

# Qualitative work into barriers and information needs

Qual Dip – 29 30 August 2021

DPMC

## Requirement

Understand potential barriers to compliance in the current L4 situation

Assess information and how they could be filled.

## How

Qualitative telephone interviews (20-30 minutes long) with a cross-section of the population.

20 interviews, conducted over the weekend of 28-29 August 2021. 5 were with people who had been interviewed the previous weekend, 15 were new participants.

Sample breakdown	
Males	10
females	10
Māori	4
Pasifika	4
Chinese	1
Indian	1
South East Asian	1
NZ Euro/Pakeha	9
18-24	3
25-29	2
30-34	2
35-39	2
40-44	2
45-49	4
50-54	0
55-59	2
60-64	1
65-69	1
70-74	1
75-79	0
Auckland City (North Shore, Waitakere, Auckland, and Manukau)	3
Bay of Plenty	2
Canterbury	3
Manawatu / Whanganui	3
Northland	1
Otago	1
Taranaki	1
Waikato	3
Wellington	3
Disability	9
Had a covid test before	6
Had to self isolate in the past / currently self isolating	2

## Key information areas

- What support or information do people need
- What are people worried about
- Vaccine – feelings, barrier, concerns, information
- Barriers – anything that is stopping them complying in lockdown or having a test etc. – families, dependents need to visit, disability, etc

## Overview of the 20 interviews:

- There is a **still a strong degree of justification, support and stoicism** about lockdown conditions and **high compliance to health measures**. “it is what it is”, “Delta is different”
- People are in a **rhythm, more relaxed**, household rules are more lenient. “Life feels more normal”
- **People and parents of children with underlying conditions, are the most fearful** and often the people under most duress – **many are self-isolating regardless of close contact exposure**.
- **Parents of children with behavioural issues are struggling** to manage children out of their daily routines but **schools and helping agencies have sprung into action with resources and ideas**.
- **There are no real issues around the COVID test** – the queues can be long and the procedure unpleasant, but people readily accept it as a safety necessity. People who have commitments or health issues are creating workarounds – ie approaching local medical centres, bringing along support people.
- **People are happy with the Government direction and vaccination rollout** – several feel that it should have started sooner but they see things moving fast now. **Many vaccination experiences have been “superb”** especially at the smaller centres and pop ups.
- **There has been frustration for some with hiccups around the stop /start of bookings and vaccination visits, and late text cancellations**, but on the whole people understand that the system was under extreme pressure.
- There was **very little apprehension about the accessibility of vaccination sites** – either people had not thought about it, or they intuitively seek help anyway – sometimes taking a friend as a support. Overall, there is a feeling of trust that there will be help because the vaccinations are undertaken by the medical profession.
- However, **two people had very difficult vaccine experiences** (detailed in verbatims).
- Again, it is **parents of children with behavioural issues that have some anxiety about managing children while being vaccinated**.

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They are looking to local places like medical centres and pharmacies to make life easier.

- **Pasifika are happy to have the church backing for vaccinations and especially be able to be vaccinated in family groups.** The Pacific people we talked to had turned their back on any backlash. The Panthers film and the Dawn Raids documentary are the hot topics currently.
- Parents are now **wondering about the under 12's** – will children be expected to get vaccinated when they reach twelve?
- There is a **strong sense that life will not return to normal any time soon.** When asked what they expect to happen **when the majority of people have been vaccinated**, all respondents found the question hard to answer and **nearly all expect that some health measures will remain especially voluntary mask wearing, or mask wearing on public transport, social distancing and tracer sign ins.** Many hope that the borders will remain controlled.
- There were **several comments around the theme of hesitancy to vaccination**, e.g., “there will **never be a majority** of people vaccinated”. There appears to be a strong stream of anti-Vaccination rhetoric coming via “whanau in OZ”
- **The cases of people being fully vaccinated but still getting Covid are bolstering uncertainties about the vaccine.** In addition, **stories of side effects are growing** and adding to the apprehension about the “vaccine being rushed and too new”. People are getting more confused.
- In this research, it was **people under duress with stretched resources that were most hesitant about getting vaccinated: they fear side effects on underlying conditions**, and side effects that may **impair their ability to look after their children or to go to work** to provide for the family.
- There were **two interesting areas of potential communications aids.**
  - **Māori and Pasifika young people are acting on behalf of elders** to find out information and help take them to vaccination sites and elders telling their stories around vaccinations
  - One **Māori grandfather videoed his vaccination and told the story of his brutal episode with TB** when he was younger, advocating for vaccines. He sent the video to close whanau in Australia who are hesitant to be vaccinated.

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## Supporting Quotes

### Everyone coping somehow

*“We’re adapting, watching the news, the Government is doing their best for NZ, I know people who are concerned about exposure at locations of interest and say we need to get tested asap, we want to do what’s best for NZ, we don’t want to get it”*  
**Pasifika Male Auckland 45-49 yrs – Recall**

*“We’re all fine, (the Indian community), we are just getting on with it”*  
**Indian Male Waikato 30-34 yrs.**

*“It’s pretty good, I don’t mind being in lockdown, I’m a stay-at-home mum with two children so nothing much has changed for me, the children love it, I definitely think we’re going in the right direction”*  
**Māori Female Auckland 35-39 yrs.**

*“It’s similar to last time, I have health issues, I had ear surgery last lockdown and couldn’t get to hospital so I ended up with a major infection and ended up on IV and antibiotics, and I had a hip replacement and with lockdown my rehab was slowed down because I couldn’t get to the pool, and it’s harder with my husband at home, he is frazzled too but the Government has absolutely done the right thing, it’s just been rotten timing, last time we have enough time to get prepared”*  
**NZ Euro, Female Canterbury 45-49 yrs. Disability**

*“I was staying with mum but the kitchen burnt down so we had to quickly relocate to my brothers, we’re coping with lockdown, being in lockdown plays with my anxiety and makes me less social but I started study 8 weeks ago so that is keeping me distracted and busy and we all keep calling and texting each other, lockdown is a good thing, Delta spreads quickly”*  
**Māori Female Waikato 25-29 yrs.**

*“It’s fine but it’s getting more expensive especially vegetables”*  
**Other East Asian Female Canterbury 18-24 yrs.**

*“It is what it is, I don’t have work, we are in transitional housing, our baby is 6 months old, and my partner is having maternity mental health problems so I am a stay-at-home dad, it is a struggle, my partner is under the maternity mental health unit but financially we’re not the best but there’s nothing else that can be done”*  
**NZ Euro Male Bay of Plenty 18-24**

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*“It’s ok, I’m still a bit overwhelmed, after our last phone call I reached out to the school and asked for resources for my son and they came up with heaps, so this is the second week and I have just made myself adapt, just work with this, we’re still stressed financially, I usually work part time on a Wednesday but they said the subsidy ends on Wednesday so I don’t know if I will get any money for that day, I’m confused and I don’t know what will happen until my pay comes through”* **Māori Female Manawatu 25-29 yrs. Recall**

*“Like everyone else we’re ok, but on the first week my wife got a cold and I have symptoms too, so as she is an essential worker she got a covid test, we are both fully vaccinated, she was ok, she was negative, I took cold and flu medicine and I was ok too but it was a fright, we were worried when we saw one of the locations of interest but it turned out to be a smaller sushi shop elsewhere”* **Pasifika Male Wellington 60-64 yrs.**

*“Everyone is doing ok, we play games and everyone does their own thing on their devices, I worry about my parents though, they pay all their bills at the post shop, it’s part of their daily routine that enables them to function, we keep in touch to try and help”* **NZ Euro Female Northland 45-49 yrs.**

### **Health measures compliance pretty good but slacker outside the main cities**

*“It’s a bit loose down here in Otago, people are quite slack”* **Māori Female Otago 18-24 yrs. – Recall**

*“We don’t want to go outside, this time we stick at home the kids are busy, it’s hard to stay at home not working just waiting, it’s the right thing to do, in India people are suffering, in NZ the lockdown is quicker and safer, we stay at home wear masks outside, if we don’t feel well we ring the doctor, we trust in God, we pray”* **Indian Male Waikato 30-34 yrs.**

*“Because we have underlying conditions, I am strict, we use disposable masks, I wipe everything down, we change our clothes and wash them after supermarket shopping, always social distance, no one is allowed to come to the door at all, I’ve been doing this since the first lockdown”* **Māori Female Auckland 35-39 yrs.**

*“The family are all abiding by the rules, but they are over it being in the South Island with no cases, why can’t we go to level 3 earlier, people want to get back to work, it’s hard though, my son’s ex-partner will have to take the kids if he goes back to work and she is living a motel”* **NZ Euro, Female Canterbury 45-49 yrs. Disability**

*“There’s no difficulty with health things, before covid I used to wear a scarf or mask already because of tooth pain”* **Māori Female Waikato 25-29 yrs.**

*“I’ve had friends in Auckland who had someone in their flat exposed and the whole flat had to get tested, she was panicky, I am grateful down here”* **Other East Asian Female Canterbury 18-24 yrs.**

*“My partner has a doctor’s note, she can’t wear a mask because of anxiety so we stay at home, which is hard, I hope we can extend our bubble in level 3”* **NZ Euro Male Bay of Plenty 18-24**

*“I live over the road from two dairies and a laundromat, and I am close to reporting this because people are going I there with no masks because there is no one in the laundromat to police this but when we do out shopping everyone is following the rules and I am really happy about this”* **Pasifika Male Wellington 60-64 yrs.**

*“People are doing what they should mostly but there is also some bad behaviour people, driving badly, screaming and yelling in shops, I’d happily wear a mask for years just to get out of this”* **NZ Euro Female Northland 45-49 yrs.**

### **Some self-isolating regardless of exposure**

*“I was a bit worried; my family and friends are out west so they have been near Covid areas, so they are all isolating at home, they’ve had Covid tests and they all came back negative but it does worry you, I am self-isolating voluntarily I do it all the time because me and my family have underlying medical conditions”* **Māori Female Auckland 35-39 yrs.**

### **Some households under pressure**

*“I have a friend and she had to call the police because of domestic violence she has never had to do that before because they have never been locked down together...and people stuck*

*at home looking after kids, there's not much help for them but they are so busy they are just zombies"* **Māori Female Otago 18-24 yrs. – Recall**

*"It's ok but still a struggle, financially the kids schooling is so expensive, we still have to pay fees weekly, they are still doing their studies online but now it only takes half a day which is way better"* **Māori Female Auckland 35-39 yrs.**

*"Financially it's a bit of a struggle but Wintec have helped me out there with mental health and finances"* **Māori Female Waikato 25-29 yrs.**

### Impending change for the regions to level 3

*"I cannot remember the difference, only one difference, we can extend our bubble to meet close friends so I am happy and my son can meet one or two of his friends, he has been asking and asking"* **Indian Male Waikato 30-34 yrs.**

### Northland at level 4

*"We'd rather not be at level 4, we can't make sense of it seeing as there are no cases, people don't understand, and we wonder how long this will go on for, but we can see the chaos and disruption elsewhere through the world and we don't want that so we accept it, people want to get back to work, I don't think people are angry but they are confused"* **NZ Euro Female Northland 45-49 yrs**

### Northland – some people anxious and confused

*"I have whānau in Northland and they are on edge, they are surprised, they can't see why Wellington will be one level 3 and not Northland when there are no cases there. They are worried and confused about how this will affect them long term...they want to understand why it is affecting them and how long it will last because they want to go back to work, the wage subsidy is less than normal, kids are eating more because they are at home so some people are struggling"* **Māori Female Otago 18-24 yrs - Recall.**

### Free childcare for essential workers tricky

*"I'm a support worker so I've been flat out this week, lots of staff down because they are struggling with childcare so I'm filling in the gaps, the child care they offered for essential works is home*

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based and only some of the carers are qualified to care for children, that doesn't sit well with me, I'm not giving my kid to some random" **Māori Female Otago 18-24 yrs. - Recall.**

### Information needs lessened

"I'm worried about whether the Government is going to help students like they did last time, or will we be left in limbo because I'm a bit scared that I will lose my job and what happens to schools in level 3" **Māori Female Manawatu 25-29 yrs. Recall**

"Also I want to know if they have a big screen at the vaccination centre for the children to be entertained or do they have someone to look after the children and if they have lots of chairs because my son will not sit on the floor, or will they let him sit on my lap while I'm being vaccinated, I'm not sure if that allowed, I don't know where to go to find out" **Māori Female Manawatu 25-29 yrs. Recall**

"Something very disappointing was on the news this morning, that in Gisborne Pacific Islanders are being asked to show their passports, and the first thing I thought – with this film the Polynesian Panthers - oh here we go again but the Associate Minister of Health got on TV saying that everyone should be vaccinated regardless of their status, so I was heartened" **Pasifika Male Wellington 60-64 yrs.**

"I will get vaccinated but if you can still be a carrier what are we getting vaccinated for? I was under the expectation that if you get the vaccine, problem solved and if I am fully vaccinated, does that mean I have to stay inside at level 4 – will the same rules apply to me as to someone unvaccinated?" **NZ Euro Female Northland 45-49 yrs.**

"I'd like more information about children under 12, we have a ten-year-old, will he need a vaccination in two year's time?" **NZ Euro Female Northland 45-49 yrs.**

### Uncertainly regarding level 3 and hospital appointments

"If we have hospital appointments, are we allowed to go to them, this is where it gets confusing and hard" **NZ Euro, Female Canterbury 45-49 yrs. Disability**

## Vaccination roll-out applauded but people wish it has been quicker to start with

*“There have been a lot of thought put into it, they have looked at the vulnerable first, I know they have thought about the system well” Pasifika Male Auckland 45-49 yrs. – Recall*

*“I think the roll out was a bit hit and miss but now it’s gone very fast” NZ Euro, Female Canterbury 45-49 yrs. Disability*

*“The Government had an opportunity after the previous lockdown to vaccinate the whole population so why didn’t they do it earlier but they have done a terrific job in such a short time” Māori Male 65-69 Waikato*

*“I’m in two minds, considering how quickly Delta spreads, the vaccine roll out has been too slow” Pasifika Female Auckland 55-59*

## Vaccination experience really good for many

*“I had no issues, I was so impressed the way the medical Centre ran things that I rang up in the afternoon to see if there was any way that I could help the team, they were marvelous, relaxing, you were welcomed, they were friendly and professional and introduced themselves and explained the process and what would happen after and they escorted us to the next part...and there was a cup of tea and a biscuit so I’m looking forward to my second shot” Māori Male, Manawatu 70-74 yrs. Disability*

*“I went to Whānau Ora, they were absolutely brilliant, they couldn’t have given us a better service, it was outstanding, they came and greeted us, told us about the process, they were top notch, they were dealing with a full range of people with disabilities and they were great getting people through the system, people in wheelchairs or walking frames were given priority, it was proper Māori” Māori Male 65-69 Waikato*

## Vaccination centre accessibility and barriers

*“Some of my elderly clients (support worker) wouldn’t be able to sit in a car, or sit for that long at the vaccination centre so I don’t know if anyone is going to see them in their home” Māori Female Otago 18-24 yrs. - Recall.*

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*“I hasn’t thought about that at all, but I can see that going to my local pharmacy will be better”* **Indian Male Waikato 30-34 yrs.**

*“My partner has anxiety so I took her there and we took our baby too but next time we will go to a site closer to home and she feels ok to go by herself and I will stay at home with the baby because of the risk”* **NZ Euro Male Bay Of Plenty 18-24**

*“I still don’t know how I will manage the children at the vaccination centre so I haven’t booked it yet, I will have to wait until they are at school and I can ask work if I can have some time off, I think they will be understanding, if not I will have to take them with me”* **Māori Female Manawatu 25-29 yrs. Recall**

*“We are working a lot to figure out how to with our elderly who are disabled, that’s why we are thinking of district nurses but the vaccine has a limited shelf life so it is tricky”* **Pasifika Male Canterbury 40-44yrs. Recall**

### **Support at Vaccination centres – younger people stepping up**

*“In lockdown we get phone calls for the church, but it is left to the families to sort things out, like my mother-in-law needed someone to take her to the vaccination centre so we leave it to the younger ones do that, they get on google and get the information”* **Pasifika Male Auckland 45-49 yrs. – Recall**

*“I took my grandmother to get vaccinated, she asked me because my uncle who lives next door usually takes her to everything, but he is really anti vax and she was scared to ask him – in our family a child had a black seizure from a vaccine so our whole family is very skeptical, I was surprised that we had to wait so long after the injection, 25 minutes, she has allergies but I weren’t asked about that on the phone booking, I had work clients to see so I had to cancel them”* **Māori Female Otago 18-24 yrs. - Recall.**

*“There are no practical barriers now they have change to getting local GP’s do it”* **Pasifika Male Wellington 60-64 yrs.**

## Booking hiccups and vaccination experience patchy for some – some people not being asked if they have mobility challenges

*“I was supposed to have my second vaccination, for the second time it had to be rebooked and then cancelled again, ... I got a text to apologize, it would have been better to have got the text earlier, it’s frustrating but I look at the bigger picture”* **Pasifika Male Auckland 45-49 yrs. – Recall**

*“I went to Princess Margaret hospital in CHCH, there wasn’t much parking, and so I had to walk and could see that I hard to walk up a slight incline and then climb steps ..it was terrible, I had to use my left leg and hang on to the side pole and because of my ear surgery I can’t hear people coming up beside me so I felt panicky, then in the side room it was completely full with not enough seats and they had their timings wrong and they were an hour and a half behind, I couldn’t find the toilet, everything was muddy – by the time I got out of there I was quite frazzled, next time I won’t go into the room if it’s full I can’t risk getting anything, I will wait outside and they should have asked me in the phone call if I needed help and explained the layout to me”* **NZ Euro, Female Canterbury 45-49 yrs. Disability**

*“I got my first dose last Monday at Princess Margaret hospital, I had booked but there was a massive line, the timing was all pushed back so I have changed my second booking to somewhere else”* **Other East Asian Female Canterbury 18-24 yrs.**

*“It’s been a bit lumpy, but I understand, I booked online but I didn’t hear anything for three weeks, he same thing happened when I rang up so a friend was going in and I went with him and the person at the centre gave me a form and a booking there and then”* **Pasifika Male Wellington 60-64 yrs.**

## Pasifika needs being heard? Yes and no – some way to go especially in rural areas

*“I think our needs are being heard but we do react differently, there is island time, we react more slowly until there is a crisis, we need to be more proactive not reactive”* **Pasifika Male Auckland 45-49 yrs. – Recall**

*“I think Pasifika are finally being listened to but not 100 percent, they need to keep taking directly to our people on our media*

(radio and church) and in our languages, I now carry my vaccination cards you never know now when some restaurant or bar may ask for it” **Pasifika Male Wellington 60-64 yrs.**

“No, I don’t think the Government are there yet in terms of Pasifika being heard especially in rural areas, there has been an influx of migrants, ...there is nearly 1000 Pasifika down here, you would never know that” **Pasifika Male Canterbury 40-44yrs.**

**Recall**

### **Motivations for the vaccine still revolve around protection of family and others and freedom**

“In my way of thinking the vaccine is the key to freedom, I’d like to travel in the future, I don’t want to be prevented to do that by the virus” **NZ Euro Female Northland 45-49 yrs.**

### **Pasifika increasingly keen for Vaccine**

“We all want to get vaccinated asap, ...the word going around in the church is for everyone to get vaccinated asap and that is coming from the top of our people, they will try and do what they are told, collectively we feel encouraged when enough of us are doing it...a while ago there was a commercial about a group of Pacific ministers who went to get vaccinated together but it takes our people awhile to react, I know that we have a high vaccination rate now” **Pasifika Male Auckland 45-49 yrs. –**

**Recall**

“People are not thinking rationally, there is a massive anti vaccination feeling in extended families in Australia but here we want to do the best for our community.... There is a Samoan minister in Australia preaching that we do not need the vaccine, we trust in God, don’t worry, God will hear us, my understanding is that God has different ways of healing and Doctors and medicine are all part of Gods Message, we worry that this is the message in Fiji too – that we just need to pray and God will heal us, the Pentecostal ministers seem to take this view ” **Pasifika Male Auckland 45-49 yrs. – Recall**

“I can see that there are some groups holding out but our Pasifika patients and all in for it now. In the first roll out people were hesitant especially the younger people but now that we can get everyone together, being able to bring in whole families has been hugely helpful, Pasifika do things in large numbers so

*before it was a barrier, plus the experience at the AOG church has made everyone more proactive but we still have work to do because a lot of our people here are migrants straight from the islands, here for the work at the meat works or on farms and if they are not involved with the church they can be siloed”*

**Pasifika Male Canterbury 40-44yrs. Recall**

### **Pasifika backlash – heard about it on the news – haven’t seen it myself**

*“Yes there has been a backlash against Pasifika but I am optimistic and more positive, it is uncalled for but you need to be tolerant”* **Pasifika Male Auckland 45-49 yrs. – Recall**

*“Yes, there has been some negative views on Pasifika, it’s racist and scary for the community, they have been targeted and constantly singled out in the media, if Pasifika are getting trashed then we (Māori) are getting trashed – it’s scary for the community, it puts more fear into them”* **Māori Female Otago 18-24 yrs. - Recall.**

*“I saw this on the news, but I haven’t witnessed anything online myself, I think the problem was that it wasn’t clear that the church met the day before the lockdown”* **Pasifika Male Wellington 60-64 yrs**

*“I think there was confusion in the reporting, they didn’t make it clear that the church met the day before lockdown, it was selective reporting”* **Pasifika Female Auckland 55-59**

### **Hesitancy to vaccine – fear of impact on underlying conditions amongst other fears**

*“I think the vaccine is too new to be sure, there are negative articles that it affects your heart, these things pop up on FB all the time and on Google, I hear that it’s affecting contraception, I don’t know”, it’s hard to tell if the information is true or not, but other things have been worked on for years and still no vaccine, will we need different vaccine for the new strains of covid, and they are talking about booster shots, they are not sure how long it will last”* **Māori Female Otago 18-24 yrs – Recall**

*“I will take it when it’s time to take it, not now because I am staying home and I am not at risk now, some people are having*

*skin allergies or becoming sick for the vaccine, it is not good, why is this happening, some of our friends have had swollen arms, a fever, I will eventually get it, when I have to go back to work, I have been hearing on the news that people have to leave their job if they don't get the vaccine, I don't feel good about this, it's their choice, I don't want to invite anything into my body – there was a picture of a lady and her back and legs were covered I a rash, it's not good, if we believe in God we have no fear, I am sure, I need to know if it is safe, if the reactions like swelling or fever are just for a short time but if you get a big 24 hour reaction like high BP, high heart beat that is not good, and the saline mix up, so a big thing is can we trust it....my fear is of not being able to help my children even for a day, if I couldn't even lift them up”*  
**Indian Male Waikato 30-34 yrs.**

*“I’m on the fence, that nurse that still got covid, but she said that her symptoms were milder than if she hadn’t been vaccinated, do I get it or not, I am afraid of needles, but will it actually to protect my family when we have underlying symptoms? Māori Female Auckland 35-39 yrs.*

*“I’m not sure it’s effective, how do we know it will deal to Delta, I’m on the bench, I’ve had really bad pneumonia, so I will probably get it but my husband doesn’t believe in putting things I his body but he’ll put the bottle in (alcohol), if there was an outbreak in Canterbury then he would get it” NZ Euro, Female Canterbury 45-49 yrs. Disability*

*“I don’t know, I honestly don’t know, there’s all the stuff about how it came out so quickly and normally they do drug trials and they don’t know the side effects yet, I want to see evidence, see what’s happened to those people that have taken it, my mother and brother are the same, we’ll wait it out plus that thing that you can get the vaccine but still be a covid carrier and pass it on so what’s the point, it makes the vaccine redundant, my friends are the same too, I don’t know what to do” Māori Female Waikato 25-29 yrs.*

*“My mother is a nurse so we know all about the vaccine but she is also a cancer survivor so she is worried how the vaccine could impact here body” Other East Asian Female Canterbury 18-24 yrs.*

*“I’m still a bit wary about the vaccine, you hear all these crazy things, family and friends literally post garbage on FB, its not religious people, it’s people who are spiritual – and there’s that*

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*thing – people still testing positive despite the jab but then I know that you can still get chicken pox even if you've had the vaccine, I will probably get it because that's the safest thing for me and my family”* **Māori Female Manawatu 25-29 yrs. recall**

### **Motivations are consistent – do it to protect my family, my community, myself, all of NZ**

*“I am trying to do my bit for the whole of my family and friends, we have to do this together”* **Other East Asian Female Canterbury 18-24 yrs.**

### **Elders trying hard to help youngsters overcome their hesitancy**

*“I took a video of my vaccination because when I was 10 years old my mother and I got TB, I was in PM in CHCH and she was in Auckland hospital, and I was the most hated kid on school no one wanted to go near me, I was hospitalised for a long long time, my kids in Oz think they are bullet proof and I want them to know the consequences to not being vaccinated so I told my story in the video and sent it”* **Māori Male, Manawatu 70-74 yrs. Disability**

### **Information about the vaccine wanted around the impact on underlying conditions**

*“I've read everything about the vaccine and I know it's safe but what is the effect on underlying conditions – I need to know that, I'd like to hear of someone who has had the vaccine and has had underlying conditions, I guess I could go to the coeliac's organisation and epilepsy one, it's not enough to say oh the vaccine saves your life, I want evidence from anywhere that taking the vaccine will be safe for my family, then I will get vaccinated”* **Māori Female Auckland 35-39 yrs.**

### **Expectations once the majority of people are vaccinated**

*“I think that not everyone will get vaccinated, they still do not accept that this is a pandemic, I think we will stay at level 2 for a long time and have to wear masks as they are better protection than social distancing”* **Pasifika Male Wellington 60-64 yrs.**

*“Once vaccinated our people will have a level of confidence and go back to normal so there will need to be a follow up, people will love to go back to church to connect to share our stories, our jokes and our love but we will still need to be vigilant, we will still need to do contact tracing and hand washing. But long term it is hard to fathom, as long as there is a global impact there will be lockdowns to feel safe but we will not be immune because migrants will still come in so maybe mask wearing will be common”* **Pasifika Male Auckland 45-49 yrs. – Recall**

*“People who don’t want to be vaccinated will be told to wear masks, the amount of people being vaccinated but still getting covid shows that you still have to wear a mask, so if the boarder opens up there could be another disaster, I don’t think it will ever reach a majority of people being vaccinated”* **Māori Female Otago 18-24 yrs. - Recall.**

*“I don’t know, the nurse got vaccinated and still got covid so I’m not sure, if the vaccine is so successful why did this happen, it puts a question in my mind so now I don’t know what the next step is”* **Indian Male Waikato 30-34 yrs.**

*“You can’t depend on the vaccine to fully cover us, there will always be a risk, it doesn’t safeguard you from the virus, it just helps you not to die, I think we will still be wearing masks, having to social distance”* **Māori Female Auckland 35-39 yrs.**

*“I think we’ll be wearing masks for quite a while because this covid keeps changing and the vaccine is not updated to cover the new variants, maybe ear mas for another year we are still walking in a field of the unknown and what happens to the under 12’s – we don’t know the impact on them: “I think the roll out was a bit hit and miss but now it’s gone very fast”* **NZ Euro, Female Canterbury 45-49 yrs. Disability**

*“I think everyone will be more aware of each other, you will still have to social distance because they won’t get the majority to be vaccinated so we will still have to wear masks”* **Māori Female Waikato 25-29 yrs.**

*“Even if we reach 85 to 90 percent vaccinated, I expect that there will still be some effect on us to prevent us from suffering worse, I think they will open the borders and people will get complacent so social distancing won’t be as effective, I hope we still have to use the tracer app, I accept that I could still catch it but I believe I am a lot more protected with the vaccination, it was never*

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*designed to stop the virus, I'm fully for the booster shot, the only thing I'm frustrated about is with people who don't want to be vaccinated is if you don't believe in the science to get vaccinated well don't rely on the science to heal you if you get covid"* **Māori Male, Manawatu 70-74 yrs. Disability**

*"Life will never be the same again, there may be other variants, even when we get to level one we will have to wear masks, use the tracer app"* **Other East Asian Female Canterbury 18-24 yrs.**

*"We will still be wearing masks because it's been proven that you can still but it's not as deadly"* **NZ Euro Male Bay of Plenty 18-24**

*"I think there will be less restrictions but because of Delta I think we will have to adapt to a new normal"* **Māori Female Manawatu 25-29 yrs. Recall**

*"I think life will return to normal and we will reopen our borders like England, other measures wouldn't work, it will be ultimately about how you police freedom, I'd happily wear a plague suit if that meant we could be free"* **NZ Euro Female Northland 45-49 yrs.**

*"I had a look the other day, I think our vaccination rates as NZers are going well compared with other countries so I expect at least 80 percent to get vaccinated but even with a majority, I think too many saying no to vaccination will make them walking time bombs that could easily reinfect other people, I see that Singapore are sending out self-testing kits, that would be a good idea"* **Pasifika Male Canterbury 40-44yrs. Recall**