

**Supplementary Material**

**Impact of the COVID-19 pandemic on Australian community health service staff's occupational and personal lives: a longitudinal study**

*Sara Holton<sup>A,B,\*</sup>, Karen Wynter<sup>A,B</sup>, Anna Peeters<sup>C</sup>, Alexandra Georgalas<sup>D</sup>, Ann Yeomanson<sup>D</sup>, and Bodil Rasmussen<sup>A,B,E,F</sup>*

<sup>A</sup>School of Nursing and Midwifery, Faculty of Health, Deakin University, Geelong, Vic. 3220, Australia.

<sup>B</sup>The Centre for Quality and Patient Safety Research in the Institute of Health Transformation, Deakin University - Western Health Partnership, St Albans, Vic. 3021, Australia.

<sup>C</sup>Institute of Health Transformation, Faculty of Health, Deakin University, Geelong, Vic. 3220, Australia.

<sup>D</sup>Victorian Healthcare Association, Melbourne, Vic. 3000, Australia.

<sup>E</sup>Faculty of Health Sciences, University of Southern Denmark and Steno Diabetes Center, Copenhagen, Denmark.

<sup>F</sup>Faculty of Health and Medical Sciences, University of Copenhagen, Copenhagen, Denmark.

\*Correspondence to: Sara Holton School of Nursing and Midwifery, Faculty of Health, Deakin University, Geelong, Vic. 3220, Australia Email: [s.holton@deakin.edu.au](mailto:s.holton@deakin.edu.au)

Supplementary Table 1: Respondent free-text comments by theme (Surveys 1 & 2) - the use and effects of precautions (eg PPE)

Theme	Sub-theme	Survey 1 Comments	Survey 2 Comments
<b>The use and effects of precautions (eg PPE)</b>			
	<b><i>Access to and use of PPE</i></b>	<ul style="list-style-type: none"> <li>• Access to appropriate clinical wipes that kill COVID-19. Supply of detergent wipes is not adequate. The organisation has not addressed my many attempts at communication regarding this issue. And detergent wipes continue to be supplied. My level of frustration at this is high. Fear that shared spaces are not being cleaned adequately.</li> <li>• I found there was a lot of socioemotional support for staff but PPE early on and immediate alteration to how we worked and resourcing this was slowed by bureaucracy</li> <li>• My organisation has had significant difficulty with providing access to clinically appropriate disinfectant wipes and have not responded to several requests from multiple staff members about this lack of basic sanitisation. This has caused stress to our team.</li> <li>• very disappointed that management insisted on having touchable surfaces in the reception and back corridors where clients have access eg there were pamphlets which clients could pick and up and put back, there is a client satisfaction touch screen which was not turned off and is not cleaned after clients touch it even though management think this happens, it doesn't . Several staff suggested a mid day clean and were told this was too disruptive, but then it did happen but no feedback to staff to say, we've listened to what you said and have acted on it. Directives to clean cars in between staff use has only just started happening - a year too late.</li> <li>• Work in facilities, pivoted role to support and provide</li> </ul>	<ul style="list-style-type: none"> <li>• Limited or ill fitting N95 masks</li> <li>• n95 masks have greater impact due to heat and discomfort</li> <li>• From the beginning of facial mask recommendation-to mandated use last year [name of organisation] did not supply direct staff members (receptionists, and essential face to face practitioners in all fields) no reliable source of face masks or hand sanitisers. It was well after the peak of the first outbreak that management enabled easily sourced and located facial masks, prior to this we all were forced to buy and often reuse non-renewable facial masks, something that all staff complained of to coordinators and managers.</li> </ul>

Theme	Sub-theme	Survey 1 Comments	Survey 2 Comments
		<p>logistics for COVID clinic which was my source of COVID exposure. Organisational and DHHS excellence enabled me to work completely supported with required items and PPE to complete day to day without fear of catching COVID in a highly COVID-conscious workzone.</p> <ul style="list-style-type: none"> <li>• I had nightmares about wearing PPE. Wearing masks made it very difficult to be a speech pathologist as I couldn't understand people with speech impairments and some clients couldn't lip read so I wore a face shield which felt less safe.</li> <li>• The organisation had Covid safe policies but they very publicly were not adhered to. I found it very distressing that masks were not being used in office settings while they were required by the CMO.</li> </ul>	
	<b><i>Personal effects</i></b>	<ul style="list-style-type: none"> <li>• our workplace prolonged the use of full PPE (masks, gloves, gowns) beyond what some other organisations were doing. This became difficult in hot weather. Feel there was very limited consideration on staff comfort/safety (over-heating) at a time when there was very low risk of community transmission</li> </ul>	
	<b><i>Client care and communication</i></b>	<ul style="list-style-type: none"> <li>• I was concerned for my clients that their health would worsen due to restrictions getting services.</li> </ul>	

Supplementary Table 2: Respondent free-text comments by theme (Surveys 1 & 2) - work impacts of COVID-19

Theme	Sub-theme	Survey 1 Comments	Survey 2 Comments
<b>Work impacts of COVID-19</b>			

Theme	Sub-theme	Survey 1 Comments	Survey 2 Comments
	<b>Concerns about getting infected or infecting others</b>		<ul style="list-style-type: none"> <li>• Asymptomatic passing COVID-19 on to clients.</li> <li>• Clients getting the infection</li> <li>• Community getting COVID</li> <li>• concerned about daily new cases and deaths</li> <li>• COVID from aerosol-joggers</li> <li>• getting into contact with someone who has COVID-19</li> <li>• [concerned about] transferring COVID to clients</li> <li>• fear of getting COVID and spread it to others</li> <li>• I am very concerned about going back to face to face work with clients and their families. This also includes going out to do general daily and social activities. The spread of the Delta variant is a source of much anxiety particularly as we move closer towards opening up. Although I am fully vaccinated, I can still contract and/or spread the virus to family, friends and clients. My work involves close physical contact with clients. This anxiety, particularly about reopening, is impacting my sleep and general sense of wellbeing.</li> </ul>
	<b>Concerns about clients</b>		<ul style="list-style-type: none"> <li>• Suicidation of LGBTIQ+ youth</li> <li>• I am concerned about seeing patients face-to-face who are choosing NOT to get vaccinated.</li> <li>• Online engagement drop for LGBTIQ+ is a major area of concern, esp. for those isolated in rural settings/ have internet black spots.</li> </ul>
	<b>Working remotely / telehealth for clients</b>	<ul style="list-style-type: none"> <li>• Being on a digital device 8 hours a day to do all tasks was exhausting.</li> <li>• Acknowledgement of the impacts of working from home and the bleed between home and work life, keeping a clean and tidy and focussed work space. There was a big assumption that it was ok for everyone or that it might have been ok at times and not ok at other times. The assumption that 2021 is a new year</li> </ul>	<ul style="list-style-type: none"> <li>• poor comradery amongst staff wfh</li> <li>• Capacity to increased mental / physical health outcome of clients F2F verses Telehealth</li> <li>• working with clients face to face is my job</li> <li>• Being forced into teletherapy model of practice without the appropriate IT equipment/setup or any training in how to effectively delivery paediatric teletherapy</li> </ul>

Theme	Sub-theme	Survey 1 Comments	Survey 2 Comments
		<p>and we're past the worst even though we're still exhausted and a little traumatised, as the 5 day snap lockdown in February revealed.</p> <ul style="list-style-type: none"> <li>• Being able to work from home has largely been a personal benefit due to my own health needs, but can be more difficult in supporting clients in the way they need. I started working in this sector during the second wave as my previous employer was awful at taking preventative measures and i feared for my health. [My organisation] has been much better although I've still encountered colleagues not abiding by protocols.</li> <li>• Challenges in coming back to work after working from home, how to manage telehealth and face to face clients as this can increase stress in terms of time constraints between work/home apts, how to rebuild team culture and togetherness.</li> <li>• COVID-19 has provided me with greater work-life balance. I do not have to commute everyday. It has allowed people to demonstrate how effectively they can work from home (when not in client facing roles). I feel less tired during the day as a result. I feel like the pandemic has increased the level of trust between various employers and employees.</li> <li>• Disconnect between those who came into work every day through the lockdowns and those who worked from home. Exhaustion of those who came in every day.</li> <li>• fear that flexible working from home options will no longer be available for part of job</li> <li>• I also found working from home I was more productive in my days</li> <li>• I have been working from home for the most part</li> </ul>	<ul style="list-style-type: none"> <li>• Covid and working from home has had an impact on my physical health, lack of movement and motivation. I work longer hours as my work is inside my home.</li> <li>• having to navigate new systems such as online platforms whilst isolated at home</li> <li>• I have not been able to build rapport with clients as easily over the phone/online as I would have in person. I am also not able to provide as much outreach support and therefore, not always able to provide the service/support they really need. Thank you</li> <li>• I started my job during COVID which was challenging as I have mainly had to work from home and not been able to form the kind of relationships with my colleagues that I would if in the office together.</li> <li>• Social groups moving online have been extremely hard, especially if some colleagues are more tech savvy than others</li> <li>• The program I work in has had strong uptake of telehealth (counselling) for the entire duration of the pandemic. In some ways this situation has been beneficial in commencing delivery of the service in a way that is more convenient to a large proportion of our program's clients. I'm not sure that the organisation has always fully appreciated how busy this has made our team - where in contrast, most programs had a reduction in client work (though perhaps they were also busy due to redeployment)</li> <li>• It would be great to see more awareness for staff who are facing mental health challenges whilst working from home</li> </ul>

Theme	Sub-theme	Survey 1 Comments	Survey 2 Comments
		<p>throughout covid and have found that I felt safer this way</p> <ul style="list-style-type: none"> <li>• I hope my organisation decides staff can choose to WFH permanently as it has been such a positive change in my life.</li> <li>• I work at a different site from auspice agency - have worked from home for past 12 months, just returning to site, lovely to see people at m site, good balance of both home and from site, experienced impact of lockdown when no gym!</li> <li>• In my experience there have been many benefits to clients through telehealth. And to employees working from home. A combination approach moving forward seems like it will offer the best benefits</li> <li>• In the team I work in we hired staff during the pandemic and working remotely made it difficult for these new staff members to get adequate training and orientation. This could have been handled by management better.</li> <li>• Lots of flip flopping in getting staff back to sites along the way - jumping the gun a little which was annoying when I knew the idea was not feasible under the circumstances - patchy resistance to working from home by some managers, whom I assume experienced a loss of control or did not trust staff to function as well as they had.</li> <li>• My organisation were very slow to bring in working from home, staff temperature checks compared to other organisations.</li> <li>• My workplace did not allow us to work from home even when there were periods of no patients, not helpful for moral or wellbeing especially when</li> </ul>	

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		<p>managers &amp; other staff were. Covid airborne/ventilation not addressed &amp; still isn't.</p> <ul style="list-style-type: none"> <li>• Our team was able to do the job more effectively working from home &amp; are now staying that way. I have found many positives to the Covid 19 pandemic. We have learnt to do things different ways, be more innovative &amp; been supported to do so.</li> <li>• Overall i think COVID has provided scope to explore how I can adapt my role in ways it can be flexible - working from home or the office.</li> <li>• Preparing oneself to return to office based work - emotionally taxing making this adjustment to being with people again</li> <li>• Rapid transition to telehealth services was poorly coordinated and lack of direction given on how best to provide services using this mode of delivery.</li> <li>• Re-actively moving to teletherapy was the most challenging when working with children under 7 years of age. Lack of technical support, hardware, soft ware, knowledge and preparedness for therapist and families to "pivot" to this new way of working was extremely stressful.</li> <li>• recently move form clinical setting to admin setting, and feel that admin staff returning form WFH are not aware of need for infection control in a admin work site, as mush as the Clinical staff working in direct client care.</li> <li>• Telehealth has increased client access and participation which has directly impacted work load.</li> <li>• The lowest paid workers have had increased pressure and work. Managers have worked from home.</li> <li>• The organisation wasn't preparing for staff to work in</li> </ul>	

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		<p>squads from start. The procedure that was in place wasn't effective in terms of non-contact or face-to-face. Some kind of unfair when some staff could work from home but some were not allowed.</p> <ul style="list-style-type: none"> <li>• Impacts on children living/studying in the home of health workers WFH</li> <li>• The use of IT to work from home was frustrating and caused things to take more than double the usual amount of time to do in the project work that I am involved with, which requires lots of meetings with students, working groups and external stakeholders. Workshopping ideas and working on project materials was extremely difficult to do from home, especially with poor internet and mobile phone coverage from home. Added lots of extra stress. This on top of my manager and the majority of the team being re-deployed and me working one day per week from home on a project with a student, I felt isolated.</li> <li>• This experience has provided opportunities for organisations to think differently about "the way we work". Flexibility to deliver services in different modalities and the ability to work online from home has been that important shift.</li> <li>• WFH is workplace alienating. It's Siberian. A wilderness survival experience.</li> <li>• When working from home, IT issues at times interfered with getting my job/tasks completed.</li> <li>• Worked remotely from home the whole time and continue to do so.</li> <li>• Working from home was hard with my husband working from home as well as my two teenage boys doing school from home.</li> </ul>	

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		<ul style="list-style-type: none"> <li>Increased personal financial costs of setting up and heating a home office space.</li> </ul>	
	<b>Team cohesion</b>	<ul style="list-style-type: none"> <li>As a team we are working more as an individual and communication is not as good as when we see each other on a regular basis.</li> </ul>	<ul style="list-style-type: none"> <li>Less ops for informal networking.</li> <li>Our response in the community has been amazing. Staff are well supported and are also supporting each other. I've learnt a great deal about COVID but also feel more confident in my leadership role.</li> <li>Team members have taken extended stress leave and the burden on those remaining is high</li> <li>Workplace social interaction with colleagues has been reduced gradually</li> <li>Curiously very variable team presences at workplace.</li> </ul>
	<b>Redeployment/role changes</b>	<ul style="list-style-type: none"> <li>As I could not do 5 days of Community Engagement work I chose to work in the [my organisation's] Acute respiratory Clinic. I started out doing 4 days a week and gradually reduced to 1 day a week as my Community Engagement work increased. I was fortunate to have a quasi normal work day in terms of travelling to my workplace and doing useful work completing the pathology tasks in the ARC. I met a whole range of staff, promoted my work to them, got to know them as colleagues and felt more a part of the [my] organisation.</li> <li>I enjoy the new challenging roles last year working in [clinic name] clinics and working with new people from my organisation - I'm struggling this year to find my new normal and finding this is a big adjustment for me personally.</li> <li>I found that my role changed significantly whereby we provided greater support to families in locating and referring to other specialist services.</li> </ul>	<ul style="list-style-type: none"> <li>[concerned about] having work</li> <li>I left my old career to become health worker because of covid 19</li> <li>During wave one I worked in another part of the organisation. This was very stressful and affected my health and wellbeing. I relocated to another area in the organisation where the workload is much more manageable for my work life balance. The organisation fully supported me through this entire process and I am bouncing back a lot quicker because of it</li> <li>I changed jobs because of covid. I was working in community mental health - as a NDIS support coordinator for [name of organisation]. Now working for [name of organisation].</li> <li>I'm so lucky that I retrained at TAFE and started working at [name of organisation] as I was able to do extra overtime for four months and meet my savings goals!</li> <li>I'm just coping to the best I can. Due to lockdown I had to reduce my full time hours to part time hours due to my medical condition. I'm hoping when I'm better that I</li> </ul>

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			<p>will decide the best ways to progress with my special powers to work my usual in admin</p> <ul style="list-style-type: none"> <li>• My recent deployment to C-19 work happened very quickly and a lot of the preparation to return to the physical workspace was rushed and overlooked safety considerations. I was able to express my concern with management and a few days later improvements were made.</li> <li>• Concerned about the long term impact on (funding) my role as outreach worker- will I have a job in 2022.</li> </ul>
	<p><b><i>Support of colleagues</i></b></p>	<ul style="list-style-type: none"> <li>• Before COVID I just took for granted that my work colleagues would always be around to support me but that all changed when we were sent home to work. My husband has terminal cancer and my work buddies always offered me hugs and support when things were not going well; I still miss those hugs and the support that I used to get.</li> <li>• i have been working frontline COVID testing during the Pandemic. interesting to note the return of other health workers on returning to the office have often have not been understanding of my work and are very critical of changes and work that had been done with there client groups eg high rise elderly group</li> <li>• I think it is important to be able to recognise and identify vulnerable team members eg. When they are feeling fatigue or burnt out, keeping them informed of change and encourage them to drink fluids so that they don't become dehydrated, to ask them how they are feeling and let them know that they are supported on a daily basis. I think social media and the media in general can sometimes make people overwhelmed. Its important to acknowledge staff workplace health and</li> </ul>	

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		<p>well being during the pandemic and in its aftermath</p> <ul style="list-style-type: none"> <li>• Relational impoverishment - being isolated.</li> <li>• The biggest effect came from feeling like you were now working alone whereas before you were working in a team.</li> <li>• The biggest issue I have is that I was sooo disappointed by other people's response to the covid pandemic, I think this has bought out many peoples "true colors" , some people despite working in a community health setting have shown incredible selfishness and I struggle with that, some have sat back and let the organization do an incredible amount of work to keep their staff and clients safe and they have just whined 24/7. My issue is that I now think less of them, struggle to see them as valuable team members into the future and struggle to want to work with them</li> <li>• The need to be responsive has brought some staff together, and segregated other staff. This is true in workload and commitment and loss of work/life balance</li> <li>• However my team members have been an excellent support and we have developed skills we would not have otherwise gained.</li> </ul>	
	<p><b><i>Difficulties providing high quality client care /negative impact on service provision</i></b></p>	<ul style="list-style-type: none"> <li>• Another issue is access to large enough spaces to see my clients ( usually children with parents and potentially interpreter. Now that room numbers has eased this is less stressful. I feel that our organisation has taken on many COVID related work (and done so well) but I feel that our usual work is being somewhat undervalued. In some of these areas communication has been very poor.</li> <li>• Yes, COVID 19 has really impacted service delivery to</li> </ul>	<ul style="list-style-type: none"> <li>• As a volunteer coordinator, it has been significantly harder for me to support and recruit new volunteers, especially with delays in identity checks and with restrictions on physical meetings. The volunteer sector as a whole is suffering with the effects of COVID-19, and my organisation has not been able to support its volunteer programs or maintain engagement with our volunteers.</li> <li>• I am more concerned about the health and wellbeing of your dental clients and the massive impact COVID has on</li> </ul>

Theme	Sub-theme	Survey 1 Comments	Survey 2 Comments
		<p>youth who say they need face to face appointments and outreach</p>	<p>the ability to continue their dental care.</p> <ul style="list-style-type: none"> <li>• I am very concerned about what happens to our services next year when everyone wants to go on leave!</li> <li>• I think COVID-19 has highlighted gaps in service delivery and revealed prejudices in the community sector.</li> <li>• It is extremely frustrating watching the elderly clients not being able to access preventative allied health such as Podiatry and dental for close to 20months which in turn will affect them far more than Covid might have</li> <li>• There has been a significant decline physically, mentally and emotionally in my elderly clients due to lockdowns. We have seen an increase in anxiety, cancellation of appointments and visits by allied health that have resulted in rapid deterioration of our clients. Nursing reassessments have had to be done over the phone which is not at all appropriate for our clientele. Especially for the elderly that are not well versed on technology. This has subsequently affected myself and colleagues having to deal with clients that are really struggling at home alone. We had 8 residents in 202 move into permanent care Vs 11 in 2021 to the end of August. I believe this to be attributed to lockdowns and the lack of social, health and emotional interactions for our clients. There is considerable more work in coordinating care for clients when they are not able to be seen in a timely manner and their needs subsequently increase. It is distressing for myself, my colleagues and all our clients.</li> <li>• The impact of COVID on patients with lack of services was difficult plus the organisation's choice to do a major restructuring job both of staff &amp; offices created havoc</li> </ul>
	<p><b>Organisational changes</b></p>	<ul style="list-style-type: none"> <li>• Cessation of drop in services at my workplace due to covid-19 actually made my work easier, and delivery of</li> </ul>	

Theme	Sub-theme	Survey 1 Comments	Survey 2 Comments
		<p>NSP became refocused as a priority, which was good.</p> <ul style="list-style-type: none"> <li>• Covid-19 has been incredibly beneficial at expanding and broadening the way we deliver services to the community. It has allowed us to reach more people by providing services by phone and telehealth to people who would not have engaged otherwise. Id like to see more intentional lockdowns to allow us all to slow down, take stock, pause and re-member how to be present.</li> <li>• Despite talking a lot about learning from COVID and acknowledging that the technology has worked and made us more efficient, we seem to be shifting quite quickly back to the old way of doing things - e.g. meetings across teams are going back to face to face which means everyone has to travel.</li> <li>• Expectation from staff that the organization can predict how the pandemic will impact the workplace and will be organized immediately restrictions are put in place.</li> <li>• It has provided great opportunities to change the way we work. Unfortunately some in the organisation are keen to undo this and return to old way ASAP</li> <li>• my organisation has used the situation to increase the workload of staff and encourage an "always at work" culture so that people can always be contacted even outside of work hours.</li> <li>• Our Leadership decided to undertake an organisational restructure during the pandemic, which meant my Manager left in December as her role no longer exists. The impact of this restructure, which took place without warning and staff input and during the uncertainty of the pandemic, has led me to feelings of distrust in the Leadership of [my organisation].</li> </ul>	

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		<ul style="list-style-type: none"> <li>• Sudden grants for COVID and need to operationalise these as soon as possible has meant that coordinators are now carrying 2-3 programs &amp; 15-20 staff without managers to support.</li> <li>• The amount of extra work to be safe at work i.e. procedures and forms is horrendous - and we are still expected to meet targets - no one talks about that - this is my main stressor</li> <li>• The true impact of COVID-19 on staff and clients in community health is really starting now. We have large wait lists and clients are more complex. Our groups are full with restricted numbers. Clients have had delayed care, have been isolated and have not had access to the usual means of self management (i.e. hydrotherapy). We have to manage this with no increase in staffing or resources.</li> <li>• We have had to cancel some of our procedures due to Covid 19</li> <li>• We need to be less reactive, take action with a practical mindset and approach with less panic</li> <li>• Where at all possible I have tried to maintain a positive attitude with clients as they come into reception.</li> <li>• Work demands with client support have dramatically increased since COVID 10</li> <li>• Worked with teams that you don't normally worked with. Worked primarily with either staff new to the organisation or with staff outside our organisation</li> </ul>	
	<b>Positive aspects of COVID-19</b>	<ul style="list-style-type: none"> <li>• Covid has given people the opportunity to slow down and reflect on life, and that can either be a positive thing or not!</li> <li>• Covid-19 impacted my life in a positive manner as my knowledge in IT increased, being able to WFH has</li> </ul>	<ul style="list-style-type: none"> <li>• amazing response and hard work by teams</li> <li>• It affected my work in an entirely negative way, but I'm just lucky I actually still got to work</li> </ul>

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		<p>benefited me emotionally. My organisation went above and beyond to ensure that I was able to continue working and they looked after my emotional health.</p> <ul style="list-style-type: none"> <li>• I appreciate the support of family and work colleagues, and remember to not take life for granted.</li> <li>• I have learnt new, creative and innovative ways of working with clients, but perhaps at a cost to some too.</li> <li>• It has been an amazing learning experience. i am familiar with business continuity planning and we always tested for a pandemic thinking that it was very unlikely to happen! I think we thought initially we would lose a lot of staff but, this fortunately didn't happen. I think it has also been great to see the uptake of telehealth. The pandemic enabled this to occur at a faster pace and many clients in our regional/rural communities benefit from this form of service delivery. Some (such as alcohol and other drug clients) may actually even prefer it as they do not have to face the 'stigma' of coming into our buildings. As the health informatics manager i have monitored how our service delivery has changed. I think it would have been more useful to see the federal or state government take a greater lead in evaluating our responses, so we could have a better foundation for comparison. It is great to see that Deakin is now evaluating this.</li> <li>• Overall I found the experience very rewarding as community health was very well placed to support the community to be covid safe and stay healthy. We found we were able to support our usually vulnerable clients to stay healthy and supported in their own homes and we assisted them to avoid hospitalisation as we prevented them from becoming deconditioned. I'm</li> </ul>	

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		<p>proud of the fact that we worked face to face throughout the year and gave a very positive (mentally &amp; physically) experience to our clients. Also our organisation stepped up to provide good covid related services.</p>	
	<p><b><i>Organisational response, support &amp; communication (lack of)</i></b></p>	<ul style="list-style-type: none"> <li>• A lot was done to set as many staff up to work from home but for those of us who could not there has been very little support or welfare checks. Those working on campus have had to follow strict covid guidelines to attend work and our leave has been impacted. Despite expressing our frustration about this there has not been any solution offered.</li> <li>• Greater access to Carer’s leave would have been better.</li> <li>• Added volume of work without additional resourcing. (i.e. Support services stretched to support)</li> <li>• As a program manager there was a lot of focus on support to your staff that are your direct reports, ie you supporting them (i had 10 direct reports) . there was little support offered to me though from my manager and their manager etc.</li> <li>• [name of organisation] was good but manager of customer service was unsupportive and basically told us to support ourselves. Very poor response from someone who is managing a large team.</li> <li>• Clients and staff wellbeing was severely affected. Work’s response was poor and rolled out too late. Workers and management had no idea about Covid and when to get tested/return to work.</li> <li>• During COVID-19 I felt extremely at risk, and completely unsupported. My mental health has never been so bad as it was during the second wave. Working in mental health was a nightmare. I have now resigned</li> </ul>	<ul style="list-style-type: none"> <li>• constant check-ins, bombardment of updates etc [interfered with work]</li> <li>• poor comms with new staff, poor work culture-less teamwork</li> <li>• I don't think my employer has been proactive enough in protecting staff with pre-existing medical conditions that make them more prone to harm from Covid.</li> <li>• I feel our org left the staff support at the discretion of managers...there was NOT an all staff memo to look after yourself, your family but also reducing workload to do this. This has been the most stressful time in my career as I feel like I constantly need to deliver/perform and justify when I am not meeting my targets.</li> <li>• [The pandemic] has impacted on the communication from upper management to staff, it even worse now than before the pandemic, the only information that seem to be shared in a timely manner relates to COVID</li> <li>• Little recognition of coming to work on site every day</li> <li>• [name of organisation] have been terrific keeping staff informed of updates and protocols for our safe work environment.</li> <li>• My organisation are extremely slow at implementing safety strategies to mitigate risk for those doing home visits and seeing clients face to face.</li> <li>• My role as a social worker in a homelessness case management position, and then as a outreach mental health clinician have both been, in all fundamental</li> </ul>

Theme	Sub-theme	Survey 1 Comments	Survey 2 Comments
		<p>as I am still coming to terms with everything we went through and the lack of support we had.</p> <ul style="list-style-type: none"> <li>• During the initial stages of the pandemic and during lockdown I feel both staff and clients were willing to make compromises so that everyone stayed safe. Emerging from the pandemic in 2021 has challenging as things are not back to “normal” but the patience and understanding has waned.</li> <li>• During the June - November period, work were great and incredibly supportive; however, I've found since the start of this year that there has been less concern shown for staff, particularly in terms of emotional support and the residual impact of COVID 19 and the significant changes in 2020 to staff mental and emotional wellbeing. I'm also disappointed by the agency's reluctance to allow staff the opportunity to continue to complete part or all off their work role from home, if possible.</li> <li>• During the second wave, much of [my organisation's] focus was on preparing and supporting the medical teams for their increased/changed workload and conditions, which is understandable. However since coming out of lockdown, I had hoped there would be a shift into focused support on the mental health teams who have been inundated with referrals and cannot keep us, but no additional support or acknowledgement has come. The focus remains on supporting medical teams.</li> <li>• I was feeling underpaid and over worked pre pandemic. COVID-19 brought a sense of urgency to my work however the amount of work and emotional energy that I had to expel during lockdown with a "we're all in</li> </ul>	<p>senses, unsupported. ... Mental health support has been tokenistic, albeit this has always been the issue with many HR, or 'people and culture' approaches of late. Last year I was terrified, depressed and overworked within my single bedroom for months on end, my support options through this time were extra phone counselling services and nothing else, in fact I continued experiencing 'stats reort pressure' from my former coordinator- where reaching practice hour quotes was the central discussion throughout 2020. Last year showed me how little government and (NGO) upper management systems genuinely understand the sector they control. ... I know how little saying these things have, but a survey will miss deep, deep, deep failures of our service system to workers and participants/patients</p> <ul style="list-style-type: none"> <li>• Working in NDIS billable environment has caused significant and the most amount of stress, as messaging from management is extremely muddy and we are still expected to reach billable targets.</li> <li>• I am an MS patient on treatment and was disappointed that I had to get a letter from my GP to justify or prove my immunocompromised status so Executive would allow me to be exempt from Covid screening duties on the entrance to Gateway Health.</li> <li>• very unhappy my organisation decided to bring in hot desking at a time of heightened need for infection control</li> </ul>

Theme	Sub-theme	Survey 1 Comments	Survey 2 Comments
		<p>this" corporate attitude from work with no real support has left myself totally deflated and barely hanging in work wise this year. We have all been affected by COVID-19 however there was a huge silence in recognising the work mental health care practitioners were doing throughout lockdown and are still doing under very difficult circumstances. People were falling through the cracks of our services pre pandemic, now we have gaping holes where both clients and workers are struggling.</p> <ul style="list-style-type: none"> <li>• I was only asked once if I was ok and told it was my responsibility to ask for help if I needed it</li> <li>• Inconsistencies with policy. Eg [my organisation's] staff unable to work across sites but then engage agency staff who do</li> <li>• Individual organisational reactions at the commencement of the pandemic were random - mine was very poor. This is not being measured and has left employees with low levels of trust in their organisation and management.</li> <li>• Involvement of the ample clinical subject matter experts in the organisation from the beginning of the planning around strategies to support the organisations COVID response could have been improved. There were recognised delays and gaps from clinical staff on the strategies in place which then took more time to be implemented in the midst of the lockdown. It would be important in the future planning and response to incorporate theses leanings and ensure staff on the front line are feeling heard.</li> <li>• my direct supervisors did very little direct communication- 'we are all in the same boat' response.</li> </ul>	

Theme	Sub-theme	Survey 1 Comments	Survey 2 Comments
		<p>I would have appreciated a bit more personal chit chat to help improve my wellbeing-a weekly 10 minute catch up.</p> <ul style="list-style-type: none"> <li>• our organization was over zealous in trying to make DHS during targets therefore placing undue stress and expectations on staff - "WFH contracts" were made thus creating an atmosphere of distrust and pressure.as many staff to not only completely change the way they worked but also had to cope with family members who were unwell, physically and mentally, other who passed away without able to see, hold them, and cope with their own inadequate work space and social isolation. All these factors compounded their stress during the 12 months, and several resigned and were not replaced or replaced at lesser FTE. the entire year was very stressful. unions were contacted by staff who would not usually call on outside help / support. offering the EAP program was a support however only 3 appointments were often not sufficient.</li> <li>• The 'ad hoc', informal support for employees mental health and wellbeing during COVID has been great both from management and between staff members. However, the organisation lacks the formal support structures required, especially when employees are working from home. This lead to a greater impact on my mental health and wellbeing than I believe would have occurred with better formal supports.</li> <li>• There is a real lack of recognition for ALL front-line health workers for the amazing effort they put into fighting COVID19</li> <li>• There is not a lot of conversation around the energy expended to be adaptable over the last 12 months. I</li> </ul>	

Theme	Sub-theme	Survey 1 Comments	Survey 2 Comments
		<p>think we are only just beginning to feel the long-term affects of this, and so the conversation hasn't really begun. Some acknowledgement around how we have had to sustain a heightened and ever-changing work landscape over a long period of time is necessary. I also think that there is a lack of questions/notes around hierarchy within health care and organisations. Amongst co-workers there was a lot of conversation (particularly at the beginning of the pandemic) around who had access to PPE and who didn't, who was considered more at risk, who was asked to be re-deployed and put on the front line etc. I think there is an underlying and often unspoken hierarchy of importance of different medical professions within community health, and this was particularly highlighted as a result of covid.</p> <ul style="list-style-type: none"> <li>• Unpaid overtime was the norm and became the expectation as far as deadlines</li> <li>• very slow to act, concerning COVID precautions for clinical staff. they seemed very quick to address getting the office / admin staff working from home, but took longer for clinical staff. All self care initiatives were directed at office / admin staff, but clinicians were generally unable to access due to having a heavy client load with appointments.</li> <li>• Working remotely and in a rural town gave me quite a lot of protection from the issues faced in Melbourne. However I commenced this role in May 2020 so all my work experience has been under COVID conditions. I lacked support as a new employee and feel like I fell through the cracks early on. I am still trying to work out things that I should have known when I first started.</li> </ul>	

Theme	Sub-theme	Survey 1 Comments	Survey 2 Comments
	<p><b><i>Organisational response, support &amp; communication (positive)</i></b></p>	<ul style="list-style-type: none"> <li>• I also experienced quarantine...this was a different experience to the lock down stages. th organisation i believe has attempted to keep staff informed and up to date of what was happening...i only have praise for the exec team and management. it's been a tough time.</li> <li>• I am exceptionally grateful for the support from [my organisation] in 2020 and ongoing. I am totally blessed to still be employed and in fact have had more time to be with my family whilst still working probably harder from home because I have had much less travel to get to and from work.</li> <li>• I am very proud of the organisation's response to the outbreak</li> <li>• I felt there should have been more communication around certain processes e.g. a number of staff took long-term leave and there was little to no communication around who to contact in their absence, or our usual finance processes moved to 100% email without any direction from our Accounts team on how this should work. I felt that managers were very supportive of the working from home arrangements especially where staff also had children learning at home.</li> <li>• I think that [my organisation] could not have been more supportive and flexible. I am not a clinical staff member so I had less stress in terms of client issues but as mentioned before, doing stakeholder or partnership meetings online took away a significant joy from my role.</li> <li>• My organisation has navigated through COVID-19 extremely well, always with the safety and health and well-being of staff and clients at the forefront of mind. I</li> </ul>	<ul style="list-style-type: none"> <li>• [My organisation] is excellent with understanding when staff are struggling. I never ever have felt like a burden and feel incredibly supported.</li> <li>• I have found my org very responsive, my manager regularly checks in as I work from home, found very supportive. Overall it's tough!</li> </ul>

Theme	Sub-theme	Survey 1 Comments	Survey 2 Comments
		<p>feel privileged to work where I do with an amazing group of staff.</p> <ul style="list-style-type: none"> <li>• Our organisation have been great. I am from the UK and hearing about how badly my friends and former colleagues in the healthcare sector over there have fared has really upset me.</li> <li>• [My organisation] had clear, timely communication and a clear plan for service delivery, and every message that went out and conversation that was has was around the safety of our staff, and out clients.</li> <li>• The organisation has been flexible and supportive in many ways over the past year. It has been a very challenging time and we are continuing to see the fall out for our clients.</li> <li>• The organisation moved quickly and efficiently to protect staff and clients as much as possible. Felt very supported.</li> <li>• Very happy with my organisations COVID response - proactive and well implemented</li> </ul>	
	<p><b><i>Leaving the health care sector</i></b></p>		<ul style="list-style-type: none"> <li>• I am going to leave the healthcare industry. The pandemic has highlighted so many problems with this broken system; I feel it's deluding the workers who get into the industry to care so much about what we do but we cannot deliver our services sustainably - the workload and expectations are too great. It's given me the opportunity to assess my life/work goals: I don't want to experience burn out like this again so I'm choosing not to work in healthcare at all.</li> <li>• [The pandemic] has been very stressful. Everything is urgent. I would leave for my own sake but I feel I would be letting colleagues down.</li> <li>• I am a skilled and sought after practitioner who is fully</li> </ul>

Theme	Sub-theme	Survey 1 Comments	Survey 2 Comments
			<p>intending to quite my profession and sector after the complete disregard, lack of support, and even acknowledgement I received through the worst 2 years of my life and still coming to support unwell people through this.</p>
	<p><b><i>Increased workload</i></b></p>		<ul style="list-style-type: none"> <li>• Organisation says don't stress over the increasing workload, 'can only do what you can do' whilst piling on more and more</li> <li>• The amount of work is overwhelming, not just trying to keep services running and staff safe, but then running a COVID testing service and now a COVID vaccination service, all in addition to usual workload. the most concerning this for me is that I will miss something urgent and the organisation, or my staff will suffer a loss as a result</li> </ul>
	<p><b><i>Negative impact of client behaviour</i></b></p>		<ul style="list-style-type: none"> <li>• First time our clients' action has a direct impact on us worker and our families by not obeying the lock down rules and recommendation.</li> <li>• Health care workers have suffered the most. Yes, we have been able to keep our jobs, but it has been very difficult, being abused by clients, workload expectations and fatigue have been very taxing</li> <li>• It has been difficult working with most of my clients who do not follow COVID rules. First time their actions have a direct impact on my life. They are travelling having family gatherings while we can't be with our family</li> </ul>
	<p><b><i>Negative aspects of COVID-19</i></b></p>		<ul style="list-style-type: none"> <li>• It is creating divide in the community. It has created loss of jobs, decline in mental health, overly-regulated society, community anxiety, overly cautious workplace, increased work stress, increased administrative tasks related to covid-19.</li> <li>• The concerns about recovering and rebuilding following</li> </ul>

Theme	Sub-theme	Survey 1 Comments	Survey 2 Comments
			<p>the consequences of lockdown and restricted practice</p> <ul style="list-style-type: none"> <li>• The current lockdown has been much more challenging for me and most of my clients compared to the 2020 long lockdown in Melbourne</li> <li>• The impact of watching and managing young children experience extreme loneliness is challenging.</li> <li>• the 3rd to 6th lockdowns in Melbourne have been extremely difficult for staff, organisation &amp; clients</li> <li>• It's important to note that with all covid related projects taking so much of people's time there is little left to maintain the status quo or do improvements to other areas of the organisation. Infrastructure is so stretched and GP clinics have no scope to partner with anyone outside of covid related business</li> </ul>

Supplementary Table 3: Respondent free-text comments by theme (Surveys 1 & 2) - personal impacts of COVID-19

Theme	Sub-theme	Survey 1 Comments	Survey 2 Comments
<b>Personal impacts of COVID-19</b>			
	<b><i>Impact on personal and family health and wellbeing</i></b>	<ul style="list-style-type: none"> <li>• The constant emotional drain of working on very serious issues all day alone became the burden of ones family. Winding down and leaving work at work was sometimes impossible. I don't think most organisations addressed mental wellbeing very well.</li> <li>• As a GP with a large cohort of regular patients I felt I was working hard for them and my colleagues through the COVID period rather than for the organisation. I felt the broader [my organisation's] management team were quite remote and "hands off", mainly working from home while the on-site clinical staff worked really hard to keep patients out of hospital. We also dealt with enormous amounts of transferred patient anxiety.</li> </ul>	<ul style="list-style-type: none"> <li>• Care of a partner with COVID</li> <li>• Effect of pandemic on everyone's life</li> <li>• I'm imuno suppressed and my family is Aboriginal. Many of my clients do not speak English. That's why I'm especially concerned.</li> <li>• [concerned about] my child's mental health</li> <li>• [concerned about] my son who is overseas and has had covid.</li> <li>• low mood in general</li> <li>• I have been missing my family more than I usually do</li> <li>• No social functions</li> <li>• The isolation has been difficult</li> <li>• Extra stressful events like the death of a family member</li> </ul>

Theme	Sub-theme	Survey 1 Comments	Survey 2 Comments
		<p>Discussing/debriefing with my medical friends and my colleagues at the end of 2020 - we weren't clinically depressed but there was quite a common experience of feeling deeply tired and worn out, or spent.</p> <ul style="list-style-type: none"> <li>• COVID has significantly impacted my mental health during lockdown, and ability to be effective when in paid employment due to caring responsibilities for children and general stress.</li> <li>• Creating positive team dynamic very difficult remotely. Assessing objectively your own wellbeing when isolated from others was and continues to be a real challenge and I feel it has kept colleagues emotional struggles hidden from view.</li> <li>• Did feel isolated at work. Some worker not doing their fare share in screening leaving it to a few It should not have been made voluntary . I could not work from home due to my type of work i do. Listening to the complaints about how hard it all is please!</li> <li>• Extreme exhaustion after visiting our community clients throughout the pandemic</li> <li>• extreme hours/days of work without breaks leading to physical, emotional and mental exhaustion that we are still recovering from</li> <li>• feelings of depression DURING lockdown - so much worse compared to now.</li> <li>• Felt like I was just working without any way to relieve stress, such as go out for exercise or do anything fun.</li> <li>• Generally I feel I managed pretty well. Though sometimes when dealing with very stressful client situations there was no-one to debrief with which made it difficult to manage my stress.</li> <li>• I believe that the year that was impacted by COVID is one</li> </ul>	<p>and poor mental health of a family member and personal illness are unexpected things that COVID adds another layer to. Without these extra stresses, COVID may not have had as big an impact.</p> <ul style="list-style-type: none"> <li>• Feeling pretty demoralised by the whole pandemic experience.</li> <li>• How about any changes at home eg new baby /death in family I've had a major change and this could colour the outcome of the survey</li> <li>• I am finding this current phase very stressful personally due to not being able to see my family and feel there is no end to this.</li> <li>• I don't think we can underestimate the toll that isolation is taking. It may well be on the front lines, in primary care scenarios where the battle is being physically fought, but mentally - we are all battling, at home, alone.</li> <li>• I feel my response to the latest outbreak (6) is much stronger than the previous outbreaks. Heightened sense of anxiety and worry for my teenage children's while we wait for them to be vaccinated.</li> <li>• I have been terribly impacted by Border Closures - both locally in Albury Wodonga and internationally as my family lives overseas, including elderly parents, and I have been unable to see them for a very long time and don't know when I will. I think the added stress and isolation of this would be affecting a lot of health staff and should be included</li> <li>• I think it has just increased stress generally and it has made work life balance harder. You work longer hours working from home and there is a lack of social activities to relieve stress outside working hours.</li> <li>• I'm classed as an essential worker and without having an</li> </ul>

Theme	Sub-theme	Survey 1 Comments	Survey 2 Comments
		<p>thing and of course had its consequences for work meaning caseload / roles/ performing these under the pressures but also I lost my father unexpectedly and suddenly in June 2020. I had one month of leave later in January 2021 and my acting team leader made light of this -implying that this was leave as per normal , I was offended and taken back , I had postponed part of my grieving . In fact I felt quite numb and still in shock 6 months down the track. However in my team we are under resourced and I feel pressure to keep up with doing my job in these conditions. I feel fatigued.</p> <ul style="list-style-type: none"> <li>• I drank a lot more</li> <li>• I feel that throughout the covid lock down, it seemed forgotten that some workers - were busier than usual for extended periods and the clients needs increased due to the effects of covid pandemic on them eg, mental health, housing, financial hardship etc. In addition having to home school children and other stressors (for me my mother in UK was became unwell ( In coma) for 6 weeks) it is now that I am feeling the burnout from that period</li> <li>• I had more online meeting with no "travel" time between - exhausting</li> <li>• I had to resign from community Mental health in Aug2020 for my own Mental health, and my current role is only 3 months old.</li> <li>• I worry about the future and job security because of C19</li> <li>• It was definitely a challenging time when trying to work and continue to look after children who were under 5 and unable to go to kinder or child care due to COVID and still had to continue working normal hours. I was definitely sicker last year than any other year as a result of the stress of COVID. There have definitely been</li> </ul>	<p>auto immune disease and a medically and culturally vulnerable family, I would have not of experienced many of the perceived anxieties. It's great that I can continue to work but also increased my stress and my organisation does not care about individual circumstances. It feels very precarious - personally and professionally.</p> <ul style="list-style-type: none"> <li>• Impact of reduced exercise, impact of bereavement during Covid when you cannot have family around you</li> <li>• In terms of work I am feeling disconnected and disengaged but also stressed and anxious</li> <li>• It is relentless - there is no ability to switch off. You can't have a break - wherever you look it's case numbers, exposure sites, restrictions, press conferences. Even if you don't read the news, you still can't do anything because you can't really leave the house. It is impossible to take time out from this. So each day at work becomes a bit harder and the wins are fewer. And what was a great values alignment a couple of years ago now just feels like a constant struggle.</li> <li>• Limitations of movement/5 km rule</li> <li>• Long term impact of the unknown. In the beginning we thought that this would impact us for a few weeks &amp; it was quite novel. Now almost 2 years on it has have significant impacts on our lives, choices and the way we go about our everyday life. We are in a holding pattern unable to plan. This is impacting our mental health more than anything.</li> <li>• Not sure about how we can live in a COVID normal world once we hit 80% double jab target, concerned vulnerable and elderly people will die, feeling so weird to try to avoid people who walks towards me or avoid people in general while walking in the street</li> <li>• So over it, just want to see an ending in sight!!</li> </ul>

Theme	Sub-theme	Survey 1 Comments	Survey 2 Comments
		<p>positive of working from home and spending more time with the kids too but still stressful when everyone is at home and there was limited time by yourself.</p> <ul style="list-style-type: none"> <li>• It's been really tough and we've been working in overdrive while still maintaining other priorities. I feel exhausted.</li> <li>• Knowing that isolation is a key theme for LGBTQIA+ youth living rurally and remotely, I am gravely concerned of the toll of COVID/ social distancing has caused the people I work with/for. As I'm not a mental health practitioner, my ability to 'fix' is limited, and the groups (inc. the social group) I run not being able to meet resulted in 60% drop in attendance. this not only affects my ability to do my job, but is worrying/ not good for my own mental health as a worker.</li> <li>• Loss of a dear family friend to Corvid 19. Restrictions on overseas travel means I have not seen my family for 12+ months. EAP accessible at work but the Corvid 19 impact is a lot longer than 3 sessions with a psychologist.</li> <li>• My family lives all around the world, including in the UK, so the fear and worry about the impacts on them and the impossibility of us getting together has taken a huge toll. I think that could be a measure you consider because it would affect so many staff too.</li> <li>• My immune system is compromised and [my organisation] have been very understanding and supportive with allowing me to work from home the majority of the week.</li> <li>• My son was most concerned for my health during the above mentioned dates. He insisted I download the covid tracing app.</li> <li>• not being able to visit family outside 5 km radius. The</li> </ul>	<ul style="list-style-type: none"> <li>• Starting to get burnt out with even the prospect of time off meaning nothing because there is no ability to enjoy the time with the current restrictions.</li> <li>• The continued impact of COVID-19 and lockdown has negatively impacted my wellbeing. It has contributed to increased stress and impacted my ability to be remain hopeful when providing emotional support to my clients. It has been very difficult to support people through extended lockdowns and also engage with anti-vax attitudes.</li> <li>• The level of COVID-19 lockdown isolation &amp; remote location (working from home) has greatly directly affected work/life balance.</li> <li>• COVID 19 has had an exhausting impact on my family, friends, colleagues and most especially my clients. The worst part is not knowing when we will gain some level of normality including when we will be able to connect with our loved ones.</li> <li>• Do not enjoy work anymore.</li> </ul>

Theme	Sub-theme	Survey 1 Comments	Survey 2 Comments
		<p>finances and how much was not clear during lockdown.</p> <ul style="list-style-type: none"> <li>• Not much focus on personal life, which was the biggest impact for me.</li> <li>• One unexpected experience for me is the added pressure and anxiety that both I am feeling and the people on my caseload in recommencing back into the community. People are less keen to get out and engage in the community and are changed from the experience of the lockdowns.</li> <li>• Patients have presented with mental health issues, including substance misuse and suicidality more frequently which has been stressful.</li> <li>• Risk management of clients (self-harm and suicide) was not a priority. Physical health was, i.e. catching COVID. I disagree with this.</li> <li>• Stress was initially caused by a legalistic response with excessive paper work and messages which were in conflict with government health directives. Lack of information / coordination for those at remote sites.</li> <li>• The biggest problem for me was not being able to socialize and travel. Also working from home since March last year especially the first few months of working from home I struggled with not being able to "get away" from work and not talking to work colleagues face to face. Not being able to go to the gym or to the beach to de-stress was also a struggle.</li> <li>• The restrictions in Victoria were far more damaging than the virus. I noticed a huge increase in mental health and substance use problems due to isolation forced by the lockdowns and restrictions. Clients were very angry. Also many in our cohort lost their jobs</li> <li>• The 2nd wave lockdown was one of the most stressful</li> </ul>	

Theme	Sub-theme	Survey 1 Comments	Survey 2 Comments
		<p>periods of my life because of work as a lot of clients at work became very psychologically distress due to isolation. Most of my clients couldn't use Telehealth and they were not unwell enough for a home visit so they suffered.</p> <ul style="list-style-type: none"> <li>In terms of my family all my adult children live away from home so we already had good communication systems in place which put us in good stead to maintain connections without being physically together.</li> </ul>	
	<p><b><i>Difficulties managing work and family responsibilities</i></b></p>	<ul style="list-style-type: none"> <li>Due to the area we live in, my family were also linked to the bush fire recovery efforts in the Upper North East. My husband was working days from 5am starts to 7.30pm, due to the travel and physical clean up work he was involved with. This situation and addition of the lock down impacted my work. I was able to complete work between the hours of 8pm and midnight to accommodate for the care I needed to provide for my two young children, who would normally have been in child care and preschool. To cover my part time hours, with my reduced work hours per day, I worked four to five days a week for those times. I did become very tired, but really appreciated the flexibility my organization allowed me to do my work and still earn an income. That I am truly grateful for.</li> <li>Had insufficient leave and had to take a significant amount of time as LWOP for home schooling in wave 1 and a significant number of times for covid tests/illness for myself and/or child. As a sole parent, this has had significant financial impact. My organisation then responded by offering purchased leave, which has helped extend my leave availability, although I have still often fallen short.</li> </ul>	<ul style="list-style-type: none"> <li>I have 2 part time jobs (work 7 days a fortnight) and my husband works from home full time. We have had to at times, look after 3 children under the age of 7 years old (and home school one child) whilst also attempting to do our jobs. It has had a massive impact on productiveness at work, and also how I feel about myself personally (previously a very proud productive worker). I feel as though, although my manager was understanding of having children at home, it would have been good if the organisation acknowledged people going through this and allowed/allocated a set time per day where they were dismissed from duties (1-2 hours per day) to complete tasks such as home schooling/caring for young children. I have only been with [name of organisation] for a short period of time so taking carers leave was not an option. Additionally, I do not think I should have to take annual leave when I want to save that for holidays to be with my family and have some actual down time to support my own wellbeing. I know of companies that have allowed employees to take (for full time workers) 2 x 4 hour blocks of 'wellness time' per week. I really feel as though myself, colleagues, people in general are fatigued and that employers could possibly provide more support to their</li> </ul>

Theme	Sub-theme	Survey 1 Comments	Survey 2 Comments
		<ul style="list-style-type: none"> <li>• Huge increase of stress trying to manage work with on line learning and home schooling. Not a lot of support provided or care shown by the organisation to people dealing with this situation and other family issues.</li> <li>• The impact of covid has mostly been felt in my personal life which then impacts my ability to work. I have young children attending childcare and primary school. They often have a sniffle so cannot attend childcare/school, then a covid test is required, when they are feeling better but still have a cough they need a doctors certificate to allow them to return. I am having so much time off work and am constantly having to take them to the doctors for medical clearance.</li> <li>• There was less boundary between home &amp; work. We worked more hours every day when remote working. I found it difficult to stop thinking about the work. My partner asked me to stop constantly talking about work. I felt overwhelmed at times &amp; considered leaving. I don't normally feel overwhelmed. I am resilient &amp; on top of things but I had information overload. We could not adapt quickly enough initially in terms of what was needed in our systems &amp; processes. Working remotely I felt we missed out on some information as things were changing every day. We did incredibly well but it has burnt us out. Hopefully our systems could cope better if it happened again. Hopefully we would too.</li> <li>• A friend avoided seeing me in person for walks because I work in healthcare. Ironically I also had Christmas / New Year disrupted because my sister came from Palm Beach to Melbourne.</li> </ul>	<p>employees over the next months to support their mental health and wellbeing for their employees mental health and wellbeing.</p> <ul style="list-style-type: none"> <li>• Juggling home schooling and work has been a struggle for most staff, and is what has created the most angst among my team than anything else. Taking leave has not been possible to accommodate this, so team members, including myself, have worked longer hours outside of business hours to accommodate lost time during the day. This has also heavily impacted on family. The border issues between NSW &amp; Vic have also created a great deal of disruption and confusion adding to stress and anxiety levels.</li> <li>• The biggest stress has been balancing work /need for income with potential isolation issues, also being unable to send my daughter to childcare if she has any slight cough/runny nose. Our team is also very short staffed, and they are having trouble recruiting suitable applicants. This means, if I miss a day, work piles up and I feel swamped when I return.</li> <li>• The office intruding on the home.</li> </ul>
	<b>Leave</b>	<ul style="list-style-type: none"> <li>• Having to have annual leave during the lockdown adds stress to the situation as one had nowhere to go and</li> </ul>	

Theme	Sub-theme	Survey 1 Comments	Survey 2 Comments
		<p>then left with no more leave once restrictions were eased.</p> <ul style="list-style-type: none"> <li>• in ability to have a good holiday because of state border closures has had an effect in a negative way</li> </ul>	
	<p><b><i>Remote learning for school-aged children</i></b></p>	<ul style="list-style-type: none"> <li>• Ability to take carers leave (when allowed) was helpful in managing remote learning with children.</li> <li>• Balancing working from home with remote learning in 2020 was horrible. This more than anything was the cause of great stress.</li> <li>• many staff were put in a difficult position as to whether to stay home and help their children with schooling or send them to school so they could work.</li> <li>• The second wave with child at school trying to home school was the worst bit, I had to vary my work hours to out of hours because my child needed so much help-very common for parents, very stressful. Thankfully my organisation was flexible</li> </ul>	<ul style="list-style-type: none"> <li>• I am fatigue with managing home school for 2 primary school children. No work life balance as I stay online longer due to guilt. Significant amount of stress would be removed if schools were open for normal learning and not just supervision.</li> <li>• I am also trying to do home schooling, which this survey didn't ask about. Seeing my children's miss out on developmental social milestones, is also very distressing. Wondering how this will impact their future.</li> <li>• To be honest the most significant impact has been trying to manage home schooling and working</li> </ul>
	<p><b><i>Vaccinations</i></b></p>	<ul style="list-style-type: none"> <li>• I think now the vaccine issue has become a big problem and much discussion amongst staff is happening</li> </ul>	<ul style="list-style-type: none"> <li>• [concerned about] getting my family vaccinated</li> <li>• [concerned about] possibility of Mandatory Vaccination</li> <li>• [concerned about] the side effect of the injection</li> <li>• extra stress from vocal anti vaxes in workplace</li> <li>• I am afraid for my future as I don't want to have the injection for my personal health reasons</li> <li>• [have not had vaccination yet due to] have to wait for hospital vacc availability due to medical reasons</li> <li>• [have not had vaccination yet due to] I should have choice and options</li> <li>• [main information source(s) about COVID-19 vaccines] ABC news and podcasts</li> <li>• [main information source(s) about COVID-19 vaccines] ABC News App</li> </ul>

Theme	Sub-theme	Survey 1 Comments	Survey 2 Comments
			<ul style="list-style-type: none"> <li>• [main information source(s) about COVID-19 vaccines] ABC news/podcasts</li> <li>• [main information source(s) about COVID-19 vaccines] Coronacast podcast</li> <li>• [main information source(s) about COVID-19 vaccines] Covid swabbing and vaccination centres when i worked there</li> <li>• [main information source(s) about COVID-19 vaccines] COVID19 training program</li> <li>• [main information source(s) about COVID-19 vaccines] Doctor</li> <li>• [main information source(s) about COVID-19 vaccines] family work in medicine</li> <li>• [main information source(s) about COVID-19 vaccines] government websites, ABC websites, journal articles, family and friends in Italy (their government organisations, healthcare organisations and mainstream media)</li> <li>• [main information source(s) about COVID-19 vaccines] GP</li> <li>• [main information source(s) about COVID-19 vaccines] Medical colleague</li> <li>• [main information source(s) about COVID-19 vaccines] Mostly the community health service where I work but also Government (Vic State) - direct releases of info and their websites</li> <li>• [main information source(s) about COVID-19 vaccines] The ABC TV/Radio only</li> <li>• [main information source(s) about COVID-19 vaccines] uncensored media, adverse events registers</li> <li>• [main information source(s) about COVID-19 vaccines] Where I work, professional orgs, media, govt websites</li> <li>• [main information source(s) about COVID-19 vaccines] Working at a vaccination centre</li> </ul>

Theme	Sub-theme	Survey 1 Comments	Survey 2 Comments
			<ul style="list-style-type: none"> <li>• Being forced to get the jab or lose your job is the worst demand made on a person.</li> <li>• I am opposed to the Government enforcing the vax, blackmailing us that if we do not get it by October 15th then we will not be able to work. It really saddens me that our human rights are being breached and we are stripped from our freedom of choice. I am disappointed that employers are mandating this.</li> <li>• I am waiting to receive second dose. Major concern is long term effects which we do not know, although I understand the need to have it now regardless.</li> <li>• I was not worried about COVID personally because I was vaccinated early</li> <li>• Mandatory vaccinations are unethical, breach human rights, the Australian constitution and informed consent. I will be walking away from the industry and taking years of experience with me.</li> <li>• Severe reaction to first dose of vaccination (Pfizer) created anxiety as not being able to be fully vaccinated impacts on work role and risk of getting COVID</li> <li>• the role of media in how it has been discussing vaccines has been problematic to my work and the organisation's role; pushing the concept of 'freedom' rather than a 'public health 'message and the politicising of the pandemic by the federal government rather than co-operating with the states for all Australians has made my work and the organisation's far more difficult than it needed to be. The lack of vaccines from February has meant that I have had to work in uncharted territory for months longer as I have waited for vaccines to become available - which is now in October! - Vaccines should have been available broadly to everyone from March 2021 not</li> </ul>

Theme	Sub-theme	Survey 1 Comments	Survey 2 Comments
			<p data-bbox="1339 236 2045 517">October 2021. A very poor job from the Federal Government and the media has meant limited resources in the community health service have been stretched to support the pandemic and this has meant other health needs have been placed outside and have been deteriorating. The second pandemic is going to be dealing with the health needs of many people who have had to wait for services to become available</p> <ul data-bbox="1294 528 2045 801" style="list-style-type: none"> <li data-bbox="1294 528 2045 592">• We no longer have the right to choose whether or not we are vaccinated. I do not agree with this decision.</li> <li data-bbox="1294 603 2045 801">• You did not ask about the pressure and stress created by the media and government on staff about the possibility of having to take an experimental vaccination. In the current climate that seems like something important to have missed as many clients and staff are very concerned about the possible loss of personal freedom.</li> </ul>