

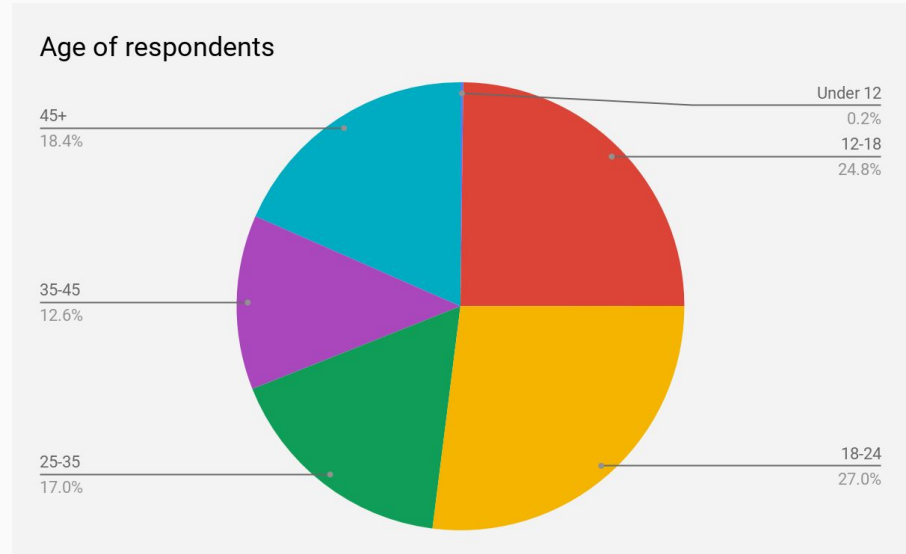
Youthline COVID-19 Research

Report of Results

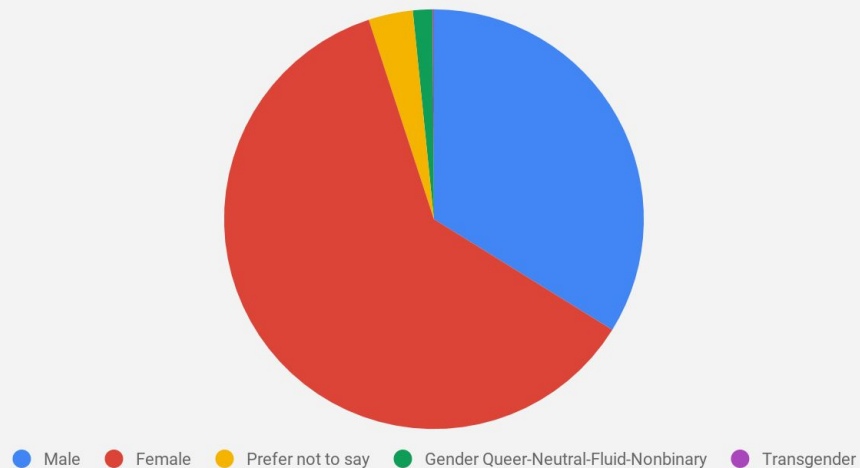


Methodology

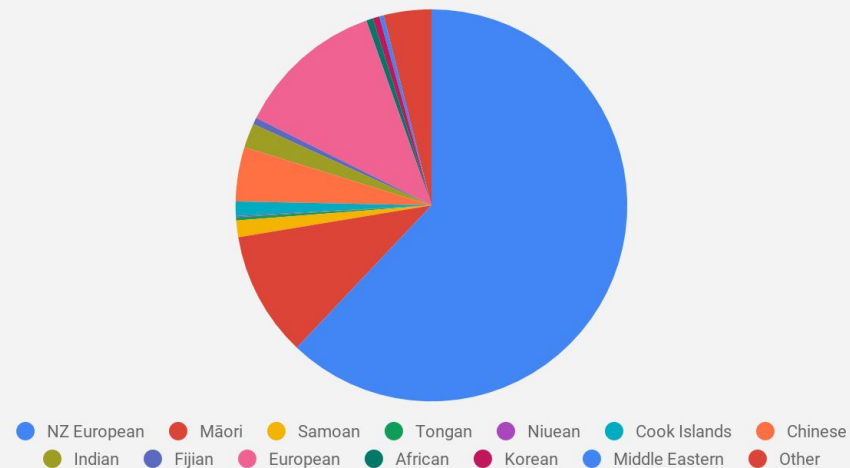
- 975 respondents
- Survey ran from April 11 - 24
- Responses were collected digitally and the survey was advertised on Facebook
- Open ended questions were analysed using emergent thematic coding



Gender Breakdown



Ethnicity Breakdown



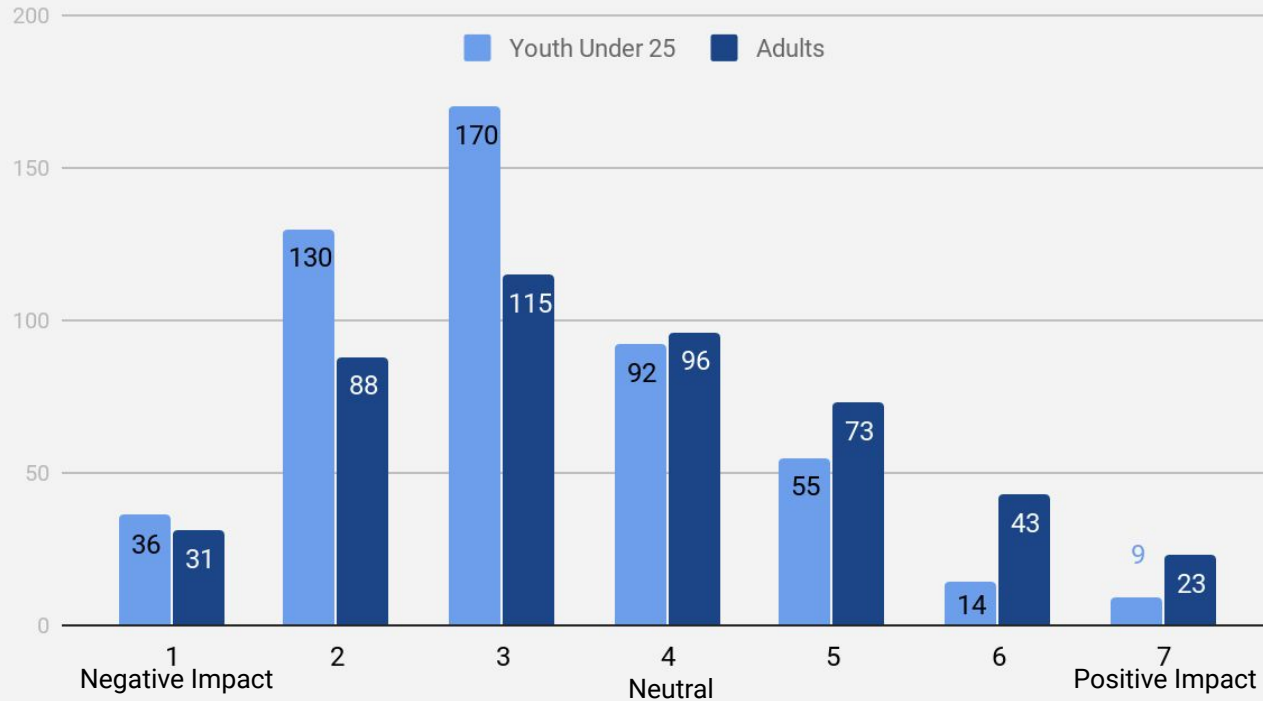
Respondents could select all ethnicities that applied to them - this graph represents all ethnic identities selected, not # of respondents.

Summary

- Overwhelmingly, respondents told us the overall impact of COVID-19 and the Lockdown on their life was negative. 58.6% of response said it has had a negative impact on their life. Of note, young people under 25 were more likely to say it has had a negative impact on their life.
- Despite this, most respondents were able to identify positive impacts COVID-19 and the Lockdown has had on their life, including important protective factors, like connecting with important people and self-care activities.
- The mental health of young people is a key concern for Youthline during this time. In the open-ended questions 24% of young people who responded named mental health issues as a negative impact of the Lockdown (feeling anxious, depressed and coping poorly). Simultaneously, they are feeling isolated and are missing face-to-face contact. For young people, mental, emotional and social concerns outweigh the material concerns of financial hardship at this time - this was reflected in the quant and qual responses.
- 72.7% of all respondents agreed that COVID-19 and the Lockdown has had an impact on their mental health. Young people under 25 were more likely to agree with this statement than older age groups.

What overall impact has COVID-19 and the Lockdown had on your life?

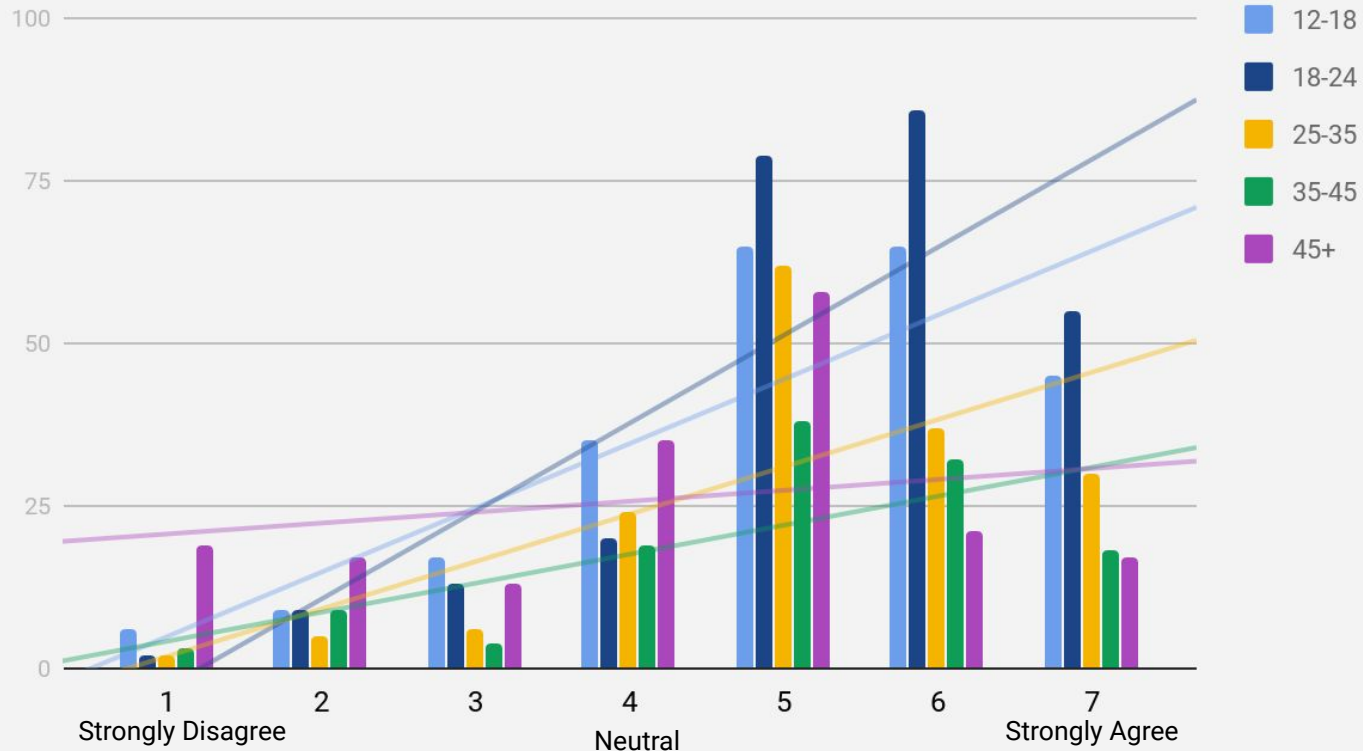
Average overall response 3.4



Please rate how strongly you agree or disagree with the following statements

COVID-19 has had an impact on my mental health.

Average overall response 5.1



72.7%

of all respondents agreed that COVID-19 and the Lockdown has had an impact on their mental health.

Mental Health Support

“Check ups on people with history of mental health”

“Counseling etc would be useful, but I know personally I don't like talking about that sort of stuff when my family can hear me through the walls”

“I guess the lockdown makes you question how you feel and who you are”

“Many people are not wanting to engage with mental health professions because they feel guilty for taking medical staff away from Coronavirus patients”

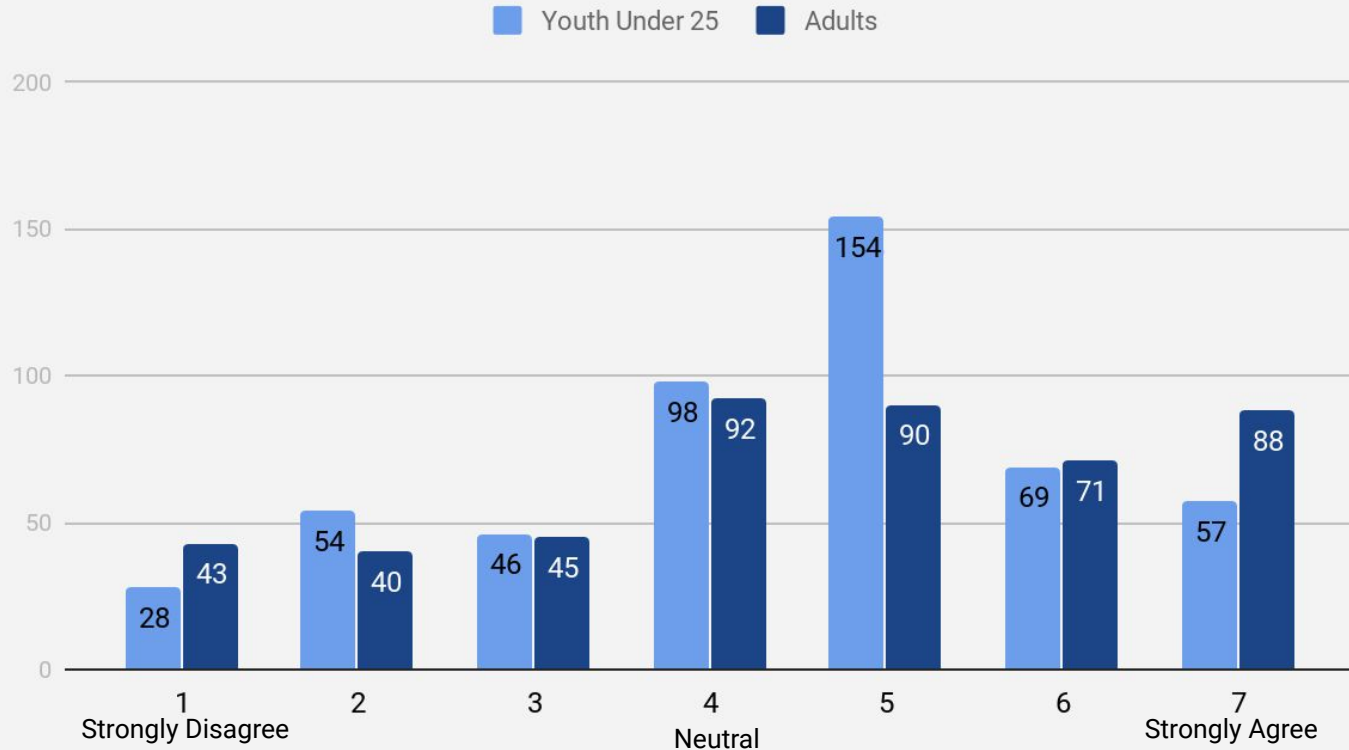
“I have been 1 and a half years clean from self harm and was close to selfharm again bc of my negative mindset”

“I'm lucky that I've been dealing with my mental health for years but extra stress, being alone and unable to get a hug makes it hard to pull myself out of low point. Thankfully I have support but social distance makes it harder. Extra stress of uncertainty about job, relationships.”

“My family does not understand my mh so not having face to face counselling is really difficult”

COVID-19 has had an impact on me/my family's economic situation.

Average overall response 4.5



Employment/Financial Issues

"Id like a resource to know detailed employment rights during lockdown."

"it would be better if work and income could actually be reached to speak to someone without being on hold for an hour"

"It's stressful, there is a huge burden on Mum's to be able to do it all and it's not easy to balance."

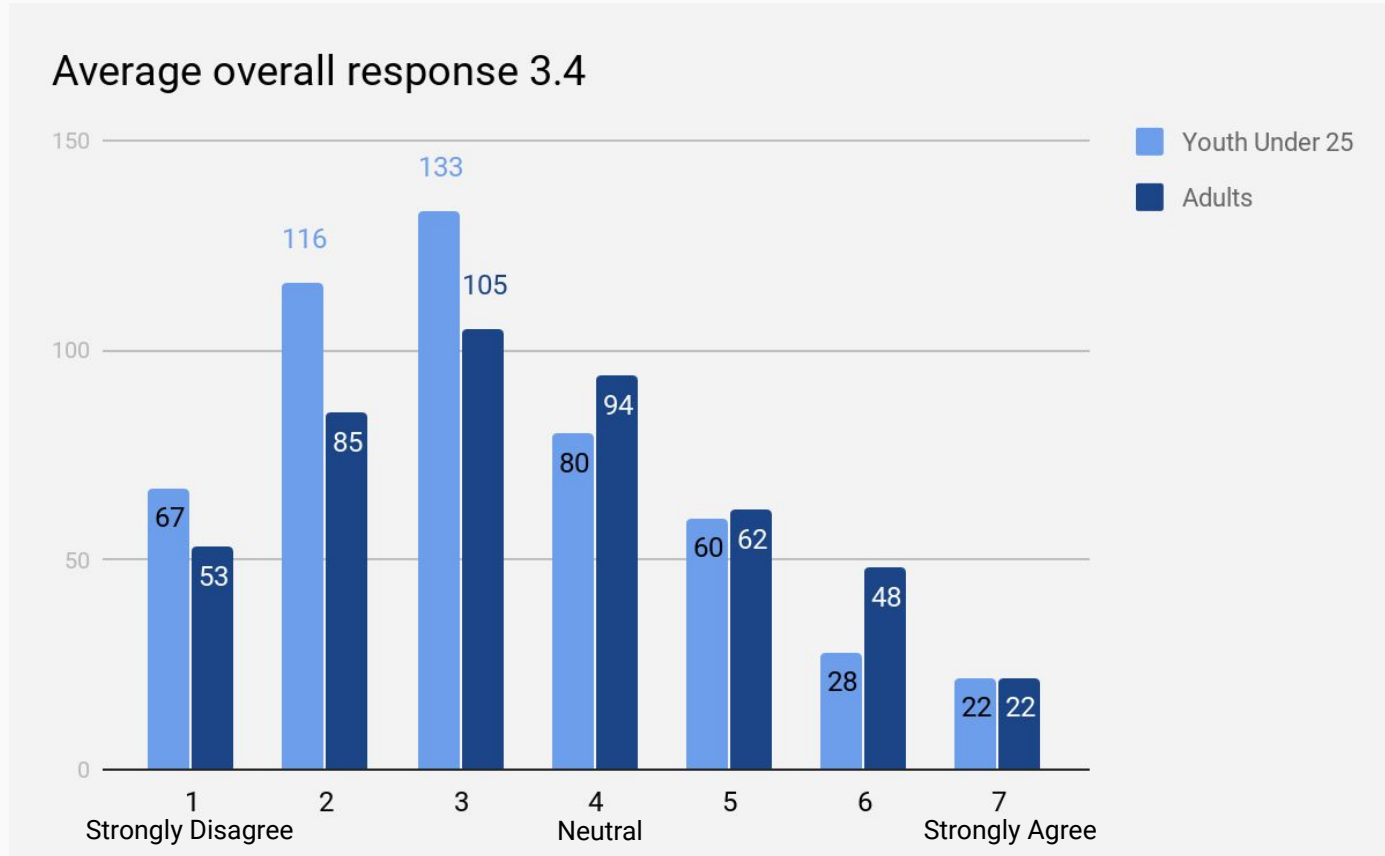
"People should have access to 5k of their kiwi saver. It's a shit time at the moment. We need to stick together and stay united"

"I work for a govt organisation so I am still working and my financial situation has not been impacted at all. My partners work has closed down for the meantime so we have lost his income however he has savings and received the govt subsidy so financially things are okay for us"

"Alot of people are at risk of losing their jobs at this lock down as company's may not financially recover. I am one of these people."

"I feel pressured to work my employer has no feeling"

I am getting my social needs met during this Lockdown period.



Social Support/Connecting with Friends

"Developing better relationship with loved ones."

"Hard to be an extrovert during lockdown"

"Honestly a lot of people don't need financial help and the like right now, they just want people to talk to"

"I think that people who are living alone could really benefit from contact with youthline staff."

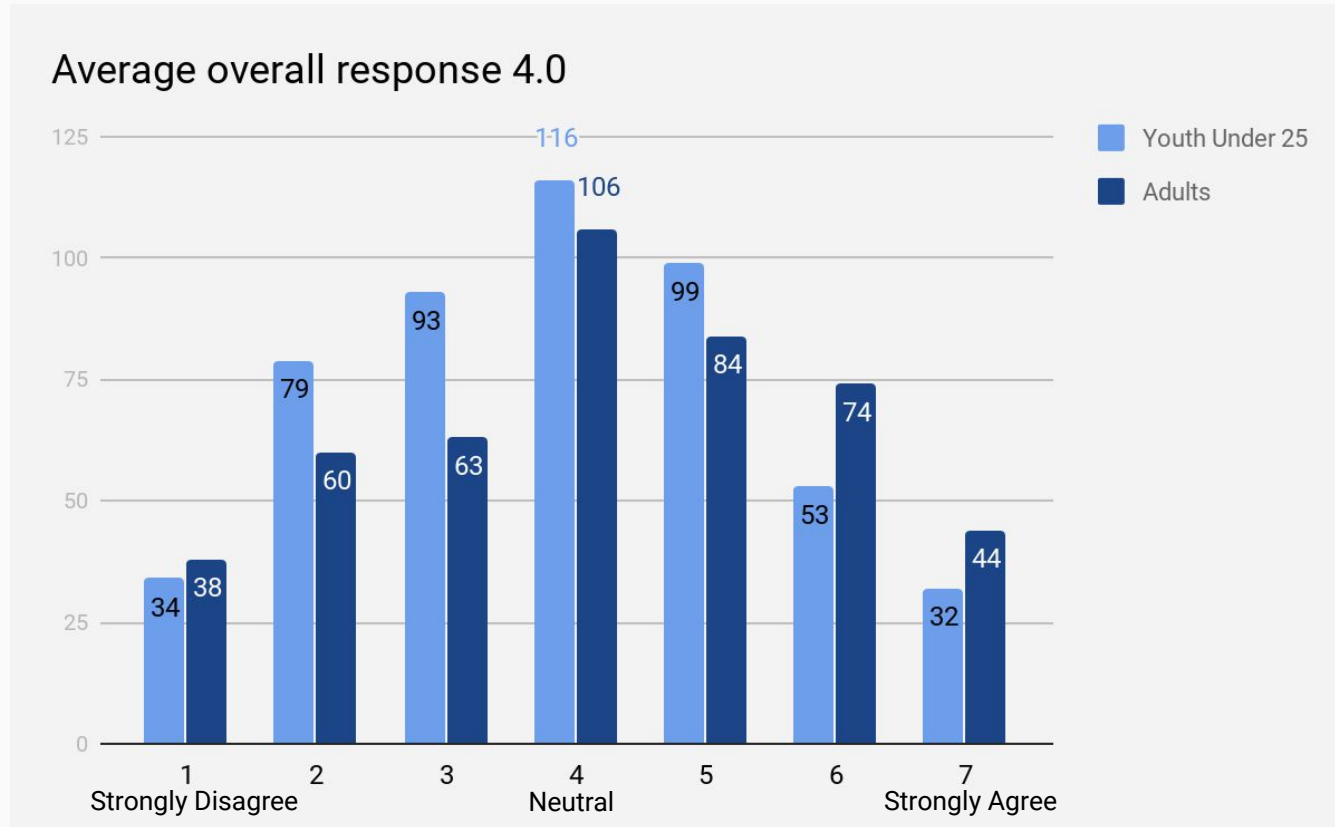
"I think younger people will be suffering as they are not able to be with their friends. Having to be with their family all the time can be very stressful"

"Not seeing my friends has really significantly hurt my mental health"

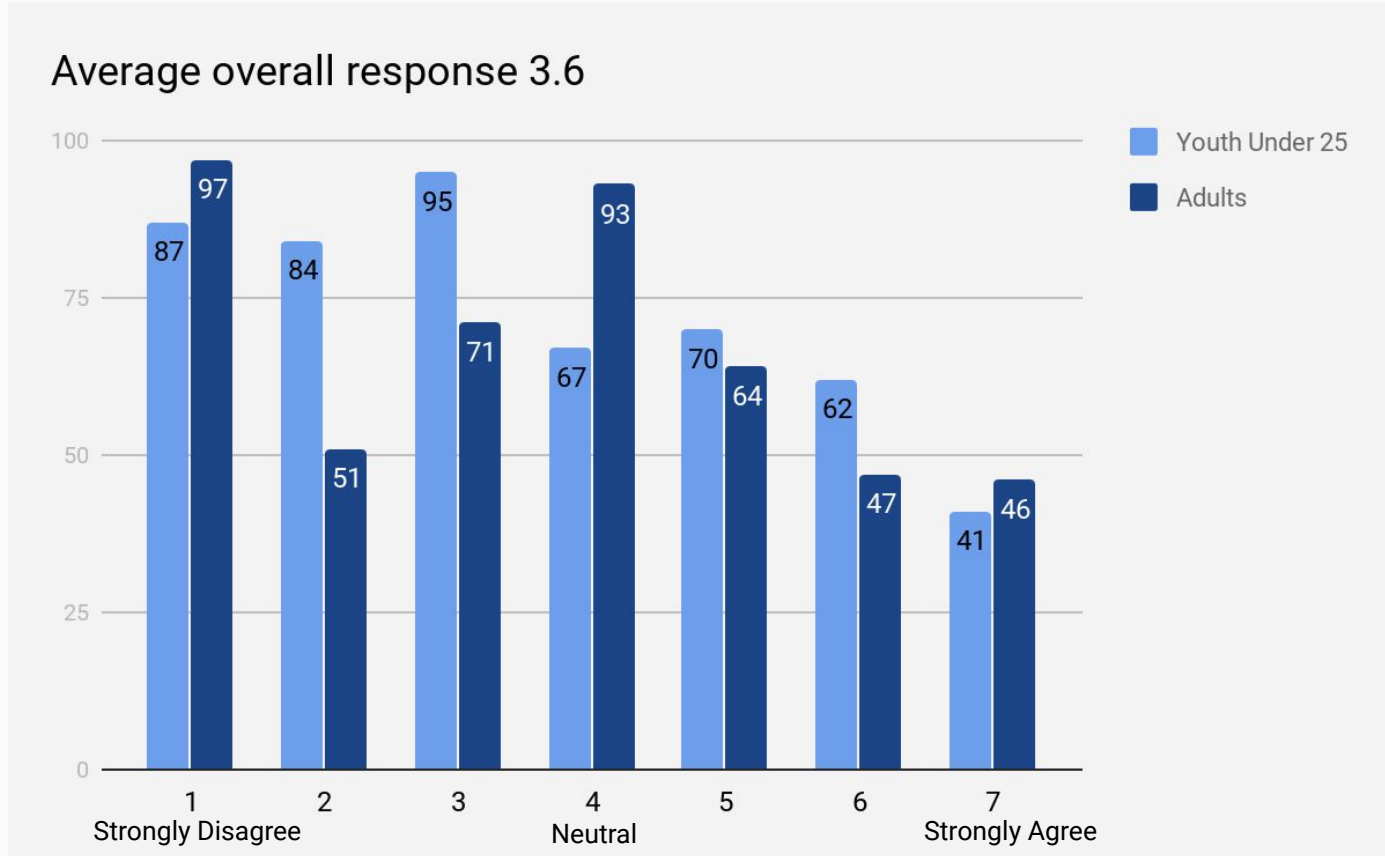
"Publicise online activities or games which involve live, direct interaction with others. How to use Zoom or other similar software."

"Perhaps there could be monitored chat groups for young people. I enjoyed chat groups but there needs to be someone keeping an eye on what's being said. Perhaps no private chats, just out in the open."

I am getting the emotional support that I need during this Lockdown period.



I am able to continue school/work effectively while under Lockdown.



How was the qualitative data analysed?

- All 975 respondents answered both questions
 - What has been POSITIVE about the COVID-19 Lockdown for you?
 - What has been NEGATIVE about the COVID-19 Lockdown for you?
- All of the responses were coded using emergent coding to develop themes
- Responses could be coded multiple times based on themes (one person might make statements on multiple topics)
- Totals are based on number of respondents who described that code.
 - One person could say five things about a single code – would count as one voice in that total theme.
 - Allows for discrete categories for analysis

Top 6 positive themes of lockdown



Reconnecting with
important people



Feeling secure in
the government's
response



Seeing a positive
environmental
impact



Slowing down and
taking stock of life

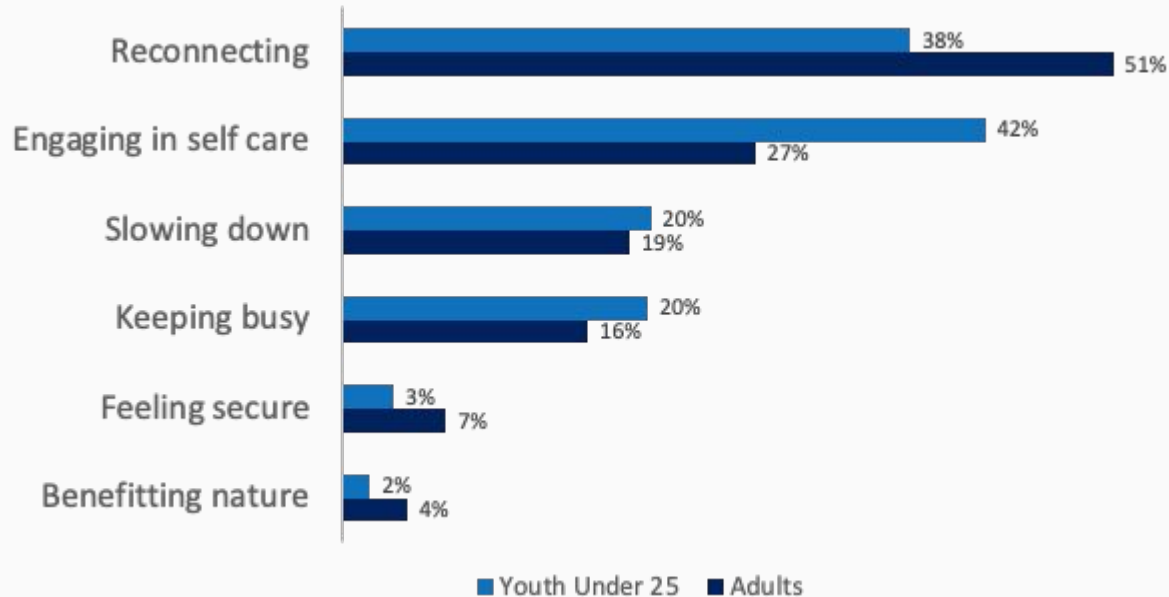


Engaging in self
care



Keeping busy and
learning new skills

Positive themes of lockdown: Adults vs Youth Under 25



Reconnecting with important people



“Spending lots of time with my family. Making the effort to connect and communicate with friends and family outside of our bubble.”



“I get to spend more time with my dog”



“Spent more quality time with my partner and we both feel reconnected with each other”

Engaging in self care



“Given me time to organise my stuff, catch up on school work, and get some odd jobs done. Having a break has also helped my mental health a bit by giving me some time for myself.”



“Being able to have a break from hectic life and just stay home and do tasks that I need to do in my own time and without the pressures of day to day life.”



“A chance to stop being on constant 'busy' mode and 'auto-pilot', and think how I really want to spend my time. Taking more time for exercise, self-care, creativity, reading, sleep, spirituality.”

Slowing down and taking stock of life



“For myself personally, it’s been a time of self reflection. It’s made me take a step back from my life and realise what I’m happy with and what I need to work on within myself.”



“I was getting very stressed at school and so the timing of the lockdown has been a blessing to me, I am getting to relax and unwind.”



“Time to push the ‘reset’ button. Relax, slow down pace of life.”

Keeping busy and learning new skills



"I was able to spend some time learning some things I've been wanting to learn from the internet and reading books I was interested in."



"The lockdown has given me an opportunity to reflect on how my physical fitness needs to be maintained and how I need to further maintain this physical fitness in order for my mental fitness to also be benefitted and maintained in a healthy way."



"Walking lots more, lots of time to do baking and cooking!"

Feeling secure in the government's response



"Our country is doing a really good job stopping the spread, which I am happy about"



"The great communications from our PM and Ministry of Health. So good and calming and positive."



"The effectiveness of the level 4 strategy and how its saving lives"

Seeing a positive environmental impact



“Chance to exercise every day and feel at one in nature, with less traffic noise/pollution.”



“the best part of all of this is seeing the native wildlife coming into the city such as the fantails”



“I know that the lockdown has had a positive impact on the environment which is one major positive.”

Top 6 negative effects of lockdown



Feeling distressed, isolated, and struggling with mental wellbeing



Expressing concerns about accessibility and the wellbeing of others



Living in toxic environments and relationships



Facing job insecurity and financial instability

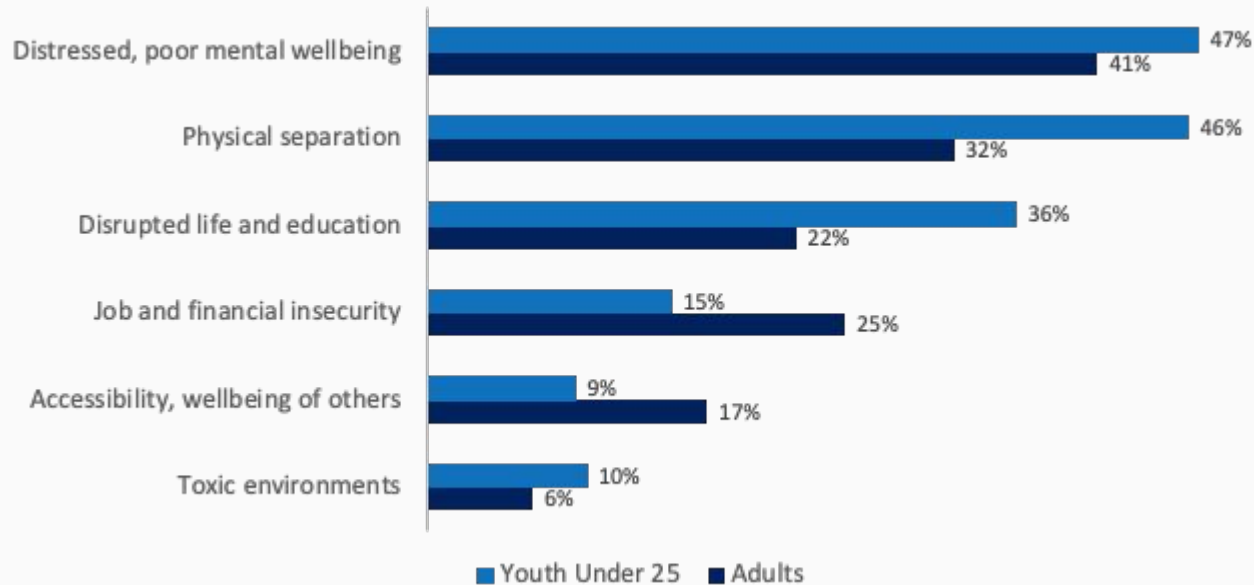


Missing face-to-face contact with loved ones



Craving a return to everyday life and education

Negative themes of lockdown: Adults vs Youth Under 25



Feeling distressed, isolated, and struggling with mental wellbeing



“Isolation, cabin fever feeling trapped, hard to focus on things”



“It’s very tiresome, being cooped up for weeks and weeks. I miss seeing my friends and other people face to face, and it’s affecting my self-motivation in regards to school work.”



“Feeling of uncertainty, panicking about future, anxious about catching the virus, compulsive behaviors as a defense mechanism, depression hits at times, insomnia, nightmares.”

Missing face-to-face contact with loved ones



"I miss quality face to face contact with my family and friends"



"Can't give or receive hugs"



"Not being able to see and physically support my family from outside of my bubble"



"Missing my friends and family. Starting to get lonely even though we are keeping in touch on social media daily"

Craving a return to normal life and education



"a lot of events that I have been looking forward to have been cancelled because of COVID-19, it's been really hard because those events have been really important to me and I'm sad they can't happen in my last year of high school."



"Not being able to go to school. Not being able to complete my schoolwork to the best of my ability. "



"Not being able to buy coffee at a coffee shop or eat at restaurant. We cannot even buy cooked food to takeaway"



"I miss being able to go to the beach or big bush walks. I also miss having specific spaces that I could focus on studying."

Facing job insecurity and financial instability



“worrying about my families job situation”



“I'm unemployed and the lockdown has made it even more difficult to job search”



“It has made my parents unemployed and my own work hours cut down so it's been financially negative”



“Massive cut in pay and looking like no job at the end.”

Living in toxic environments and relationships



“Being stuck at home with people who hate me. Not being able to see the people I love.”



“I’ve pretty much just stayed in my room because me and my family don’t get along. I’ve been stuck at home with a lot of mental and emotional abuse”



“Being stuck in an abusive/emotionally unstable household with my parents undergoing divorce”

Expressing concerns about accessibility and the wellbeing of others



"I can't do the things I usually do to keep myself busy and occupied as a disabled person who lives on a benefit...Losing half my home help hours."



"People deliberately flouting the lock down rules and thinking its OK"

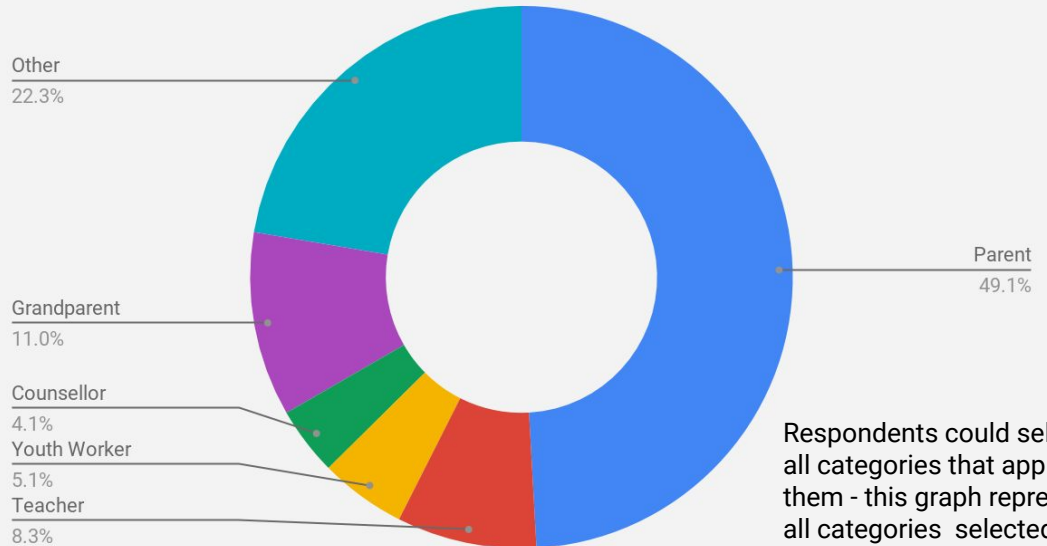


"I worry about people I know who are in essential services"

Respondents over 25

- The majority of respondents over 25 were parents
- The 'other' category was very diverse and included many professions
- We asked all respondents over 25 to tell us "if there is any additional information or resources we can provide you that would be helpful at this time?"

Breakdown of adults who responded to our survey



Respondents could select all categories that applied to them - this graph represents all categories selected, not # of respondents.

Additional resource suggestions for adults

Adults asked for support with:

- Information resources on a variety of topics delivered in different ways (online, video, print)
- Anxiety management and supporting young people with mental health issues
- Activities for young children and youth - online and for parents to deliver
- Family dynamics and parenting support and information
- Concern for young people's online activity and device management
- How to talk to children and young people about COVID-19

"I think for youth it's important to make resources and provide online support that fits how youth access information and help because that's a different way to adults. Make sure that youth don't neglect the feelings of their family, many parents are hurting right now. Make sure there is positivity in the lives of youth, what can they be grateful for, what life lessons can they learn from this. Get parents to be proud of how their kids are coping in this when they are coping and be there for their kids when they are not coping."

"Help putting things into perspective for my teen and preteens without diminishing their concerns."

"Anxiety management resources"

"How to cope with the constant pressure from my 12 year old to be on a device. It's causing a lot of friction and upset. We as parents are not keen for overexposure for our children but it's getting very intense in our house"

Suggestions for Youthline

- Continue to ensure access to existing services
- People are looking to Youthline predominantly for support with their mental health and wellbeing
- More service promotion could be beneficial, addressing clarity of available services during this time and for whom

"It would be lovely to have more clarity in your advertising about who can access your services, half the time it seems you are there for anyone, and half the time it seems you are only for youth, and what age group even is youth, I've heard everything from 13 to 16 is youth, to from 20 to 35 is youth, it's very confusing honestly"

"I think it's good youthline are trying to figure out how to support young people during this time"

"It's really cool that you're letting others have a chance to say what we need and not just throwing unhelpful resources out there"

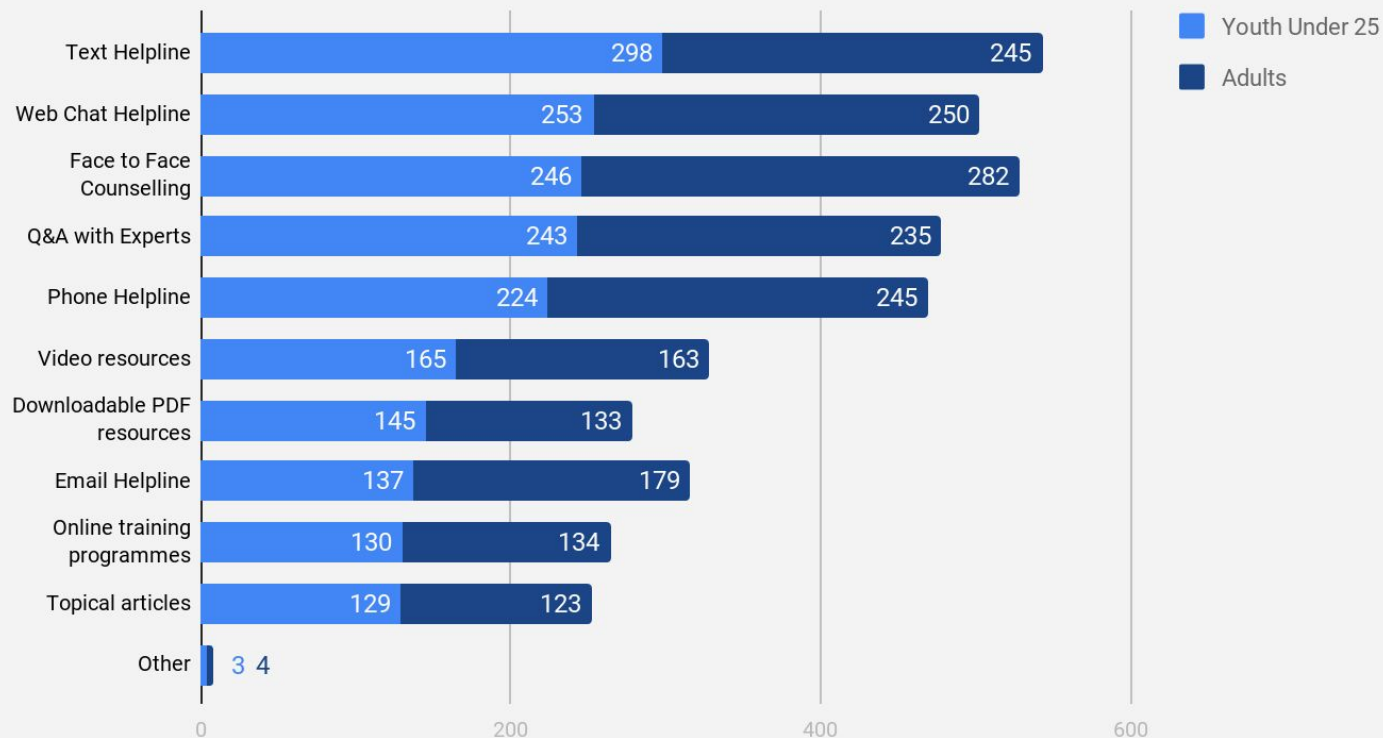
"Be professional (non judgemental and full of understanding)"

"Just keep on supporting those in need, some people that need help aren't always those most typical"

"Please reach out to every youth regardless. Please send out posts or emails to school kids to let them know you are available! Create awareness on cyber bullying as kids will spend more time on social media, which makes them highly vulnerable! Let the parents know where to call for support."

What are the most important services Youthline could be offering right now?

What are the most important services Youthline could be offering right now?



Thank you

Thank you to Facebook for making this survey possible.

A big thanks to the Health Promotion Agency and Sydney Kingstone for their support with qualitative analysis.

Thank you to everyone who participated in this survey and shared their thoughts. We appreciate you and your time.

And a massive thank you to Youthline frontline staff who have remained available to young people across Aotearoa at this time.

