

# Polling - COVID-19 mobile app uptake

*April 2020*

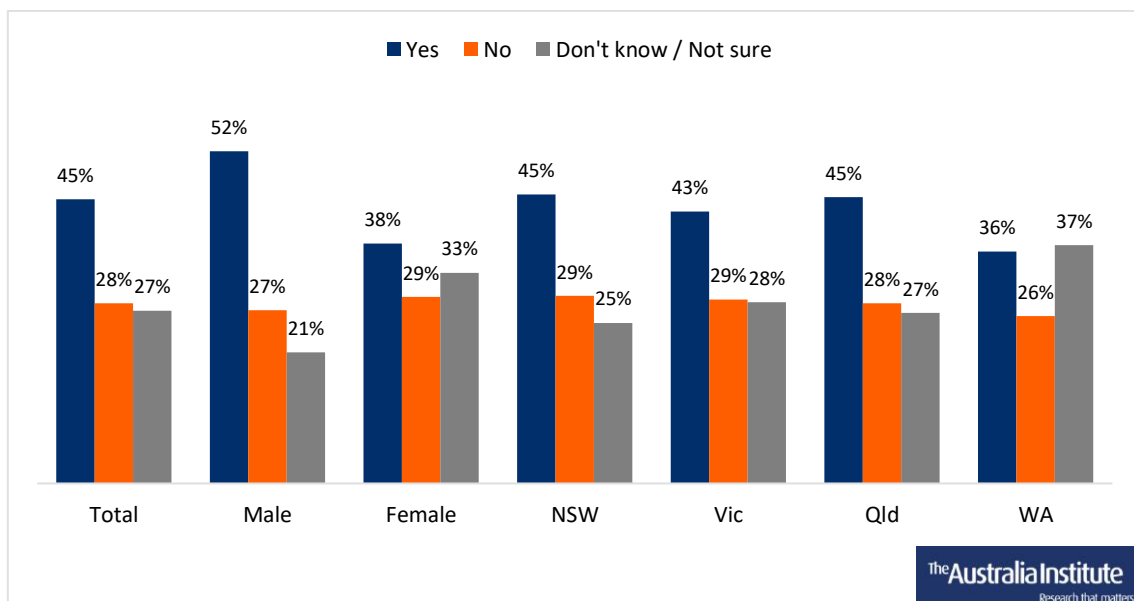
## Key results

The Australia Institute surveyed a nationally representative sample of 1,011 Australians about whether they would use the government's COVID-19 mobile app.

Respondents were first told that the government has created a mobile phone app that helps find people who have been in close proximity to people with a confirmed case of COVID-19. They were then asked if they will download and use the app.

- 45% of Australians say that they will use the government's COVID-19 mobile app.
  - 28% of Australians say they will not use the government's app.
  - 27% say that they don't know / aren't sure if they will use the app.
- Men are much more likely to say that they will use the app (52%) compared to women (38%).
  - Men and women are equally likely to say they will not use the app (27% vs 29%), but women are much more likely to say they don't know.

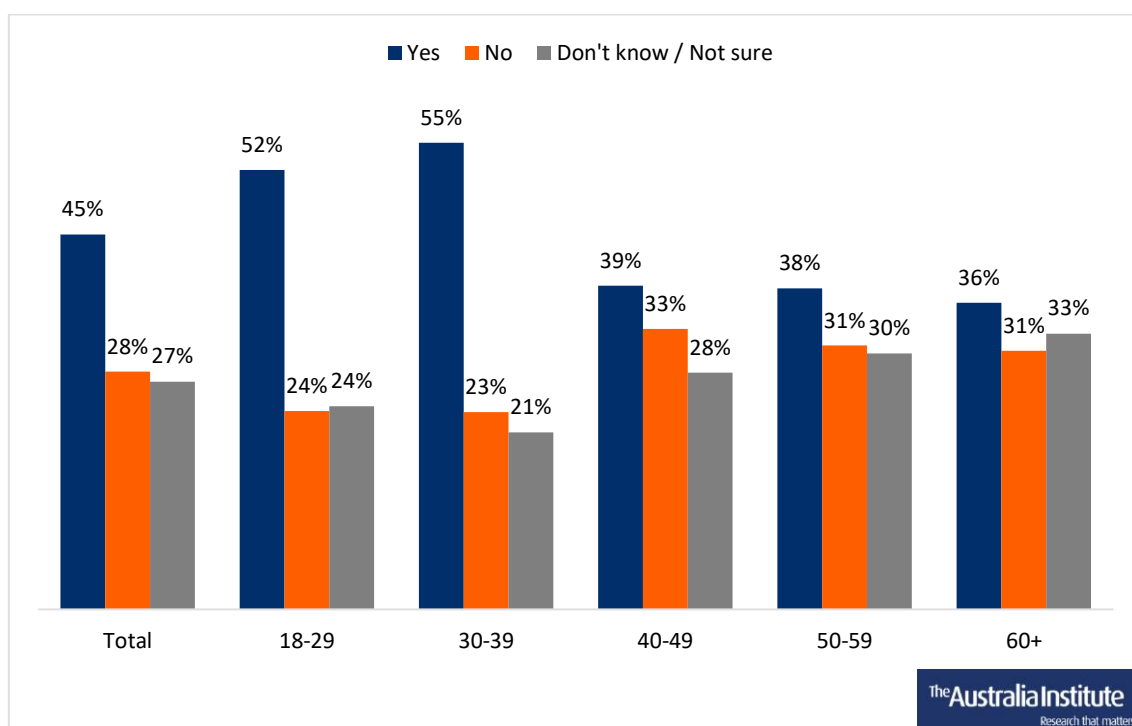
**Figure 1: Will download and use the government's COVID-19 mobile app**



The government is aiming for 40% uptake of the app, although it would have some efficacy at lower levels of uptake.<sup>1</sup>

- Over 40% say they will use the app in NSW (45%), Victoria (43%) and Queensland (45%), but only 36% of Western Australians say they will use the app.
  - A similar share of the population says it will not use the app (26–29%) across men and women and in the four largest states.
  - This suggests that the low “yes” rate among women and Western Australians is because they are yet to be persuaded to use the app, not because they have been persuaded against using the app.
- Over half of those aged 18–39 say they will use the app, compared to 36% of those aged 60 or over.
  - Three in 10 aged 40 or older say they will not use the app, about the same as the share who say they don’t know or aren’t sure.

**Figure 2: Will download and use the government's COVID-19 mobile app, by age group**

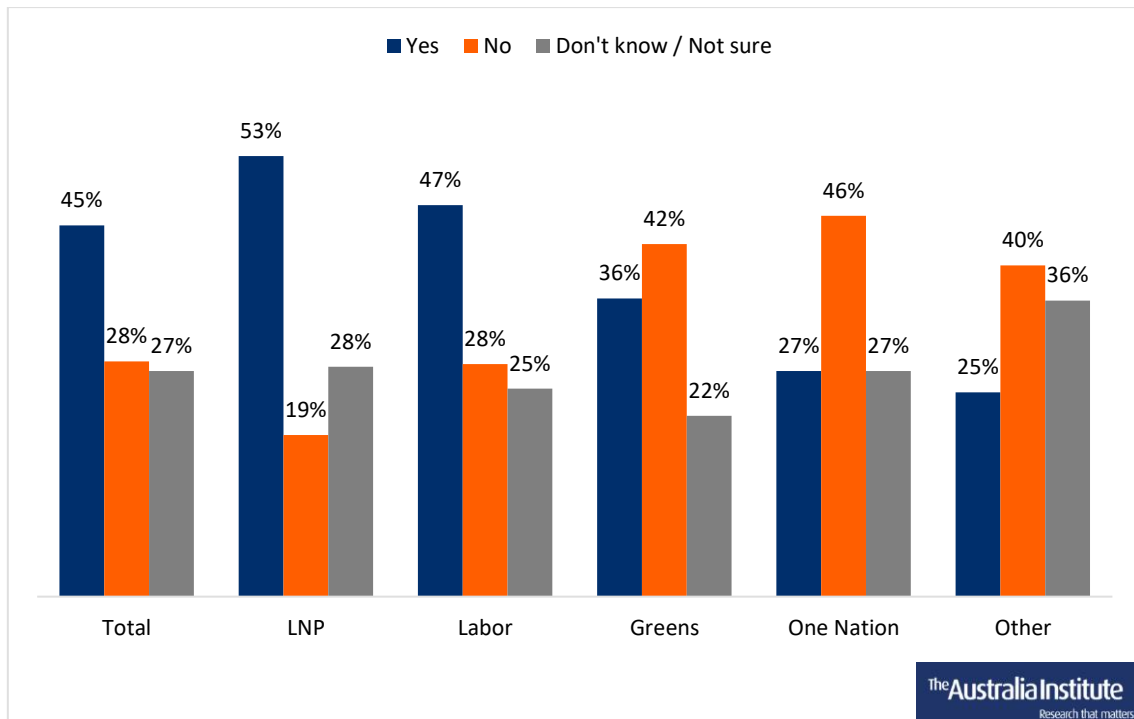


<sup>1</sup> Dalzell & Probyn (2020) *Getting Australians to use government-sponsored coronavirus-tracing app a daunting exercise in persuasion*, <https://www.abc.net.au/news/2020-04-15/challenge-to-convince-australians-to-use-coronavirus-tracing-app/12151130>; Karp (2020) *Government refuses police request for access to Australian coronavirus contact tracing app*, <https://www.theguardian.com/australia-news/2020/apr/23/government-rules-out-police-having-any-access-to-australian-coronavirus-contact-tracing-app>

There is significant variation in planned use of the government's COVID-19 app by voting intention.

- Coalition voters are most likely to use the app (53%), followed by Labor (47%) and Greens voters (36%).
- One in four One Nation (27%) and Independent/Other voters (25%) say they will use the app.

**Figure 3: Will download and use the government's COVID-19 mobile app, by voting intention**



## Method

The Australia Institute surveyed 1,011 people on 23–24 April 2020, online through Dynata’s Rapid Results polling, with nationally representative samples by gender, age and region.

The margin of error (95% confidence level) for the national results is 3.1%.

Results are shown only for larger states.

Voting crosstabs show voting intentions for the House of Representatives. Those who were undecided were asked which way they were leaning; these leanings are included in voting intention crosstabs. “Coalition” includes separate responses for Liberal and National. “Other” includes Centre Alliance, Jacqui Lambie Network and Independent/Other.

## Detailed results

The government has created a mobile phone app to help find people who have been in close proximity to people with a confirmed case of COVID-19 (coronavirus). Will you download and use the app?

|                              | <i>Total</i> | Male | Female | NSW | Vic | Qld | WA  |
|------------------------------|--------------|------|--------|-----|-----|-----|-----|
| <b>Yes</b>                   | 45%          | 52%  | 38%    | 45% | 43% | 45% | 36% |
| <b>No</b>                    | 28%          | 27%  | 29%    | 29% | 29% | 28% | 26% |
| <b>Don't know / Not sure</b> | 27%          | 21%  | 33%    | 25% | 28% | 27% | 37% |

|                              | <i>Total</i> | LNP | Labor | Greens | One Nation | Other |
|------------------------------|--------------|-----|-------|--------|------------|-------|
| <b>Yes</b>                   | 45%          | 53% | 47%   | 36%    | 27%        | 25%   |
| <b>No</b>                    | 28%          | 19% | 28%   | 42%    | 46%        | 40%   |
| <b>Don't know / Not sure</b> | 27%          | 28% | 25%   | 22%    | 27%        | 36%   |

|                              | <i>Total</i> | 18-29 | 30-39 | 40-49 | 50-59 | 60+ |
|------------------------------|--------------|-------|-------|-------|-------|-----|
| <b>Yes</b>                   | 45%          | 52%   | 55%   | 39%   | 38%   | 36% |
| <b>No</b>                    | 28%          | 24%   | 23%   | 33%   | 31%   | 31% |
| <b>Don't know / Not sure</b> | 27%          | 24%   | 21%   | 28%   | 30%   | 33% |