

# TIGER C19

Timely Integration of User  
Generated Responses about C19

## Introduction and Approach

**WHAT:** TIGER C19 is an ongoing collaboration between the University of Melbourne and Burnet Institute that combines big data analytics of social media postings with qualitative research methods.

**WHY:** TIGER C19 can inform public health and health information responses by examining local COVID-19-related issues of current interest as both a supplement and complement to other research (notably the longitudinal Optimise study). The focus is on Melbourne and Victoria, though the emerging themes have broader resonance and application to other jurisdictions in Australia and overseas.

**HOW:** Using a sophisticated data analytics tool, TIGER C19 extracts posts containing selected key words and themes from two social media platforms – Reddit and Twitter – that are then subjected to thematic analyses.

## Summary of results

**Table 1** below summarises findings for the key words, focusing on the top 20 URLs and the most popular upvoted (Reddit) or retweeted (Twitter) posts using the following key words: **appointment, hesitancy/hesitant, vaccine, vaccination, lockdown, quarantine.**

- **Data collection:** 14-day Victorian Lockdown (28 May – 11 June 2021)
- **Total number of hits/posts:** 134,199

**Table 1: Summary of Reddit and Twitter ‘captures’ by key words**

Hits	Top 20 URLs
<b>Key Word: Appointment</b>	
Reddit: 177 hits	<b>Official Sources:</b> Queensland Government Website, Victorian Government Website, New South Wales Government Website, South Australian Government Website
Twitter: 958 hits	<b>Media Sources:</b> NPR, SBS, ABC

Hits	Top 20 URLs
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### Key Word: Hesitancy/Hesitant

<p>Reddit: 154 hits</p>	<p><b>Official Sources:</b> Australian Government Website, Victoria Council of Social Service, Victorian Foodbank</p> <p><b>Media Sources:</b> ABC, Sydney Morning Herald, The Economist, Science Mag, Herald Sun</p> <p><b>Academic Sources:</b> Academic Journal</p> <p><b>Unofficial Sources:</b> Dryburgh.com</p>
<p>Twitter: 8,405 hits</p>	

### Key Word: Lockdown

<p>Reddit: 2,461 hits</p>	<p><b>Official Sources:</b> Queensland Government Website, Centrelink, Victorian Health Department</p> <p><b>Media Sources:</b> ABC, The Age, 9 News, The Atlantic, Our World India, MSN, The Global Herald, News Hub, 7 News</p> <p><b>Social Media:</b> YouTube</p>
<p>Twitter: 29,685 hits</p>	

### Key Word: Vaccination/Vaccine

<p>Reddit: 3,205 hits</p>	<p><b>Official Sources:</b> Victorian Government Website, Department of Health Website, New South Wales Department of Health Website, CDC, AstraZeneca Website, TGA, RACGP</p> <p><b>Media Sources:</b> ABC, Fox News, 9 News</p> <p><b>Academic Sources:</b> Medrxiv</p> <p><b>Social Media:</b> Reddit</p> <p><b>Unofficial Sources:</b> Word Document, Pharmaceutical technology.com, ProCon.com, PassportHealth.com, WebMD</p>
<p>Twitter: 58,392 hits</p>	

Hits

Top 20 URLs

Key Word: Quarantine

Reddit:  
931 hits

**Official Sources:** New South Wales Department of Health Website, Western Australia Department of Health Website, Victorian Government Website

**Media Sources:** ABC, Sydney Morning Herald, The Guardian, The Conversation, The Atlantic, Brisbane Times

Twitter:  
29,831 hits

**Social Media:** Twitter

**Unofficial Sources:** Word Document

## Emerging Themes

We analysed the most popular posts (and repost trails) to determine emerging key themes.

### 1. Frustration at the Federal Government's response to COVID-19

- Federal Government mismanagement of the vaccine rollout and/or quarantine
- Victorian lockdown is the fault of the Federal Government
- The Federal Government should financially support Victorians in lockdown
- The cost of the lockdown could have built quarantine facilities
- Loss of trust in the Federal Government's response to COVID-19
- Blaming hesitant Australian's is deflecting from the Federal Government failures

### 2. Promoting Vaccination

- Encouraging others to get vaccinated
- Sharing information on where/how to get vaccinated
- Positive vaccination experiences / I got vaccinated
- Frustration regarding those who are not getting vaccinated
- Positive AstraZeneca experiences

### 3. Difficulty accessing vaccination

- Being turned away from hubs if under 50/no vaccines available
- Vaccines should be open to all ages
- Need clearer information / Twitter more helpful than government sites
- Long wait lists
- Want to be vaccinated but ineligible
- Accessing vaccination confusing to navigate
- Difficulty accessing hospital sites due to over-crowding

## 4. Hesitancy in Australia

- Poor messaging from the government contributing to vaccine hesitancy
- AstraZeneca unsafe / want Pfizer
- The media is contributing to vaccine hesitancy
- Low COVID-19 infection rates in Australia are driving hesitancy
- Australians are vaccine hesitant
- Hesitancy is politically motivated

## 5. Vaccine Supply

- Australia does not have enough vaccines
- Federal Government is trying to distract from supply issues
- Federal Government has mismanaged vaccine supply and distribution
- General practitioners are not receiving enough vaccines

## 6. Lockdown has improved vaccine uptake

- Lockdown in Victoria has reduced vaccine hesitancy
- Lockdown more effective than public health campaign

## 7. Vulnerable groups are still not vaccinated

- Aged care staff and/or residents are still awaiting vaccination
- Aged care staff should be subsidised for taking time off to get vaccinated
- Paramedics still awaiting vaccination
- Priority groups are still awaiting vaccination
- Difficulty of those with disability to access vaccination

## 8. Sharing information and support

- Discussing lockdown developments
- Addressing misinformation about the vaccine
- Sharing lockdown resources

## 9. Personal impacts of the Victorian lockdown

- Struggling with mental health
- Fed up with being in lockdown
- Loss of financial income
- Unable to afford mental health treatment