find out what services are available or whether I am eligible to use the services
- Easy to get to via public transport

Considering only these 4 aspects, which is the Most Important and which is the Least Important when considering going to TAFE?

Example of how the MaxDiff task looked for the TAFE MaxDiff

Most Important		Least Important
<input type="radio"/>	The fees for TAFE courses are reasonable	<input type="radio"/>
<input type="radio"/>	Easy to get to via public transport	<input type="radio"/>
<input type="radio"/>	Teachers are friendly and understand my needs	<input type="radio"/>
<input type="radio"/>	Good enough internet access to study online	<input type="radio"/>



# Appendix 1: Community Health Services

Awareness

Usage

Barriers to access

Future interest

Reasons for rejection



# Definition of Community Health Services

**Within the survey, Community Health Services were defined in the following way:**

Community Health Services are services that provide state-funded or subsidised healthcare services.

People who are eligible to receive services through community health services include:

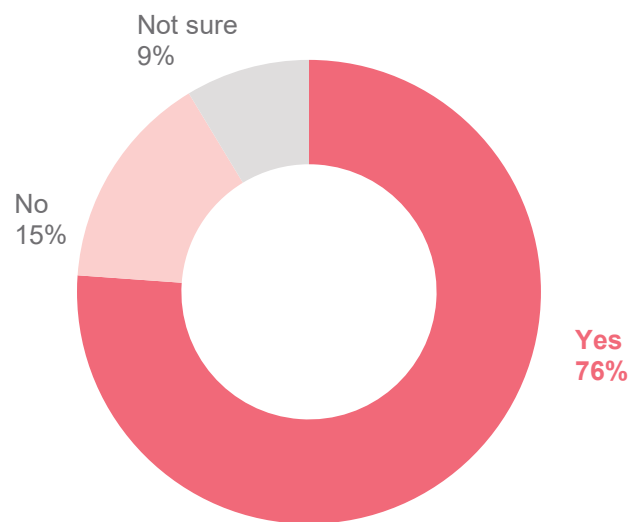
- People who hold a healthcare or pensioner concession card, or who are a dependent of a concession card holder
- People with a low or medium income
- NDIS participants
- Aboriginal and/or Torres Strait Islander people
- Refugees and people seeking asylum
- People who are homeless or at risk of homelessness
- Children in care



# Three quarters of Victorians (76%) were aware of the concept of Community Health Services

## Awareness of Community Health Services

Base: All respondents (n=4,010)



Women (79%), those aged 55-64 (80%), those born in Australia (77%), those living in the rest of Victoria (82%), and those with a household income of less than \$52,000 (79%) were significantly more likely than average to be aware of Community Health Services.

Awareness of Community Health Services was significantly higher than average among some priority cohorts:

	% Yes aware
Cohort 1: Those who have used Community Health Centres in last 5 years	86%
Cohort 2: Target cohort for Community Health Centres	77%
Cohort 3: Those with high health needs	80%

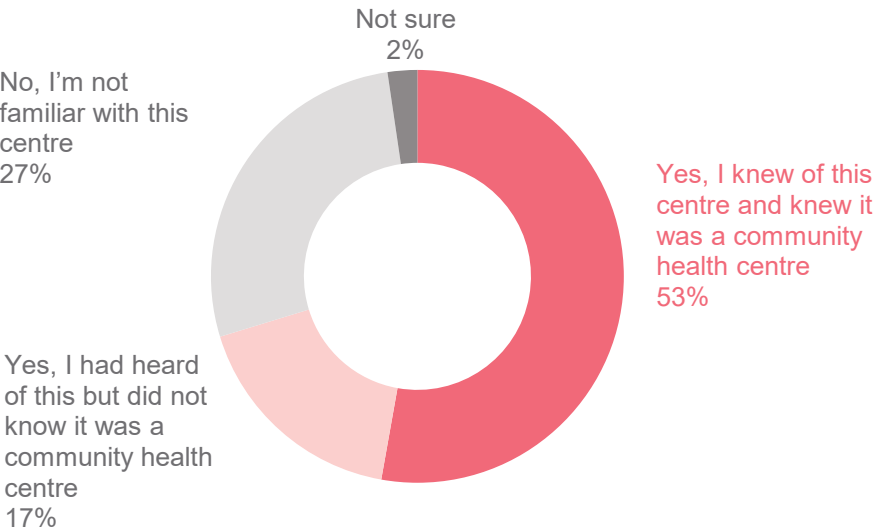
Q28. Before today, had you heard of community health services?

# Half (53%) of Victorians were aware of specific Community Health Centres in their local area

## Awareness of specific Community Health Centres in local area

Base: All respondents (n=4,010)

Respondents saw the names and addresses of specific Community Health Centres in their postcode or surrounding postcodes. This was to ensure that respondents answered this question based on specific Community Health Centres in their area, rather than other health services.



Q.29. Before today, were you aware of any of these community health centres in your local area?

Demographic groups more likely to know specific Community Health Centres in their local area included:

- Women (57%)
- Older Victorians (45-64s – 58%; 65-74s – 60%; 75+ - 68%)
- Those born in Australia (55%)
- Those who have lived in their area for 5+ years (57%)
- Those with a household income of less than \$52,000 (63%)

	% Yes, knew of this and knew it was a community health centre
Cohort 1: Those who have used Community Health Centres in last 5 years	76%
Cohort 2: Target cohort for Community Health Centres	57%
Cohort 3: Those with high health needs	60%

There were also differences by region, shown on the next slide.



# Awareness of specific local Community Health Centres was significantly higher in regional areas

Awareness of specific Community Health Centres in local area, by location

Base: All respondents

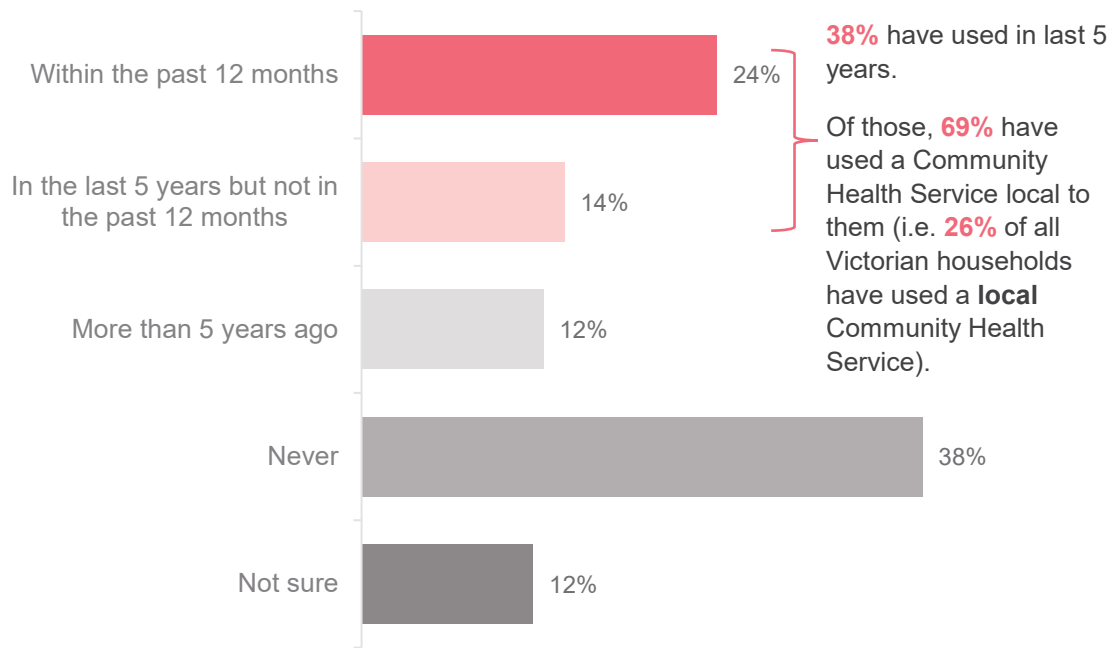
	Average - all regions	Inner Melbourne	Middle and Outer east	Middle and Outer south east	Middle and Outer west	Middle and Outer north	Growth areas	Regional city regions	Rest of Victoria
Sample size	4010	697	577	625	300	524	387	459	441
Yes, I knew of this centre and knew it was a community health centre	53%	39%	40%	48%	51%	46%	51%	76%	75%
Yes, I had heard of this but did not know it was a community health centre	17%	16%	19%	22%	19%	18%	21%	10%	15%
No, I'm not familiar with this centre	27%	43%	38%	26%	26%	35%	25%	12%	10%
Not sure	2%	2%	3%	4%	4%	1%	3%	1%	0%

Q.29. Before today, were you aware of any of these community health centres in your local area?

# Two in five (38%) Victorian households have used a Community Health Service in the last 5 years

## Last time any Victorian Community Health Service was used

Base: All respondents (n=4,010)



Some demographic cohorts were significantly more likely than average to report using (either personally or their family) any Community Health Services in the last 12 months, including women (26%), those aged 75+ (36%), those living with children (28%), those who identify as Aboriginal and/or Torres Strait Islander\* (48%), those with a household income of less than \$52,000 (35%).

	% Used within the last 12 months	% Used within the last 5 years
Cohort 1: Those who have used Community Health Centres in last 5 years	64%	100%
Cohort 2: Target cohort for Community Health Centres	30%	44%
Cohort 3: Those with high health needs	31%	46%

Q30. Have you [or your family] used any Victorian community health services in the past five years?

# Those in all regional areas were significantly more likely to have used a Victorian Community Health Service in the last year

Last time any Victorian Community Health Service was used, by location

Base: All respondents

	Average - all regions	Inner Melbourne	Middle and Outer east	Middle and Outer south east	Middle and Outer west	Middle and Outer north	Growth areas	Regional city regions	Rest of Victoria
Sample size	4010	697	577	625	300	524	387	459	441
Within the past 12 months	24%	16%	16%	20%	17%	20%	27%	37%	42%
In the last 5 years but not in the past 12 months	14%	12%	14%	12%	16%	13%	14%	17%	15%
More than 5 years ago	12%	12%	12%	15%	16%	10%	13%	10%	12%
Never	38%	52%	47%	38%	38%	44%	32%	27%	23%
Not sure	12%	8%	11%	16%	14%	14%	13%	9%	8%
NET Used in last 5 years	38%	28%	30%	32%	33%	33%	41%	54%	57%

Q30. Have you [or your family] used any Victorian community health services in the past five years?

# One in four (26%) Victorians have used a Community Health Centre local to them within the last 5 years

## Use of local Community Health Centres

Base: All respondents (n=4,010)

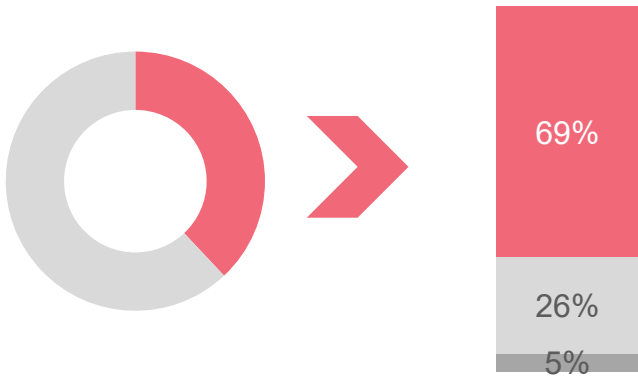
**38%** of Victorians have used a Community Health Service in last 5 years

Of those, **69%** have used a local Community Health Centre

Therefore:  
**26%** of all Victorians have used a Community Health Centre in their local area  
**10%** had used a Community Health Centre but not one in their local area  
**2%** were not sure if they had used a Community Health Centre in their local area

Older Victorians were significantly more likely to have used a Community Health Centre in their local area (43% of those aged 75+), as were those living in Regional city regions (41%) and the rest of Victoria (49%).

Younger Victorians were significantly more likely to have used a Community Health Centre *outside* their local area (19% of 18-24s and 14% of 25-34s), as were those with children at home (11%), those who identify as Aboriginal and/or Torres Strait Islander\* (19%), and those who had lived in their area for less than 2 years (15%).



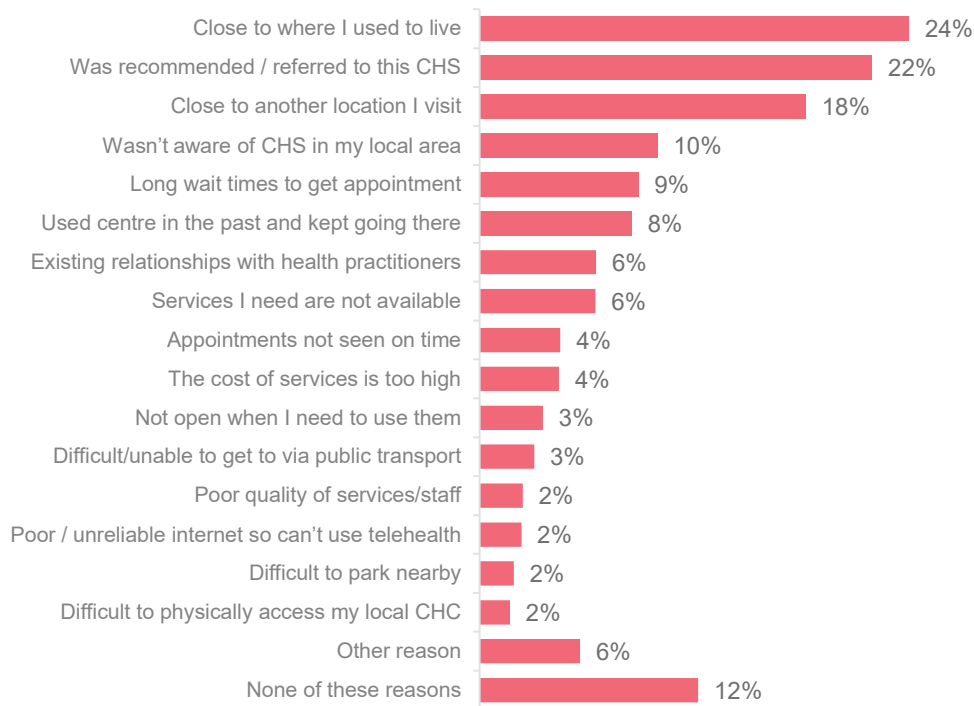
Q30. Have you [or your family] used any Victorian community health services in the past five years?  
Q30a. - Have you or your family specifically used any of these community health centres in the past five years?



# Location-specific reasons made up two of the top three reasons for using a Community Health Service outside their local area

## Reason for using a Community Health Service other than their local one

Base: Those who have used a Community Health Service but **not** in their local area (n=411)



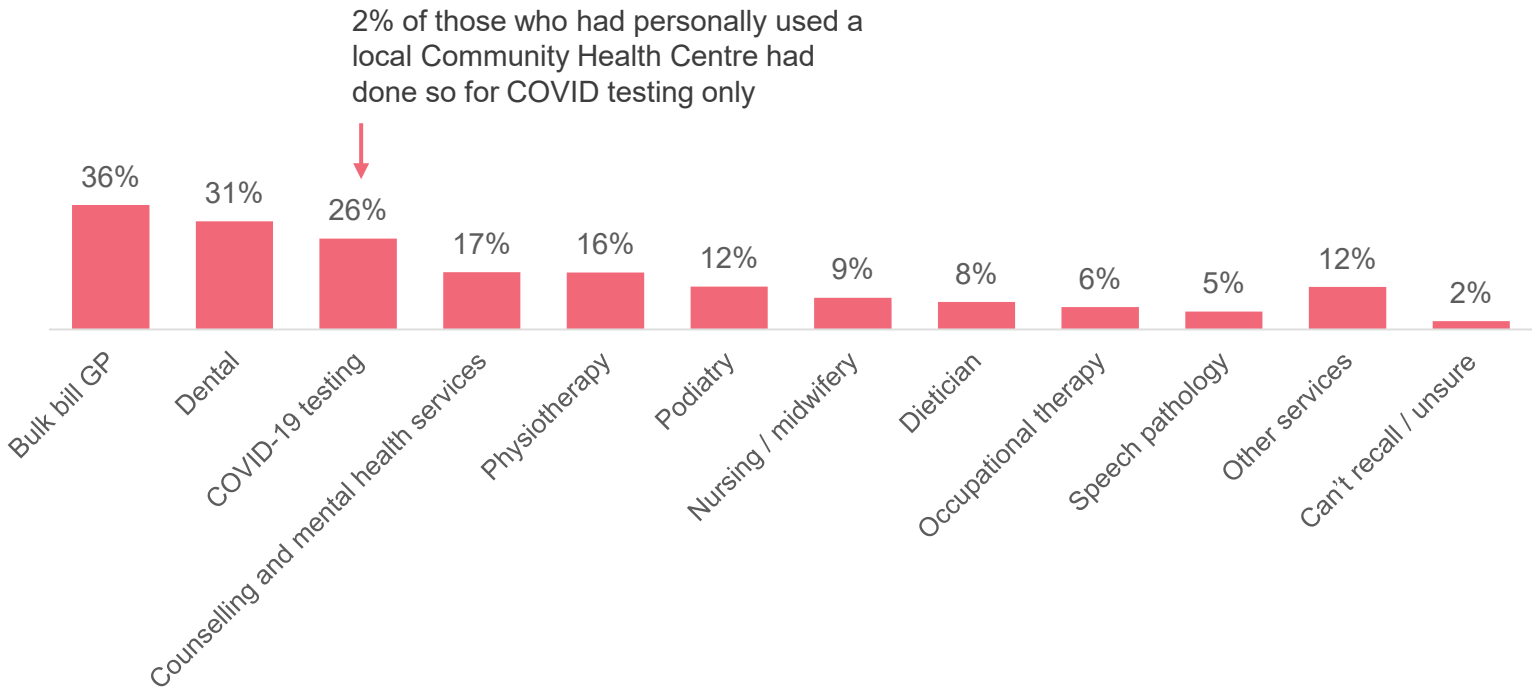
Among those who had lived in their area for less than 2 years, being close to where they used to live (38%) and being close to another location (e.g. place of work) (25%) were significantly more likely than average to be given as reasons for not visiting a Community Health Service in the local area.

Q30b. Why have you used this community health service rather than one closer to home?

# Bulk bill GP, followed by dental, were the most commonly used health services at local Community Health Centres

## Health services used at local Community Health Centre

Base: Those who have personally used a local CHS (n=1,014)



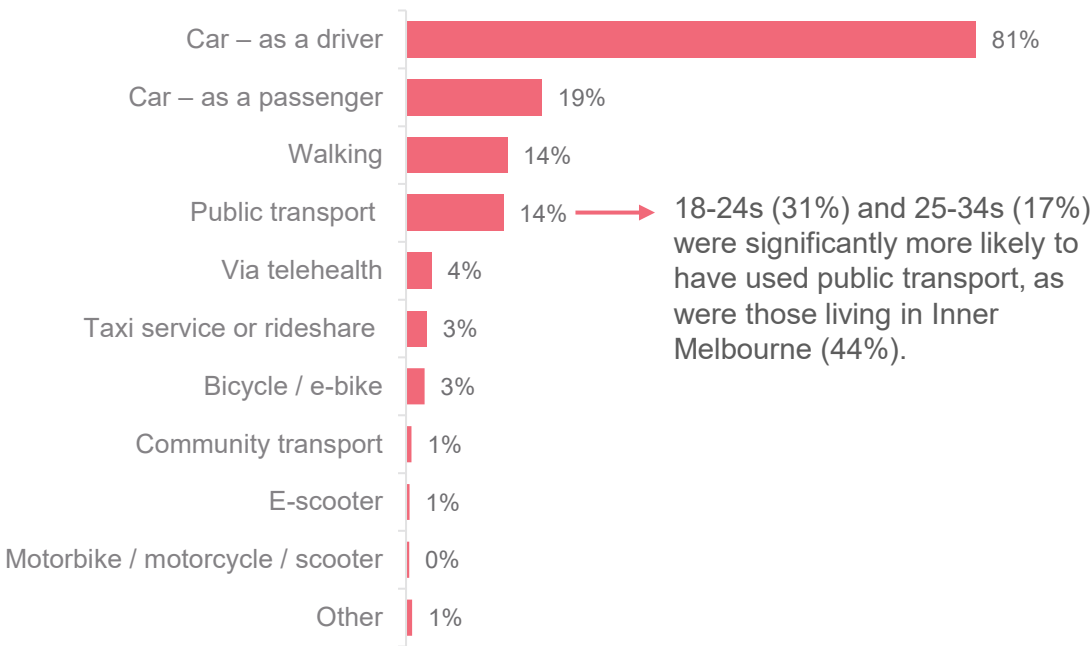
Among those who had personally used their local Community Health Centre, they used on average 1.8 services.

Q31. Which health services have you or your family used through any of these community health centres in the last 5 years?

# Driving was the predominant method of accessing Community Health Services

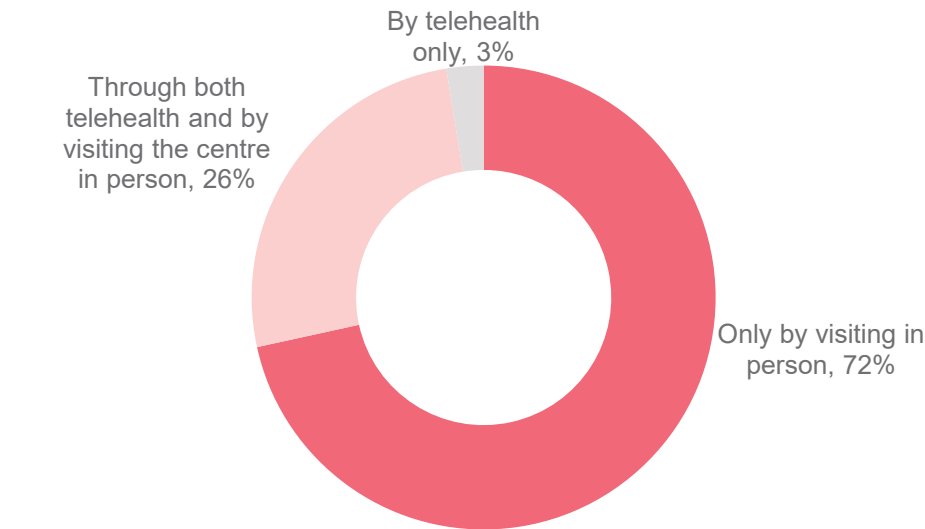
## Mode of accessing Community Health Services

Base: Those who have used any Community Health Service in the last 5 years (n=1,499)



Q37. How do you usually access community health services?

Base: Those who have personally used a local Community Health Service (n=1,014)



Those living in the Middle and Outer south east region were more likely to have used telehealth only (6%). Those living in Growth areas were more likely to have used both telehealth and visiting in person (35%).

Q32. In the last 5 years, have you or your family accessed any of these community health centres?

# Eligibility was the biggest barrier to using Community Health Services, following by lack of awareness of local services

Women were significantly more likely than men to cite a number of reasons for not having used Community Health Services, including eligibility requirements (41%, vs. 35% of men), having an existing relationship with other health practitioners (26%, vs. 18%) and not thinking community health services are for people like them (20%, vs. 16%).

Lack of awareness of Community Health Services in their local area was significantly more likely than average to be a barrier among those living in Inner Melbourne (33%) and the Middle and Outer east region (30%), as well as those born outside Australia (34%) and those who speak a language other than English (34%).

Q.33. Why haven't you used any Victorian community health services in the past five years?

## Reasons for not using Community Health Services in last 5 years

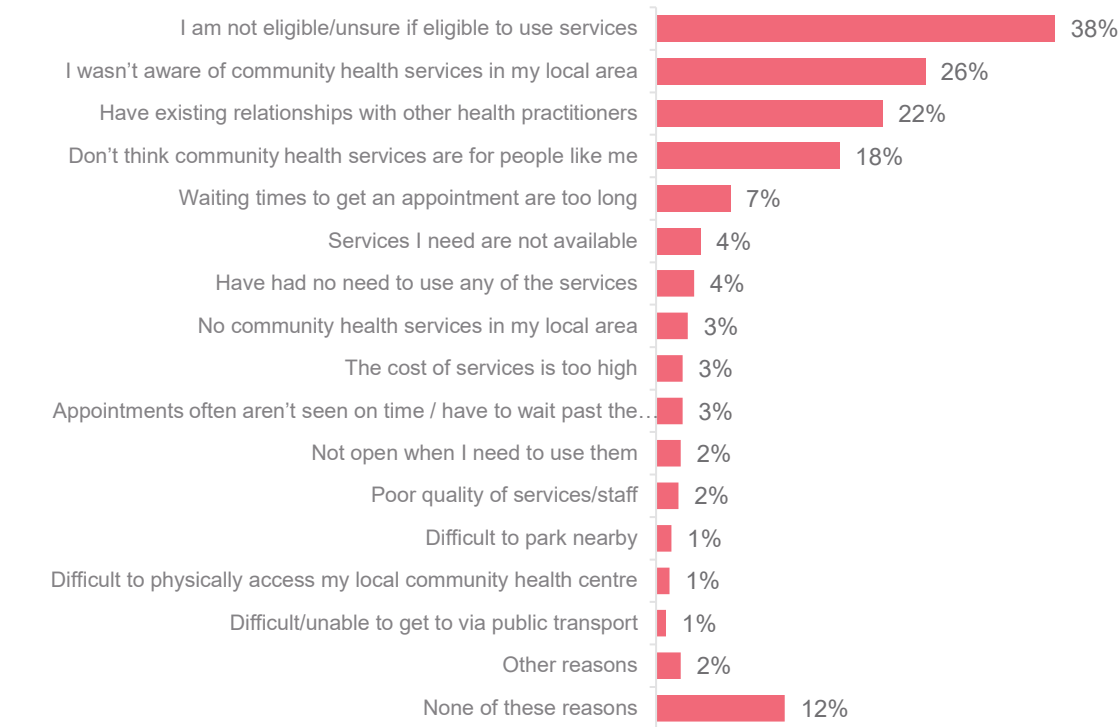
Base: Those who have not used any CHS (n=2,045)



# Two in five (43%) of those with high health needs had not used any CHS due to being ineligible/unsure if eligible to use services

## Reasons for not using Community Health Services in last 5 years, by cohorts

Base: Those who have not used any CHS (n=2,045)



Cohort 2: Target cohort for Community Health Centres	Cohort 3: Those with high health needs	Those with high health needs AND target audience for CHC	Those with high health needs but NOT target audience for CHC
34%	43%	32%	54%
25%	26%	27%	25%
21%	24%	23%	26%
15%	18%	13%	23%
8%	9%	11%	7%
5%	6%	7%	5%
4%	3%	4%	1%
3%	3%	3%	1%
3%	2%	3%	3%
3%	3%	3%	2%
3%	2%	3%	2%
3%	3%	1%	0%
2%	1%	3%	0%
2%	2%	2%	0%
1%	1%	0%	0%
3%	3%	10%	3%
14%	10%	14%	6%

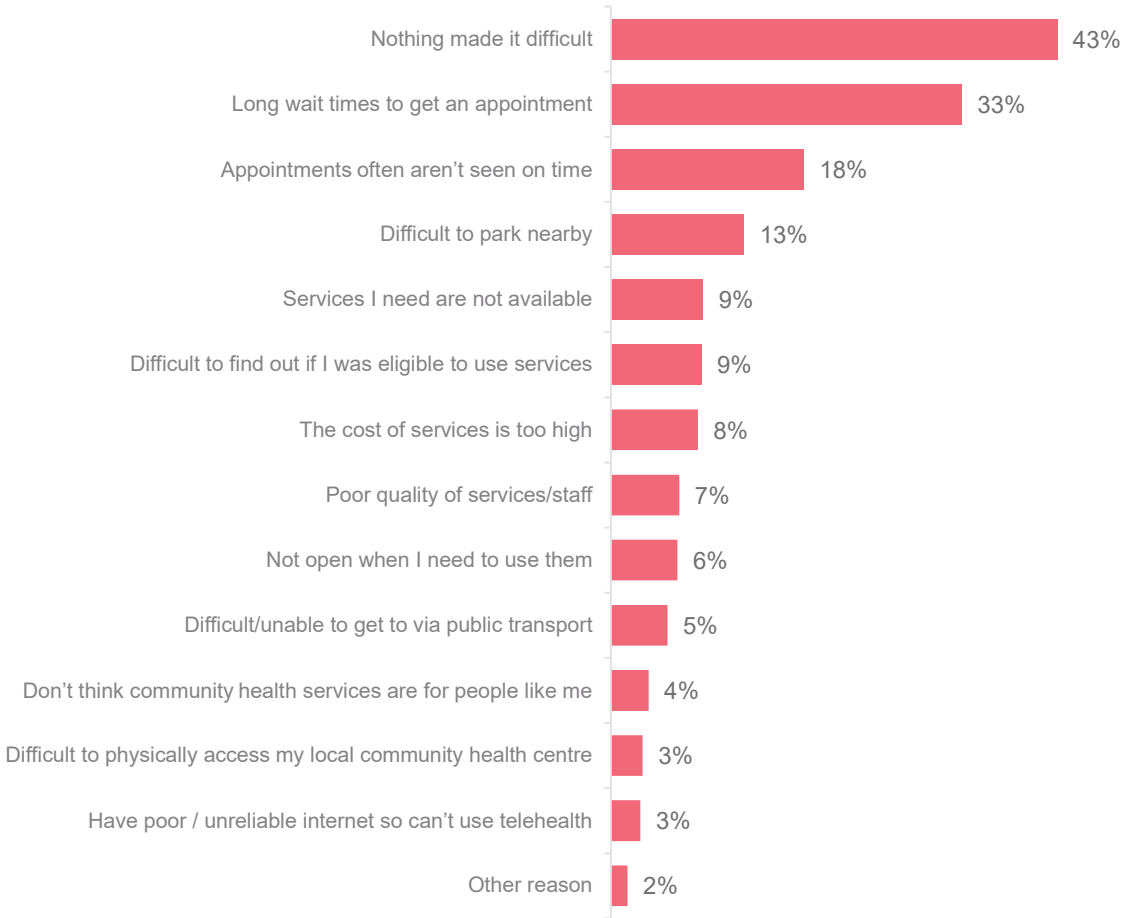
Q.33. Why haven't you used any Victorian community health services in the past five years?



# Long wait times to get an appointment was the most frequently experienced barrier to using Community Health Centres

## Barriers to using Community Health Centres in last 5 years

Base: Those who have personally used a local CHS (n=1,014)



Women were significantly more likely to have experienced barriers to using Community Health Centres compared to men (62%, vs. 51%), in particular waiting times (38%, vs. 28% of men) and thinking community health services were not for people like them (5%, vs. 2% of men).

Families with children at home were significantly more likely than average to say difficulty parking nearby (15%) made it difficult for them to use Community Health Centres.

Q34. Did any of the following make it hard for you or your family to use any of these community health centres in the past 5 years?

# Those in the Middle and Outer south east and Middle and Outer north regions were more likely to have experienced difficulties accessing local CHS

## Barriers to using Community Health Centres in last 5 years, by location

Base: Those who have personally used a local CHS

	Average - all regions	Inner Melbourne	Middle and Outer east	Middle and Outer south east	Middle and Outer west	Middle and Outer north	Growth areas	Regional city regions	Rest of Victoria
Sample size	1014	103	100	132	62	105	106	187	219
Nothing made it difficult	43%	37%	48%	30%	35%	30%	40%	49%	52%
<b>NET Something made it difficult</b>	57%	63%	52%	70%	65%	70%	60%	51%	48%
Waiting times to get an appt. are too long	33%	28%	31%	38%	34%	40%	39%	32%	31%
Appointments aren't seen on time / have to wait past the appointment time	18%	19%	18%	22%	16%	21%	20%	17%	17%
Difficult to park nearby	13%	17%	13%	24%	10%	12%	11%	10%	8%
Services I need are not available	9%	13%	10%	7%	11%	8%	6%	5%	12%
Difficult to find out if eligible to use services	9%	18%	9%	8%	15%	15%	8%	4%	6%
The cost of services is too high	8%	8%	6%	14%	13%	8%	6%	4%	9%
Poor quality of services/staff	7%	13%	4%	5%	3%	9%	11%	5%	6%
Not open when I need to use them	6%	11%	7%	5%	6%	5%	8%	5%	6%
Difficult/unable to get to via public transport	5%	7%	4%	8%	8%	6%	7%	3%	5%
Don't think it is for people like me	4%	6%	3%	5%	11%	5%	5%	1%	2%
Difficult to physically access	3%	4%	1%	6%	5%	6%	2%	1%	2%
Have poor / unreliable internet so can't use telehealth	3%	4%	3%	2%	7%	5%	3%	1%	2%
Other reason	2%	4%	2%	2%	2%	2%	1%	1%	1%

Q34. Did any of the following make it hard for you or your family to use any of these community health centres in the past 5 years?

# Long wait times to get an appointment was most frequently mentioned as making it hard to access local CH Centres

## Barriers to using Community Health Centres in last 5 years, by priority cohorts

Base: Those who have personally used a local CHS

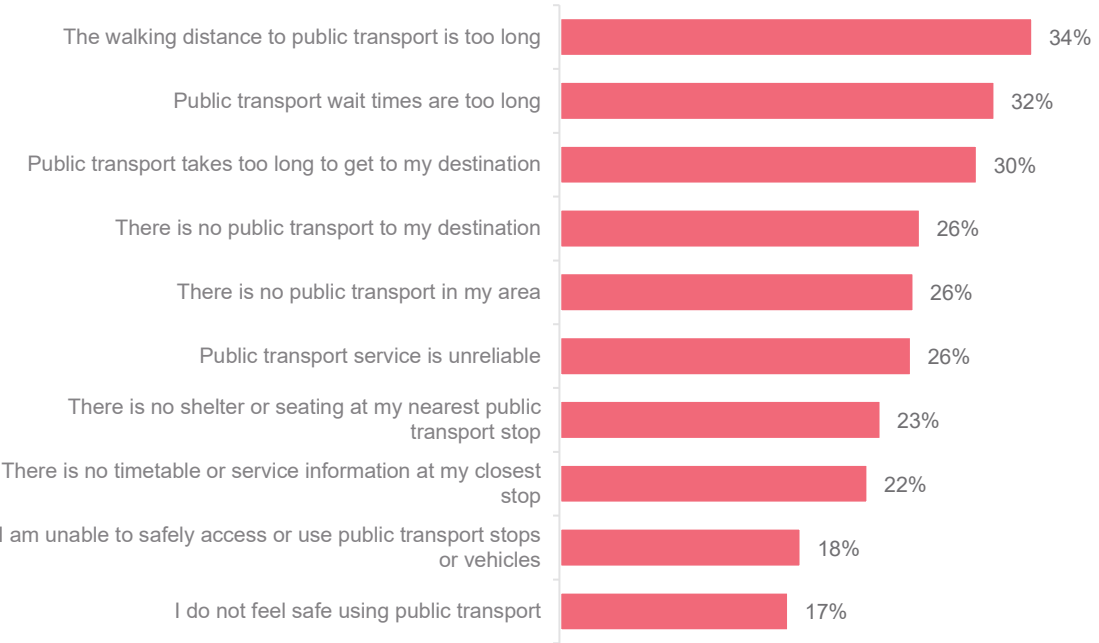
	All respondents who have personally used a local CHS	Cohort 1: Those who have used Community Health Centres in last 5 years	Cohort 2: Target cohort for Community Health Centres	Cohort 3: Those with high health needs
Sample size	1,014	1,014	775	524
Nothing made it difficult	43%	43%	42%	41%
<b>NET Something made it difficult</b>	<b>57%</b>	<b>57%</b>	<b>58%</b>	<b>59%</b>
Waiting times to get an appt. are too long	33%	33%	34%	38%
Appointments aren't seen on time / have to wait past the appointment time	18%	18%	18%	20%
Difficult to park nearby	13%	13%	13%	13%
Services I need are not available	9%	9%	8%	8%
Difficult to find out if eligible to use services	9%	9%	8%	10%
The cost of services is too high	8%	8%	8%	7%
Poor quality of services/staff	7%	7%	7%	8%
Not open when I need to use them	6%	6%	5%	6%
Difficult/unable to get to via public transport	5%	5%	6%	7%
Don't think it is for people like me	4%	4%	3%	5%
Difficult to physically access	3%	3%	4%	4%
Have poor / unreliable internet so can't use telehealth	3%	3%	3%	3%
Other reason	2%	2%	2%	2%

Q34. Did any of the following make it hard for you or your family to use any of these community health centres in the past 5 years?

# The walk to public transport and the car parking facilities were the top barriers for those who have accessed CHS

## Public transport barriers to Community Health Service access

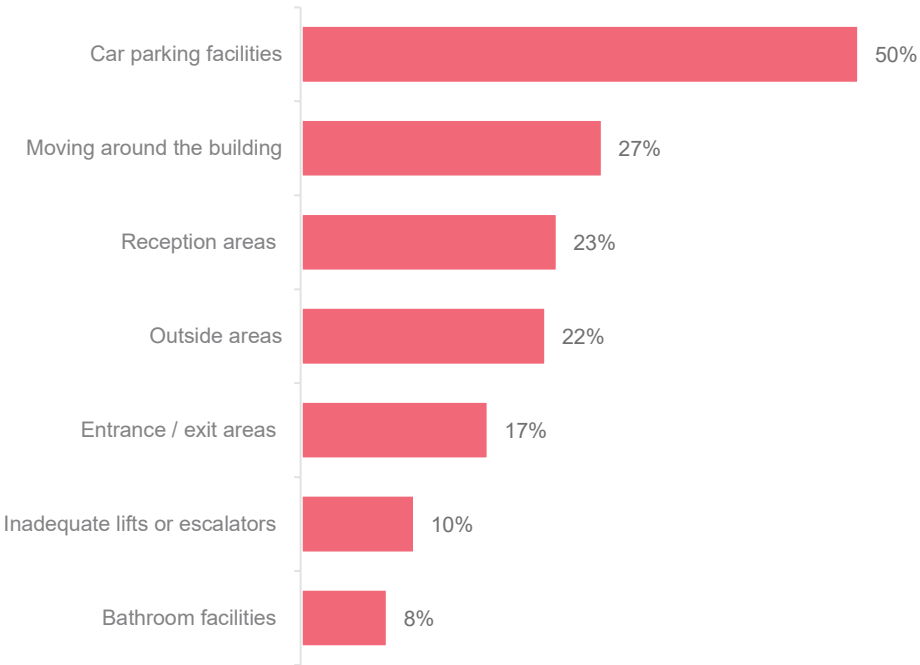
Base: Those who have accessed CHS in the last 5 years and cited public transport as a difficulty (n=72 – note small sample size)



Q.35. What did you find difficult when using, or trying to use, public transport to access community health services?

## Physical barriers to Community Health Service access

Base: Those who have accessed CHS in the last 5 years and cited physical access as a difficulty (n=54 – note small sample size)

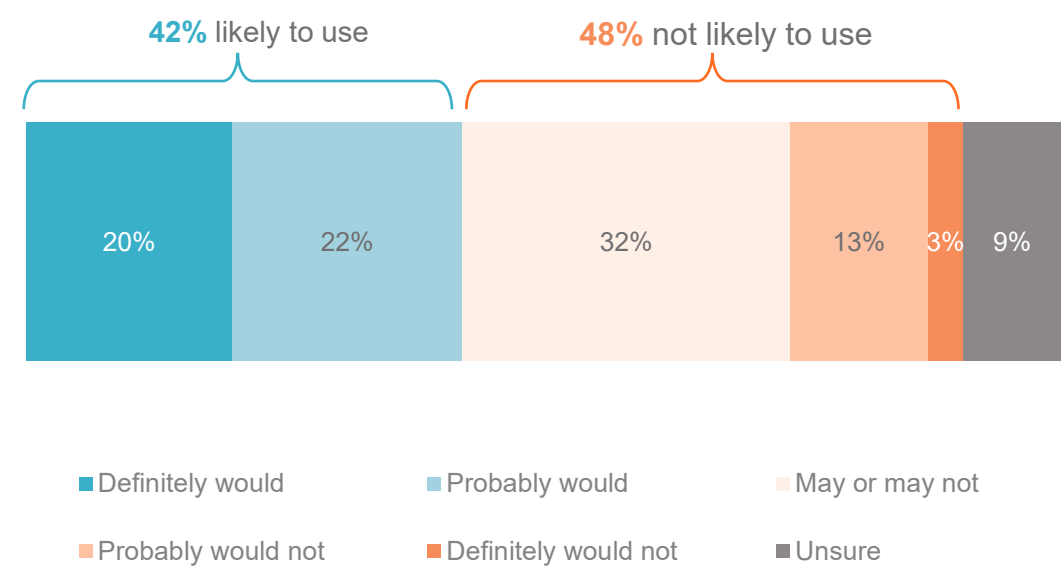


Q.36. What made it difficult to **physically** access your local community health service?

# Two in five (42%) were likely to use a Community Health Centre within the next 5 years

## Likelihood to use a Community Health Centre in next 5 years

Base: All respondents (n=4,010)



Q38. How likely are you [or your family] to use a community health centre in the next 5 years ?

Likelihood to use a Community Health Centre in the next 5 years was significantly higher than the total result among:

- Women (44%)
- Those aged 75+ (57%)
- Those who speak a language other than English (46%)
- Those who identify as Aboriginal and/or Torres Strait Islander\* (66%)
- Those who have lived in the area for less than 5 years (49%)
- Those with a household income of less than \$52,000 (59%)

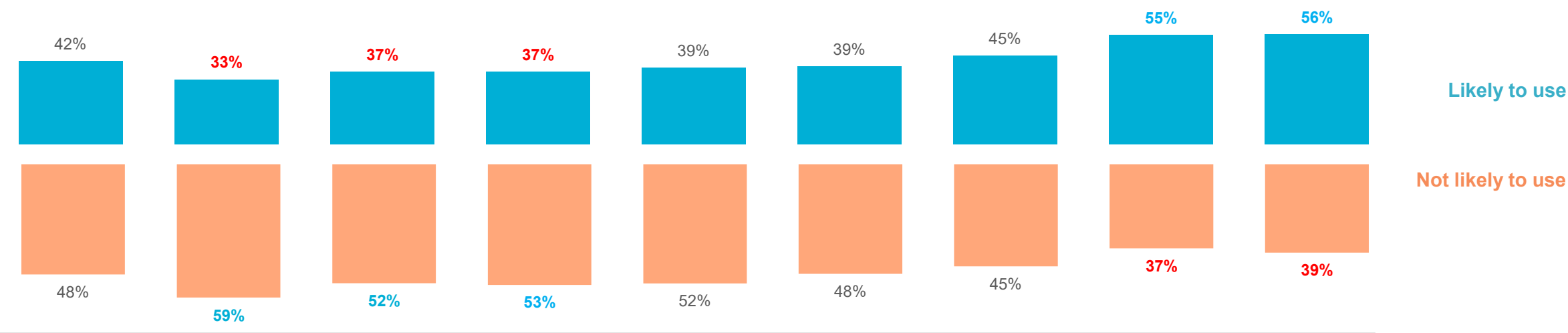
	% Likely to use
Cohort 1: Those who have used Community Health Centres in last 5 years	74%
Cohort 2: Target cohort for Community Health Centres	48%
Cohort 3: Those with high health needs	48%



# Likelihood to use Community Health Centre was significantly higher in regional areas

## Likelihood to use a Community Health Centre in next 5 years, by location

Base: All respondents



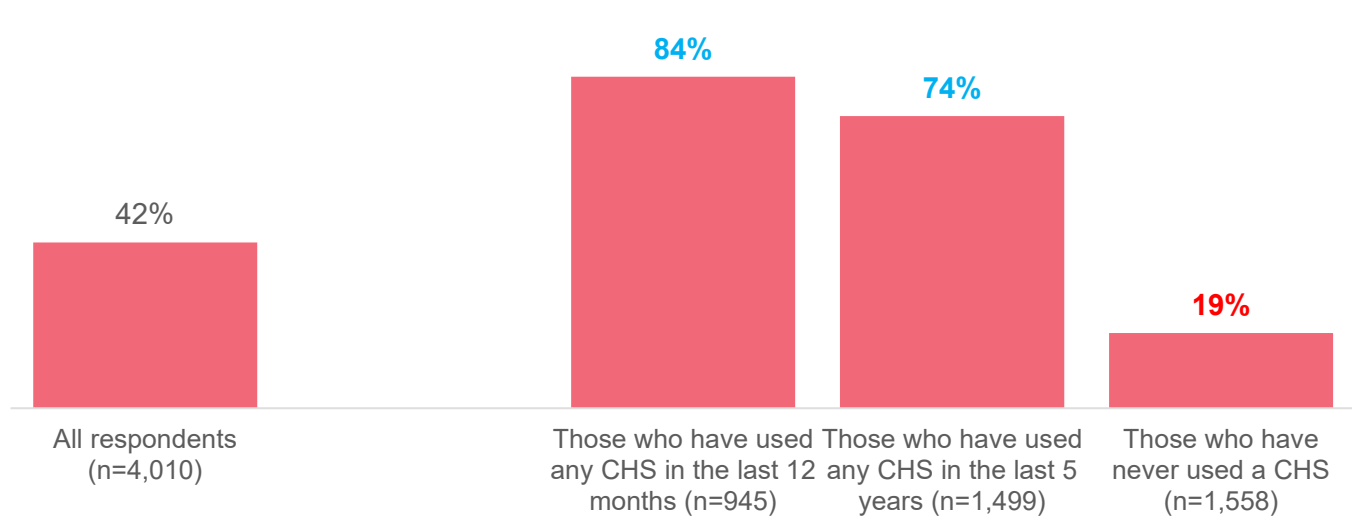
Average - all regions	Inner Melbourne	Middle and Outer east	Middle and Outer south east	Middle and Outer west	Middle and Outer north	Growth areas	Regional city regions	Rest of Victoria
4010	697	577	625	300	524	387	459	441

Q38. How likely are you [or your family] to use a community health centre in the next 5 years ?

# One in five (19%) of those who do not currently use Community Health Centres were likely to do so within the next 5 years

## Likelihood to use a Community Health Centre in next 5 years, by current usage

Base: All respondents



**7%** of all Victorian households had never used a Community Health Centre, but were likely to do so in the next 5 years.

This was more common among:

- Couples with no children at home (10%)
- Families where none of them is the parent/guardian of any other person in the household (13%)
- Those in Inner Melbourne (10%), Middle and Outer east (11%) and Middle and Outer north (10%) regions
- Those born outside Australia (11%)
- Those who speak a language other than English (11%)
- Those who have lived in their area for less than 2 years (10%)
- Those with a Bachelor (9%) or Postgraduate degree (10%)

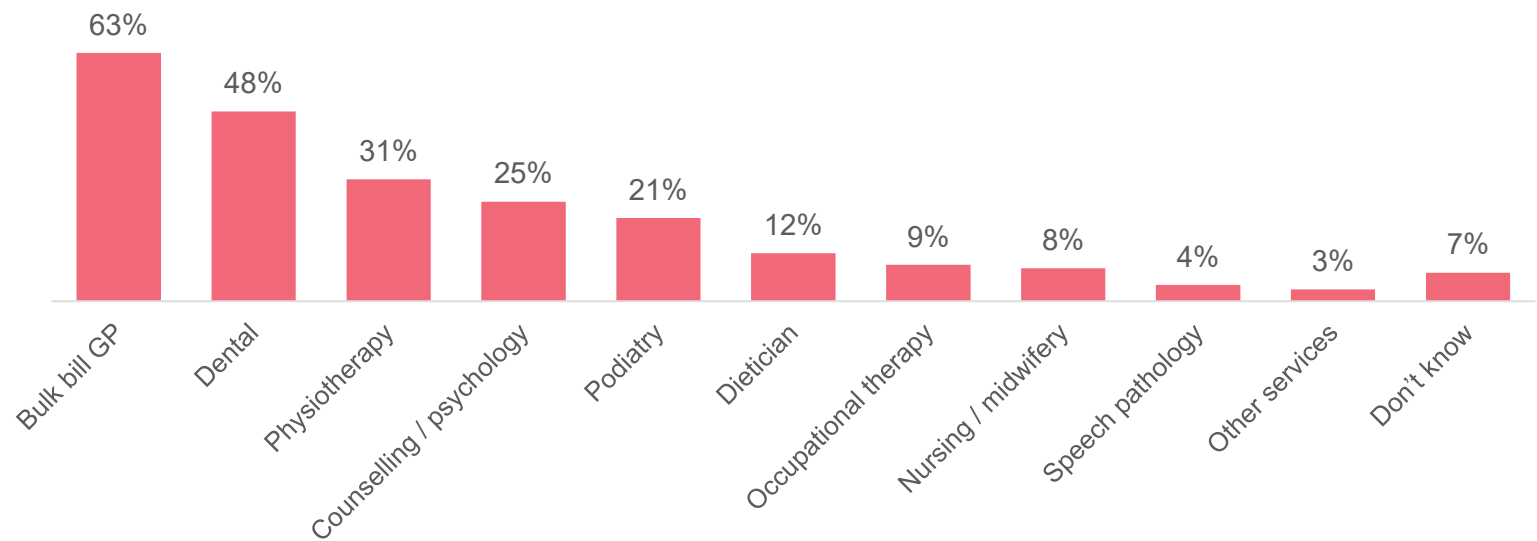
Q38. How likely are you [or your family] to use a community health centre in the next 5 years ?

# In line with current usage, bulk bill GP and dental were the services with greatest demand in the future

## Health services likely to use at local Community Health Centre in the future

Base: Those likely to use a Community Health Centre in the next 5 years (n=2,957)

Among those likely to use a Community Health Centre in the future, they were likely to use on average 2.2 services.

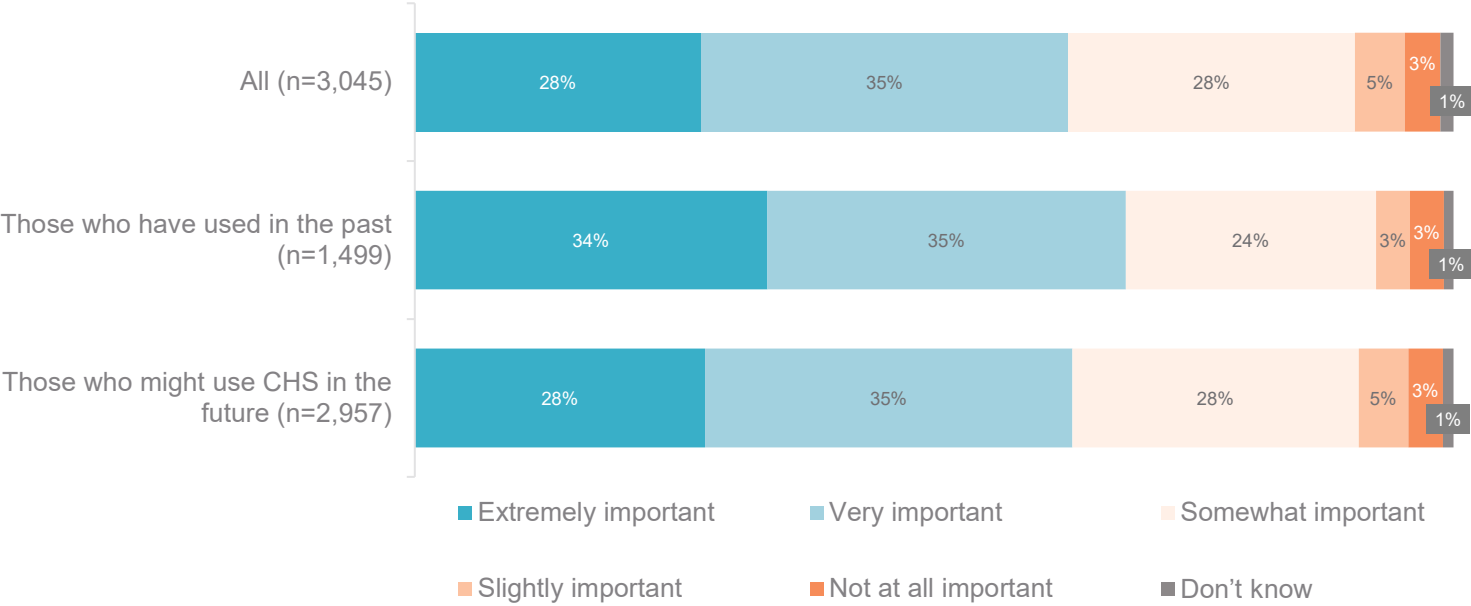


Q39. If you or your family used a community health centre in the next 5 years, which service(s) would you be likely to use?  
Multiple responses allowed.

# Those who had used CHS in the past strongly felt it was important that multiple services were offered in a single location

## Importance of services being offered from one location

Base: Those who have used Community Health Services in the last 5 years, or those likely to use in the future (n=3,045)

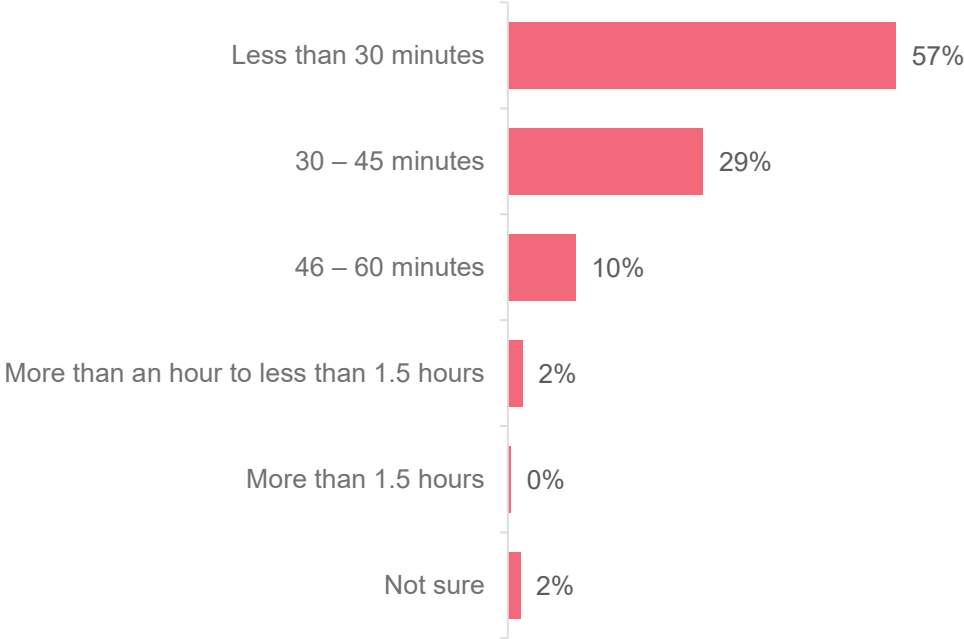


Q.41. Community health centres offer multiple services in a single location. How important is it to you that these services are all offered from the one location?

# Over half (57%) of those likely to access Community Health Services would not travel longer than 30 minutes

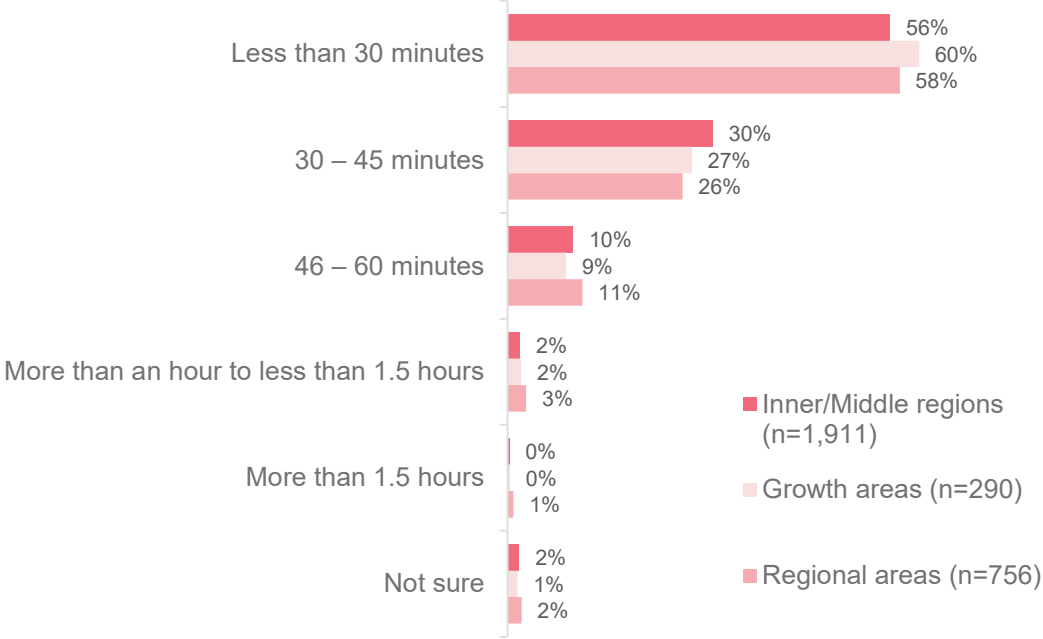
## Maximum travel time

Base: Those likely to access a Community Health Service in the next 5 years (n=2,957)



## Maximum travel time, by location

Base: Those likely to access a Community Health Service in the next 5 years



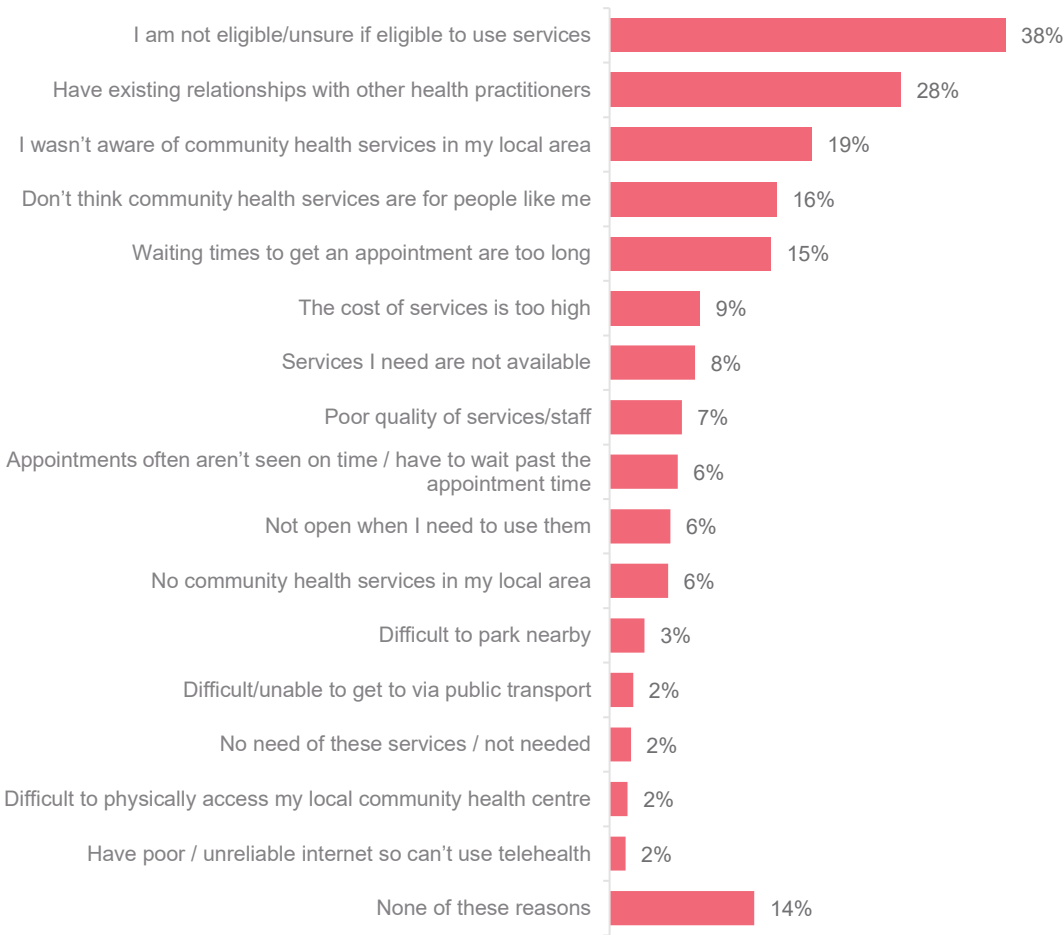
Q.40. What's the maximum travel time you'd be prepared to spend to access a community health service?



# Eligibility concerns was the main barrier among those who might not use Community Health Services in the next five years

## Barriers to using a Community Health Services in the future

Base: Those not likely to use a Community Health Services in the next 5 years (n=1,956)



Q43. Why mightn't you use community health services in the next five years?

# Those with high health needs were more likely to report eligibility as a barrier to using community health services in the future

## Barriers to using a Community Health Services in the future, by priority cohorts

Base: Those not likely to use a Community Health Services in the next 5 years

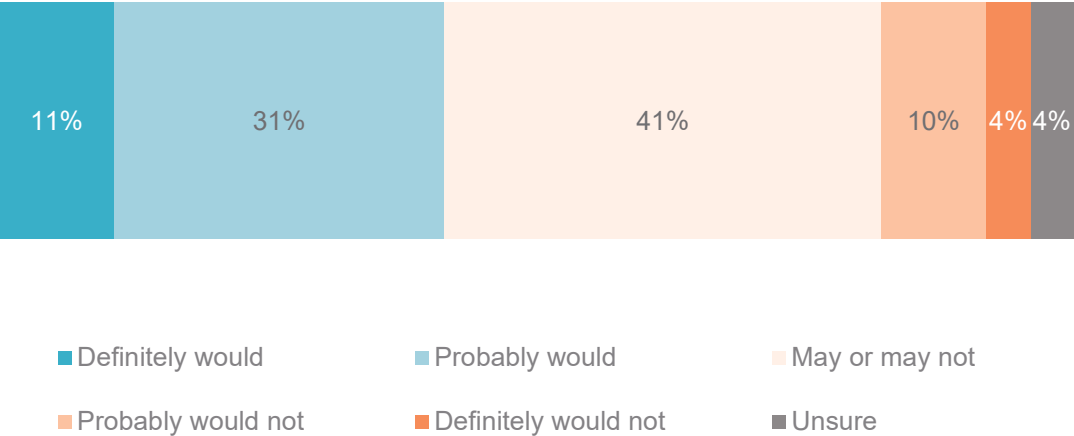
	All respondents not likely to use a Community Health Services in the next 5 years	Cohort 1: Those who have used Community Health Centres in last 5 years	Cohort 2: Target cohort for Community Health Centres	Cohort 3: Those with high health needs
Sample size	1,956	353	1,073	685
I am not eligible/unsure if eligible to use services	38%	28%	32%	41%
Have existing relationships with other health practitioners	28%	26%	26%	35%
I wasn't aware of community health services in my local area	19%	15%	20%	16%
Don't think community health services are for people like me	16%	8%	13%	16%
Waiting times to get an appointment are too long	15%	27%	16%	20%
The cost of services is too high	9%	14%	8%	8%
Services I need are not available	8%	17%	10%	11%
Poor quality of services/staff	7%	14%	7%	8%
Appointments often aren't seen on time / have to wait past the appointment time	6%	13%	7%	8%
Not open when I need to use them	6%	13%	6%	5%
No community health services in my local area	6%	4%	6%	6%
Difficult to park nearby	3%	8%	4%	5%
Difficult/unable to get to via public transport	2%	3%	3%	3%
Difficult to physically access my local community health centre	2%	4%	3%	3%
Have poor / unreliable internet so can't use telehealth	2%	3%	2%	2%

Q43. Why mightn't you use community health services in the next five years?

# Two in five (41%) said they would use community health services in the future if issues were addressed

## Likelihood to use local Community Health Centre if barriers were addressed

Base: Those who are unlikely to use a CHS, and whose barrier was not having an existing relationship with a practitioner (n=1,418)



Likelihood to use Community Health Centres was highest among those who mentioned the following barriers to usage:

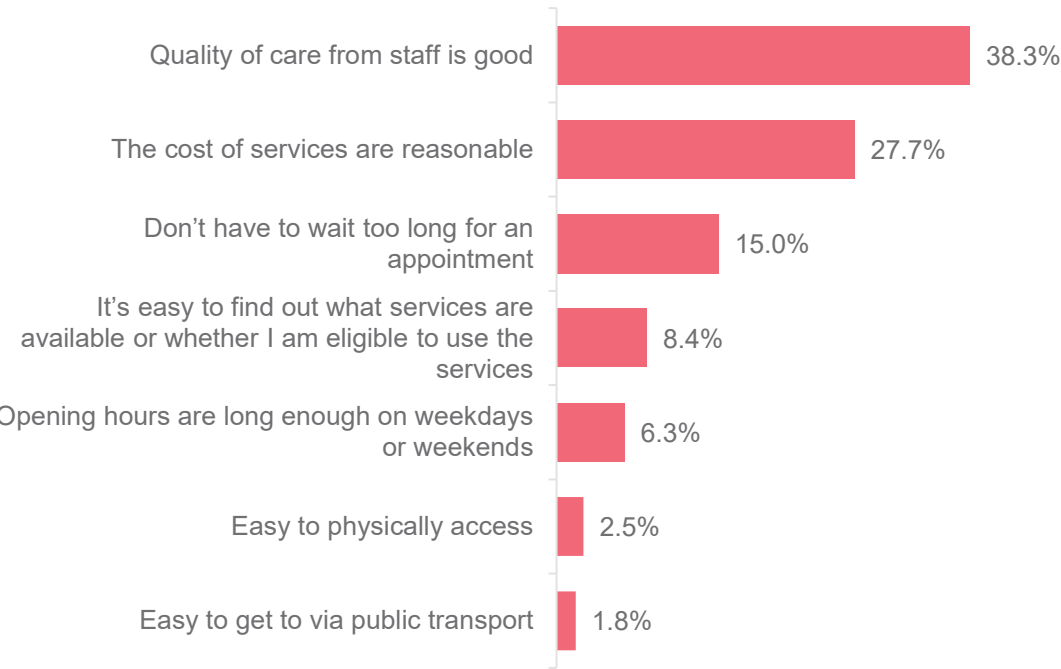
- Long wait times to get an appointment (69% would use if this was addressed)
- Not being open when needed (68%)
- Difficulty accessing via public transport (62%)
- Appointments not seen on time (62%)
- Difficult to park nearby (61%)
- Cost of services being too high (60%)
- No Community Health Centres in the local area (58%)

Q.44. If the issues you mentioned in the previous question were addressed, how likely would you be to access your local community health centre?

# Quality of care was the most important consideration when attending a community health centre, followed by cost

## MaxDiff results for Community Health Services – relative importance of different features of TAFE

Base: Respondents who attended a community health service in the last 5 years OR who indicated they would be likely to consider a community health service in the next 5 years, n=1256



Q.42. For the next few questions, we would like you to think about the things that are MOST and LEAST important to you when going to, or considering going to, a community health centre.

### MaxDiff analysis determines how much more important one feature is to respondents compared to another.

Results are presented as a percentage – when the percentages assigned to all features are summed together, they add to 100%.

The relative importance of one feature over another can be calculated by dividing one by the other – for example, the appeal of “quality of care from staff is good” compared to “Don’t have to wait too long for an appointment” can be determined by dividing 38.3% by 15.0% = 2.6, indicating that quality of care is more than twice as important as not having to wait too long for an appointment.

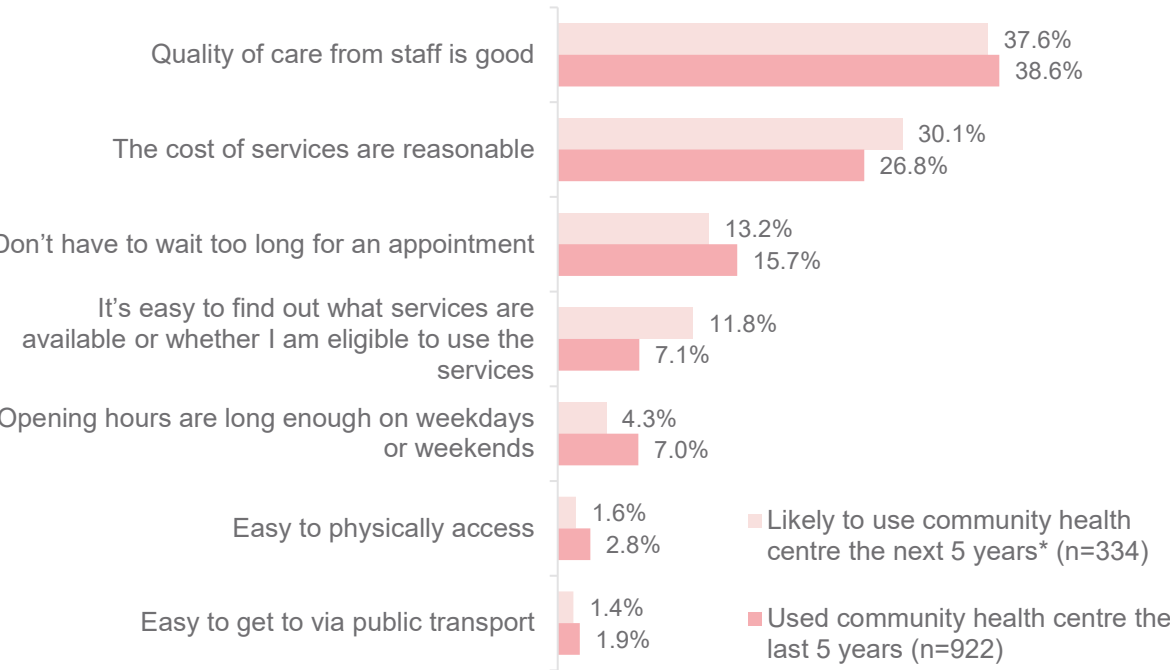
Overall, quality of care from staff was the most important consideration, followed by cost. Not having to wait too long for an appointment was the third most important consideration, but less than half as important as quality of care.

Ease of determining eligibility for services and opening hours were around half as important again as not having to wait too long for an appointment, and the lowest two considerations were ease of physical access and ease of access via public transport.

# Past users of community health service had a similar pattern of priorities to those considering using in the next 5 years

## Comparison of those who have attended a CHS in the last 5 years vs. those likely to attend a CHS in the next 5 years

Base: Respondents who attended a community health service in the last 5 years OR who indicated they would be likely to consider a community health service in the next 5 years



Overall, the hierarchy of considerations when attending a community health service was similar between those who had used a community health service in the last 5 years and those considering attending in the next 5 years (but who had not attended in the last 5 years).

However, there were some differences in terms of the degree of emphasis placed on all of the tested criteria, with the exception of quality of care and ease of access via public transport.

Those who attended community health service in the last 5 years tended to place more importance on not having to wait too long for an appointment, opening hours being long enough, and ease of physical access compared to those likely to use a community health centre in the next 5 years, but placed less importance on cost of services and ease of determining eligibility for services.

Q.42. For the next few questions, we would like you to think about the things that are MOST and LEAST important to you when going to, or considering going to, a community health centre.

\*Excludes those who have attended a community health service in the last 5 years



# Appendix 2: Community Health Services

Questionnaire



Infrastructure Victoria

Survey type: Online

Project consultants:	Anita Ganguly, Sharon Morris
Total number of interviews to be completed:	n=4000
Definition of target audience:	Representative sample of the adult Victorian population by region
Panel Provider (panel sample only):	Pure Profile
Fieldwork to close by:	25 <sup>th</sup> March 2024
Data to be merged with a previous datafile?	No
Questionnaire has been reviewed by Sharon	Yes
Does this job require a representative screener sample? (Typically required for segmentation and market sizing)	No
Any quotas on the sample? If yes, specify below	Yes – see p3

Any additional variables that should be tracked in the portal (aside from quota variables):

Weights to be applied:

	Male		Female		Total
	Under 45	45+	Under 45	45+	
Inner Melbourne	3.78%	2.42%	3.97%	2.67%	12.84%
Middle East	3.60%	4.16%	3.58%	4.78%	16.12%
Middle South East	3.94%	4.57%	3.93%	5.08%	17.52%
Middle West	2.06%	1.80%	2.01%	1.93%	7.80%
Middle North	2.94%	2.90%	2.91%	3.25%	12.00%
Growth Area Southeast	0.54%	0.31%	0.56%	0.34%	1.75%
Growth Area North	0.87%	0.55%	0.88%	0.59%	2.89%
Growth Area West	1.21%	0.64%	1.18%	0.67%	3.70%
Barwon, including Geelong and Ocean Grove	1.12%	1.38%	1.13%	1.56%	5.19%
Centre Highlands, including Ballarat and Bacchus Marsh	0.66%	0.89%	0.68%	0.97%	3.20%
Gippsland, including Warragul, Moe, Morwell, Traralgon and Bairnsdale	0.80%	1.44%	0.83%	1.54%	4.61%
Goulburn and Ovens Murray, including Shepparton, Benalla, Wangaratta and Wodonga	0.87%	1.39%	0.89%	1.49%	4.64%
Great South Coast, including Colac, Warrnambool and Portland	0.29%	0.50%	0.29%	0.55%	1.63%
Loddon Campaspe, including Bendigo, Castlemaine and Kyneton	0.72%	1.17%	0.75%	1.26%	3.90%
Wimmera Southern Mallee and Mallee, including Horsham and Mildura	0.43%	0.66%	0.42%	0.70%	2.21%

Target quotas:

	Male		Female		TOTAL
	Under 45	45+	Under 45	45+	
Inner Melbourne	211	110	226	153	700
Middle East	128	149	128	170	575
Middle South East	141	163	140	181	625
Middle West	76	70	77	77	300
Middle North	139	96	134	151	520
Growth Area Southeast	30	11	36	23	100
Growth Area North	39	16	39	26	120
Growth Area West	53	26	52	29	160
Barwon, including Geelong and Ocean Grove	56	54	59	81	250
Centre Highlands, including Ballarat and Bacchus Marsh	21	28	21	30	100
Gippsland, including Warragul, Moe, Morwell, Traralgon and Bairnsdale	24	43	25	46	138
Goulburn and Ovens Murray, including Shepparton, Benalla, Wangaratta and Wodonga	20	30	18	32	100
Great South Coast, including Colac, Warrnambool and Portland	18	31	18	33	100
Loddon Campaspe, including Bendigo, Castlemaine and Kyneton	20	33	21	35	109
Wimmera Southern Mallee and Mallee, including Horsham and Mildura	12	13	54	24	103
	988	873	1048	1091	4000

Introduction – Online

Thank you for taking part in this survey.

This survey is about access to different community services and amenities, and should take no more than 20 minutes to complete.

Please be reassured that this survey is anonymous, and we will never use your individual responses on their own. Quantum is an independent market research company and complies with the Australian Privacy Act 1988 and The Research Society's Code of Professional Behaviour. Our privacy policy can be found here.

Screener

The first few questions are to check if this survey is relevant to you.

ASK ALL

Q.1. Where do you live?

SINGLE RESPONSE

New South Wales.....	1	TERMINATE
Victoria .....	2	CONTINUE
Queensland.....	3	TERMINATE
Western Australia .....	4	TERMINATE
South Australia .....	5	TERMINATE
Northern Territory .....	6	TERMINATE
Tasmania.....	7	TERMINATE
Australian Capital Territory.....	8	TERMINATE
Outside Australia .....	9	TERMINATE

ASK ALL

Your responses to this survey will be used to help ensure Victorians have access to community services and amenities in the future. We'd like to know your street name to help with this planning. This information will be used to work out how far you live from different types of services and public transport, and will not be used beyond this research.

Q.2. What is the address of your home?

Street name and type (e.g. Collins Street. Please do not provide your street number.):

\_\_\_\_\_

Suburb: \_\_\_\_\_

Postcode: \_\_\_\_\_ CHECK POSTCODE IS IN VICTORIA, OTHERWISE TERMINATE

NOTE: AFTER PILOT WE REMOVED THE TERMINATION IF 'PREFER NOT TO PROVIDE MY STREET NAME' OPTION IS SELECTED.

ASK ALL

Q.3. What gender do you identify with?

SINGLE RESPONSE

Male .....1  
Female .....2  
Non-binary .....3  
Another gender (please specify): .....4

ASK ALL

Q.4. How old are you?

SINGLE RESPONSE – CAPTURE AS NUMERIC AND THEN CODE AS BELOW; TERMINATE IF UNDER 18

18-24 .....1  
25-34 .....2  
35-44 .....3  
45-54 .....4  
55-64 .....5  
65-74 .....6  
75+ .....7

CHECK AGE / GENDER / REGION QUOTAS

ASK ALL

Q.5. Which of the following best describes your household?

SINGLE RESPONSE

Single person household .....1  
Couple with no children at home .....2  
Family (including single parent) with children (including adult children) at home .....3  
Family (group of related people) where none of them is the parent / guardian of any other person in the household (e.g. living with siblings or grandparents) .....6  
Group household (e.g. a share house) .....4  
Other (please specify) .....5

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ASK IF Q.5 = CODE 3 OR CODE 6 (FAMILY)

Q.6. Please indicate the number of people in each of the following age groups in your household, INCLUDING YOURSELF.

NUMERIC ANSWER. PROGRAMMING: ALLOW NUMBERS BETWEEN 0 AND 9 ONLY; ALLOW EMPTY BOXES BUT ENSURE AT LEAST ONE OF THE 18-24 OR 25+ BOXES HAS A NUMBER ABOVE 0; ALLOW EMPTY BOX

SHOW IF Q.5 = CODE 3: 0 – 4 years old: \_\_\_\_  
SHOW IF Q.5 = CODE 3: 5 – 14 years old: \_\_\_\_  
SHOW IF Q.5 = CODE 3: 15 – 17 years old: \_\_\_\_  
18 – 24 years old: \_\_\_\_  
25 years or older: \_\_\_\_

ASK IF Q.5 = CODE 3 AND Q.6 > 0 FOR 0-24 YEARS OLD

Q.6.a1 Are you a parent or guardian of any of these people in your household?

MULTIPLE RESPONSE

	Yes	No
SHOW IF Q.6 0-4 > 0 0 – 4 years old	1	0
SHOW IF Q.6 5-14 > 0 5 – 14 years old	1	0
SHOW IF Q.6 15-17 > 0 15 – 17 years old	1	0
SHOW IF Q.6 18-24 > 0 18 – 24 years old	1	0
No, I am not the parent or guardian of anyone in my household	1	0

ASK IF Q.5 = 3 (FAMILY WITH CHILDREN) AND Q.6.a1 = CODE 1 FOR I AM NOT THE PARENT/GUARDIAN OF ANYONE IN MY HOUSEHOLD

Q.6.a2 Is ANYONE in your household a parent or guardian of any of these people in your household?

MULTIPLE RESPONSE

	Yes	No
SHOW IF Q.6 0-4 > 0 0 – 4 years old	1	0
SHOW IF Q.6 5-14 > 0 5 – 14 years old	1	0
SHOW IF Q.6 15-17 > 0 15 – 17 years old	1	0
SHOW IF Q.6 18-24 > 0 18 – 24 years old	1	0
No, no-one in my household is the parent / guardian of someone aged under 25 years	1	0

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Market  
Research

OFFICIAL: Sensitive

ASK IF Q.6.a1 = 1 FOR 15-17 YEARS OR Q.6.a2 = 1 FOR 15-17 YEARS (PARENT/GUARDIAN OF 15-17 YEAR OLD)

Q.6.a IF Q.6.a1 = 1 FOR 15-17 YEARS: [If Q.6 = 1 FOR 15-17 YEARS: Is your child; If Q.6 > 1 FOR 15-17 YEARS: Are any of your children] aged 15-17 years a full-time student?

IF Q.6.a2 = 1 FOR 15-17 YEARS: [If Q.6 = 1 FOR 15-17 YEARS: Is this child; If Q.6 > 1 FOR 15-17 YEARS: Are any of the children] aged 15-17 years a full-time student?

IF Q.6 = 1 FOR 15-17 YEARS: SINGLE RESPONSE  
IF Q.6 > 1 FOR 15-17 YEARS: MULTIPLE RESPONSE

Yes – full time secondary school student (at a secondary school or homeschooling) .....1  
Yes – full time secondary school student / VET at TAFE .....2  
Yes – full time TAFE student .....3  
Yes – TAFE or VET at Federation University, Victoria University, Swinburne University or RMIT .....4  
Yes – full time apprenticeship .....5  
Yes – full time at a university .....6  
Yes – full time at a private provider .....7  
Yes – other (please specify): .....8  
No .....9

ASK IF Q.6.a=99 (CHILD/REN AGED 15-17 ARE NOT STUDYING)

Q.6.b IF Q.6.a1 = 1 FOR 15-17 YEARS: [If Q.6 = 1 FOR 15-17 YEARS: Is your child; If Q.6 > 1 FOR 15-17 YEARS: Are any of your children] aged 15-17 years in employment?

IF Q.6.a2 = 1 FOR 15-17 YEARS: [If Q.6 = 1 FOR 15-17 YEARS: Is this child; If Q.6 > 1 FOR 15-17 YEARS: Are any of the children] aged 15-17 years in employment?

IF Q.6 = 1 FOR 15-17 YEARS: SINGLE RESPONSE  
IF Q.6 > 1 FOR 15-17 YEARS: MULTIPLE RESPONSE

Yes – full-time employment .....1  
Yes – part time employment .....2  
Yes – casual employment .....3  
No – not in employment .....4

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Market  
Research

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ASK IF Q6.A1 = 1 FOR 18-24 YEARS OR Q6A2 = 1 FOR 18-24 YEARS (PARENT/GUARDIAN OF 18-24 YEARS OLD)

Q.6.c [If Q.6 = 1 FOR 18-24 YEARS: Is your child; If Q.6 > 1 FOR 18-24 YEARS: Are any of your children] aged 18-24 years a full-time student?

If Q6.A2 = 1 FOR 18-24 YEARS: [If Q.6 = 1 FOR —18-24 YEARS: Is this child; If Q.6 > 1 FOR 15-17 YEARS: Are any of the children] aged 18-24 years a full-time student?

SINGLE RESPONSE

Yes ..... 1  
No ..... 2

IF Q6.A1 = 1 OR Q6A2 = PARENT/GUARDIAN OF 0-15 YEARS OLD OR (Q.6.A = 1-4 OR 6, 7, 8), OR Q.6.C = 1, CLASSIFY AS DEPENDENT CHILDREN.

DP – RECODE Q.5 AS FOLLOWS:

CODE 1 = LONE PERSON HOUSEHOLD

CODE 2 = FAMILY HOUSEHOLD WITH NO DEPENDENT CHILDREN PRESENT

CODE 3: IF HAVE DEPENDENT CHILDREN (AS ABOVE) = FAMILY HOUSEHOLD WITH DEPENDENT CHILDREN PRESENT

CODE 3: IF HAVE NO DEPENDENT CHILDREN = FAMILY HOUSEHOLD WITH NO DEPENDENT CHILDREN PRESENT

CODE 4: GROUP HOUSEHOLD

CODE 5: OTHER

CODE 6 = FAMILY HOUSEHOLD WITH NO DEPENDENT CHILDREN PRESENT

ASK ALL

Q.7. Which of the following best describes your employment status?

SINGLE RESPONSE

Full time work ..... 1  
Part time/casual work ..... 2  
Not employed, looking for work ..... 3  
Not employed, not looking for work ..... 4  
Not able to work ..... 5  
Retired ..... 6  
Student ..... 7  
Other, please specify ..... 8

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ASK IF Q.7 = 7 (STUDENT)

Q.8. Where are you currently studying?

SINGLE RESPONSE

Secondary school student (at a secondary school or homeschooling, including VET subjects) ..... 1  
Secondary school student / VET at TAFE ..... 2  
TAFE ..... 3  
TAFE or VET at Federation University, Victoria University, Swinburne University or RMIT ..... 4  
Vocational education and training, but not at TAFE ..... 5  
University ..... 6  
Non-award study ..... 7  
Other (please specify) ..... 8

ASK ALL

Q.9. Do you hold any of the following concession cards?

MULTIPLE RESPONSE; RANDOMISE

Health Care Card ..... 1  
Pensioner Concession Card ..... 2  
Commonwealth Seniors Health Card ..... 3  
Department of Veterans Affairs Card ..... 4  
None of these ..... 5  
Don't know ..... 6

VALIDATION QUESTION

Data quality and accuracy is extremely important to us. So we have the most accurate understanding of your opinions and needs it is important that you provide thoughtful responses to each question in this survey.

Do you commit to providing thoughtful and honest answers to all the questions in this survey?

Please select only one

☐ I can't promise either way

☐ Yes, I will

☐ No, I will not

TERMINATE IF CODE 2 NOT SELECTED.

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Respondents were asked another section of questions here. Questions have been removed as they are not relevant to the Community Health Services section.

Community Health Services

Now we're going to focus on health, particularly community health services.

SHOW IF Q.5 = CODES 3, 6 (FAMILY WITH KIDS AND OTHER FAMILY TYPES)

When referring to your family, we are referring to all family members who live with you in your household.

ASK ALL

Q.10. Before today, had you heard of community health services? These are services that provide state-funded or subsidised healthcare services.

People who are eligible to receive services through community health services include:

- People who hold a healthcare or pensioner concession card, or who are a dependent of a concession card holder
- People with a low or medium income
- NDIS participants
- Aboriginal and Torres Strait Islander people
- Refugees and people seeking asylum
- People who are homeless or at risk of homelessness
- Children in care

SINGLE RESPONSE

Yes ..... 1  
No ..... 2  
Not sure ..... 3

ASK IF POSTCODE OR ADJACENT POSTCODE HAS A COMMUNITY HEALTH CENTRE

Q.11. Before today, were you aware of [IF ONLY ONE COMMUNITY HEALTH CENTRE IN VICINITY, SHOW "this community health centre"; IF MORE THAN ONE COMMUNITY HEALTH CENTRE IN VICINITY, SHOW "any of these community health centres"] in your local area?

SHOW FULL NAME NAME AND ADDRESS OF COMMUNITY HEALTH CENTRES IN THEIR POSTCODE OR ADJACENT POSTCODE.

SINGLE RESPONSE

RESPONSE CODES IF ONLY ONE CENTRE IN VICINITY:

Yes, I knew of this centre and knew it was a community health centre ..... 1

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Yes, I had heard of this but did not know it was a community health centre .....	2
No, I'm not familiar with this centre.....	3
Not sure .....	4

**RESPONSE CODES IF MORE THAN ONE CENTRE IN VICINITY:**

Yes, I knew of at least one of these centres and knew it was a community health centre.....	1
Yes, I had heard of at least one of these centres but did not know any of them were community health centres.....	2
No, I'm not familiar with any of these centres .....	3
Not sure .....	4

**PROGRAMMING – PLEASE COMBINE CODES FOR ANALYSIS**

**ASK ALL**

Q.12. When was the last time you [if Q.5 = 3 "or your family"] used any Victorian community health services?

**SINGLE RESPONSE**

Within the past 12 months .....	1
In the last 5 years but not in the past 12 months .....	2
More than 5 years ago .....	3
Never.....	4
Not sure .....	5

**ASK IF Q.30 = CODE 1 OR 2 (USED COMMUNITY HEALTH SERVICE IN LAST 5 YEARS)**

Q.12.a Have you [if Q.5 = 3 "or your family"] specifically used [if ONLY ONE COMMUNITY HEALTH CENTRE IN VICINITY, show "this community health centre"; IF MORE THAN ONE COMMUNITY HEALTH CENTRE IN VICINITY, SHOW "any of these community health centres"] in the past five years?

SHOW NAME AND ADDRESS OF COMMUNITY HEALTH CENTRES IN THEIR POSTCODE OR ADJACENT POSTCODE. IF NO CENTRE IN POSTCODE OR ADJACENT, SHOW ALL COMMUNITY HEALTH CENTRES IN RELEVANT REGION.

**SINGLE RESPONSE**

Yes.....	1
No.....	2
Not sure .....	3

**ASK IF Q.30.A = CODE 2 (USED COMMUNITY HEALTH SERVICE IN LAST 5 YEARS BUT NOT ONE IDENTIFIED IN THEIR LOCAL AREA)**

Q.12.b Why have you used a community health service further from your home, rather than one closer to home?

**MULTIPLE RESPONSE; RANDOMISE**

Close to another location I visit (e.g. work, study, other family, other health service, etc) .....	1	ANCHOR
Close to where I used to live .....	2	ANCHOR
Was recommended / referred to this particular community health centre .....	3	ANCHOR
Had used this centre in the past and preferred to keep going there .....	4	ANCHOR
Wasn't aware of community health services in my local area .....	5	ANCHOR
Difficult to park nearby .....	6	
Difficult/unable to get to via public transport.....	7	
The cost of services is too high.....	8	
Services I need are not available .....	9	
Not open when I need to use them .....	10	
Poor quality of services/staff .....	11	
Waiting times to get an appointment are too long.....	12	
Appointments often aren't seen on time / have to wait past the appointment time .....	13	
Difficult to physically access my local community health centre .....	14	
Have existing relationships with other health practitioners .....	15	
Have poor / unreliable internet so can't use telehealth .....	16	
Other reason, please specify .....	17	
None of these reasons .....	18	

**ASK IF Q.30.A=1 (PERSONALLY USED LOCAL CHS)**

Q.13. Which health services have you [if Q.5 = 3 "or your family"] used through [if ONLY ONE COMMUNITY HEALTH CENTRE IN VICINITY, SHOW "this community health centre"; IF MORE THAN ONE COMMUNITY HEALTH CENTRE IN VICINITY, SHOW "any of these community health centres"] in the last 5 years?

SHOW NAME AND ADDRESS OF COMMUNITY HEALTH CENTRES IN THEIR POSTCODE OR ADJACENT POSTCODE.

**MULTIPLE RESPONSE; RANDOMISE**

Bulk bill GP .....	1
Counselling/psychology and mental health services.....	2
Nursing/midwifery .....	3
Physiotherapy.....	4
Speech pathology .....	5
Podiatry .....	6
Dietician .....	7
Dental .....	8

Occupational therapy .....	9
COVID-19 testing .....	10
Other, please specify .....	11
Can't recall / unsure .....	12

**ASK IF Q.30.A=1 (PERSONALLY USED LOCAL CHS)**

Q.14. In the last 5 years, have you [if Q.5 = 3 "or your family"] accessed [if ONLY ONE COMMUNITY HEALTH CENTRE IN VICINITY, SHOW "this community health centre"; IF MORE THAN ONE COMMUNITY HEALTH CENTRE IN VICINITY, SHOW "any of these community health centres"]...

**SINGLE RESPONSE**

By telehealth only .....	1
Through both telehealth and by visiting the centre in person .....	2
Only by visiting in person.....	3

**ASK IF Q.30= 3 OR 4 (HAVE NOT USED COMMUNITY HEALTH SERVICES IN LAST 5 YEARS)**

Q.15. Why haven't you used any Victorian community health services in the past five years?

**MULTIPLE RESPONSE, RANDOMISE**

No community health services in my local area .....	1	ANCHOR
I wasn't aware of community health services in my local area .....	2	ANCHOR
Difficult to park nearby .....	3	
I am not eligible/unsure if eligible to use services.....	4	
Difficult/unable to get to via public transport.....	5	
The cost of services is too high .....	6	
Services I need are not available .....	7	
Not open when I need to use them .....	8	
Poor quality of services/staff .....	9	
Waiting times to get an appointment are too long .....	10	
Appointments often aren't seen on time / have to wait past the appointment time .....	11	
Difficult to physically access my local community health centre .....	12	
Don't think community health services are for people like me.....	13	
Have existing relationships with other health practitioners.....	14	
Have poor / unreliable internet so can't use telehealth.....	15	
Other reason, please specify .....	16	
Can't recall .....	17	
None of these reasons.....	18	



ASK IF Q.30.A=1 (PERSONALLY USED LOCAL CHS)

Q.16. Did any of the following make it hard for you [if Q.5 = 3 "or your family"] to use [if ONLY ONE COMMUNITY HEALTH CENTRE IN VICINITY, SHOW "this community health centre"; IF MORE THAN ONE COMMUNITY HEALTH CENTRE IN VICINITY, SHOW "any of these community health centres"], in the past five years? If you've used more than one service, please think about anything that made it hard to use these services.

SHOW NAME AND ADDRESS OF COMMUNITY HEALTH CENTRES IN THEIR POSTCODE OR ADJACENT POSTCODE.

MULTIPLE RESPONSE, RANDOMISE

Difficult to park nearby .....	1
Difficult to find out if I was / [if HAVE KIDS: "we were"] eligible to use services 2 .....	3
Difficult/unable to get to via public transport .....	3
The cost of services is too high .....	4
Services I need are not available .....	5
Not open when I need to use them .....	6
Poor quality of services/staff .....	7
Waiting times to get an appointment are too long .....	8
Appointments often aren't seen on time / have to wait past the appointment time .....	9
Difficult to physically access my local community health centre .....	10
Don't think community health services are for people like me .....	11
Have poor / unreliable internet so can't use telehealth .....	12
Other reason, please specify .....	13
Nothing made it difficult .....	14

ASK Q.33=5 OR Q.34=5 (PUBLIC TRANSPORT A BARRIER)

Q.17. What did you find difficult when using, or trying to use, public transport to access community health services?

MULTIPLE RESPONSE, RANDOMISE

There is no public transport in my area .....	1
There is no public transport to my destination .....	2
The walking distance to public transport is too long .....	3
The price of public transport is too high .....	4
Public transport wait times are too long .....	5
Public transport takes too long to get to my destination .....	6
There is no shelter or seating at my nearest public transport stop .....	7
Public transport is not available when I need to get there and get back .....	8
Public transport service is unreliable .....	9
I am unable to safely access or use public transport stops or vehicles .....	10

I am worried about COVID transmission on public transport .....	11
I do not feel safe using public transport .....	12
There is no timetable or service information at my closest stop .....	13
Other (please specify): .....	14
None of these .....	15

ASK Q.33=12 OR Q.34=12 (PHYSICAL ACCESSIBILITY A BARRIER)

Q.18. What made it difficult to physically access your local community health centre?

MULTIPLE RESPONSE, DO NOT RANDOMISE

Outside areas (e.g. ramps, handrails, lighting) .....	1
Car parking facilities (e.g. suitable pick up/drop off point, number of car spaces, number of disabled car spaces) .....	2
Entrance / exit areas (e.g. ramps, handrails, door width, intercom, lighting, obstructions) .....	3
Reception areas (e.g. desk height, seating, background noise) .....	4
Moving around the building (e.g. stairs, internal doors, corridor width, clutter/obstruction in walkways) .....	5
Bathroom facilities (e.g. no disabled toilets, inaccessible location, poor layout, size) .....	6
Inadequate lifts or escalators (e.g. not provided, not working, not large enough) .....	7
Other, please specify .....	8
None of these .....	9

ASK IF Q.30=1 OR 2 (USED COMMUNITY HEALTH SERVICE IN LAST 5 YEARS)

Q.19. How do you usually access community health services?

MULTIPLE RESPONSE

Car – as a driver .....	1
Car – as a passenger .....	2
Public transport (e.g. bus, train, tram) .....	3
Walking .....	4
Bicycle / e-bike .....	5
Taxi service or rideshare (e.g. Uber) .....	6
Community transport .....	7
E-scooter .....	8
Motorbike / motorcycle / scooter .....	9
Via telehealth .....	10
Other – please specify: .....	11

ASK ALL

Q.20. How likely are you [if Q.5 = 3 "or your family"] to use a community health centre in the next 5 years?

SINGLE RESPONSE

Definitely would .....	1
Probably would .....	2
May or may not .....	3
Probably would not .....	4
Definitely would not .....	5
Unsure .....	6

ASK IF Q.38=1-3 (LIKELY TO USE COMMUNITY HEALTH SERVICES IN NEXT 5 YEARS)

Q.21. If you [if Q.5 = 3 "or your family"] used a community health centre in the next 5 years, which service(s) would you be likely to use?

MULTIPLE RESPONSE; RANDOMISE

Bulk bill GP .....	1
Counselling/psychology .....	2
Nursing/midwifery .....	3
Physiotherapy .....	4
Speech pathology .....	5
Podiatry .....	6
Dietician .....	7
Dental .....	8
Occupational therapy .....	9
Other, please specify .....	10
Don't know .....	11

ASK IF Q.38=1-3 (LIKELY TO USE COMMUNITY HEALTH SERVICES IN NEXT 5 YEARS)

Q.22. What is the maximum travel time you'd be prepared to spend on average to get to a community health service?

SINGLE RESPONSE

Less than 30 minutes .....	1
30 – 45 minutes .....	2
46 – 60 minutes .....	3
More than an hour to less than 1.5 hours .....	4
More than 1.5 hours .....	5
Not sure .....	6



ASK IF Q.38= 1-3 (LIKELY TO USE COMMUNITY HEALTH SERVICES IN NEXT 5 YEARS) OR Q.30 = 1 OR 2 (USED COMMUNITY HEALTH SERVICES IN LAST 5 YEARS)

Q.23. Community health centres offer multiple services in a single location. How important is it to you [if Q.5 = 3 "and your family"] that these services are all offered from the one location?

**SINGLE RESPONSE**

Extremely important ..... 1  
Very important ..... 2  
Somewhat important ..... 3  
Slightly important ..... 4  
Not at all important ..... 5  
Don't know ..... 6

ASK IF NOT (Q.13= CODES 1-17 (AT OR DONE TAFE LAST 5 YEARS) OR Q.21 = CODES 1-2 (LIKELY TO CONSIDER TAFE IN NEXT 5 YEARS)) AND (Q.30=1 OR 2 OR Q.38=1 OR 2)

Q.24. For the next few questions, we would like you to think about the things that are MOST and LEAST important to you when going to, or considering going to, a community health centre.

For each task, you will see four different aspects that could be considerations when choosing or visiting a community health centre. For each task, please indicate which one aspect would be MOST important to you, and which one aspect would be LEAST important to you.

**MAXDIFF – 4 ITEMS PER TASK, 7 TASKS**

Opening hours are long enough on weekdays or weekends  
Easy to physically access  
The cost of services are reasonable  
Don't have to wait too long for an appointment  
Quality of care from staff is good  
It's easy to find out what services are available or whether I am eligible to use the services  
Easy to get to via public transport

ASK IF Q.38=3, 4, 5 (UNLIKELY TO USE COMMUNITY HEALTH SERVICES IN NEXT 5 YEARS)

Q.25. Why mightn't use community health services in the next five years?

**MULTIPLE RESPONSE, RANDOMISE**

No community health services in my local area ..... 1 ANCHOR  
I wasn't aware of community health services in my local area ..... 2 ANCHOR  
Difficult to park nearby ..... 3  
I am not eligible/unsure if eligible to use services ..... 4  
Difficult/unable to get to via public transport ..... 5  
The cost of services is too high ..... 6  
Services I need are not available ..... 7  
Not open when I need to use them ..... 8  
Poor quality of services/staff ..... 9  
Waiting times to get an appointment are too long ..... 10  
Appointments often aren't seen on time / have to wait past the appointment time ..... 11  
Difficult to physically access my local community health centre ..... 12  
Don't think community health services are for people like me ..... 13  
Have existing relationships with other health practitioners ..... 14  
Have poor / unreliable internet so can't use telehealth ..... 15  
Other reason, please specify ..... 16  
None of these reasons ..... 17

ASK IF Q.45 is NOT CODE 14 (BARRIER TO USE IS HAVING EXISTING RELATIONSHIP WITH OTHER HEALTH PRACTITIONERS)

Q.26. If the issues you mentioned in the previous question were addressed, how likely would you [If Q6.A1 = 1 for 4 PARENT/GUARDIAN OF 0-17 YEAR OLD: "or your children"] be to access your local community health centre?

**SINGLE RESPONSE**

Definitely would ..... 1  
Probably would ..... 2  
May or may not ..... 3  
Probably would not ..... 4  
Definitely would not ..... 5  
Unsure ..... 6

Respondents were asked another section of questions here. Questions have been removed as they are not relevant to the Community Health Services section.

**Demographics**

And finally, just a couple more questions about you, so that we can understand how different people have answered these questions. As this is market research, it is carried out in compliance with the Privacy Act 1988 and the information you provided will be used only for research purposes.

**ASK ALL**

Q.57. What is the highest level of education you have completed?

**SINGLE RESPONSE**

Secondary education to Year 9 or lower ..... 1  
Certificate I or II ..... 2  
Secondary education to Year 10 or 11 ..... 3  
Secondary education to Year 12 ..... 4  
Certificate III or IV ..... 5  
Diploma or Advanced Diploma ..... 6  
Bachelor / undergraduate degree ..... 7  
Graduate diploma or graduate certificate ..... 8  
Postgraduate degree ..... 9  
Other – please specify: ..... 10  
Prefer not to answer ..... 11

**ASK ALL**

Q.58. How long have you lived in your current area?

**SINGLE RESPONSE**

Less than 2 years ..... 1  
2 to 5 years ..... 2  
More than 5 years ..... 3

**ASK ALL**

Q.59. Do you [SHOW IF Q.5=2-6 “, and/or anyone else in your household,”] hold a valid drivers license?

**SINGLE RESPONSE PER ROW**

	Yes	No
1. Yourself .....	1	2
2. [SHOW IF Q.5=2-6] Someone else in your household .....	1	2

ASK IF Q.59 = CODES 1 FOR YOURSELF OR SOMEONE ELSE IN YOUR HOUSEHOLD

Q.59.a Do you have access to a car?

MULTIPLE RESPONSE

Yes – there is at least one vehicle in my household ..... 1  
Yes – via a car sharing service (e.g. Go-Get, Uber Carshare, etc) ..... 2  
No..... 3

ASK ALL

Q.60. In what country were you born?

SINGLE RESPONSE

Programming – enter drop-down list of countries

ASK IF Q.60 = OUTSIDE AUSTRALIA

Q.60.a In what year did you first arrive in Australia to live for one year or more?

SINGLE NUMERICAL RESPONSE – 4 DIGITS

ASK ALL

Q.61. Do you speak a language other than English at home?

SINGLE RESPONSE

No, English only..... 1  
Yes..... 2

ASK ALL

Q.62. Do you identify as Aboriginal or Torres Strait Islander?

SINGLE RESPONSE

Yes..... 1  
No..... 2  
Prefer not to answer ..... 3

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19

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ASK ALL

Q.63. What was your gross annual household income (before tax) from all sources last year?

SINGLE RESPONSE

Negative income..... 1  
No income ..... 2  
\$1 - \$7,799 ..... 3  
\$7,800 - \$15,599 ..... 4  
\$15,600 - \$20,799 ..... 5  
\$20,800 - \$25,999 ..... 6  
\$26,000 - \$33,799 ..... 7  
\$33,800 - \$41,599 ..... 8  
\$41,600 - \$51,999 ..... 9  
\$52,000 - \$64,999 ..... 10  
\$65,000 - \$77,999 ..... 11  
\$78,000 - \$90,999 ..... 12  
\$91,000 - \$103,999 ..... 13  
\$104,000 - \$129,999 ..... 14  
\$130,000 - \$155,999 ..... 15  
\$156,000 - \$181,999 ..... 16  
\$182,000 - \$207,999 ..... 17  
\$208,000 - \$233,999 ..... 18  
\$234,000 - \$259,999 ..... 19  
\$260,000 - \$311,999 ..... 20  
\$312,000 - \$415,999 ..... 21  
\$416,000 or more ..... 22  
Not sure ..... 23  
Prefer not to answer ..... 24

ASK ALL

Q.64. In general, would you say that your health is...?

SINGLE RESPONSE

Excellent ..... 1  
Very good ..... 2  
Good ..... 3  
Fair ..... 4  
Poor ..... 5

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20

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ASK IF Q.5 = CODES 2, 3, 4, 5, 6 (LIVE WITH OTHERS)

Q.64a. Using the same scale, is there anyone else in your household (excluding yourself) you would describe as having fair or poor health?

SHOW SCALE HORIZONTALLY: EXCELLENT – VERY GOOD – GOOD – FAIR – POOR

SINGLE RESPONSE

Yes ..... 1  
No ..... 2  
Prefer not to answer ..... 3

ASK ALL

Q.65. Do you have any chronic disease or a long-term health condition? By long-term, we mean a problem which has lasted 6 months or more

SINGLE RESPONSE

Yes ..... 1  
No ..... 2  
I don't know ..... 3

ASK IF Q.65=1

Q.66. What long-term health conditions have you been told by a doctor or a nurse that you have?

MULTIPLE RESPONSE; RANDOMISE

Arthritis..... 1  
Asthma..... 2  
Cancer (including remission) ..... 3  
Dementia (including Alzheimer's)..... 4  
Diabetes (excluding gestational diabetes)..... 5  
Heart disease (including heart attack or angina) ..... 6  
Kidney disease ..... 7  
Lung condition (including COPD or emphysema) ..... 8  
Mental health conditions (including depression or anxiety) ..... 9  
Stroke..... 10  
Any other long term health condition ..... 11  
Prefer not to answer ..... 12

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21

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ASK ALL

Q.67. Are you living with one or more disabilities? A disability is any limitation, restriction or impairment which restricts everyday activities and has lasted, or is likely to last, for six months or longer

MULTIPLE RESPONSE, RANDOMISE

I am not living with a disability .....	1	EXCLUSIVE
Sensory and/or speech disability (sight, hearing or speech) .....	2	
Intellectual disability (difficulty learning or understanding) .....	3	
Physical disability (including breathing difficulties, chronic or recurrent pain, incomplete use of limbs and more) .....	4	
Psychosocial disability (including nervous or emotional conditions, mental illness, memory problems, and social or behavioural difficulties) .....	5	
Head injury, stroke or acquired brain injury .....	6	
Other disability (restrictions in everyday activities due to other long-term conditions or ailments; please specify): .....	7	
Prefer not to answer .....	8	

ASK IF Q.6A1 = YES FOR ANY CHILDREN AGED 0-17 (PARENT/GUARDIAN OF CHILDREN AT HOME)

Q.67.a Are any of your children living with a disability or long-term health condition (lasting six months or more?)?

MULTIPLE RESPONSE, RANDOMISE

No disability or long term health condition .....	1	EXCLUSIVE
Yes, with a disability .....	2	
Yes, with a long-term health condition .....	3	
Prefer not to answer .....	4	

ASK IF Q.67.A = CODE 2 (CHILD HAS A DISABILITY) – SHOW ON SAME SCREEN AS Q.67.A IF OPTION SELECTED

Q.67.b Which disabilities are any of your children living with?

MULTIPLE RESPONSE, RANDOMISE

Sensory and/or speech disability (sight, hearing or speech) .....	1
Intellectual disability (difficulty learning or understanding) .....	2
Physical disability (including breathing difficulties, chronic or recurrent pain, incomplete use of limbs and more) .....	3
Psychosocial disability (including nervous or emotional conditions, mental illness, memory problems, and social or behavioural difficulties) .....	4
Head injury, stroke or acquired brain injury .....	5
Other disability (restrictions in everyday activities due to other long-term conditions or ailments; please specify): .....	6
Prefer not to answer .....	7

ASK IF Q.67.A = CODE 3 (CHILD HAS HEALTH CONDITION) – SHOW ON SAME SCREEN AS Q.67.A IF OPTION SELECTED

Q.67.c Which long-term health conditions are any of your children living with?

MULTIPLE RESPONSE, RANDOMISE

Arthritis .....	1
Asthma .....	2
Cancer (including remission) .....	3
Dementia (including Alzheimer's) .....	4
Diabetes (excluding gestational diabetes) .....	5
Heart disease (including heart attack or angina) .....	6
Kidney disease .....	7
Lung condition (including COPD or emphysema) .....	8
Mental health conditions (including depression or anxiety) .....	9
Stroke .....	10
Any other long term health condition .....	11
Prefer not to answer .....	12

ASK ALL

Q.68. Do you currently need someone to help with, or be with you for, body movement activities? For example: getting out of bed, moving around at home.

SINGLE RESPONSE

Yes, always .....	1
Yes, sometimes .....	2
No .....	3

ASK ALL

Q.69. Do you currently need someone to help with, or be with you for, self-care activities? For example, doing everyday activities such as eating, showering, dressing or toileting?

SINGLE RESPONSE

Yes, always .....	1
Yes, sometimes .....	2
No .....	3

ASK ALL

Q.70. Do you currently need someone to help with, or be with you for, communication activities? For example, making decisions, understanding or being understood by others?

SINGLE RESPONSE

Yes, always .....	1
Yes, sometimes .....	2
No .....	3

Online thanks

End with thanks (all):

Thank you for assisting us today. This survey was conducted on behalf of Infrastructure Victoria. Your response to this questionnaire will be kept strictly confidential and will be used only for research purposes. If you have any queries or concerns, please contact us on [surveys@qmr.com.au](mailto:surveys@qmr.com.au)

All data and information collected from the survey will be stored appropriately and in accordance with the Australian Privacy Act 1988 and the New Zealand Privacy Act 2020. Our Privacy policy can be found here.



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