

COVID-19

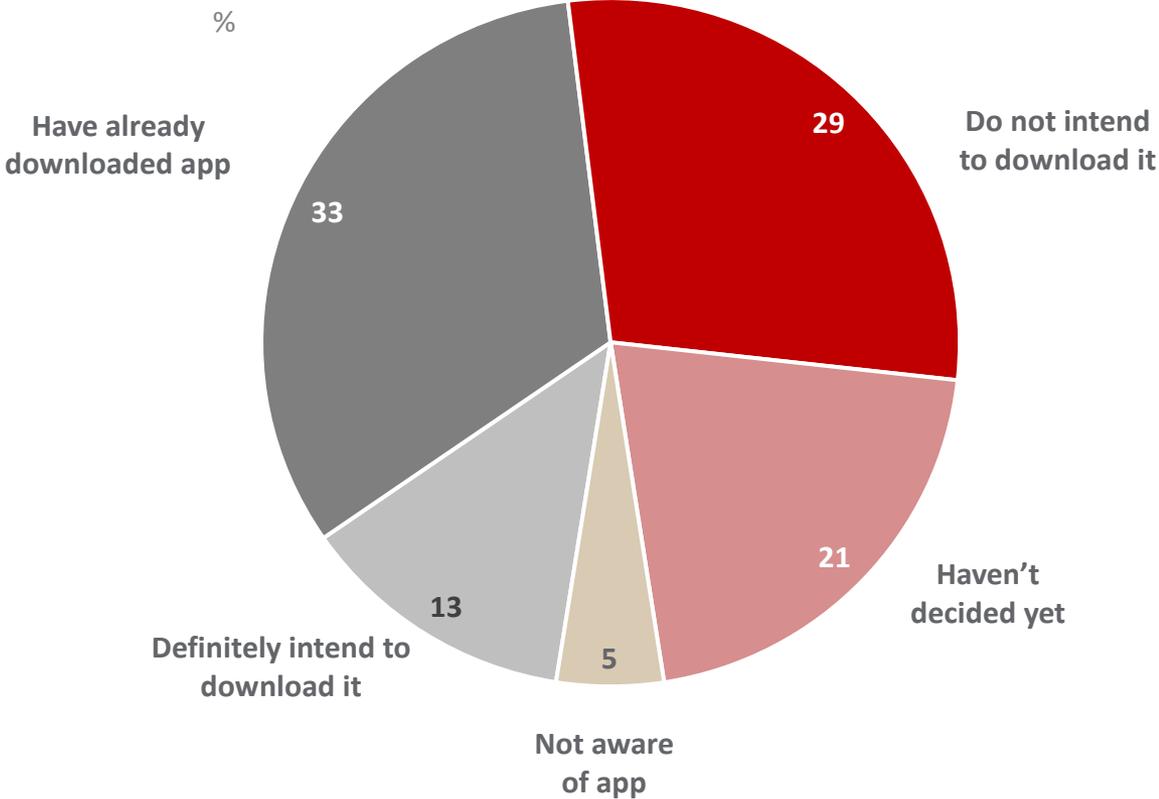
Why some
Australians have
not downloaded
the COVIDSafe
App

25 May 2020



Disposition towards downloading COVIDSafe app*

- The COVIDSafe App launched on 26 April 2020. Within 24 hours, more than a million people had downloaded it, and within 48 hours more than two million. By the second week more than four million users had registered, and six million after four weeks.
- 46% of adults aged 18+ are favourably disposed to the app:
 - a third have downloaded it
 - a further 13% say they definitely intend to.
- On the other hand, the remaining 50% have either
 - already decided against it (29%);
 - or,
 - are hesitant and remain undecided (21%).

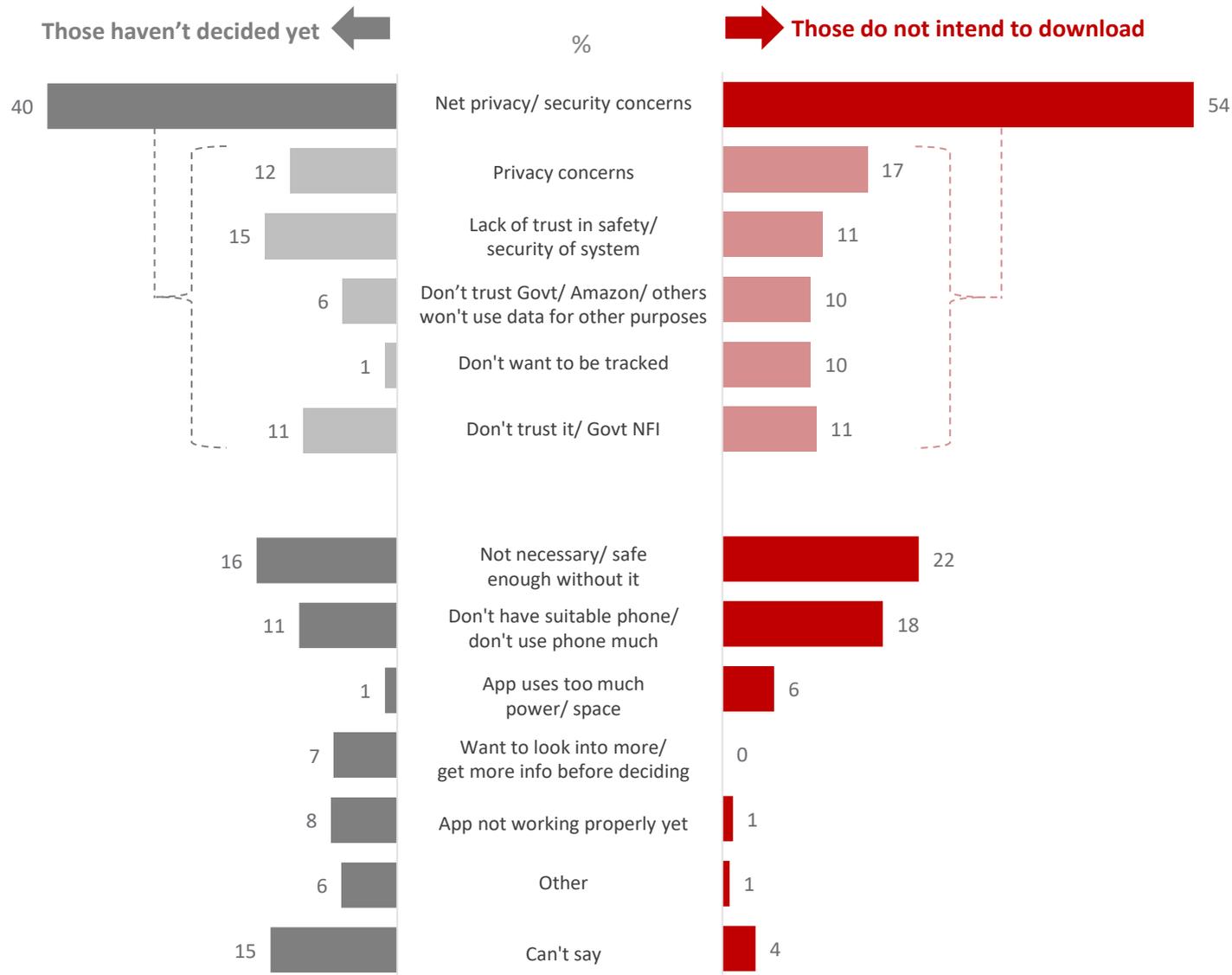


Methodology: Conducted nationally online over the period May 20-21, 2020, among a sample of 318 people aged 18 years and over. Results were post-weighted to reflect the population distribution for age, sex and area

* Question: Now a question about the Australian Government's 'Covid Safe' tracing app, it is asking people to download onto their mobile phones. Which one of the following best describes you in relation to the Covid Safe app?

Reasons do not intend to download app/ undecided*

(Unprompted)



- The reasons people give for not wanting to download the app, or being uncertain about it, are broadly the same, though the emphasis differs by group.
- By far the most prevalent concerns relate, in one form or other, to **privacy** issues, including lack of trust in the safety/ security of data, or that data will *only* be used for the stated purpose. Some simply say: “I do not want to be tracked”.
- Below privacy comes a **perceived lack of need** for the app, with several explaining it is because they don't go out much and/or see few people, and are very careful.
- Next come issues to do with **lack of a suitable phone**, or that the app uses **too much power or space**.
- Finally about 1-in-10 undecideds cite the fact that the technical issues with the app need to be fixed first, or that they want to know more about the app before using it.

* Question: For what particular reasons (do you not intend to download)/(are you undecided about downloading) the Covid Safe app?