

SUPPORTACT
The heart & hand of Australian music



SUPPORT ACT SERVICE USE, EFFECTS AND SOCIAL RETURN ON INVESTMENT REPORT 2022

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We acknowledge the Traditional Owners and Custodians of Country. We pay our respects to Elders past and present, to all First Nations Peoples, and to their lands, waters and cultures.

This research was commissioned by Support Act and conducted by the Centre for Social Impact Swinburne.

This report has been designed for Support Act's own internal use rather than for direct publication, and contains some elements that may not be optimised for screen-reader technology. There are multiple data tables, and their reading order has been checked, but alt-text has not been provided for data tables as the relevant findings are already summarised in the body text. Please consider what findings you may wish to share, and how these can be made accessible if you choose to publish them.

Suggested citation

Hiruy, K. & Elmes, A. (2022). *Support Act – Service use, effects and Social Return On Investment report 2022*. Centre for Social Impact, Swinburne University of Technology: Hawthorn, Australia

1.0 EXECUTIVE SUMMARY

Support Act partnered with the Centre for Social Impact Swinburne to undertake a research project with the goals of establishing a baseline for the mental health and wellbeing of people working in the music and live performing arts sectors in 2022, and understanding the effects of Support Act's programs and services. This research project was conducted between January and June 2022 and involved an online survey of 1304 people working in music and live performing arts, and a Social Return On Investment (SROI) analysis of service use data supplied by Support Act.

Overall, this research project finds that Support Act's services appeared to have the anticipated effects – for example, financial crisis relief reduced peoples' financial stress and increased access to emergency funds, while mental health-focused services tended to increase peoples' knowledge of mental health and wellbeing and other services, and support their mental health.

Of the survey respondents who answered questions about the effects of Support Act's services on their mental health, or contribution to their health and wellbeing:

- The majority (75%) agreed that their mental health and wellbeing had improved after using Support Act services.
- The overwhelming majority (98%) agreed that Support Act services had made a positive contribution to their health and wellbeing.

The SROI analysis found that:

- the investment in Support Act services by the Australian Government and other partners is a sensible policy decision, with a social return significantly higher than the initial investment in the program.
- Support Act services created 2.44 dollars in social value for every dollar invested.
- This means Support Act has created an additional **\$59.3** million in social value.
- This SROI findings are encouraging, and present convincing evidence for the Government and other investors to continue investing in similar programs and services in the future.

Survey respondent comments on Support Act services were overall quite positive, expressing gratitude for the support received, and noting the difference that financial support made with everyday expenses during a difficult time. Respondents were also comforted by feeling like someone cared and was looking out for music and live performing arts workers.

Improvements to Support Act services that were suggested by some survey respondents included increasing the amount/frequency of financial support people can access, and making improvements to the mental health support available through Support Act – for example, increased availability and specialised focus of mental health practitioners.

There are some limitations of this research. While a reasonable number of people participated, respondents self-selected and may differ from non-respondents, so findings may not be generalisable to the whole population of people working in music and live performing arts. In addition, the scope of the project meant that the SROI analysis did not include the broader direct and indirect economic impact of the investment to the local economy and possible Government savings in hospitalisation and other possible impacts of mental health issues and financial stress on the health system. Thus, the SROI figures presented in this report are a conservative estimate of the social value created.

2.0 INTRODUCTION AND METHOD

2.1 Introduction

This research project was initiated in response to Support Act's goals of establishing a baseline for the mental health and wellbeing of people working in the music and live performing arts sectors in 2022, and to provide a Social Return on Investment (SROI) analysis of Support Act's current services. SROI is a methodology that monetises the intangible social, economic, cultural, and environmental outcomes created by a program or organisation - in this case Support Act services and programs - in comparison to the investments made by key stakeholders to create these outcomes.

The mental health and wellbeing findings from this research project are presented in a separate report, along with more detailed information about the survey: *Elmes, A. & Knox, J. (2022). Mental health and wellbeing in music and live performing arts Australia: 2022. Centre for Social Impact, Swinburne University of Technology: Hawthorn, Australia.*

This current report contains the SROI analysis, as well as findings from the survey about service use and outcomes that were used to inform the SROI calculations and provide a picture of participant experiences.

This report includes:

- An SROI analysis of the social value of Support Act's programs or services
- A summary of comments from survey respondents about their experiences of Support Act services, and suggested service improvements

The report appendices also include:

- Detailed survey findings on use and effects of Support Act's programs or services, and
- Survey findings on use of other (non-Support Act) services.

2.2 Data sources

The information that informs this report comes from a survey of people working in music or live performing arts, conducted in March-April 2022; and from organisational data on service use provided by Support Act between June and October 2022.

There were 1304 valid survey responses to the survey (1044 from people in music, 260 from people in other live performing arts).

Of these included responses:

- 1010 (77.5%) were fully completed, and
- 294 (22.5%) were partially completed.

This means the total number of responses for each question differs and is reported accordingly. Missing data coded as -99 means the question was seen by a respondent, but not answered. Missing data coded as -88 means that the question was not seen by a respondent (e.g. the person did not progress to this stage of the survey, or the question was skipped by the survey logic because it was not relevant to them based on their previous responses).

For use of Support Act Services, data was analysed by whether respondents worked in music, or in other live performing arts.

For benefits/effects of Support Act Services, data was grouped together for analysis, as the intended effects of the programs and services should not differ based on who is using them, and the goal of the SROI analysis is to understand and measure the social value generated by Support Act's services and programs. Percentages are either given to one decimal place or rounded to the nearest whole number.

2.3 Social return on investment methodology

The SROI Guidelines (Nicholls et al., 2009) identifies six key stages that need to be considered when conducting an SROI analysis. These include establishing scope and identifying key stakeholders; mapping outcomes; valuing the outcomes using financial proxies; establishing the impact; calculating the SROI and verifying the results. In this analysis, whilst care was taken to ensure compliance to the guidelines, all stages were not carried out separately, as this SROI analysis was part of a broader study. Accordingly, some of the stages were carried out as part of the overall research project, which aimed to understand the impact of the work of Support Act - the music industry's charity – and to establish a baseline for the mental health and wellbeing of people working in music and live performing arts.

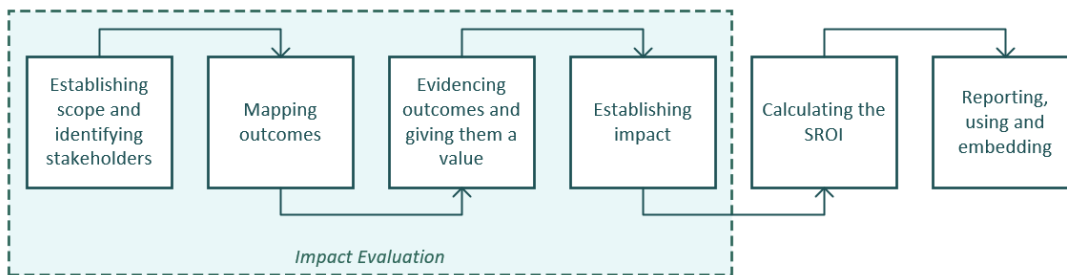


Figure 1. Stages of Social Return on Investment

2.4 Establishing scope and identifying stakeholders

The scope of this work is limited as it focuses on musicians, managers, crew, music workers and people working in live performing arts in Australia who used Support Act services and programs directly or indirectly during the COVID-19 pandemic between March 2020 and March 2022. However, the main stakeholders of the program are determined to be:

- Beneficiaries - musicians, managers, crew, music workers and people working in live performing arts in Australia
- Support Act staff and volunteers – who are involved in delivering and managing Support Act's services and programs
- Australian Government – who are the main funders of Support Act's programs

The Centre for Social Impact Swinburne research team worked with Support Act to scope the research project and the SROI analysis and distribute the survey to their service users. Beneficiaries (service users) – including musicians, managers, crew, music workers and other live performing arts workers - participated in the survey. The Australian Government was also one of the key stakeholders as a funding agency. However, this research project did not involve any direct engagement with the Australian Government. Representatives of the Australian Government did not participate directly in scoping the SROI and have not had a direct say in determining the values created by their investment or what needs to be measured. Thus, it is worth noting that the scope of this work is informed by two key stakeholders – Support Act staff (through direct engagement), and program and service beneficiaries - through their participation in the survey.

2.5 Mapping outcomes of Support Act programs and services

To map the outcomes of Support Act programs and services, and to determine the input, output and outcomes of the programs and services overall, initially a list of all Support Act programs and services and intended benefits of these programs and services was established in consultation with Support Act staff. The following services and programs were included in survey questions to participants:

- Financial Crisis relief
- Wellbeing Helpline

- Mental Health First Aid
- On My Mind
- Plug In
- Money Money Money
- Press Play
- Yarning Strong
- Workplace Wellbeing Check In
- Mental health and wellbeing online resources
- Other mental health and wellbeing education and training

This list was used to ask participants to identify and value the programs and services they used, and the benefits they think they gained from these programs and services, to determine the outputs and outcomes of the programs and services. The intended benefits participants could choose from (alongside any other benefits they chose to write-in) were developed in consultation with Support Act staff, and included:

- Reduced my financial stress
- Gave me access to emergency funds
- Increased my knowledge of supports and services available to people working in music and live performing arts
- Increased my knowledge of mental health or social and emotional wellbeing
- Gave me access to tailored support for mental health and wellbeing for people working in music and live performing arts
- Gave me someone to talk to who understood my situation and expressed empathy
- Improved my mental health or social and emotional wellbeing (helped me feel better)

Participants were also asked how their mental health and wellbeing had changed since using a Support Act service, and whether they thought Support Act services had positively contributed to their overall health and wellbeing.

Other specified programs and services that were not listed in the survey, but were included in the organisational data supplied by Support Act for the SROI analysis were:

- Ethical Bystanders Training
- Leadership in Action
- Gimme Shelter
- Tune Ups

3.0 EVIDENCING OUTCOMES AND GIVING THEM A VALUE

Support Act provided information about the overall investment (input) into their programs and services, including volunteer and in-kind input invested in the various programs, and detailed service use data to determine the number of beneficiaries who accessed programs and services.

3.1 Inputs (investments) in the Act Support programs

The main inputs or the contribution and investment of the key stakeholders to Support Act programs and services included contributions from beneficiaries, funds from Australian Government and others, volunteer time and other in-kind support.

- 1) Beneficiaries – Time spent to access services.

- 2) Australian Government and other funds (inputs) – The Australian Government provided a grant of \$39.3 million and others provided \$1.8 million in funding.

Table 1 - Grants received and dispersed between March 2020 and March 2022

| Funding source | Costs |
|-----------------------------|----------------------|
| Australian Government | \$ 39,331,925 |
| Others | \$ 1,776,878 |
| Total funds received | \$ 41,108,803 |

- 3) Volunteer inputs – Support Act estimates show that during the reporting period the organisation has received **1,716 hours** of volunteer time.
- 4) In-kind inputs – the value of in-kind support received from other organisations and individuals was reported to be **\$14,000**.

3.2 Support Act Program outputs

The main outputs of the program include the number of people who accessed and used the various programs. The number of beneficiaries who accessed each program and the cash cost of each program for the reporting period is provided in Table 2.

Table 2 - Number of participants and cost by program (March 2020 to March 2022)

| Programs | Accessed total | Participants Total | Total Cost |
|------------------------------|-----------------------|---------------------------|----------------------|
| Financial Crisis relief | 16,717 | 11,276 | \$ 39,502,468 |
| Wellbeing Helpline | 2,956 | 679 | \$ 553,297 |
| Mental Health First Aid | 1,164 | 1,164 | \$ 323,503 |
| On My Mind | 23,318 | 23,318 | \$ 77,626 |
| Plug In | 146 | 146 | \$ 18,696 |
| Money Money Money | 75 | 75 | \$ 16,496 |
| Press Play | 200 | 200 | \$ 78,696 |
| Yarning Strong | 1,491 | 1,491 | \$ 26,969 |
| Workplace Wellbeing Check In | 34 (organisations) | N/A | \$ 23,366 |
| Ethical Bystanders Training | 315 | 315 | \$ 43,048 |
| Leadership in Action | 50 | 50 | \$ 29,696 |
| Gimme Shelter | 209 | 209 | \$ 251,823 |
| Tune Ups | 109,806 | 109,806 | \$ 163,121 |
| Total | 156,447 | 148,729 | \$ 41,108,803 |

In Table 2, we have presented the actual use of each program as reported by Support Act. Survey participants were also asked whether they had used any Support Act service over the reporting period (March 2020 to March 2022). Detailed service use findings from the survey are included at section 11.

3.3 Support Act service outcomes

This section includes a summary of the most frequent service outcomes reported by survey respondents. Detailed survey findings on the effects of each Support Act service can be found in section 12.

3.3.1 Reduced financial stress and increased access to emergency funds

Of all 425 survey respondents who gave information about how Support Act’s Financial crisis relief services made a difference to them:

- 395/425 (92.9%) said Financial Crisis relief reduced their financial stress
 - This equates to 30.3% or 395/1304 total survey respondents reporting this.
- 297/425 (69.9%) said Financial Crisis relief gave them access to emergency funds
 - This equates to 22.8% or 297/1304 total survey respondents reporting this.

3.3.2 Change in mental health and wellbeing since using Support Act services

There were 502 survey respondents who answered a question about how their mental health and wellbeing had changed since using Support Act services. Of these:

- The majority - 377 out of 502 (75%) said their mental health and wellbeing got better, either a bit or a lot.
 - This equates to 28.9% of all 1304 survey respondents
- 81 out of 502 (16.1%) said their mental health and wellbeing had not changed
 - This equates to 6.2% of all 1304 survey respondents
- 21 out of 502 (4.2%) said their mental health and wellbeing got worse, either a bit or a lot.
 - This equates to 1.6% of all 1304 survey respondents.
- 23 out of 502 (4.6%) said this was not relevant to them.
 - This equates to 1.8% of all 1304 survey respondents.

Table 3 - Change in mental health and wellbeing (from survey data)

Thinking about your health and wellbeing:

For example, social emotional health, physical health, mental health, harm reduction, self-management of health and wellbeing - how has this changed for you since using the Support Act service/s?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------|-----------|---------|---------------|--------------------|
| Valid | Got a lot worse | 6 | .5 | 1.2 | 1.2 |
| | Got a bit worse | 15 | 1.2 | 3.0 | 4.2 |
| | Not changed | 81 | 6.2 | 16.1 | 20.3 |
| | Got a bit better | 244 | 18.7 | 48.6 | 68.9 |
| | Got a lot better | 133 | 10.2 | 26.5 | 95.4 |
| | Not relevant to me | 23 | 1.8 | 4.6 | 100.0 |
| | Total | 502 | 38.5 | 100.0 | |
| Missing | -88 | 802 | 61.5 | | |
| Total | | 1304 | 100.0 | | |

3.3.3 Positive contribution of Support Act services to health and wellbeing

There were 502 survey respondents who answered a question about whether they thought the Support Act services they used had made a positive contribution to their health and wellbeing.

- In total, 491 out of 502 respondents (97.8% of those responding) said the Support Act service/s they used made a positive contribution to their health and wellbeing – either a little (244 respondents), or a lot (247 respondents).
 - This equates to 37.6% of all 1304 survey respondents
- Just 11 out of 502 (2.2%) did not think the Support Act service/s they used made a positive contribution to their health and wellbeing.
 - This equates to 0.8% of all 1304 survey respondents.

Table 4 - Positive contribution of Support Act services to health and wellbeing (from survey data)

Do you think the Support Act service/s you used made a positive contribution to your health and wellbeing?

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------------|-----------|---------|---------------|--------------------|
| Valid | No, not at all | 11 | .8 | 2.2 | 2.2 |
| | Yes, to some extent (a little) | 244 | 18.7 | 48.6 | 50.8 |
| | Yes, to a large extent (a lot) | 247 | 18.9 | 49.2 | 100.0 |
| | Total | 502 | 38.5 | 100.0 | |
| Missing | -88 | 802 | 61.5 | | |
| Total | | 1304 | 100.0 | | |

3.3.4 Support Act services contribution to reduced risk of homelessness

Support Act reports indicated that of the total number of grants issued (14,815) during the reporting period, 76% (11,215) were on rent and 14% (2,072) were on mortgage relief. This is expected to have had reduced the risk of homelessness among participants significantly as a survey conducted by Support Act among Crisis Relief Grants recipients indicate that over 50% did not receive any other income such as JobKeeper and JobSeeker during the pandemic.

Respondents testified that Support Act services assisted them to cover rental and mortgage costs and as one participant puts it this has avoided eviction and homelessness.

“I was a recipient of 2K from Support Act during Covid and basically because of the support, I wasn't evicted. You changed my life. Thanks.”

Another respondent also noted that six weeks of mortgage payment had enabled him and his family to keep their house, and avoid homelessness.

“I don't know what to say... that's 6 weeks of our mortgage, it really couldn't have come at a better time, and I can't thank you enough for the support through Covid.... I quite literally would not have my house over my family[']s head without you guys.”

3.3.5 Support Act services contribution to increased food security

Support Act reports also indicated that 71% of service users were able to receive support for groceries and food during the reporting period. Again, given the fact that over 50% of the service users did not receive any other income during the period, this assistance is expected to have increased food security among service users.

Respondents testified that food and grocery assistance played a greater part in ensuring they had access to food.

“The food vouchers helped me from starving and the help with the health insurance gave me some peace of mind if something serious happened health wise.”

“Support Act literally kept the roof over my head and food in my cupboards, you kept my utilities connected and kept me from landing on the street.”

“Sup[p]ort Act was a lifesaver with helping me with rent assistance & food vouchers, which was a huge stress relief. We're all so thankful for your help in this hard time.”

3.3.6 Other differences Support Act services made to survey participants

There were about 96 responses from participants in music and live performing arts commenting on other differences that Support Act services made to them. Of these, the main themes were:

- Support to cover living costs (n= 18)
- Felt supported or a sense of ontological security (n=13)
- Tangible financial or wellbeing support (n=11)

Respondents identified that Support Act services assisted them to cover living costs such as housing, food, medical costs, and transport. This included providing assistance for people who were not Australian citizens, or other people ineligible for government assistance.

“Having food in the fridge and a buffer to fall back on - for the first time in a long time. It helped me feel that I wasn't as close to living cheque-to-cheque and I had a back-up if something medical/emergency came up.”

“It helped me get treatment for urgent medical problems such as Wisdom Teeth extraction surgery, pay for rent, pay for groceries, support myself, and be able to afford medical treatment for my chronic health conditions.”

“The COVID relief payment I received came at a very crucial time for myself and my family. We had recently become homeless and this payment provided us some relief in the way of food and some temporary accommodation.”

Respondents stated that Support Act made them feel supported and gave them a sense of security knowing that they existed.

“Helped me feel like I was safe, and someone was looking out for me.”

“It provided comfort knowing there was an organisation that has your back, so to speak.”

“It's just great to know there is a safety net for the industry like that.”

Respondents expressed the value of having tangible financial and wellbeing support for the music and live performing arts industries.

“The financial grants made me feel surprisingly seen and valued - I would have just tried to wear the costs of lots of missed gigs alone otherwise.”

“Provided financial relief that was free of judgement!”

“Take some financial stress away, massive weight of my shoulders.”

3.4 Use of other (non-Support Act) services

To understand what other services or supports may be contributing to the financial resources, health and wellbeing of Support Act service users, we asked survey participants about any other (non-Support Act) services they had used. In total, there were 980 survey respondents who answered questions on use of other (non-Support Act) services in the last two years (March 2020 to March

2022). The figures below are for music and live performing arts respondents together. In total, 73% of participants who answered this question had used one or more service outside of Support Act in the past two years. This equates to 55% out of all 1304 survey respondents, compared with 36% out of all 1304 survey respondents who said they had used a Support Act service in the past two years.

Table 5 - Use of other (non-Support Act) services (from survey data)

Participants reporting use of one or more other (non-Support Act) services

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | No other services used | 269 | 20.6 | 27.4 | 27.4 |
| | Used one or more non-Support Act services | 711 | 54.5 | 72.6 | 100.0 |
| | Total | 980 | 75.2 | 100.0 | |
| Missing | -99.00 | 324 | 24.8 | | |
| Total | | 1304 | 100.0 | | |

3.5 Overview of main outcomes of Support Act services

As noted in the introduction, Support Act is the music industry’s charity that provides crisis relief services to musicians, managers, crew and music workers (as well as other live performing arts workers) across Australia in a time of need. Between March 2020 and March 2022 during the COVID-19 pandemic, the organisation’s services were accessed by over 156,000 people. Support Act’s Financial Crisis Relief program serviced 11,276 people and was accessed 16,717 times during the reporting period.

As earlier sections of this report indicate, the main outcomes of Support Act’s programs to those who accessed them were: reduced financial stress and increased access to funds; and improved mental health and emotional wellbeing.

- 1) **Improved mental health and emotional wellbeing:** the findings indicate that a significant number of people who used Support Act services reported improvement in mental health and wellbeing. Although it is understood that other factors are also likely to contribute, the results show that the majority (75% of those who responded) said their mental health and wellbeing got better and 98% (of those who responded) said the Support Act services they used made a positive contribution to their health and wellbeing.
- 2) **Reduced financial stress and increase in available funds:** as indicated above, Support Act provided financial support to 11,276 people during the reporting period. A very high proportion of people (93%) who accessed financial crisis relief reported that the service reduced their financial stress and gave them access to emergency funds. Such relief is also likely to contribute to the health and wellbeing of recipients of the fund beyond the immediate economic benefits.
- 3) **Increased access to crisis relief fund:** the Financial Crisis Relief program created opportunity through 16,717 service instances for 11,276 people to access a crisis relief fund to ease financial burden.
- 4) **Reduced risk of homelessness:** as indicated above, a survey conducted among Crisis Relief Grant recipients by Support Act indicated that 76% accessed the service to cover their rental cost and 14% to cover their mortgage payments during the reporting period. Although these payments covered only a certain period, as the testimonials of participants indicate, this

support has made significant contribution to reducing the risk of homelessness, as the inability to pay at the time would have led to eviction.

- 5) **Increased food security:** of those surveyed, among those who accessed a Crisis Relief Grant, 71% indicated that they had received support in groceries/food. This support is expected to have increased availability of food for these recipients and their families and thereby increased their food security.

The identified outcomes gleaned from the survey results and other Support Act documents indicate the most significant benefits that participants of Support Act services experienced during the reporting period. In our survey, we did not ask respondents to estimate the monetary value of the benefits or changes they experienced. However, in measuring the change we have considered other factors and sources to identify relevant proxies, and used the survey results to estimate the value of the outcomes for participants.

4.0 MEASURING INVESTMENTS / INPUTS AND OUTCOMES OF SUPPORT ACT SERVICES

4.1 Measuring investments / inputs of Support Act services

The full cost of the Support Act services includes all financial and in-kind investments that all stakeholders contributed. For Support Act, these include costs incurred by participants to access the services, the Australian Government and other funds allocated to the organisation, other financial and in-kind investments made by others, and voluntary time invested by volunteers.

Table 6 - Overall investment in Support Act services between March 2020 and March 2022

| Stakeholder | Inputs | Calculation | Investment |
|---|---|--------------------|---------------------|
| Support Act services users | As the reporting period was during the COVID-19 pandemic, nearly all the services were accessed online or over the phone, thus there was no transport cost incurred by service users. Service users' time and use of their own computers are not included as suggested by the SROI guidelines, as there is no evidence to suggest that there was an opportunity cost to participants as they were accessing these services to support themselves during a crisis. | N/A | 0 |
| Australian Government funding to Support Act | Amount of Government funding used by or dispersed for each service/program by Support Act during the reporting period (March 2020 to March 2022). | See Table 1 | \$39,331,925 |
| Other organisations' funding | Funding amount provided by other organisations and used by or dispersed for each service/program by Support Act during the reporting period (March 2020 to March 2022). | See Table 1 | \$1,776,878 |
| In-kind support | Estimated in-kind support received as reported by Support Act. | See Table 1 | \$14,000 |
| Support Act Volunteers time | Volunteering time is monetised using hourly rate figure (average*) for Australia, which is currently \$46.62 per hour. The basis of this calculation is taken from the biannual <u>Australian Bureau of Statistics (ABS)</u> (ABS 2021) average weekly earnings figures for Australia. See O'Dwyer (2014) for a method to calculating a dollar value figure for volunteering. | (1,716 x \$46.62) | \$80,000 |
| Total investment in Support Act Services | | | \$41,202,812 |

4.2 Measuring outcomes of Support Act services

As per the SROI guidelines, we have costed the outcomes considering the counterfactual scenario of what would have occurred had Support Act services not existed. It is difficult to precisely estimate what would have happened to service users without the services provided by Support Act as there is an indication that a higher proportion of our survey respondents (73%) reported using other services such as income support through Centrelink, mental health services, or general helplines during the reporting period. Thus, we have included our assumptions and justifications regarding the financial

proxies used for each outcome and the associated valuation filters (deadweight, attribution, displacement, and drop-off) employed to ensure that our calculations are transparent.

We have used financial proxies in the absence of direct market valuation mechanisms to value the intangible outcomes that are important to the participants. Table 7 describes the financial proxies used to approximate the value of each outcome, and the rationale for using the financial proxy.

Table 7 - Outcomes and preferred financial proxies

| Outcome | Financial proxy (description) | Financial proxy value | Financial proxy rationale |
|--|---|---|---|
| Improved mental health and emotional wellbeing | Schedule Fees (Medicare) for six counselling services to support individuals experiencing mental health problems. | $\$74.60 \times 6 = \447.60 Source: Medicare Benefits Schedule 2022 (item 2700) Medicare Benefits Schedule (2022) | <p>The literature indicates that people working in music and performing arts experience higher rates of mental health symptoms than the general population (van den Eynde, Fisher & Sonn / Entertainment Assist 2016). Thus, by calculating cost savings arising from treating mental health issues (costs to see a mental healthcare provider), one can account for the contribution of the various services of Support Act that were designed to address mental health and wellbeing in people working in music and performing arts. The number of sessions selected was based on average service uptake in Australia and chosen as a conservative estimate.</p> <p>Source: <u>Medicare Benefits Schedule item 2700 (2022)</u> (See also Suchowerska & Zinn, 2014; McCosker et al., 2020)</p> |
| Reduced financial stress | The average cost of getting medical or psychological treatment for anxiety and depression, which may include consulting a GP, visit to psychologist or other health professionals and medication. | Fee: \$478.05 Source: Medicare Benefits Schedule item 291 (2022) Medicare Benefits Schedule (2022) | <p>The link between financial stress and mental and physical health - particularly depression and anxiety - in people working in music and performing art is well established (Berg et al., 2022). Thus, by calculating cost savings arising from treating anxiety and depression (costs to see a mental healthcare provider), one can account for the contribution of Support Act to reducing financial stress in people working in music and performing arts.</p> <p>Source: Medicare Benefits Schedule (2022) (See also Elmes & Knox, 2022; Kiely & Butterworth, 2013).</p> |
| Able to access financial emergency support | Average emergency payment per person | Support Act website indicates average payment per person of \$2000 | Support Act report indicates that a one-off emergency financial payment was made to eligible individuals who accessed the Financial Crisis Relief service. In total, the Financial Crisis relief service was accessed 16,717 times. |

| Outcome | Financial proxy (description) | Financial proxy value | Financial proxy rationale |
|------------------------------|--|---|---|
| Reduced risk of homelessness | The average saving per year per person for getting people off the street | \$10,800 per year per bed (person) Source: SGS Economic and Planning estimate see reference. | Support Act report indicates that 76% of their clients received grants to cover rent while 14% took grants to cover mortgage payments. Testimonials of participants indicate that this support has help them avoid eviction and homelessness. The SGS Economic and Planning report indicates that the average saving per year for getting people off the street (associated with health cost, reduced crime, and other cost savings) was \$10,800 per year. Source: Witte, E. (2017). 'The case for investing in last resort housing', MSSSI Issues Paper No. 10, Melbourne Sustainable Society Institute, The University of Melbourne. |
| Increased food security | Healthcare and use costs for food-insecure adults | \$560 in health cost saving per person per annum Source: Men et al (2020) (Canadian study) | Support Act reports indicated that 71% of service users were able to receive support for groceries and food during the reporting period. A recent Canadian study indicates that the average healthcare costs in acute care for food insecure adults is \$400 - \$565 Canadian dollars (\$485 average x1.15 (exchange rate of the day) = \$560 AUD) higher per annum than people who are food secure. Source: Men, F., Gundersen, C., Urquia, M. L., & Tarasuk, V. (2020). Food insecurity is associated with higher health care use and costs among Canadian adults. <i>Health Affairs</i> , 39(8), 1377-12. https://doi.org/10.1377/hlthaff.2019.01637 |

5.0 ESTABLISHING THE IMPACT OF SUPPORT ACT SERVICES

To provide a realistic picture of the social value of Support Act services, besides measuring the value of the outcomes, it is necessary to apply filter coefficients such as deadweight, attribution, displacement, and drop-off for each outcome. This is to help avoid over-claiming and assure credibility by following the SROI guidelines.

Consideration of the different filter coefficients used in the analysis are as follows:

- **Attribution** is an assessment of how much of the outcome was caused by the contribution of other organisations or services. Attribution is concerned with how much of the outcome was the contribution of other programs or organisations rather than a direct consequence of an investment in Support Act. This is an estimated contribution of other programs that were not included as input or investments.

- **Deadweight** is an estimation of the amount of outcome or value that would have occurred regardless. The context under which the program is implemented, and the nature of each outcome should be taken into consideration in estimating deadweight.
- **Displacement** is an assessment of how much of the outcome has displaced other outcomes. We have used survey data to identify and understand whether any of the outcomes have displaced in part or in full any other outcomes that service users would have achieved.
- **Drop-off** is the decrease or deterioration of the value of the outcome over time. This is only important if it is determined that the social value of an outcome lasts for more than a year. For this project, based on the duration of the project, we have estimated the drop-off rate for each outcome.

Table 8 - Attribution, deadweight, displacement and drop-off assumptions

| Outcome 1 - Improved mental health and emotional wellbeing | | |
|---|-------------------|---|
| Filter | Assumption | Rationale |
| Attribution | 40% | The survey results showed that out of those who answered that they had used Support Act services, 75% said using the services improved their mental health, while around 98% said the Support Act service/s they used made a positive contribution to their health and wellbeing. However, with 73% of survey respondents also indicating that they had used other services, and the likelihood of other factors contributing to the change, we have estimated the attribution of other services to the improvement of mental health and wellbeing of service users to be at least 40%. |
| Deadweight | 50% | Participants would likely be able to obtain some mental health education and support even without the Support Act services due to the reported presence of other similar services including music related programs and services such as Music Victoria, Q Music Connect, Listen Up Music community initiatives, Arts grants, Actors and Entertainers Benevolent Fund, and Theatre Network Australia. The survey results show that many participants had used other services, and they are likely to get some support from family and friends. However, the reach would have been different without Support Act. Thus, we estimate the deadweight to be 50%. |
| Duration | 2 | This outcome is expected to last for the period of investment (two years). |
| Drop-off | 50% | A high proportion of service users surveyed have reported that using Support Act services has improved their mental health and wellbeing. However, the benefits may not last for the two years period unless service users use the services repeatedly. Thus, to be conservative assuming that the benefit would drop in the second year, we have applied a drop-off of 50%. |

| Outcome 2 - Reduced financial stress | | |
|--|-------------------|---|
| Filter | Assumption | Rationale |
| Attribution | 50% | A very high proportion (93%) of those who used the Financial Crisis relief services reported that this reduced their financial stress, with 70% reporting that it gave them access to emergency funds. This indicates that the emergency financial support has provided an essential relief to service users. However, given that this was a one-off additional relief payment of \$2000 to individuals and \$2700 to families, its attribution needs to be seen in light of other base income that service users were receiving at the time. Thus, we have estimated the attribution of other services to be 50%, anticipating that at least 50% of the income of service users would have incomes from other sources including Government payments such as JobSeeker and JobKeeper. |
| Deadweight | 50% | As noted, those who accessed Support Act's Financial Crisis relief have some likelihood of also accessing Government financial support in the form of JobKeeper and JobSeeker during the reporting period. Support Act's Financial Crisis relief is only an additional emergency fund to support people to cover some emergency costs. Thus, some of the financial stress is likely to have been reduced even without the Support Act services. Thus, we estimate the deadweight to be 50%. |
| Duration | 2 | This outcome is expected to last for the period of investment (two years). |
| Drop-off | 50% | A high proportion of service users surveyed have reported that accessing financial support reduced their financial stress. However, it does not mean that they would remain stress-free for the two years period. Thus, we have applied a drop-off of 50% assuming that the benefit would drop in the second year. |
| Outcome 3 - Increased access to crisis relief funds | | |
| Filter | Assumption | Rationale |
| Attribution | 0% | As the funds were directly provided to participants in cash there is no contribution from other services that need to be accounted for. |
| Deadweight | 0% | See comments for the above outcome. |
| Duration | 1 | As noted earlier the financial crisis relief support is a one-off payment of \$2000 to individuals and \$2700 to families. Thus, to avoid double counting we have indicated the duration to be 1 year. |
| Drop-off | 0% | The benefit is immediate and a drop off is not expected as the duration is only one year. |

Outcome 4 – Reduced risk of homelessness

| Filter | Assumption | Rationale |
|---------------|-------------------|--|
| Attribution | 50% | Among Financial Crisis relief services users surveyed by Support Act, 76% used their grants to pay their rent while 14% indicated to have paid their mortgage, and most participants indicated that access to the funds had helped them avoid eviction and homelessness. This indicates that the support has provided an essential relief to users by maintaining their current housing arrangements. However, as the relief grants were one-off payments of \$2000 to individuals and \$2700 to families, we do not anticipate the benefits to last more than three to six months. Thus, we have estimated the attribution of other services and their own income to be 50%, anticipating that at least 50% of the income of service users to pay rent and mortgage during the funding year would have come from other sources. |
| Deadweight | 50% | As noted, 50% of those who accessed Support Act's Financial Crisis relief also accessed Government financial support in the form of JobKeeper and JobSeeker during the reporting period. Support Act's Financial Crisis relief is only an additional emergency fund to support people to cover some emergency costs. Thus, some of the financial stress is likely to have been reduced even without the Support Act services. Thus, we estimate the deadweight to be 50%. |
| Duration | 1 | This outcome is expected to last for the first year of the investment (one year). |
| Drop-off | | Although accessing financial support reduced homelessness during the initial year. It is less likely to last for more than first year of the project life. Thus, we assumed the benefit to be only during the first year of the project. |

| Outcome 3 - Increased food security | | |
|--|-------------------|--|
| Filter | Assumption | Rationale |
| Attribution | 50% | Support Act reports that 71% of service users were able to receive support for groceries and food during the reporting period. However, as the support was one-off support we did not expect it to cover costs for more than six months. Thus, we have estimated the attribution of other services and their own income to be 50%, anticipating that at least 50% of the income service users utilised to pay for food during the funding year would have come from other sources. |
| Deadweight | 50% | As noted, 50% of those who accessed Support Act's Financial Crisis relief also accessed Government financial support in the form of JobKeeper and JobSeeker during the reporting period. Support Act's Financial Crisis relief is only an additional emergency fund to support people to cover some emergency costs. Thus, some of the financial stress is likely to have been reduced even without the Support Act services. Thus, we estimate the deadweight to be 50%. |
| Duration | 1 | This outcome is expected to last for the first year of the investment (one year). |
| Drop-off | 50% | Although accessing financial support has reduced food insecurity for participants, the benefit is assumed to have lasted for one year. |

The application of the different filter coefficients helps to value the outcome attributed to the investment by adjusting each value of the financial proxies used. Table 9 presents the unadjusted value of the outcomes.

Table 9 - Gross value of outcomes

| Outcome | Quantity | Financial proxy value (per annum) | Attribution | Dead weight | Duration | Drop-off | Non discounted value (impact) |
|--|----------|-----------------------------------|-------------|-------------|----------|----------|-------------------------------|
| Improved mental health and wellbeing | 137,453 | \$447.60 | 50% | 40% | 2 | 50% | \$18,457,189 |
| Reduced financial stress | 11,276 | \$478.05 | 50% | 50% | 2 | 50% | \$1,347,623 |
| Increased access to crisis relief fund | 16,717 | \$2,000.00 | 0% | 0% | 1 | 0% | \$33,434,000 |
| Reduced risk of homelessness | 13,287 | \$25,615.00 | 50% | 50% | 1 | 0% | \$35,874,900 |
| Increased food security | 10,554 | \$560.00 | 50% | 50% | 1 | 0% | \$1,477,560.00 |
| Total gross value before adjustment | | | | | | | \$90,591,272 |

6.0 CALCULATING AND UNDERSTANDING SROI RATIO IN CONTEXT

The SROI ratio is a comparison of the Present Value of Benefits to the Present Value of Investments.

The total investments (Present Value of Investments (PVI)) of the Support Act services is **\$41,202,812** (Table 6). The unadjusted Present Value (PV) of Support Act’s service outcomes is **\$90,591,272** (Table 9). Since the impact of Support Act services is expected to last only for two years, we have not used a discounting rate in the second-year values of the outcomes. However, we have applied a significant drop-off (50%) for two of the outcomes. This is reasonable, as the circumstances of participants are likely to change. Thus, the total adjusted PV, which is the unadjusted PV plus value added in year two, is equal to **\$100,493,678**.

Therefore, the SROI ratio calculated by dividing the PV by the PVI is **2.44**. This indicates that every dollar invested in Support Act services has yielded **\$2.44** in social value. As the SROI ratio is higher than one, the social value created for the main stakeholders (service users) is more than the stakeholders invested in the program. Thus, the investment in the Support Act can be considered highly beneficial to society, particularly to people working in the music and performing arts industry.

Table 10 - Present value of each year after discounting

| Outcome | Year 1 | Year 2 |
|---------------------|---------------|-------------|
| Benefits | \$90,591,272 | \$9,902,406 |
| Discounted Value | \$0 | \$0 |
| Total Present Value | \$100,493,678 | |
| Total Investments | \$41,202,812 | |
| Net Present Value | \$59,290,866 | |
| SROI RATIO | TPV/PVI | \$2.44 |

7.0 SUGGESTED IMPROVEMENTS TO SUPPORT ACT SERVICES

This section draws on survey data to identify themes related to service improvements identified by Support Act service users.

There were about 122 survey responses from people working in music and live performing arts who provided comments about anything they would like to see changed or improved about Support Act services.

Of these responses, the main themes were:

- Positive feedback on Support Act services (n=62), including:
 - sense of gratitude that Support Act exists (n=40),
 - financial support or vouchers helped (n=18)
- Negative feedback on Support Act services (n=51), including:
 - need for more financial support (n=16),
 - improved mental health support (n=15)

Respondents expressed positive feedback on Support Act services, including a sense of gratitude that Support Act exists and commended the organisation on the services and support available.

“Support Act was a godsend to me in times of stress and loss of work. The people there were understanding of a musician's needs and supportive in real terms where it was needed. i.e. financial assistance... and not just a one off token donation. I really feel that Support Act contributed to my still being here. A great service that I cannot fault.”

“Support Act's financial support over the COVID crisis really helped. I'm grateful an organisation exists that represents our interested in the psychical and mental health realms. I did not know such service existed until this crisis. Thank you for doing everything you are doing.”

“It's been excellent, the welfare officer was especially crucial and absolutely brilliant along with all the support staff, I can't thank you enough.”

Respondents also gave positive feedback about the financial assistance received, including the grants and Coles vouchers, expressing that this support had helped during difficult moments in their lives.

“For myself, not whatsoever. During two very unexpected, dire situations, Support Act genuinely felt like the cavalry had arrived for the very first time in my career. Before this, I always felt very on my

own and 'pushing water up hill'. Having like-minded people in my industry band around my fiancé and myself in our time of need was one of the greatest feelings of support I've ever experienced - quite literally had us in tears and pulled us up from what was a hopeless situation."

"I thought the unexpected Coles vouchers were a great idea, it meant that we had to use that money for food which can be neglected for rent/bills/drugs & alcohol etc. in times of financial hardships."

"Support Act was fantastic and we were very grateful for their assistance. Their staff was compassionate, thoughtful and sensitive. The program itself did not ask us to jump through hoops for financial aid and were generally very helpful. Thanks to Support Act, we were able to keep our heads above water and keep a roof over our heads."

Negative feedback from respondents about Support Acts services or supports included the limitations to financial assistance, including the amount available and the restrictions on the amount of times an individual can apply for financial assistance. Respondents highlighted that after the COVID-19 restrictions, people working in the music industry and live performing arts sector needed extra financial support.

"Being able to apply more often if needed - for example one more Support Act grant would get me out of a hole."

"Definitely more frequent financial support needed... the payments could be distributed weekly for example over the course of a month. Lump sum payments tend to disappear too quickly, as the \$ is usually spoken for in excess before it's even released."

"More financial assistance with unexpected expenses due to lockdowns limiting the possibility to earn money by teaching/performing."

Respondents also expressed that they would like to see improvements made to Support Act's mental health services. This included access to industry trained mental health professionals, in-person sessions, more immediate access in emergency situations, better follow up engagement from practitioners and the inclusion of CBT (Cognitive Behavioural Therapy) tools and art therapy workshops.

"The wellbeing hotline connects us to counsellors who are maybe not fully briefed on the unique challenges and traumas that musicians/music workers may have faced or be dealing with at the time of the call especially after bushfires and Covid-19 it might be good to get an understanding of what issues are common before signing up? Whoever made this survey seems to have an idea... sexual harassment, extreme financial insecurity, racism, bullying, ageism, drug & alcohol use, suicide, sleep deprivation, social isolation for example... It is also difficult to change to a different counsellor if you are not a good fit or not getting any benefit from sessions regarding the grants."

"I would like counsellors to offer CBT tools and other tips. They rarely suggest any tools to help reframe or unpack why we feel how we do. Though I am grateful for someone to talk to."

"The wait time for the help line is too long. I had to hang up the other day as I was desperate to talk to someone and waiting 5 minutes seems too long for someone who is suffering a panic attack."

8.0 LIMITATIONS

This research had several limitations, which should be kept in mind when considering the findings.

- This research was conducted in English, which means that people who were not able to take part in a survey in English were unable to participate. While the survey demographics suggest some cultural diversity, it's likely this is limited by the survey being available only in English.

- This research was conducted by online survey, which means that there may be people working in music or live performing arts who could not access the survey online, for example, due to:
 - lack of stable internet access or an internet-connected device
 - not feeling comfortable completing an online survey.
- Part-way through the survey release, the research team was notified of an accessibility issue with the survey not being fully accessible via screen-reader technology. While an alternative option of contacting the lead researcher was then offered to support survey participation, it's possible some participants who use a screen-reader may not have been able to access the survey.
- The people who participated in the research were not randomly selected, which means that the findings cannot be said to represent the whole population of people who work in music and live performing arts. It is possible that there is some bias in the findings – for example, people with a stronger interest or concern about mental health could have been more likely to take part in this survey than others without a strong mental health interest or concern.
- Similarly, there were sometimes very low numbers of survey respondents who had used or gave responses about the effects of Support Act's services. The answers gained through the survey may not fully represent the views of all Support Act service users.
- During data collection, it was not possible to consult all stakeholders due to the limited scope of the project. This has affected the way the SROI analysis is done, and should be noted as one of the limitations.
- SROI has its own limitations as a methodology, as it heavily depends on proxies and other assumptions. However, we have clearly documented our assumptions and tried to use proxies that have been tested and verified.

9.0 CONCLUSION

Overall, Support Act services appeared to have the anticipated effects – for example, financial crisis relief reduced peoples' financial stress and increased access to emergency funds, while mental health-focused services tended to increase peoples' knowledge of mental health and wellbeing and other services and support mental health.

Most of the survey respondents (75% who answered this question) agreed that their mental health and wellbeing had improved after using Support Act services, and the overwhelming majority (98% who answered this question) agreed that Support Act services had made a positive contribution to their health and wellbeing.

Comments on Support Act services were overall quite positive, expressing gratitude for the support received, and noting the difference that financial support made with everyday expenses during a difficult time. Respondents were also comforted by feeling like someone cared and was looking out for music and live performing arts workers.

While most data suggested positive feedback on Support Act's services, suggested improvements to Support Act services included increasing the amount/frequency of financial support people can access and making improvements to the mental health support available through Support Act. Suggested examples for improving the mental health support offered included decreasing wait times, offering people strategies informed by Cognitive Behavioural Therapy approaches, and ensuring that mental health providers truly have a good understanding of the issues faced by people working in music and live performing arts.

The results demonstrate that the investment on Support Act services by the Australian Government and other partners is a sensible policy decision with a social return significantly higher than the initial investment of the program, with **2.44** dollars created in social value for every dollar invested by Support Act services. This means the Support Act has created an additional **\$59.3** million in social value. This is encouraging, as it presents convincing evidence for the Government and other investors to continue investing in similar programs and services in the future.

The limited scope of this research project meant that our analysis did not include the broader direct and indirect economic impact of the investment to the local economy and possible Government savings in hospitalisation and other possible impacts of mental health issues and financial stress on the health system. Thus, it's important to note that the overall socio-economic impact of Support Act's services could have been higher if we were to account for additional economic impacts and broader Government savings due to improvement in mental health and wellbeing.

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11.0 APPENDIX 1. DETAILED SURVEY FINDINGS ON SUPPORT ACT SERVICE USE

Respondents were asked about their use of Support Act services in the survey. The data presented here will differ from the organisational data supplied by Support Act, as it reflects only the sample of survey respondents who participated in the online survey and answered these questions. Support Act service use data is separated into people in music, and people in live performing arts, to give a sense of service uptake among each of these groups.

11.1 Use of any Support Act services – people in music

There were 801 people in music who answered a question about whether they had used any Support Act services over the last two years (March 2020 to March 2022). Of these:

- Just under half 49.2% said yes, they had used a Support Act service
- 45.8% said no, they had not used a Support Act service
- 5% were unsure whether they had used a Support Act service.

Have you used any Support Act services in the last two years (March 2020 - March 2022)?^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 394 | 37.7 | 49.2 | 49.2 |
| | I'm not sure | 40 | 3.8 | 5.0 | 54.2 |
| | No | 367 | 35.2 | 45.8 | 100.0 |
| | Total | 801 | 76.7 | 100.0 | |
| Missing | -88 | 243 | 23.3 | | |
| Total | | 1044 | 100.0 | | |

a. WorkInMusic = People working in music

Use of Support Act services differed by role type among people in music. A higher proportion of creatives/performers (56.8%) reported using Support Act services compared with people in production/technical roles (42.1%) or management/administrative roles (37.8%).

Have you used any Support Act services in the last two years (March 2020 - March 2022) by role type

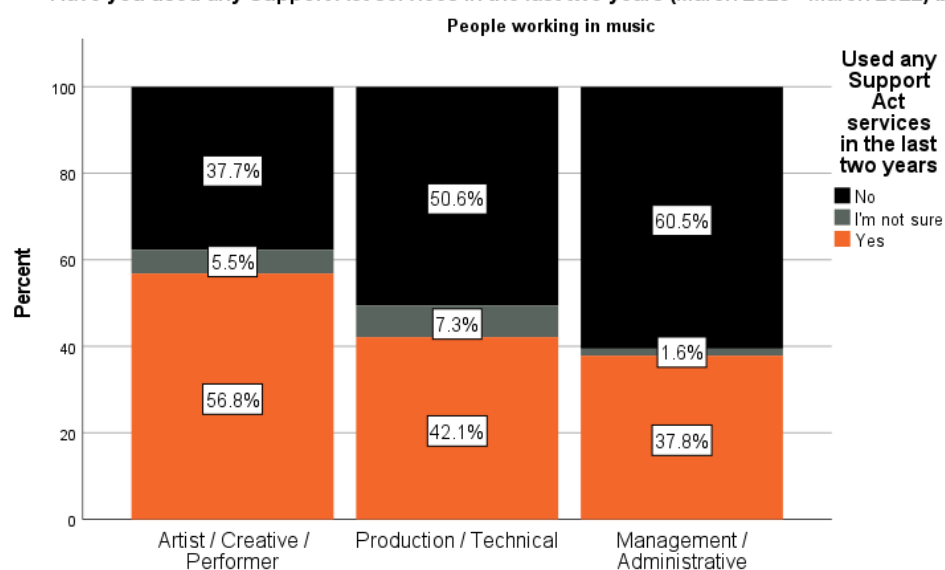


Figure 2 - Use of Support Act services by role type - people in music

There were 433 people in music who selected the Support Act Service/s they had used. By far, the most popular Support Act service used by these people over the last two years was financial crisis relief (COVID-19 Grant, Musickeeper, Crewkeeper, non-COVID grant).

- 83.1% of people in music who used a Support Act service reported using Support Act’s Financial crisis relief services
 - This equates to 34.5% of all 1044 music respondents
- 15.5% of people in music who used a Support Act service used Support Act’s Wellbeing Helpline
 - This equates to 6.4% of all 1044 music respondents
- 14.1% of people in music who used a Support Act service used Support Act’s Mental Health and Wellbeing Online Resources
 - This equates to 5.8% of all 1044 music respondents

Type of service used was not analysed by role type.

11.2 Use of any Support Act services – people in other live performing arts

There were 219 people in other live performing arts who answered a question about whether they had used any Support Act services over the last two years (March 2020 to March 2022). Of these:

- Just over one third (36.5%) said yes, they had used a Support Act service
- 56.2% said no, they had not used a Support Act service
- 7.3% were unsure whether they had used a Support Act service.

Have you used any Support Act services in the last two years (March 2020 - March 2022)?^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------|-----------|---------|---------------|--------------------|
| Valid | Yes | 80 | 30.8 | 36.5 | 36.5 |
| | I'm not sure | 16 | 6.2 | 7.3 | 43.8 |
| | No | 123 | 47.3 | 56.2 | 100.0 |
| | Total | 219 | 84.2 | 100.0 | |
| Missing | -88 | 41 | 15.8 | | |
| Total | | 260 | 100.0 | | |

a. WorkInMusic = People working in other live performing arts

Use of Support Act services differed by role type among people in other live performing arts. A higher proportion of creatives/performers (52.8%) reported using Support Act services compared with people in production/technical roles (46.2%) or management/administrative roles (20.2%)

Have you used any Support Act services in the last two years (March 2020 - March 2022) by role type

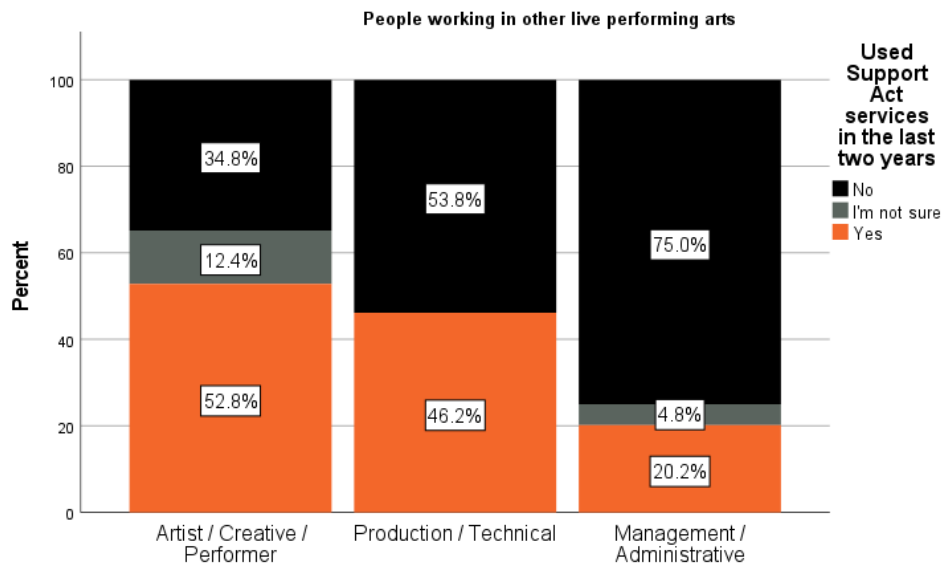


Figure 3 - Use of Support Act services in the last two years by role type - people in other live performing arts

There were 96 people in other live performing arts who selected the Support Act Service/s they had used. By far, the most popular Support Act service used by these people over the last two years was financial crisis relief (COVID-19 Grant, Musickeeper, Crewkeeper, non-COVID grant).

- 68.8% of people in live performing arts who used a Support Act service reported using Support Act's Financial crisis relief services
 - 25.4% of all 260 other live performing arts respondents
- 26% of people in live performing arts who used a Support Act service used Support Act's Mental Health and Wellbeing Online Resources
 - 9.6% of all 260 other live performing arts respondents
- 19.8% of people in live performing arts who used a Support Act service used Support Act's Wellbeing Helpline

- 7.3% of all 260 other live performing arts respondents.

Type of service used was not analysed by role type.

11.3 Support Act's Financial crisis relief services

- 360 out of a total 1044 survey respondents working in music reported using Support Act's Financial crisis relief services
- 66 out of a total 260 survey respondents working in other live performing arts reported using Support Act's Financial crisis relief services.
- In all, 426 (32.7%) out of all 1304 valid survey respondents in music or live performing arts reported using Support Act's Financial crisis relief services
- The majority (387/426) of survey respondents reported using financial crisis services 1-2 times.

What Support Act services have you used in the last two years (March 2020 - March 2022)? Financial crisis relief (COVID-19 Grant, Musickeeper, Crewkeeper, non-COVID grant)^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Did not use SA Financial relief services | 73 | 7.0 | 16.9 | 16.9 |
| | Used Financial crisis relief (COVID-19 Grant, Musickeeper, Crewkeeper, non-COVID grant) | 360 | 34.5 | 83.1 | 100.0 |
| | Total | 433 | 41.5 | 100.0 | |
| Missing | -99 | 1 | .1 | | |
| | -88 | 610 | 58.4 | | |
| | Total | 611 | 58.5 | | |
| Total | | 1044 | 100.0 | | |

a. WorkInMusic = People working in music

Please enter the total number of times in the last two years that you used each Support Act service - Financial crisis relief (COVID-19 Grant, Musickeeper, Crewkeeper, non-COVID grant)^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------|-----------|---------|---------------|--------------------|
| Valid | 1.00 | 145 | 13.9 | 40.5 | 40.5 |
| | 2.00 | 178 | 17.0 | 49.7 | 90.2 |
| | 3.00 | 30 | 2.9 | 8.4 | 98.6 |
| | 4.00 | 2 | .2 | .6 | 99.2 |
| | 15.00 | 1 | .1 | .3 | 99.4 |
| | 19.00 | 1 | .1 | .3 | 99.7 |
| | 100.00* | 1 | .1 | .3 | 100.0 |
| | Total | 358 | 34.3 | 100.0 | |
| Missing | -99.00 | 2 | .2 | | |
| | -88.00 | 684 | 65.5 | | |
| | Total | 686 | 65.7 | | |
| Total | | 1044 | 100.0 | | |

a. WorkInMusic = People working in music

*100 is an unusually high number, so this could be a typo or other error in the respondent's submitted data. The overwhelming majority (99.2%) of people working in music said they used financial crisis relief 1-4 times.

What Support Act services have you used in the last two years (March 2020 - March 2022)? Financial crisis relief (COVID-19 Grant, Musickeeper, Crewkeeper, non-COVID grant)^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Did not use SA Financial relief services | 30 | 11.5 | 31.3 | 31.3 |
| | Used Financial crisis relief (COVID-19 Grant, Musickeeper, Crewkeeper, non-COVID grant) | 66 | 25.4 | 68.8 | 100.0 |
| | Total | 96 | 36.9 | 100.0 | |
| Missing | -88 | 164 | 63.1 | | |
| Total | | 260 | 100.0 | | |

a. WorkInMusic = People working in other live performing arts

Please enter the total number of times in the last two years that you used each Support Act service - Financial crisis relief (COVID-19 Grant, Musickeeper, Crewkeeper, non-COVID grant)^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | 1.00 | 29 | 11.2 | 44.6 | 44.6 |
| | 2.00 | 35 | 13.5 | 53.8 | 98.5 |
| | 12.00 | 1 | .4 | 1.5 | 100.0 |
| | Total | 65 | 25.0 | 100.0 | |
| Missing | -99.00 | 1 | .4 | | |
| | -88.00 | 194 | 74.6 | | |
| | Total | 195 | 75.0 | | |
| Total | | 260 | 100.0 | | |

a. WorkInMusic = People working in other live performing arts

11.4 Support Act's Wellbeing Helpline

- 67 out of a total 1044 survey respondents working in music reported using Support Act's Wellbeing Helpline
- 19 out of a total 260 survey respondents working in other live performing arts reported using Support Act's Wellbeing Helpline
- In all, 86 (6.6%) out of all 1304 valid survey respondents in music or live performing arts reported using Support Act's Wellbeing Helpline.
- The majority (77/86) of survey respondents reported using the wellbeing helpline 1-5 times.

What Support Act services have you used in the last two years (March 2020 - March 2022)? Support Act Wellbeing Helpline^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------------------------|-----------|---------|---------------|--------------------|
| Valid | Did not use SA wellbeing helpline | 366 | 35.1 | 84.5 | 84.5 |
| | Used Support Act Wellbeing Helpline | 67 | 6.4 | 15.5 | 100.0 |
| | Total | 433 | 41.5 | 100.0 | |
| Missing | -99 | 1 | .1 | | |
| | -88 | 610 | 58.4 | | |
| | Total | 611 | 58.5 | | |
| Total | | 1044 | 100.0 | | |

a. WorkInMusic = People working in music

Please enter the total number of times in the last two years that you used each Support Act service - Support Act Wellbeing Helpline^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | 1.00 | 29 | 2.8 | 43.9 | 43.9 |
| | 2.00 | 18 | 1.7 | 27.3 | 71.2 |
| | 3.00 | 7 | .7 | 10.6 | 81.8 |
| | 4.00 | 4 | .4 | 6.1 | 87.9 |
| | 5.00 | 3 | .3 | 4.5 | 92.4 |
| | 10.00 | 1 | .1 | 1.5 | 93.9 |
| | 12.00 | 2 | .2 | 3.0 | 97.0 |
| | 16.00 | 1 | .1 | 1.5 | 98.5 |
| | 20.00 | 1 | .1 | 1.5 | 100.0 |
| | Total | 66 | 6.3 | 100.0 | |
| Missing | -99.00 | 1 | .1 | | |
| | -88.00 | 977 | 93.6 | | |
| | Total | 978 | 93.7 | | |
| Total | | 1044 | 100.0 | | |

a. WorkInMusic = People working in music

What Support Act services have you used in the last two years (March 2020 - March 2022)? Support Act Wellbeing Helpline^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------------------------|-----------|---------|---------------|--------------------|
| Valid | Did not use SA wellbeing helpline | 77 | 29.6 | 80.2 | 80.2 |
| | Used Support Act Wellbeing Helpline | 19 | 7.3 | 19.8 | 100.0 |
| | Total | 96 | 36.9 | 100.0 | |
| Missing | -88 | 164 | 63.1 | | |
| Total | | 260 | 100.0 | | |

a. WorkInMusic = People working in other live performing arts

Please enter the total number of times in the last two years that you used each Support Act service - Support Act Wellbeing Helpline^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | 1.00 | 6 | 2.3 | 33.3 | 33.3 |
| | 2.00 | 7 | 2.7 | 38.9 | 72.2 |
| | 4.00 | 2 | .8 | 11.1 | 83.3 |
| | 5.00 | 1 | .4 | 5.6 | 88.9 |
| | 12.00 | 1 | .4 | 5.6 | 94.4 |
| | 14.00 | 1 | .4 | 5.6 | 100.0 |
| | Total | 18 | 6.9 | 100.0 | |
| Missing | -99.00 | 1 | .4 | | |
| | -88.00 | 241 | 92.7 | | |
| | Total | 242 | 93.1 | | |
| Total | | 260 | 100.0 | | |

a. WorkInMusic = People working in other live performing arts

11.5 Support Act's Mental Health and Wellbeing Online Resources

- 61 out of a total 1044 survey respondents working in music reported using Support Act's Mental Health and Wellbeing Online Resources
- 25 out of a total 260 survey respondents working in other live performing arts reported using Support Act's Mental Health and Wellbeing Online Resources
- In all, 86 (6.6%) out of all 1304 valid survey respondents in music or live performing arts reported using Support Act's Mental Health and Wellbeing Online Resources.
- The majority 78/86 of survey respondents reported using online resources 1-10 times.

What Support Act services have you used in the last two years (March 2020 - March 2022)? Mental Health and Wellbeing Online Resources^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Did not use SA MHW online resources | 372 | 35.6 | 85.9 | 85.9 |
| | Used Mental Health and Wellbeing Online Resources | 61 | 5.8 | 14.1 | 100.0 |
| | Total | 433 | 41.5 | 100.0 | |
| Missing | -99 | 1 | .1 | | |
| | -88 | 610 | 58.4 | | |
| | Total | 611 | 58.5 | | |
| Total | | 1044 | 100.0 | | |

a. WorkInMusic = People working in music

Please enter the total number of times in the last two years that you used each Support Act service - Mental Health and Wellbeing Online Resources^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | 1.00 | 17 | 1.6 | 29.8 | 29.8 |
| | 2.00 | 12 | 1.1 | 21.1 | 50.9 |
| | 3.00 | 8 | .8 | 14.0 | 64.9 |
| | 4.00 | 5 | .5 | 8.8 | 73.7 |
| | 5.00 | 6 | .6 | 10.5 | 84.2 |
| | 6.00 | 2 | .2 | 3.5 | 87.7 |
| | 7.00 | 1 | .1 | 1.8 | 89.5 |
| | 9.00 | 1 | .1 | 1.8 | 91.2 |
| | 10.00 | 3 | .3 | 5.3 | 96.5 |
| | 25.00 | 1 | .1 | 1.8 | 98.2 |
| | 50.00 | 1 | .1 | 1.8 | 100.0 |
| | Total | 57 | 5.5 | 100.0 | |
| Missing | -99.00 | 4 | .4 | | |
| | -88.00 | 983 | 94.2 | | |
| | Total | 987 | 94.5 | | |
| Total | | 1044 | 100.0 | | |

a. WorkInMusic = People working in music

What Support Act services have you used in the last two years (March 2020 - March 2022)? Mental Health and Wellbeing Online Resources^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Did not use SA MHW online resources | 71 | 27.3 | 74.0 | 74.0 |
| | Used Mental Health and Wellbeing Online Resources | 25 | 9.6 | 26.0 | 100.0 |
| | Total | 96 | 36.9 | 100.0 | |
| Missing | -88 | 164 | 63.1 | | |
| Total | | 260 | 100.0 | | |

a. WorkInMusic = People working in other live performing arts

Please enter the total number of times in the last two years that you used each Support Act service - Mental Health and Wellbeing Online Resources^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | 1.00 | 7 | 2.7 | 30.4 | 30.4 |
| | 2.00 | 3 | 1.2 | 13.0 | 43.5 |
| | 3.00 | 4 | 1.5 | 17.4 | 60.9 |
| | 4.00 | 3 | 1.2 | 13.0 | 73.9 |
| | 5.00 | 1 | .4 | 4.3 | 78.3 |
| | 6.00 | 1 | .4 | 4.3 | 82.6 |
| | 8.00 | 1 | .4 | 4.3 | 87.0 |
| | 10.00 | 3 | 1.2 | 13.0 | 100.0 |
| | Total | 23 | 8.8 | 100.0 | |
| Missing | -99.00 | 1 | .4 | | |
| | -88.00 | 236 | 90.8 | | |
| | Total | 237 | 91.2 | | |
| Total | | 260 | 100.0 | | |

a. WorkInMusic = People working in other live performing arts

11.6 Support Act's Mental Health First Aid Services

- 60 out of a total 1044 survey respondents working in music reported using Support Act's Mental Health First Aid program
- 11 out of a total 260 survey respondents working in other live performing arts reported using Support Act's Mental Health First Aid program
- In all, 71 (5.4%) out of all 1304 valid survey respondents in music or live performing arts reported using Support Act's Mental Health First Aid program.
- The majority (60/71) of survey respondents reported using mental health first aid services once.

What Support Act services have you used in the last two years (March 2020 - March 2022)? Mental Health First Aid^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------------|-----------|---------|---------------|--------------------|
| Valid | Not selected SA MHFA | 373 | 35.7 | 86.1 | 86.1 |
| | Mental Health First Aid | 60 | 5.7 | 13.9 | 100.0 |
| | Total | 433 | 41.5 | 100.0 | |
| Missing | -99 | 1 | .1 | | |
| | -88 | 610 | 58.4 | | |
| | Total | 611 | 58.5 | | |
| Total | | 1044 | 100.0 | | |

a. WorkInMusic = People working in music

Please enter the total number of times in the last two years that you used each Support Act service - Mental Health First Aid^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | 1.00 | 50 | 4.8 | 90.9 | 90.9 |
| | 2.00 | 5 | .5 | 9.1 | 100.0 |
| | Total | 55 | 5.3 | 100.0 | |
| Missing | -99.00 | 4 | .4 | | |
| | -88.00 | 985 | 94.3 | | |
| | Total | 989 | 94.7 | | |
| Total | | 1044 | 100.0 | | |

a. WorkInMusic = People working in music

What Support Act services have you used in the last two years (March 2020 - March 2022)? Mental Health First Aid^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------------|-----------|---------|---------------|--------------------|
| Valid | Not selected SA MHFA | 85 | 32.7 | 88.5 | 88.5 |
| | Mental Health First Aid | 11 | 4.2 | 11.5 | 100.0 |
| | Total | 96 | 36.9 | 100.0 | |
| Missing | -88 | 164 | 63.1 | | |
| Total | | 260 | 100.0 | | |

a. WorkInMusic = People working in other live performing arts

Please enter the total number of times in the last two years that you used each Support Act service - Mental Health First Aid^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | 1.00 | 10 | 3.8 | 90.9 | 90.9 |
| | 40.00* | 1 | .4 | 9.1 | 100.0 |
| | Total | 11 | 4.2 | 100.0 | |
| Missing | -88.00 | 249 | 95.8 | | |
| Total | | 260 | 100.0 | | |

a. WorkInMusic = People working in other live performing arts

*40 is an unusually high number if the respondent was not answering on behalf of their organisation, so this may be a typo or error in the respondent's submitted data. Of all survey respondents, most used Mental Health First Aid one or two times.

11.7 Support Act's On My Mind program

- 13 out of a total 1044 survey respondents working in music reported using Support Act's On My Mind program
- 0 out of a total 260 survey respondents working in other live performing arts reported using Support Act's On My Mind program.
- In all, 13 (1%) out of all 1304 valid survey respondents in music or live performing arts reported using Support Act's On My Mind program.
- The majority 11/13 of survey respondents reported using On My Mind 1-4 times.

What Support Act services have you used in the last two years (March 2020 - March 2022)? On My Mind^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|----------------------------|-----------|---------|---------------|--------------------|
| Valid | Not selected SA On my mind | 420 | 40.2 | 97.0 | 97.0 |
| | Used On My Mind | 13 | 1.2 | 3.0 | 100.0 |
| | Total | 433 | 41.5 | 100.0 | |
| Missing | -99 | 1 | .1 | | |
| | -88 | 610 | 58.4 | | |
| | Total | 611 | 58.5 | | |
| Total | | 1044 | 100.0 | | |

a. WorkInMusic = People working in music

Please enter the total number of times in the last two years that you used each Support Act service - On My Mind^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------|-----------|---------|---------------|--------------------|
| Valid | 1.00 | 6 | .6 | 50.0 | 50.0 |
| | 2.00 | 1 | .1 | 8.3 | 58.3 |
| | 3.00 | 3 | .3 | 25.0 | 83.3 |
| | 4.00 | 1 | .1 | 8.3 | 91.7 |
| | 120.00* | 1 | .1 | 8.3 | 100.0 |
| | Total | 12 | 1.1 | 100.0 | |
| Missing | -99.00 | 1 | .1 | | |
| | -88.00 | 1031 | 98.8 | | |
| | Total | 1032 | 98.9 | | |
| Total | | 1044 | 100.0 | | |

a. WorkInMusic = People working in music

*120 is an unusually high number, so this may be a typo or error in the respondent's submitted data. Again, the vast majority (91.7% of those reporting using On My Mind) used it between 1-4 times.

What Support Act services have you used in the last two years (March 2020 - March 2022)? On My Mind^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|----------------------------|-----------|---------|---------------|--------------------|
| Valid | Not selected SA On my mind | 96 | 36.9 | 100.0 | 100.0 |
| Missing | -88 | 164 | 63.1 | | |
| Total | | 260 | 100.0 | | |

a. WorkInMusic = People working in other live performing arts

Please enter the total number of times in the last two years that you used each Support Act service - On My Mind^a

| | | Frequency | Percent |
|---------|--------|-----------|---------|
| Missing | -88.00 | 260 | 100.0 |

a. WorkInMusic = People working in other live performing arts

11.8 Support Act's Plug In program

- 0 out of a total 1044 survey respondents working in music reported using Support Act's Plug In program.
- 2 out of a total 260 survey respondents working in other live performing arts reported using Support Act's Plug In program.

- In all, 0 (0.2%) out of all 1304 valid survey respondents in music or live performing arts reported using Support Act's Plug In program.
- People who used the Plug In program used it between 1-2 times.

What Support Act services have you used in the last two years (March 2020 - March 2022)? Plug In^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------------|-----------|---------|---------------|--------------------|
| Valid | Not selected SA Plug in | 433 | 41.5 | 100.0 | 100.0 |
| Missing | -99 | 1 | .1 | | |
| | -88 | 610 | 58.4 | | |
| | Total | 611 | 58.5 | | |
| Total | | 1044 | 100.0 | | |

a. WorkInMusic = People working in music

Please enter the total number of times in the last two years that you used each Support Act service - Plug In^a

| | | Frequency | Percent |
|---------|--------|-----------|---------|
| Missing | -88.00 | 1044 | 100.0 |

a. WorkInMusic = People working in music

What Support Act services have you used in the last two years (March 2020 - March 2022)? Plug In^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|-------------------------|-----------|---------|---------------|--------------------|
| Valid | Not selected SA Plug in | 94 | 36.2 | 97.9 | 97.9 |
| | Plug In | 2 | .8 | 2.1 | 100.0 |
| | Total | 96 | 36.9 | 100.0 | |
| Missing | -88 | 164 | 63.1 | | |
| Total | | 260 | 100.0 | | |

a. WorkInMusic = People working in other live performing arts

Please enter the total number of times in the last two years that you used each Support Act service - Plug In^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | 1.00 | 1 | .4 | 50.0 | 50.0 |
| | 2.00 | 1 | .4 | 50.0 | 100.0 |
| | Total | 2 | .8 | 100.0 | |
| Missing | -88.00 | 258 | 99.2 | | |
| Total | | 260 | 100.0 | | |

a. WorkInMusic = People working in other live performing arts

11.9 Support Act's Money Money Money financial literacy training

- 3 out of a total 1044 survey respondents working in music reported using Support Act's Money Money Money financial literacy training.
- 1 out of a total 260 survey respondents working in other live performing arts reported using Support Act's Money Money Money financial literacy training.
- In all, 4 (0.3%) out of all 1304 valid survey respondents in music or live performing arts reported using Support Act's Money Money Money financial literacy training.
- Everyone who reported using the Money Money Money program used it once.

What Support Act services have you used in the last two years (March 2020 - March 2022)? Money Money Money financial literacy training^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected SA financial literacy training | 430 | 41.2 | 99.3 | 99.3 |
| | Money Money Money financial literacy training | 3 | .3 | .7 | 100.0 |
| | Total | 433 | 41.5 | 100.0 | |
| Missing | -99 | 1 | .1 | | |
| | -88 | 610 | 58.4 | | |
| | Total | 611 | 58.5 | | |
| Total | | 1044 | 100.0 | | |

a. WorkInMusic = People working in music

Please enter the total number of times in the last two years that you used each Support Act service - Money Money Money financial literacy training^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | 1.00 | 3 | .3 | 100.0 | 100.0 |
| Missing | -88.00 | 1041 | 99.7 | | |
| Total | | 1044 | 100.0 | | |

a. WorkInMusic = People working in music

What Support Act services have you used in the last two years (March 2020 - March 2022)? Money Money Money financial literacy training^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected SA financial literacy training | 95 | 36.5 | 99.0 | 99.0 |
| | Money Money Money financial literacy training | 1 | .4 | 1.0 | 100.0 |
| | Total | 96 | 36.9 | 100.0 | |
| Missing | -88 | 164 | 63.1 | | |
| Total | | 260 | 100.0 | | |

a. WorkInMusic = People working in other live performing arts

Please enter the total number of times in the last two years that you used each Support Act service - Money Money Money financial literacy training^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | 1.00 | 1 | .4 | 100.0 | 100.0 |
| Missing | -88.00 | 259 | 99.6 | | |
| Total | | 260 | 100.0 | | |

a. WorkInMusic = People working in other live performing arts

11.10 Support Act's Press Play program

- 15 out of a total 1044 survey respondents working in music reported using Support Act's Press Play program.
- 1 out of a total 260 survey respondents working in other live performing arts reported using Support Act's Press Play program.
- In all, 16 (1.2%) out of all 1304 valid survey respondents in music or live performing arts reported using Support Act's Press Play program.
- Most people (14/16) reported using Press Play once.

What Support Act services have you used in the last two years (March 2020 - March 2022)? Press Play^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|----------------------------|-----------|---------|---------------|--------------------|
| Valid | Not selected SA Press play | 418 | 40.0 | 96.5 | 96.5 |
| | Press Play | 15 | 1.4 | 3.5 | 100.0 |
| | Total | 433 | 41.5 | 100.0 | |
| Missing | -99 | 1 | .1 | | |
| | -88 | 610 | 58.4 | | |
| | Total | 611 | 58.5 | | |
| Total | | 1044 | 100.0 | | |

a. WorkInMusic = People working in music

Please enter the total number of times in the last two years that you used each Support Act service - Press Play^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | 1.00 | 13 | 1.2 | 92.9 | 92.9 |
| | 6.00 | 1 | .1 | 7.1 | 100.0 |
| | Total | 14 | 1.3 | 100.0 | |
| Missing | -99.00 | 1 | .1 | | |
| | -88.00 | 1029 | 98.6 | | |
| | Total | 1030 | 98.7 | | |
| Total | | 1044 | 100.0 | | |

a. WorkInMusic = People working in music

What Support Act services have you used in the last two years (March 2020 - March 2022)? Press Play^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|----------------------------|-----------|---------|---------------|--------------------|
| Valid | Not selected SA Press play | 95 | 36.5 | 99.0 | 99.0 |
| | Press Play | 1 | .4 | 1.0 | 100.0 |
| | Total | 96 | 36.9 | 100.0 | |
| Missing | -88 | 164 | 63.1 | | |
| Total | | 260 | 100.0 | | |

a. WorkInMusic = People working in other live performing arts

Please enter the total number of times in the last two years that you used each Support Act service - Press Play^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | 1.00 | 1 | .4 | 100.0 | 100.0 |
| Missing | -88.00 | 259 | 99.6 | | |
| Total | | 260 | 100.0 | | |

a. WorkInMusic = People working in other live performing arts

11.11 Support Act's Yarning Strong program

- 2 out of a total 1044 survey respondents working in music reported using Support Act's Yarning Strong program.
- 0 out of a total 260 survey respondents working in other live performing arts reported using Support Act's Yarning Strong program.
- In all, 2 (0.2%) out of all 1304 valid survey respondents in music or live performing arts reported using Support Act's Yarning Strong program.
- Those who reported using Yarning Strong used it between 2-5 times.

What Support Act services have you used in the last two years (March 2020 - March 2022)? Yarning Strong^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------------|-----------|---------|---------------|--------------------|
| Valid | Not selected SA Yarning strong | 431 | 41.3 | 99.5 | 99.5 |
| | Yarning Strong | 2 | .2 | .5 | 100.0 |
| | Total | 433 | 41.5 | 100.0 | |
| Missing | -99 | 1 | .1 | | |
| | -88 | 610 | 58.4 | | |
| | Total | 611 | 58.5 | | |
| Total | | 1044 | 100.0 | | |

a. WorkInMusic = People working in music

Please enter the total number of times in the last two years that you used each Support Act service - Yarning Strong^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | 2.00 | 1 | .1 | 50.0 | 50.0 |
| | 5.00 | 1 | .1 | 50.0 | 100.0 |
| | Total | 2 | .2 | 100.0 | |
| Missing | -88.00 | 1042 | 99.8 | | |
| Total | | 1044 | 100.0 | | |

a. WorkInMusic = People working in music

What Support Act services have you used in the last two years (March 2020 - March 2022)? Yarning Strong^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------------|-----------|---------|---------------|--------------------|
| Valid | Not selected SA Yarning strong | 96 | 36.9 | 100.0 | 100.0 |
| Missing | -88 | 164 | 63.1 | | |
| Total | | 260 | 100.0 | | |

a. WorkInMusic = People working in other live performing arts

Please enter the total number of times in the last two years that you used each Support Act service - Yarning Strong^a

| | | Frequency | Percent |
|---------|--------|-----------|---------|
| Missing | -88.00 | 260 | 100.0 |

a. WorkInMusic = People working in other live performing arts

11.12 Support Act's Workplace Wellbeing Check-in program

- 7 out of a total 1044 survey respondents working in music reported using Support Act's Workplace Wellbeing program.
- 2 out of a total 260 survey respondents working in other live performing arts reported using Support Act's Workplace Wellbeing program.
- In all, 9 (0.7%) out of all 1304 valid survey respondents in music or live performing arts reported using Support Act's Workplace Wellbeing program.
- Most people (7/9) reported using the Workplace Wellbeing Check-in program once.

What Support Act services have you used in the last two years (March 2020 - March 2022)? Workplace Wellbeing Check-in^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected SA Workplace Wellbeing Checkin | 426 | 40.8 | 98.4 | 98.4 |
| | Workplace Wellbeing Check-in | 7 | .7 | 1.6 | 100.0 |
| | Total | 433 | 41.5 | 100.0 | |
| Missing | -99 | 1 | .1 | | |
| | -88 | 610 | 58.4 | | |
| | Total | 611 | 58.5 | | |
| Total | | 1044 | 100.0 | | |

a. WorkInMusic = People working in music

What Support Act services have you used in the last two years (March 2020 - March 2022)? Workplace Wellbeing Check-in^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected SA Workplace Wellbeing Checkin | 94 | 36.2 | 97.9 | 97.9 |
| | Workplace Wellbeing Check-in | 2 | .8 | 2.1 | 100.0 |
| | Total | 96 | 36.9 | 100.0 | |
| Missing | -88 | 164 | 63.1 | | |
| Total | | 260 | 100.0 | | |

a. WorkInMusic = People working in other live performing arts

Please enter the total number of times in the last two years that you used each Support Act service - Workplace Wellbeing Check-in^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | 1.00 | 6 | .6 | 85.7 | 85.7 |
| | 12.00 | 1 | .1 | 14.3 | 100.0 |
| | Total | 7 | .7 | 100.0 | |
| Missing | -88.00 | 1037 | 99.3 | | |
| Total | | 1044 | 100.0 | | |

a. WorkInMusic = People working in music

Please enter the total number of times in the last two years that you used each Support Act service - Workplace Wellbeing Check-in^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | 1.00 | 1 | .4 | 50.0 | 50.0 |
| | 3.00 | 1 | .4 | 50.0 | 100.0 |
| | Total | 2 | .8 | 100.0 | |
| Missing | -88.00 | 258 | 99.2 | | |
| Total | | 260 | 100.0 | | |

a. WorkInMusic = People working in other live performing arts

11.13 Support Act's other Mental Health and Wellbeing Education and Training programs

- 19 out of a total 1044 survey respondents working in music reported using Support Act's Mental Health and Wellbeing Education and Training program.
- 3 out of a total 260 survey respondents working in other live performing arts reported using Support Act's Mental Health and Wellbeing Education and Training program.
- In all, 22 (1.7%) out of all 1304 valid survey respondents in music or live performing arts reported using Support Act's Mental Health and Wellbeing Education and Training program.
- The majority (17/22) reported using other mental health and wellbeing training once.

What Support Act services have you used in the last two years (March 2020 - March 2022)? Other Mental Health and Wellbeing Education and Training^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | Not selected other SA MHW Education/training | 414 | 39.7 | 95.6 | 95.6 |
| | Other Mental Health and Wellbeing Education and Training | 19 | 1.8 | 4.4 | 100.0 |
| | Total | 433 | 41.5 | 100.0 | |
| Missing | -99 | 1 | .1 | | |
| | -88 | 610 | 58.4 | | |
| | Total | 611 | 58.5 | | |
| Total | | 1044 | 100.0 | | |

a. WorkInMusic = People working in music

Please enter the total number of times in the last two years that you used each Support Act service - Other Mental Health and Wellbeing Education and Training^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------|-----------|---------|---------------|--------------------|
| Valid | | 1025 | 98.2 | 98.3 | 98.3 |
| | 1 | 14 | 1.3 | 1.3 | 99.6 |
| | 10 | 2 | .2 | .2 | 99.8 |
| | 2 | 1 | .1 | .1 | 99.9 |
| | unsure | 1 | .1 | .1 | 100.0 |
| | Total | 1043 | 99.9 | 100.0 | |
| Missing | -99 | 1 | .1 | | |
| Total | | 1044 | 100.0 | | |

a. WorkInMusic = People working in music

What Support Act services have you used in the last two years (March 2020 - March 2022)? Other Mental Health and Wellbeing Education and Training^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | Not selected other SA MHW Education/training | 93 | 35.8 | 96.9 | 96.9 |
| | Other Mental Health and Wellbeing Education and Training | 3 | 1.2 | 3.1 | 100.0 |
| | Total | 96 | 36.9 | 100.0 | |
| Missing | -88 | 164 | 63.1 | | |
| Total | | 260 | 100.0 | | |

a. WorkInMusic = People working in other live performing arts

Please enter the total number of times in the last two years that you used each Support Act service - Other Mental Health and Wellbeing Education and Training^a

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-------|-----------|---------|---------------|--------------------|
| Valid | | 257 | 98.8 | 98.8 | 98.8 |
| | 1 | 3 | 1.2 | 1.2 | 100.0 |
| | Total | 260 | 100.0 | 100.0 | |

a. WorkInMusic = People working in other live performing arts

12.0 APPENDIX 2. DETAILED SURVEY FINDINGS ON EFFECTS OF SUPPORT ACT SERVICES

As noted earlier, survey participants were asked if any of the Support Act programs had benefited them. The analysis for benefits or effects of using Support Act services are provided below. Given that the effects of a service are more likely to be similar across participant types, these results were not split by whether respondents worked in music or live performing arts, but grouped together into one analysis of the effects reported by all survey respondents/service users.

12.1 Effects of Support Act financial crisis relief services

Of all 425 survey respondents who gave information about how Support Act's Financial crisis relief services made a difference to them:

- 395/425 (92.9%) said Financial Crisis relief reduced their financial stress
 - This equates to 30.3% or 395/1304 total survey respondents reporting this.
- 297/425 (69.9%) said Financial Crisis relief gave them access to emergency funds
 - This equates to 22.8% or 297/1304 total survey respondents reporting this.
- 211/425 (49.6%) said Financial Crisis relief increased their knowledge of supports and services available to people working in music and live performing arts
 - This equates to 16.2% or 211/1304 total survey respondents reporting this.
- 122/425 (28.7%) said Financial Crisis relief increased their knowledge of mental health or social and emotional wellbeing
 - This equates to 9.4% or 122/1304 total survey respondents reporting this.
- 87/425 (20.5%) said Financial Crisis relief gave them access to tailored support for mental health and wellbeing for people working in music and live performing arts
 - This equates to 6.7% or 87/1304 total survey respondents reporting this.
- 93/425 (21.9%) said Financial Crisis relief gave them someone to talk to who understood my situation and expressed empathy
 - This equates to 7.1% or 93/1304 total survey respondents reporting this.
- 214/425 (50.4%) said Financial Crisis relief improved my mental health or social and emotional wellbeing (helped me feel better)
 - This equates to 16.4% or 214/1304 total survey respondents reporting this.

Overall, the highest proportions of people reported that financial crisis relief reduced their financial stress (92.9%) and gave them access to emergency funds (69.9%).

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Financial crisis relief (COVID-19 Grant, Musickeeper, Crewkeeper, non-COVID grant) Reduced my financial stress

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------------------------|-----------|---------|---------------|--------------------|
| Valid | Not selected reduced financial stress | 30 | 2.3 | 7.1 | 7.1 |
| | Reduced my financial stress | 395 | 30.3 | 92.9 | 100.0 |
| | Total | 425 | 32.6 | 100.0 | |
| Missing | -99 | 1 | .1 | | |
| | -88 | 878 | 67.3 | | |
| | Total | 879 | 67.4 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Financial crisis relief (COVID-19 Grant, Musickeeper, Crewkeeper, non-COVID grant) Gave me access to emergency funds

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------------------|-----------|---------|---------------|--------------------|
| Valid | Not selected gave me emergency funds | 128 | 9.8 | 30.1 | 30.1 |
| | Gave me access to emergency funds | 297 | 22.8 | 69.9 | 100.0 |
| | Total | 425 | 32.6 | 100.0 | |
| Missing | -99 | 1 | .1 | | |
| | -88 | 878 | 67.3 | | |
| | Total | 879 | 67.4 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Financial crisis relief (COVID-19 Grant, Musickeeper, Crewkeeper, non-COVID grant) Increased my knowledge of supports and services available to people working in music and live performing arts

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected increased my knowledge of supports/services | 214 | 16.4 | 50.4 | 50.4 |
| | Increased my knowledge of supports and services available to people working in music and live performing arts | 211 | 16.2 | 49.6 | 100.0 |
| | Total | 425 | 32.6 | 100.0 | |
| Missing | -99 | 1 | .1 | | |
| | -88 | 878 | 67.3 | | |
| | Total | 879 | 67.4 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Financial crisis relief (COVID-19 Grant, Musickeeper, Crewkeeper, non-COVID grant) Increased my knowledge of mental health or social and emotional wellbeing

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected increased knowledge of MHW | 303 | 23.2 | 71.3 | 71.3 |
| | Increased my knowledge of mental health or social and emotional wellbeing | 122 | 9.4 | 28.7 | 100.0 |
| | Total | 425 | 32.6 | 100.0 | |
| Missing | -99 | 1 | .1 | | |
| | -88 | 878 | 67.3 | | |
| | Total | 879 | 67.4 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Financial crisis relief (COVID-19 Grant, Musickeeper, Crewkeeper, non-COVID grant) Gave me access to tailored support for mental health and wellbeing for people working in music and live performing arts

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected tailored support to ppl in music/pa | 338 | 25.9 | 79.5 | 79.5 |
| | Gave me access to tailored support for mental health and wellbeing for people working in music and live performing arts | 87 | 6.7 | 20.5 | 100.0 |
| | Total | 425 | 32.6 | 100.0 | |
| Missing | -99 | 1 | .1 | | |
| | -88 | 878 | 67.3 | | |
| | Total | 879 | 67.4 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Financial crisis relief (COVID-19 Grant, Musickeeper, Crewkeeper, non-COVID grant) Gave me someone to talk to who understood my situation and expressed empathy

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | Not selected someone to talk to who understood | 332 | 25.5 | 78.1 | 78.1 |
| | Gave me someone to talk to who understood my situation and expressed empathy | 93 | 7.1 | 21.9 | 100.0 |
| | Total | 425 | 32.6 | 100.0 | |
| Missing | -99 | 1 | .1 | | |
| | -88 | 878 | 67.3 | | |
| | Total | 879 | 67.4 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Financial crisis relief (COVID-19 Grant, Musickeeper, Crewkeeper, non-COVID grant) Improved my mental health or social and emotional wellbeing (helped me feel better)

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected improved my MH/SEWB | 211 | 16.2 | 49.6 | 49.6 |
| | Improved my mental health or social and emotional wellbeing (helped me feel better) | 214 | 16.4 | 50.4 | 100.0 |
| | Total | 425 | 32.6 | 100.0 | |
| Missing | -99 | 1 | .1 | | |
| | -88 | 878 | 67.3 | | |
| | Total | 879 | 67.4 | | |
| Total | | 1304 | 100.0 | | |

12.2 Effects of Support Act Wellbeing Helpline

Of all 71 survey respondents who gave information about how Support Act's Wellbeing helpline services made a difference to them:

- 9/71 (12.7%) said Wellbeing helpline services reduced their financial stress
 - This equates to 0.7% or 9/1304 total survey respondents reporting this.
- 4/71 (5.6%) said Wellbeing helpline services gave them access to emergency funds
 - This equates to 0.3% or 4/1304 total survey respondents reporting this.
- 19/71 (26.8%) said Wellbeing helpline services increased their knowledge of supports and services available to people working in music and live performing arts
 - This equates to 1.5% or 19/1304 total survey respondents reporting this.
- 27/71 (38%) said Wellbeing helpline services increased their knowledge of mental health or social and emotional wellbeing
 - This equates to 2.1% or 27/1304 total survey respondents reporting this.
- 37/71 (52.1%) said Wellbeing helpline services gave them access to tailored support for mental health and wellbeing for people working in music and live performing arts
 - This equates to 2.8% or 37/1304 total survey respondents reporting this.
- 52/71 (73.2%) said Wellbeing helpline services gave them someone to talk to who understood my situation and expressed empathy
 - This equates to 4% or 52/1304 total survey respondents reporting this.
- 41/71 (57.7%) said Wellbeing helpline services improved my mental health or social and emotional wellbeing (helped me feel better)
 - This equates to 3.1% or 41/1304 total survey respondents reporting this.

Overall, the highest proportions of people reported that Support Act's Wellbeing helpline gave them someone to talk to who understood their situation and expressed empathy (73.2%) and improved their mental health and emotional wellbeing (57.7%).

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Support Act Wellbeing Helpline Reduced my financial stress

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------------------------|-----------|---------|---------------|--------------------|
| Valid | Not selected reduced financial stress | 62 | 4.8 | 87.3 | 87.3 |
| | Reduced my financial stress | 9 | .7 | 12.7 | 100.0 |
| | Total | 71 | 5.4 | 100.0 | |
| Missing | -99 | 15 | 1.2 | | |
| | -88 | 1218 | 93.4 | | |
| | Total | 1233 | 94.6 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Support Act Wellbeing Helpline Gave me access to emergency funds

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------------------|-----------|---------|---------------|--------------------|
| Valid | Not selected gave me emergency funds | 67 | 5.1 | 94.4 | 94.4 |
| | Gave me access to emergency funds | 4 | .3 | 5.6 | 100.0 |
| | Total | 71 | 5.4 | 100.0 | |
| Missing | -99 | 15 | 1.2 | | |
| | -88 | 1218 | 93.4 | | |
| | Total | 1233 | 94.6 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Support Act Wellbeing Helpline Increased my knowledge of supports and services available to people working in music and live performing arts

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected increased my knowledge of supports/services | 52 | 4.0 | 73.2 | 73.2 |
| | Increased my knowledge of supports and services available to people working in music and live performing arts | 19 | 1.5 | 26.8 | 100.0 |
| | Total | 71 | 5.4 | 100.0 | |
| Missing | -99 | 15 | 1.2 | | |
| | -88 | 1218 | 93.4 | | |
| | Total | 1233 | 94.6 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Support Act Wellbeing Helpline Increased my knowledge of mental health or social and emotional wellbeing

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected increased knowledge of MHW | 44 | 3.4 | 62.0 | 62.0 |
| | Increased my knowledge of mental health or social and emotional wellbeing | 27 | 2.1 | 38.0 | 100.0 |
| | Total | 71 | 5.4 | 100.0 | |
| Missing | -99 | 15 | 1.2 | | |
| | -88 | 1218 | 93.4 | | |
| | Total | 1233 | 94.6 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Support Act Wellbeing Helpline Gave me access to tailored support for mental health and wellbeing for people working in music and live performing arts

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected tailored support to ppl in music/pa | 34 | 2.6 | 47.9 | 47.9 |
| | Gave me access to tailored support for mental health and wellbeing for people working in music and live performing arts | 37 | 2.8 | 52.1 | 100.0 |
| | Total | 71 | 5.4 | 100.0 | |
| Missing | -99 | 15 | 1.2 | | |
| | -88 | 1218 | 93.4 | | |
| | Total | 1233 | 94.6 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Support Act Wellbeing Helpline Gave me someone to talk to who understood my situation and expressed empathy

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | Not selected someone to talk to who understood | 19 | 1.5 | 26.8 | 26.8 |
| | Gave me someone to talk to who understood my situation and expressed empathy | 52 | 4.0 | 73.2 | 100.0 |
| | Total | 71 | 5.4 | 100.0 | |
| Missing | -99 | 15 | 1.2 | | |
| | -88 | 1218 | 93.4 | | |
| | Total | 1233 | 94.6 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Support Act Wellbeing Helpline Improved my mental health or social and emotional wellbeing (helped me feel better)

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected improved my MH/SEWB | 30 | 2.3 | 42.3 | 42.3 |
| | Improved my mental health or social and emotional wellbeing (helped me feel better) | 41 | 3.1 | 57.7 | 100.0 |
| | Total | 71 | 5.4 | 100.0 | |
| Missing | -99 | 15 | 1.2 | | |
| | -88 | 1218 | 93.4 | | |
| | Total | 1233 | 94.6 | | |
| Total | | 1304 | 100.0 | | |

12.3 Effects of Support Act Mental Health and Wellbeing Online Resources

Of all 82 survey respondents who gave information about how Support Act's Mental Health and Wellbeing Online Resources made a difference to them:

- 9/82 (11%) said Support Act's online mental health and wellbeing resources reduced their financial stress
 - This equates to 0.7% or 9/1304 total survey respondents reporting this.
- 8/82 (9.8%) said Support Act's online mental health and wellbeing resources gave them access to emergency funds
 - This equates to 0.6% or 8/1304 total survey respondents reporting this.
- 50/82 (61%) said Support Act's online mental health and wellbeing resources increased their knowledge of supports and services available to people working in music and live performing arts
 - This equates to 3.8% or 50/1304 total survey respondents reporting this.
- 57/82 (69.5%) said Support Act's online mental health and wellbeing resources increased their knowledge of mental health or social and emotional wellbeing
 - This equates to 4.4% or 57/1304 total survey respondents reporting this.
- 35/82 (42.7%) said Support Act's online mental health and wellbeing resources gave them access to tailored support for mental health and wellbeing for people working in music and live performing arts
 - This equates to 2.7% or 35/1304 total survey respondents reporting this.
- 25/82 (30.5%) said Support Act's online mental health and wellbeing resources gave them someone to talk to who understood my situation and expressed empathy
 - This equates to 1.9% or 25/1304 total survey respondents reporting this.
- 47/82 (57.3%) said Support Act's online mental health and wellbeing resources improved my mental health or social and emotional wellbeing (helped me feel better)
 - This equates to 3.6% or 47/1304 total survey respondents reporting this.

Overall, the highest proportions of people (69.5%) said Support Act’s online mental health and wellbeing resources increased their knowledge of mental health or social and emotional wellbeing, and 61% said Support Act’s online mental health and wellbeing resources increased their knowledge of supports and services available to people working in music and live performing arts.

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Mental Health and Wellbeing Online Resources Reduced my financial stress

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------------------------|-----------|---------|---------------|--------------------|
| Valid | Not selected reduced financial stress | 73 | 5.6 | 89.0 | 89.0 |
| | Reduced my financial stress | 9 | .7 | 11.0 | 100.0 |
| | Total | 82 | 6.3 | 100.0 | |
| Missing | -99 | 3 | .2 | | |
| | -88 | 1219 | 93.5 | | |
| | Total | 1222 | 93.7 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Mental Health and Wellbeing Online Resources Gave me access to emergency funds

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------------------|-----------|---------|---------------|--------------------|
| Valid | Not selected gave me emergency funds | 74 | 5.7 | 90.2 | 90.2 |
| | Gave me access to emergency funds | 8 | .6 | 9.8 | 100.0 |
| | Total | 82 | 6.3 | 100.0 | |
| Missing | -99 | 3 | .2 | | |
| | -88 | 1219 | 93.5 | | |
| | Total | 1222 | 93.7 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Mental Health and Wellbeing Online Resources Increased my knowledge of supports and services available to people working in music and live performing arts

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected increased my knowledge of supports/services | 32 | 2.5 | 39.0 | 39.0 |
| | Increased my knowledge of supports and services available to people working in music and live performing arts | 50 | 3.8 | 61.0 | 100.0 |
| | Total | 82 | 6.3 | 100.0 | |
| Missing | -99 | 3 | .2 | | |
| | -88 | 1219 | 93.5 | | |
| | Total | 1222 | 93.7 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Mental Health and Wellbeing Online Resources Increased my knowledge of mental health or social and emotional wellbeing

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected increased knowledge of MHW | 25 | 1.9 | 30.5 | 30.5 |
| | Increased my knowledge of mental health or social and emotional wellbeing | 57 | 4.4 | 69.5 | 100.0 |
| | Total | 82 | 6.3 | 100.0 | |
| Missing | -99 | 3 | .2 | | |
| | -88 | 1219 | 93.5 | | |
| | Total | 1222 | 93.7 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Mental Health and Wellbeing Online Resources Gave me access to tailored support for mental health and wellbeing for people working in music and live performing arts

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected tailored support to ppl in music/pa | 47 | 3.6 | 57.3 | 57.3 |
| | Gave me access to tailored support for mental health and wellbeing for people working in music and live performing arts | 35 | 2.7 | 42.7 | 100.0 |
| | Total | 82 | 6.3 | 100.0 | |
| Missing | -99 | 3 | .2 | | |
| | -88 | 1219 | 93.5 | | |
| | Total | 1222 | 93.7 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Mental Health and Wellbeing Online Resources Gave me someone to talk to who understood my situation and expressed empathy

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | Not selected someone to talk to who understood | 57 | 4.4 | 69.5 | 69.5 |
| | Gave me someone to talk to who understood my situation and expressed empathy | 25 | 1.9 | 30.5 | 100.0 |
| | Total | 82 | 6.3 | 100.0 | |
| Missing | -99 | 3 | .2 | | |
| | -88 | 1219 | 93.5 | | |
| | Total | 1222 | 93.7 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Mental Health and Wellbeing Online Resources Improved my mental health or social and emotional wellbeing (helped me feel better)

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected improved my MH/SEWB | 35 | 2.7 | 42.7 | 42.7 |
| | Improved my mental health or social and emotional wellbeing (helped me feel better) | 47 | 3.6 | 57.3 | 100.0 |
| | Total | 82 | 6.3 | 100.0 | |
| Missing | -99 | 3 | .2 | | |
| | -88 | 1219 | 93.5 | | |
| | Total | 1222 | 93.7 | | |
| Total | | 1304 | 100.0 | | |

12.4 Effects of Support Act Mental Health First Aid training

Of all 63 survey respondents who gave information about how Support Act's Mental Health First Aid training made a difference to them:

- 2/63 (3.2%) said Support Act's Mental Health First Aid training reduced their financial stress*
 - This equates to 0.2% or 2/1304 total survey respondents reporting this.
- 2/63 (3.2%) said Support Act's Mental Health First Aid training gave them access to emergency funds*
 - This equates to 0.2% or 2/1304 total survey respondents reporting this.
- 39/63 (61.9%) said Support Act's Mental Health First Aid training increased their knowledge of supports and services available to people working in music and live performing arts
 - This equates to 3% or 39/1304 total survey respondents reporting this.
- 53/63 (84.1%) said Support Act's Mental Health First Aid training increased their knowledge of mental health or social and emotional wellbeing
 - This equates to 4.1% or 53/1304 total survey respondents reporting this.
- 27/63 (42.9%) said Support Act's Mental Health First Aid training gave them access to tailored support for mental health and wellbeing for people working in music and live performing arts
 - This equates to 2.1% or 35/1304 total survey respondents reporting this.
- 13/63 (20.6%) said Support Act's Mental Health First Aid training gave them someone to talk to who understood my situation and expressed empathy
 - This equates to 1% or 13/1304 total survey respondents reporting this.
- 29/63 (46%) said Support Act's Mental Health First Aid training improved my mental health or social and emotional wellbeing (helped me feel better)
 - This equates to 2.2% or 29/1304 total survey respondents reporting this.

* It's unexpected that people would report reduced financial stress or access to emergency funds through the Mental Health First Aid training. This could possibly be because people learned about other Support Act Services (e.g. financial relief) through doing the MHFA training, or it could be due to participant confusion (thinking that they were responding to the effects of any Support Act service used rather than just for the effects of Mental Health First Aid training. These responses came from only a small proportion of participants though, and the overall findings are not affected.

Overall, the highest proportions of people (84.1%) said Support Act's Mental Health First Aid training increased their knowledge of mental health or social and emotional wellbeing, and 61.9% said Support Act's Mental Health First Aid training increased their knowledge of supports and services available to people working in music and live performing arts.

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Mental Health First Aid Reduced my financial stress

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------------------------|-----------|---------|---------------|--------------------|
| Valid | Not selected reduced financial stress | 61 | 4.7 | 96.8 | 96.8 |
| | Reduced my financial stress | 2 | .2 | 3.2 | 100.0 |
| | Total | 63 | 4.8 | 100.0 | |
| Missing | -99 | 7 | .5 | | |
| | -88 | 1234 | 94.6 | | |
| | Total | 1241 | 95.2 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Mental Health First Aid Gave me access to emergency funds

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------------------|-----------|---------|---------------|--------------------|
| Valid | Not selected gave me emergency funds | 61 | 4.7 | 96.8 | 96.8 |
| | Gave me access to emergency funds | 2 | .2 | 3.2 | 100.0 |
| | Total | 63 | 4.8 | 100.0 | |
| Missing | -99 | 7 | .5 | | |
| | -88 | 1234 | 94.6 | | |
| | Total | 1241 | 95.2 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Mental Health First Aid Increased my knowledge of supports and services available to people working in music and live performing arts

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected increased my knowledge of supports/services | 24 | 1.8 | 38.1 | 38.1 |
| | Increased my knowledge of supports and services available to people working in music and live performing arts | 39 | 3.0 | 61.9 | 100.0 |
| | Total | 63 | 4.8 | 100.0 | |
| Missing | -99 | 7 | .5 | | |
| | -88 | 1234 | 94.6 | | |
| | Total | 1241 | 95.2 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Mental Health First Aid Increased my knowledge of mental health or social and emotional wellbeing

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected increased knowledge of MHW | 10 | .8 | 15.9 | 15.9 |
| | Increased my knowledge of mental health or social and emotional wellbeing | 53 | 4.1 | 84.1 | 100.0 |
| | Total | 63 | 4.8 | 100.0 | |
| Missing | -99 | 7 | .5 | | |
| | -88 | 1234 | 94.6 | | |
| | Total | 1241 | 95.2 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Mental Health First Aid Gave me access to tailored support for mental health and wellbeing for people working in music and live performing arts

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected tailored support to ppl in music/pa | 36 | 2.8 | 57.1 | 57.1 |
| | Gave me access to tailored support for mental health and wellbeing for people working in music and live performing arts | 27 | 2.1 | 42.9 | 100.0 |
| | Total | 63 | 4.8 | 100.0 | |
| Missing | -99 | 7 | .5 | | |
| | -88 | 1234 | 94.6 | | |
| | Total | 1241 | 95.2 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Mental Health First Aid Gave me someone to talk to who understood my situation and expressed empathy

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | Not selected someone to talk to who understood | 50 | 3.8 | 79.4 | 79.4 |
| | Gave me someone to talk to who understood my situation and expressed empathy | 13 | 1.0 | 20.6 | 100.0 |
| | Total | 63 | 4.8 | 100.0 | |
| Missing | -99 | 7 | .5 | | |
| | -88 | 1234 | 94.6 | | |
| | Total | 1241 | 95.2 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Mental Health First Aid Improved my mental health or social and emotional wellbeing (helped me feel better)

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected improved my MH/SEWB | 34 | 2.6 | 54.0 | 54.0 |
| | Improved my mental health or social and emotional wellbeing (helped me feel better) | 29 | 2.2 | 46.0 | 100.0 |
| | Total | 63 | 4.8 | 100.0 | |
| Missing | -99 | 7 | .5 | | |
| | -88 | 1234 | 94.6 | | |
| | Total | 1241 | 95.2 | | |
| Total | | 1304 | 100.0 | | |

12.5 Effects of Support Act On My Mind program

Of all 12 survey respondents who gave information about how Support Act's On My Mind program made a difference to them:

- None said Support Act's On My Mind program reduced their financial stress
- None said Support Act's On My Mind program gave them access to emergency funds
- 8/12 (66.7%) said Support Act's On My Mind program increased their knowledge of supports and services available to people working in music and live performing arts
 - This equates to 0.6% or 8/1304 total survey respondents reporting this.
- 8/12 (66.7%) said Support Act's On My Mind program increased their knowledge of mental health or social and emotional wellbeing
 - This equates to 0.6% or 8/1304 total survey respondents reporting this.
- 7/12 (58.3%) said Support Act's On My Mind program gave them access to tailored support for mental health and wellbeing for people working in music and live performing arts
 - This equates to 0.5% or 7/1304 total survey respondents reporting this.
- 3/12 (25%) said Support Act's On My Mind program gave them someone to talk to who understood my situation and expressed empathy
 - This equates to 0.2% or 3/1304 total survey respondents reporting this.
- 6/12 (50%) said Support Act's On My Mind program improved my mental health or social and emotional wellbeing (helped me feel better)
 - This equates to 0.5% or 6/1304 total survey respondents reporting this.

Overall, the highest proportions of people (66.7%) said Support Act's On My Mind program increased their knowledge of mental health or social and emotional wellbeing, and 66.7% said Support Act's On My Mind program increased their knowledge of supports and services available to people working in music and live performing arts.

What difference did each Support Act service make to you? Select as many options as apply for each service you used - On My Mind Reduced my financial stress

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------------------------|-----------|---------|---------------|--------------------|
| Valid | Not selected reduced financial stress | 12 | .9 | 100.0 | 100.0 |
| Missing | -99 | 1 | .1 | | |
| | -88 | 1291 | 99.0 | | |
| | Total | 1292 | 99.1 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - On My Mind Gave me access to emergency funds

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------------------|-----------|---------|---------------|--------------------|
| Valid | Not selected gave me emergency funds | 12 | .9 | 100.0 | 100.0 |
| Missing | -99 | 1 | .1 | | |
| | -88 | 1291 | 99.0 | | |
| | Total | 1292 | 99.1 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - On My Mind Increased my knowledge of supports and services available to people working in music and live performing arts

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected increased my knowledge of supports/services | 4 | .3 | 33.3 | 33.3 |
| | Increased my knowledge of supports and services available to people working in music and live performing arts | 8 | .6 | 66.7 | 100.0 |
| | Total | 12 | .9 | 100.0 | |
| Missing | -99 | 1 | .1 | | |
| | -88 | 1291 | 99.0 | | |
| | Total | 1292 | 99.1 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - On My Mind Increased my knowledge of mental health or social and emotional wellbeing

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected increased knowledge of MHW | 4 | .3 | 33.3 | 33.3 |
| | Increased my knowledge of mental health or social and emotional wellbeing | 8 | .6 | 66.7 | 100.0 |
| | Total | 12 | .9 | 100.0 | |
| Missing | -99 | 1 | .1 | | |
| | -88 | 1291 | 99.0 | | |
| | Total | 1292 | 99.1 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - On My Mind Gave me access to tailored support for mental health and wellbeing for people working in music and live performing arts

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected tailored support to ppl in music/pa | 5 | .4 | 41.7 | 41.7 |
| | Gave me access to tailored support for mental health and wellbeing for people working in music and live performing arts | 7 | .5 | 58.3 | 100.0 |
| | Total | 12 | .9 | 100.0 | |
| Missing | -99 | 1 | .1 | | |
| | -88 | 1291 | 99.0 | | |
| | Total | 1292 | 99.1 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - On My Mind Gave me someone to talk to who understood my situation and expressed empathy

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | Not selected someone to talk to who understood | 9 | .7 | 75.0 | 75.0 |
| | Gave me someone to talk to who understood my situation and expressed empathy | 3 | .2 | 25.0 | 100.0 |
| | Total | 12 | .9 | 100.0 | |
| Missing | -99 | 1 | .1 | | |
| | -88 | 1291 | 99.0 | | |
| | Total | 1292 | 99.1 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - On My Mind Improved my mental health or social and emotional wellbeing (helped me feel better)

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected improved my MH/SEWB | 6 | .5 | 50.0 | 50.0 |
| | Improved my mental health or social and emotional wellbeing (helped me feel better) | 6 | .5 | 50.0 | 100.0 |
| | Total | 12 | .9 | 100.0 | |
| Missing | -99 | 1 | .1 | | |
| | -88 | 1291 | 99.0 | | |
| | Total | 1292 | 99.1 | | |
| Total | | 1304 | 100.0 | | |

12.6 Effects of Support Act Plug In program

There were just 2 survey respondents who gave information about how Support Act's Plug In program made a difference to them:

- None said that Plug In reduced their financial stress
- None said that Plug In gave them access to emergency funds
- 1/2 (50%) said Plug In increased their knowledge of supports and services available to people working in music and live performing arts
 - This equates to 0.07% or 1/1304 total survey respondents reporting this.
- 1/2 (50%) said Plug In increased their knowledge of mental health or social and emotional wellbeing
 - This equates to 0.07% or 1/1304 total survey respondents reporting this.

- None said that Plug In gave them access to tailored support for mental health and wellbeing for people working in music and live performing arts
- None said that Plug In gave them someone to talk to who understood my situation and expressed empathy
- None said Support Act’s Mental Health First Aid training improved my mental health or social and emotional wellbeing (helped me feel better)

Overall, the highest proportions of people (50%) said Support Act’s Mental Health First Aid training increased their knowledge of mental health or social and emotional wellbeing, and 50% said Support Act’s Mental Health First Aid training increased their knowledge of supports and services available to people working in music and live performing arts. Due to the very small number of people responding for this service, these figures should be interpreted with caution.

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Plug In Reduced my financial stress

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------------------------|-----------|---------|---------------|--------------------|
| Valid | Not selected reduced financial stress | 2 | .2 | 100.0 | 100.0 |
| Missing | -88 | 1302 | 99.8 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Plug In Gave me access to emergency funds

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------------------|-----------|---------|---------------|--------------------|
| Valid | Not selected gave me emergency funds | 2 | .2 | 100.0 | 100.0 |
| Missing | -88 | 1302 | 99.8 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Plug In Increased my knowledge of supports and services available to people working in music and live performing arts

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected increased my knowledge of supports/services | 1 | .1 | 50.0 | 50.0 |
| | Increased my knowledge of supports and services available to people working in music and live performing arts | 1 | .1 | 50.0 | 100.0 |
| | Total | 2 | .2 | 100.0 | |
| Missing | -88 | 1302 | 99.8 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Plug In Increased my knowledge of mental health or social and emotional wellbeing

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected increased knowledge of MHW | 1 | .1 | 50.0 | 50.0 |
| | Increased my knowledge of mental health or social and emotional wellbeing | 1 | .1 | 50.0 | 100.0 |
| | Total | 2 | .2 | 100.0 | |
| Missing | -88 | 1302 | 99.8 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Plug In Gave me access to tailored support for mental health and wellbeing for people working in music and live performing arts

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | Not selected tailored support to ppl in music/pa | 2 | .2 | 100.0 | 100.0 |
| Missing | -88 | 1302 | 99.8 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Plug In Gave me someone to talk to who understood my situation and expressed empathy

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | Not selected someone to talk to who understood | 2 | .2 | 100.0 | 100.0 |
| Missing | -88 | 1302 | 99.8 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Plug In Improved my mental health or social and emotional wellbeing (helped me feel better)

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|----------------------------------|-----------|---------|---------------|--------------------|
| Valid | Not selected improved my MH/SEWB | 2 | .2 | 100.0 | 100.0 |
| Missing | -88 | 1302 | 99.8 | | |
| Total | | 1304 | 100.0 | | |

12.7 Effects of Support Act Money Money Money Financial Literacy Training

There were just 4 survey respondents who gave information about how Support Act's Money Money Money financial literacy training program made a difference to them.

- 2/4 (50%) said Support Act's Money Money Money financial literacy training reduced their financial stress
 - This equates to 0.2% or 2/1304 total survey respondents reporting this.
- 1/4 (25%) said Support Act's Money Money Money financial literacy training gave them access to emergency funds
 - This equates to 0.1% or 1/1304 total survey respondents reporting this.
- 3/4 (75%) said Support Act's Money Money Money financial literacy training increased their knowledge of supports and services available to people working in music and live performing arts
 - This equates to 0.2% or 3/1304 total survey respondents reporting this.
- 1/4 (25%) said Support Act's Money Money Money financial literacy training increased their knowledge of mental health or social and emotional wellbeing
 - This equates to 0.1% or 1/1304 total survey respondents reporting this.
- 2/4 (50%) said Support Act's Money Money Money financial literacy training gave them access to tailored support for mental health and wellbeing for people working in music and live performing arts
 - This equates to 0.2% or 2/1304 total survey respondents reporting this.
- 1/4 (25%) said Support Act's Money Money Money financial literacy training gave them someone to talk to who understood my situation and expressed empathy
 - This equates to 0.1% or 1/1304 total survey respondents reporting this.
- 2/4 (50%) said Support Act's Money Money Money financial literacy training improved my mental health or social and emotional wellbeing (helped me feel better)

- This equates to 0.2% or 2/1304 total survey respondents reporting this.

Overall, the highest proportions of people (75%) said Support Act's Money Money Money financial literacy training increased their knowledge of supports and services available to people working in music and live performing arts. 50% said Money Money Money reduced their financial stress. Due to the very small number of people responding for this service, these figures should be interpreted with caution.

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Money Money Money financial literacy training Reduced my financial stress

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------------------------|-----------|---------|---------------|--------------------|
| Valid | Not selected reduced financial stress | 2 | .2 | 50.0 | 50.0 |
| | Reduced my financial stress | 2 | .2 | 50.0 | 100.0 |
| | Total | 4 | .3 | 100.0 | |
| Missing | -88 | 1300 | 99.7 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Money Money Money financial literacy training Gave me access to emergency funds

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------------------|-----------|---------|---------------|--------------------|
| Valid | Not selected gave me emergency funds | 3 | .2 | 75.0 | 75.0 |
| | Gave me access to emergency funds | 1 | .1 | 25.0 | 100.0 |
| | Total | 4 | .3 | 100.0 | |
| Missing | -88 | 1300 | 99.7 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Money Money Money financial literacy training Increased my knowledge of supports and services available to people working in music and live performing arts

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected increased my knowledge of supports/services | 1 | .1 | 25.0 | 25.0 |
| | Increased my knowledge of supports and services available to people working in music and live performing arts | 3 | .2 | 75.0 | 100.0 |
| | Total | 4 | .3 | 100.0 | |
| Missing | -88 | 1300 | 99.7 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Money Money Money financial literacy training Increased my knowledge of mental health or social and emotional wellbeing

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected increased knowledge of MHW | 3 | .2 | 75.0 | 75.0 |
| | Increased my knowledge of mental health or social and emotional wellbeing | 1 | .1 | 25.0 | 100.0 |
| | Total | 4 | .3 | 100.0 | |
| Missing | -88 | 1300 | 99.7 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Money Money Money financial literacy training Gave me access to tailored support for mental health and wellbeing for people working in music and live performing arts

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected tailored support to ppl in music/pa | 2 | .2 | 50.0 | 50.0 |
| | Gave me access to tailored support for mental health and wellbeing for people working in music and live performing arts | 2 | .2 | 50.0 | 100.0 |
| | Total | 4 | .3 | 100.0 | |
| Missing | -88 | 1300 | 99.7 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Money Money Money financial literacy training Gave me someone to talk to who understood my situation and expressed empathy

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | Not selected someone to talk to who understood | 3 | .2 | 75.0 | 75.0 |
| | Gave me someone to talk to who understood my situation and expressed empathy | 1 | .1 | 25.0 | 100.0 |
| | Total | 4 | .3 | 100.0 | |
| Missing | -88 | 1300 | 99.7 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Money Money Money financial literacy training Improved my mental health or social and emotional wellbeing (helped me feel better)

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected improved my MH/SEWB | 2 | .2 | 50.0 | 50.0 |
| | Improved my mental health or social and emotional wellbeing (helped me feel better) | 2 | .2 | 50.0 | 100.0 |
| | Total | 4 | .3 | 100.0 | |
| Missing | -88 | 1300 | 99.7 | | |
| Total | | 1304 | 100.0 | | |

12.8 Effects of Support Act Press Play program

Of all 13 survey respondents who gave information about how Support Act's Press Play program made a difference to them:

- None said Support Act's Press Play program reduced their financial stress
- None said Support Act's Press Play program gave them access to emergency funds
- 6/13 (46.2%) said Support Act's Press Play program increased their knowledge of supports and services available to people working in music and live performing arts
 - This equates to 0.5% or 6/1304 total survey respondents reporting this.
- 8/13 (61.5%) said Support Act's Press Play program increased their knowledge of mental health or social and emotional wellbeing
 - This equates to 0.6% or 8/1304 total survey respondents reporting this.
- 6/13 (46.2%) said Support Act's Press Play program gave them access to tailored support for mental health and wellbeing for people working in music and live performing arts
 - This equates to 0.5% or 6/1304 total survey respondents reporting this.
- 2/13 (15.4%) said Support Act's Press Play program gave them someone to talk to who understood my situation and expressed empathy

- This equates to 0.2% or 2/1304 total survey respondents reporting this.
- 10/13 (76.9%) said Support Act's Press Play program improved my mental health or social and emotional wellbeing (helped me feel better)
 - This equates to 0.8% or 10/1304 total survey respondents reporting this.

Overall, the highest proportions of people (76.9%) said Support Act's Press Play program improved their mental health or social and emotional wellbeing. increased their knowledge of mental health or social and emotional wellbeing, and 61.5% said Support Act's Press Play program increased their knowledge of mental health or social and emotional wellbeing. Due to the small number of respondents these findings should be interpreted with caution.

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Press Play Reduced my financial stress

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------------------------|-----------|---------|---------------|--------------------|
| Valid | Not selected reduced financial stress | 13 | 1.0 | 100.0 | 100.0 |
| Missing | -99 | 3 | .2 | | |
| | -88 | 1288 | 98.8 | | |
| | Total | 1291 | 99.0 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Press Play Gave me access to emergency funds

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------------------|-----------|---------|---------------|--------------------|
| Valid | Not selected gave me emergency funds | 13 | 1.0 | 100.0 | 100.0 |
| Missing | -99 | 3 | .2 | | |
| | -88 | 1288 | 98.8 | | |
| | Total | 1291 | 99.0 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Press Play Increased my knowledge of supports and services available to people working in music and live performing arts

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected increased my knowledge of supports/services | 7 | .5 | 53.8 | 53.8 |
| | Increased my knowledge of supports and services available to people working in music and live performing arts | 6 | .5 | 46.2 | 100.0 |
| | Total | 13 | 1.0 | 100.0 | |
| Missing | -99 | 3 | .2 | | |
| | -88 | 1288 | 98.8 | | |
| | Total | 1291 | 99.0 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Press Play Increased my knowledge of mental health or social and emotional wellbeing

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected increased knowledge of MHW | 5 | .4 | 38.5 | 38.5 |
| | Increased my knowledge of mental health or social and emotional wellbeing | 8 | .6 | 61.5 | 100.0 |
| | Total | 13 | 1.0 | 100.0 | |
| Missing | -99 | 3 | .2 | | |
| | -88 | 1288 | 98.8 | | |
| | Total | 1291 | 99.0 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Press Play Gave me access to tailored support for mental health and wellbeing for people working in music and live performing arts

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected tailored support to ppl in music/pa | 7 | .5 | 53.8 | 53.8 |
| | Gave me access to tailored support for mental health and wellbeing for people working in music and live performing arts | 6 | .5 | 46.2 | 100.0 |
| | Total | 13 | 1.0 | 100.0 | |
| Missing | -99 | 3 | .2 | | |
| | -88 | 1288 | 98.8 | | |
| | Total | 1291 | 99.0 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Press Play Gave me someone to talk to who understood my situation and expressed empathy

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | Not selected someone to talk to who understood | 11 | .8 | 84.6 | 84.6 |
| | Gave me someone to talk to who understood my situation and expressed empathy | 2 | .2 | 15.4 | 100.0 |
| | Total | 13 | 1.0 | 100.0 | |
| Missing | -99 | 3 | .2 | | |
| | -88 | 1288 | 98.8 | | |
| | Total | 1291 | 99.0 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Press Play Improved my mental health or social and emotional wellbeing (helped me feel better)

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected improved my MH/SEWB | 3 | .2 | 23.1 | 23.1 |
| | Improved my mental health or social and emotional wellbeing (helped me feel better) | 10 | .8 | 76.9 | 100.0 |
| | Total | 13 | 1.0 | 100.0 | |
| Missing | -99 | 3 | .2 | | |
| | -88 | 1288 | 98.8 | | |
| | Total | 1291 | 99.0 | | |
| Total | | 1304 | 100.0 | | |

12.9 Effects of Support Act Yarning Strong program

There were just 2 survey respondents who gave information about how Support Act's Yarning Strong Program made a difference to them:

- None said that Yarning Strong reduced their financial stress
- None said that Yarning Strong gave them access to emergency funds
- 1/2 (50%) said Yarning Strong increased their knowledge of supports and services available to people working in music and live performing arts
 - This equates to 0.1% or 1/1304 total survey respondents reporting this.
- None said Yarning Strong increased their knowledge of mental health or social and emotional wellbeing.
- 1/2 (50%) said Yarning Strong gave them access to tailored support for mental health and wellbeing for people working in music and live performing arts
 - This equates to 0.1% or 1/1304 total survey respondents reporting this.
- None said that Yarning Strong gave them someone to talk to who understood my situation and expressed empathy
- 1/2 (50%) said Yarning Strong improved my mental health or social and emotional wellbeing (helped me feel better)
 - This equates to 0.1% or 1/1304 total survey respondents reporting this.

Overall, the highest proportions of people (50%) said Support Act's Yarning Strong program increased their knowledge of supports and services available to people working in music and live performing arts and improved their health and wellbeing (50%). However, due to the very small number of people responding for this service (2), these figures should be interpreted with a lot of caution.

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Yarning Strong Reduced my financial stress

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------------------------|-----------|---------|---------------|--------------------|
| Valid | Not selected reduced financial stress | 2 | .2 | 100.0 | 100.0 |
| Missing | -88 | 1302 | 99.8 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Yarning Strong Gave me access to emergency funds

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------------------|-----------|---------|---------------|--------------------|
| Valid | Not selected gave me emergency funds | 2 | .2 | 100.0 | 100.0 |
| Missing | -88 | 1302 | 99.8 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Yarning Strong Increased my knowledge of supports and services available to people working in music and live performing arts

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected increased my knowledge of supports/services | 1 | .1 | 50.0 | 50.0 |
| | Increased my knowledge of supports and services available to people working in music and live performing arts | 1 | .1 | 50.0 | 100.0 |
| | Total | 2 | .2 | 100.0 | |
| Missing | -88 | 1302 | 99.8 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Yarning Strong Increased my knowledge of mental health or social and emotional wellbeing

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected increased knowledge of MHW | 2 | .2 | 100.0 | 100.0 |
| Missing | -88 | 1302 | 99.8 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Yarning Strong Gave me access to tailored support for mental health and wellbeing for people working in music and live performing arts

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected tailored support to ppl in music/pa | 1 | .1 | 50.0 | 50.0 |
| | Gave me access to tailored support for mental health and wellbeing for people working in music and live performing arts | 1 | .1 | 50.0 | 100.0 |
| | Total | 2 | .2 | 100.0 | |
| Missing | -88 | 1302 | 99.8 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Yarning Strong Gave me someone to talk to who understood my situation and expressed empathy

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | Not selected someone to talk to who understood | 2 | .2 | 100.0 | 100.0 |
| Missing | -88 | 1302 | 99.8 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Yarning Strong Improved my mental health or social and emotional wellbeing (helped me feel better)

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected improved my MH/SEWB | 1 | .1 | 50.0 | 50.0 |
| | Improved my mental health or social and emotional wellbeing (helped me feel better) | 1 | .1 | 50.0 | 100.0 |
| | Total | 2 | .2 | 100.0 | |
| Missing | -88 | 1302 | 99.8 | | |
| Total | | 1304 | 100.0 | | |

12.10 Effects of Support Act Workplace Wellbeing Check-in program

There were just 8 survey respondents who gave information about how Support Act's Workplace Wellbeing Check-in program made a difference to them.

- 1/8 (12.5%) said Support Act's Workplace Wellbeing Check-in program reduced their financial stress
 - This equates to 0.1% or 1/1304 total survey respondents reporting this.
- 1/8 (25%) said Support Act's Workplace Wellbeing Check-in program gave them access to emergency funds

- This equates to 0.1% or 1/1304 total survey respondents reporting this.
- 5/8 (62.5%) said Support Act’s Workplace Wellbeing Check-in program increased their knowledge of supports and services available to people working in music and live performing arts
 - This equates to 0.4% or 5/1304 total survey respondents reporting this.
- 5/8 (62.5%) said Support Act’s Workplace Wellbeing Check-in program increased their knowledge of mental health or social and emotional wellbeing
 - This equates to 0.4% or 5/1304 total survey respondents reporting this.
- 3/8 (37.5%) said Support Act’s Workplace Wellbeing Check-in program gave them access to tailored support for mental health and wellbeing for people working in music and live performing arts
 - This equates to 0.2% or 3/1304 total survey respondents reporting this.
- 3/8 (37.5%) said Support Act’s Workplace Wellbeing Check-in program gave them someone to talk to who understood my situation and expressed empathy
 - This equates to 0.2% or 1/1304 total survey respondents reporting this.
- 2/8 (25%) said Support Act’s Workplace Wellbeing Check-in program improved my mental health or social and emotional wellbeing (helped me feel better)
 - This equates to 0.2% or 2/1304 total survey respondents reporting this.

Overall, the highest proportions of people (62.5%) said Support Act’s Workplace Wellbeing Check-in increased their knowledge of supports and services available to people working in music and live performing arts, and 62.5% said it increased their knowledge of mental health or social and emotional wellbeing. Due to the small number of people responding for this service, these figures should be interpreted with caution.

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Workplace Wellbeing Check-in Reduced my financial stress

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------------------------|-----------|---------|---------------|--------------------|
| Valid | Not selected reduced financial stress | 7 | .5 | 87.5 | 87.5 |
| | Reduced my financial stress | 1 | .1 | 12.5 | 100.0 |
| | Total | 8 | .6 | 100.0 | |
| Missing | -99 | 1 | .1 | | |
| | -88 | 1295 | 99.3 | | |
| | Total | 1296 | 99.4 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Workplace Wellbeing Check-in Gave me access to emergency funds

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------------------|-----------|---------|---------------|--------------------|
| Valid | Not selected gave me emergency funds | 7 | .5 | 87.5 | 87.5 |
| | Gave me access to emergency funds | 1 | .1 | 12.5 | 100.0 |
| | Total | 8 | .6 | 100.0 | |
| Missing | -99 | 1 | .1 | | |
| | -88 | 1295 | 99.3 | | |
| | Total | 1296 | 99.4 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Workplace Wellbeing Check-in Increased my knowledge of supports and services available to people working in music and live performing arts

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected increased my knowledge of supports/services | 3 | .2 | 37.5 | 37.5 |
| | Increased my knowledge of supports and services available to people working in music and live performing arts | 5 | .4 | 62.5 | 100.0 |
| | Total | 8 | .6 | 100.0 | |
| Missing | -99 | 1 | .1 | | |
| | -88 | 1295 | 99.3 | | |
| | Total | 1296 | 99.4 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Workplace Wellbeing Check-in Increased my knowledge of mental health or social and emotional wellbeing

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected increased knowledge of MHW | 3 | .2 | 37.5 | 37.5 |
| | Increased my knowledge of mental health or social and emotional wellbeing | 5 | .4 | 62.5 | 100.0 |
| | Total | 8 | .6 | 100.0 | |
| Missing | -99 | 1 | .1 | | |
| | -88 | 1295 | 99.3 | | |
| | Total | 1296 | 99.4 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Workplace Wellbeing Check-in Gave me access to tailored support for mental health and wellbeing for people working in music and live performing arts

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected tailored support to ppl in music/pa | 5 | .4 | 62.5 | 62.5 |
| | Gave me access to tailored support for mental health and wellbeing for people working in music and live performing arts | 3 | .2 | 37.5 | 100.0 |
| | Total | 8 | .6 | 100.0 | |
| Missing | -99 | 1 | .1 | | |
| | -88 | 1295 | 99.3 | | |
| | Total | 1296 | 99.4 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Workplace Wellbeing Check-in Gave me someone to talk to who understood my situation and expressed empathy

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | Not selected someone to talk to who understood | 5 | .4 | 62.5 | 62.5 |
| | Gave me someone to talk to who understood my situation and expressed empathy | 3 | .2 | 37.5 | 100.0 |
| | Total | 8 | .6 | 100.0 | |
| Missing | -99 | 1 | .1 | | |
| | -88 | 1295 | 99.3 | | |
| | Total | 1296 | 99.4 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Workplace Wellbeing Check-in Improved my mental health or social and emotional wellbeing (helped me feel better)

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected improved my MH/SEWB | 6 | .5 | 75.0 | 75.0 |
| | Improved my mental health or social and emotional wellbeing (helped me feel better) | 2 | .2 | 25.0 | 100.0 |
| | Total | 8 | .6 | 100.0 | |
| Missing | -99 | 1 | .1 | | |
| | -88 | 1295 | 99.3 | | |
| | Total | 1296 | 99.4 | | |
| Total | | 1304 | 100.0 | | |

12.11 Effects of Support Act's other Mental Health and Wellbeing training

There were 20 survey respondents who gave information about how Support Act's other mental health and wellbeing training made a difference to them.

- None said Support Act's other mental health and wellbeing training reduced their financial stress
- None said Support Act's other mental health and wellbeing training gave them access to emergency funds
- 9/20 (45%) said Support Act's other mental health and wellbeing training increased their knowledge of supports and services available to people working in music and live performing arts
 - This equates to 0.7% or 9/1304 total survey respondents reporting this.

- 15/20 (75%) said Support Act’s other mental health and wellbeing training increased their knowledge of mental health or social and emotional wellbeing
 - This equates to 1.2% or 15/1304 total survey respondents reporting this.
- 7/20 (35%) said Support Act’s other mental health and wellbeing training gave them access to tailored support for mental health and wellbeing for people working in music and live performing arts
 - This equates to 0.5% or 7/1304 total survey respondents reporting this.
- 2/20 (10%) said Support Act’s other mental health and wellbeing training gave them someone to talk to who understood my situation and expressed empathy
 - This equates to 0.2% or 2/1304 total survey respondents reporting this.
- 10/20 (50%) said Support Act’s other mental health and wellbeing training improved my mental health or social and emotional wellbeing (helped me feel better)
 - This equates to 0.8% or 10/1304 total survey respondents reporting this.

Overall, the highest proportions of people (75%) said Support Act’s other mental health and wellbeing training increased their knowledge of mental health or social and emotional wellbeing, and 50% said it improved my mental health or social and emotional wellbeing (helped me feel better).

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Other Mental Health and Wellbeing Education and Training Reduced my financial stress

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---------------------------------------|-----------|---------|---------------|--------------------|
| Valid | Not selected reduced financial stress | 20 | 1.5 | 100.0 | 100.0 |
| Missing | -99 | 2 | .2 | | |
| | -88 | 1282 | 98.3 | | |
| | Total | 1284 | 98.5 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Other Mental Health and Wellbeing Education and Training Gave me access to emergency funds

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--------------------------------------|-----------|---------|---------------|--------------------|
| Valid | Not selected gave me emergency funds | 20 | 1.5 | 100.0 | 100.0 |
| Missing | -99 | 2 | .2 | | |
| | -88 | 1282 | 98.3 | | |
| | Total | 1284 | 98.5 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Other Mental Health and Wellbeing Education and Training Increased my knowledge of supports and services available to people working in music and live performing arts

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected increased my knowledge of supports/services | 11 | .8 | 55.0 | 55.0 |
| | Increased my knowledge of supports and services available to people working in music and live performing arts | 9 | .7 | 45.0 | 100.0 |
| | Total | 20 | 1.5 | 100.0 | |
| Missing | -99 | 2 | .2 | | |
| | -88 | 1282 | 98.3 | | |
| | Total | 1284 | 98.5 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Other Mental Health and Wellbeing Education and Training Increased my knowledge of mental health or social and emotional wellbeing

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected increased knowledge of MHW | 5 | .4 | 25.0 | 25.0 |
| | Increased my knowledge of mental health or social and emotional wellbeing | 15 | 1.2 | 75.0 | 100.0 |
| | Total | 20 | 1.5 | 100.0 | |
| Missing | -99 | 2 | .2 | | |
| | -88 | 1282 | 98.3 | | |
| | Total | 1284 | 98.5 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Other Mental Health and Wellbeing Education and Training Gave me access to tailored support for mental health and wellbeing for people working in music and live performing arts

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected tailored support to ppl in music/pa | 13 | 1.0 | 65.0 | 65.0 |
| | Gave me access to tailored support for mental health and wellbeing for people working in music and live performing arts | 7 | .5 | 35.0 | 100.0 |
| | Total | 20 | 1.5 | 100.0 | |
| Missing | -99 | 2 | .2 | | |
| | -88 | 1282 | 98.3 | | |
| | Total | 1284 | 98.5 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Other Mental Health and Wellbeing Education and Training Gave me someone to talk to who understood my situation and expressed empathy

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|--|-----------|---------|---------------|--------------------|
| Valid | Not selected someone to talk to who understood | 18 | 1.4 | 90.0 | 90.0 |
| | Gave me someone to talk to who understood my situation and expressed empathy | 2 | .2 | 10.0 | 100.0 |
| | Total | 20 | 1.5 | 100.0 | |
| Missing | -99 | 2 | .2 | | |
| | -88 | 1282 | 98.3 | | |
| | Total | 1284 | 98.5 | | |
| Total | | 1304 | 100.0 | | |

What difference did each Support Act service make to you? Select as many options as apply for each service you used - Other Mental Health and Wellbeing Education and Training Improved my mental health or social and emotional wellbeing (helped me feel better)

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | Not selected improved my MH/SEWB | 10 | .8 | 50.0 | 50.0 |
| | Improved my mental health or social and emotional wellbeing (helped me feel better) | 10 | .8 | 50.0 | 100.0 |
| | Total | 20 | 1.5 | 100.0 | |
| Missing | -99 | 2 | .2 | | |
| | -88 | 1282 | 98.3 | | |
| | Total | 1284 | 98.5 | | |
| Total | | 1304 | 100.0 | | |

13.0 APPENDIX 3. DETAILED SURVEY FINDINGS ON USE OF OTHER SERVICES

In total, there were 980 survey respondents who answered questions on use of other services in the last two years (March 2020 to March 2022). The figures below are for music and live performing arts respondents together. In total, 73% of participants had used one or more service outside of Support Act. This equates to 55% out of all 1304 survey respondents reporting use of one or more other (non Support-Act) service.

Participants reporting use of one or more other (non-Support Act) services

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------|---|-----------|---------|---------------|--------------------|
| Valid | No other services used | 269 | 20.6 | 27.4 | 27.4 |
| | Used one or more non-Support Act services | 711 | 54.5 | 72.6 | 100.0 |
| | Total | 980 | 75.2 | 100.0 | |
| Missing | -99.00 | 324 | 24.8 | | |
| Total | | 1304 | 100.0 | | |

People could select as many options as relevant for use of other services, so the proportions below do not total 73% (the overall figure for those using any other service at all).

- 13 (1.3%) reported using Gimme Shelter
 - This equates to 1% of all 1304 survey respondents

- 30 (3.1%) reported using Crew Mental Health First Aid services (CrewCare)
 - This equates to 2.3% of all 1304 survey respondents
- 58 (5.9%) reported using Arts Wellbeing Collective services
 - This equates to 4.4% of all 1304 survey respondents
- 46 (4.7%) reported using MEAA Equity
 - This equates to 3.5% of all 1304 survey respondents
- 11 (1.1%) reported using Entertainment Assist
 - This equates to 0.8% of all 1304 survey respondents
- 93 (9.5%) reported using general helplines
 - This equates to 7.1% of all 1304 survey respondents
- 432 (44.1%) reported using income support through Centrelink
 - This equates to 33.1% of all 1304 survey respondents
- 77 (7.9%) reported using Foodbanks
 - This equates to 5.9% of all 1304 survey respondents
- 406 (41.4%) reported using Mental Health services
 - This equates to 31.1% of all 1304 survey respondents
- 60 (6.1%) reported using another service
 - This equates to 4.6% of all 1304 survey respondents
- 273 (27.9%) reported using no other services in the last two years
 - This equates to 20.9% of all 1304 survey respondents.

Overall, higher proportions of survey respondents reported using mainstream services (e.g. income support through Centrelink, mental health services, or general helplines), compared with use of music or live performing arts-specific services.

About 55 people provided comments on other services they had used. Of these, the majority reported using:

- Another counselling or psychology-type support, for example, a private psychologist or local counselling service (10)
- Government income support (e.g. JobKeeper or state-based grants providing support during COVID restrictions) (9).
- An Employee Assistance Program (EAP) that was available through their work (8)
- General health services (8) – most commonly from a GP
- Another music or arts-specific service (7), including
 - Music Victoria
 - Q Music Connect
 - Listen Up Music community initiatives
 - Arts grants
 - Actors and Entertainers Benevolent Fund
 - Theatre Network Australia.

- Other services reported included:
 - housing or other community services (4)
 - disability services through NDIS (1)
 - support through church
 - accessing own superannuation.
- In addition, four respondents commented on barriers to support, including:
 - Not being able to use in-person services (e.g. Foodbanks) due to COVID risks.
 - Attempting to contact Support Act for help but not receiving a response to their email (in 2019)
 - Finding mental health helpline experiences dismissive and rude
 - Insufficient support for people with mental health and alcohol and other drug problems – e.g. not enough public services, and private services being unaffordable.