

# Dandenong (VIC)

ACDC Project

Householder Survey data

Published November, 2023



**Assisting Communities through Direct Connection (ACDC)** was a project of **Community Mental Health Australia** ([www.cmha.org.au](http://www.cmha.org.au)). The ACDC project offered an innovative, proactive outreach approach to linking people with services and assessing community needs. Rather than waiting for people to present to services and ask for help, the ACDC project reached people by knocking on the doors of householders and offering information about supports and services. Householders were also asked to complete a survey, with the findings analysed and presented by the **Centre for Social Impact, The University of Western Australia**.

**Dandenong** (Victoria) was one of 27 sites across Australia visited by People Connectors (trained staff knocking on the doors of householders) in 2022. The ACDC project partnered with **Dandenong Community Learning Centre**, a local service provider, to deliver this door-knocking initiative.

A total of **2,814** doors were knocked on by the People Connectors and **1,206** people engaged with a People Connector. In addition, **294** householders responded to a survey about mental health needs and access to services in their community.

The following statistics reflect findings from the group of people who answered the survey. Results presented should be interpreted with caution. These data, although not representative of Dandenong, offer information about the mental health and wellbeing of the Householders who agreed to share their experience. A more detailed analysis of the data and impact of the ACDC project is available on the ACDC Project website. Visit [acdc.org.au](http://acdc.org.au) for more information.

# Dandenong site

REMOTENESS AREA: Major City

SUBURB	POSTCODE	SEIFA IRSAD
Dandenong	3175	1
Dandenong North	3175	2

1 Most disadvantaged

2

3

4

5 Most advantaged

Socio-Economic Indexes for Areas (SEIFA) Index of Relative Socio-economic Advantage and Disadvantage (IRSAD) scores for all areas have been divided into quintiles, where quintile 1 contains the lowest 20% of scores for the **most disadvantaged** areas and quintile 5 contains the highest 20% of scores for the **most advantaged** areas. Advantaged and disadvantaged areas are spread throughout Australia. The most advantaged Local Government Areas (LGAs) (quintile 5, or top 20%) tend to be clustered around capital cities and selected coastal areas. The most disadvantaged LGAs (quintile 1) tend to be in regional and rural areas.

Location can influence the range of opportunities, goods and services available to satisfy an individual's needs and lifestyle for them and their family. This doesn't necessarily mean that all people living in rural areas are disadvantaged, only that their lifestyle and living arrangements are different to those living in a city.\*

\*Australian Bureau of Statistics (ABS)

# Who answered the survey

294 Householders responded to the survey

1.4% of respondents identified as being Aboriginal and/or Torres Strait Islander

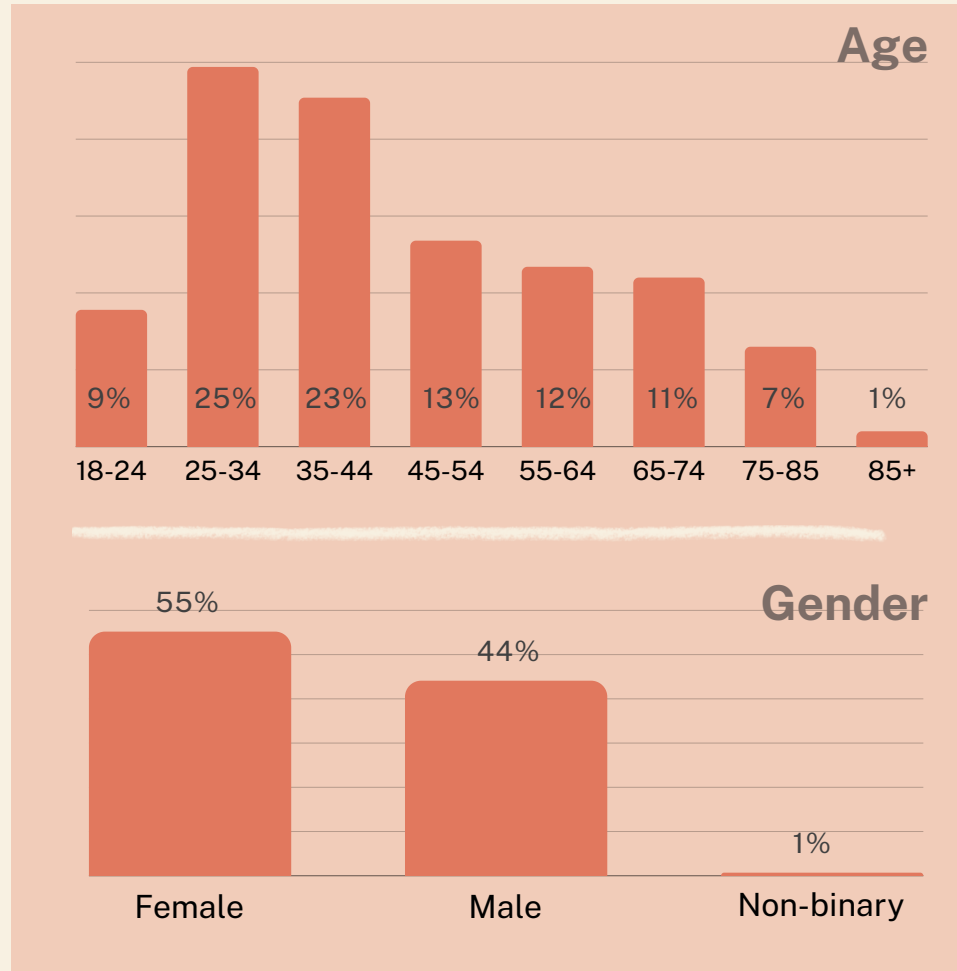
73.0% of respondents were born outside of Australia

19.9% of respondents reported a disability

57.7% of respondents spoke a language other than English at home

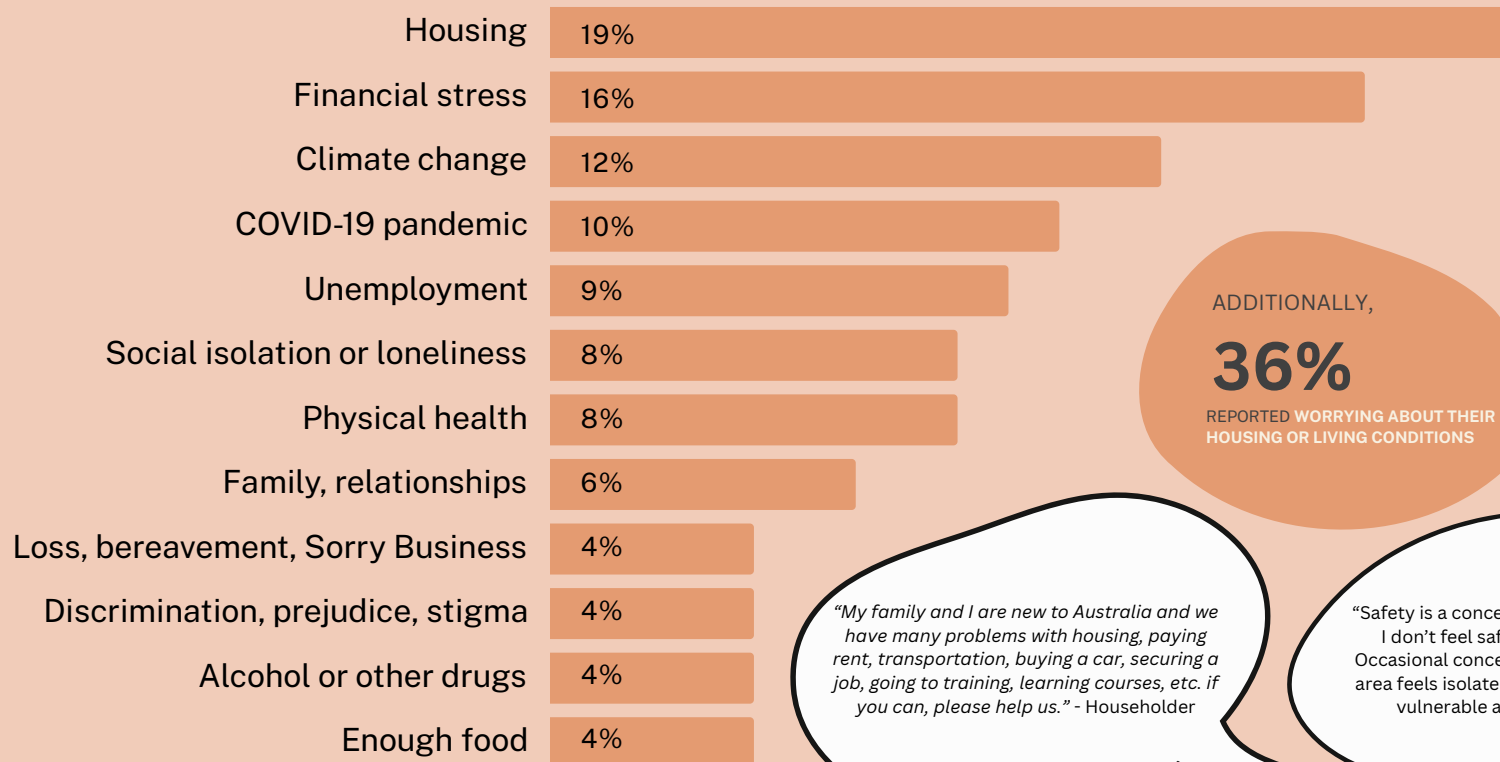
7.2% of respondents identified as part of the LGBTQIA+ community

23.1% of respondents provided care for someone with disability, chronic condition, or mental health issue



# Social determinants

## Large problems/challenges reported by Householders...



ADDITIONALLY,

**36%**

REPORTED WORRYING ABOUT THEIR HOUSING OR LIVING CONDITIONS

*"My family and I are new to Australia and we have many problems with housing, paying rent, transportation, buying a car, securing a job, going to training, learning courses, etc. if you can, please help us." - Householder*

*"Safety is a concern, especially when it's dark. I don't feel safe using the train at night. Occasional concerns with walking alone if the area feels isolated. My age (71) makes me feel vulnerable at times." - Householder*

# Mental health & wellbeing

The **Kessler Psychological Distress Scale (K10)** is widely used as a measure of psychological distress from low to very high, based on a score from 10 to 50.

Psychological distress of **Dandenong** respondents:



Data from the **Australian Bureau of Statistics (ABS)** National Health and Wellbeing Survey 2020-22 shows a comparison between Dandenong data and estimated **national** psychological distress (or “norms”):



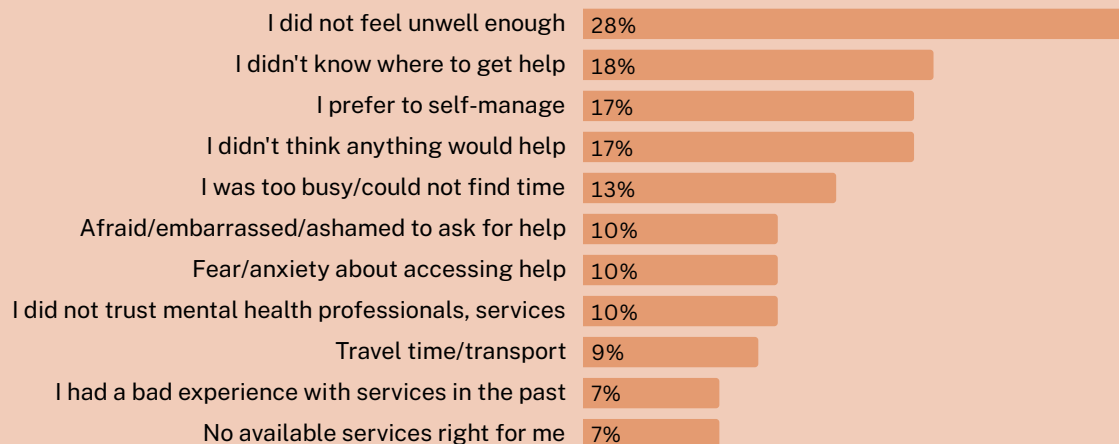
**19%** REPORTED HAVING OR LIVING WITH A MENTAL HEALTH ISSUE

**33%** WANTED TO SEEK HELP IN THE LAST 12 MONTHS

**51%** DID NOT GET THE CARE THEY NEEDED

# Barriers to the right help\*

## Things that stopped Householders from contacting services...

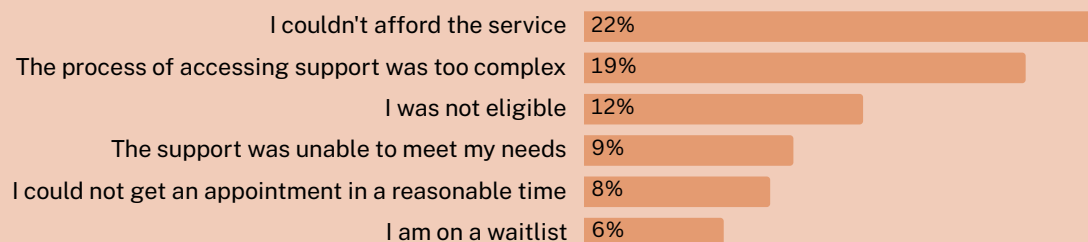


## Despite accessing a service...

**15%** were not satisfied with the quality of support they received  
**14%** needed more specialised support

**9%** felt the person providing support was not right for them  
**7%** did not feel heard or understood  
**5%** did not feel valued or respected

## Things that stopped Householders from accessing support, despite trying...



\*All respondents were invited to select potential barriers to seeking supports, irrespective of their answers to other survey questions

# Support needs

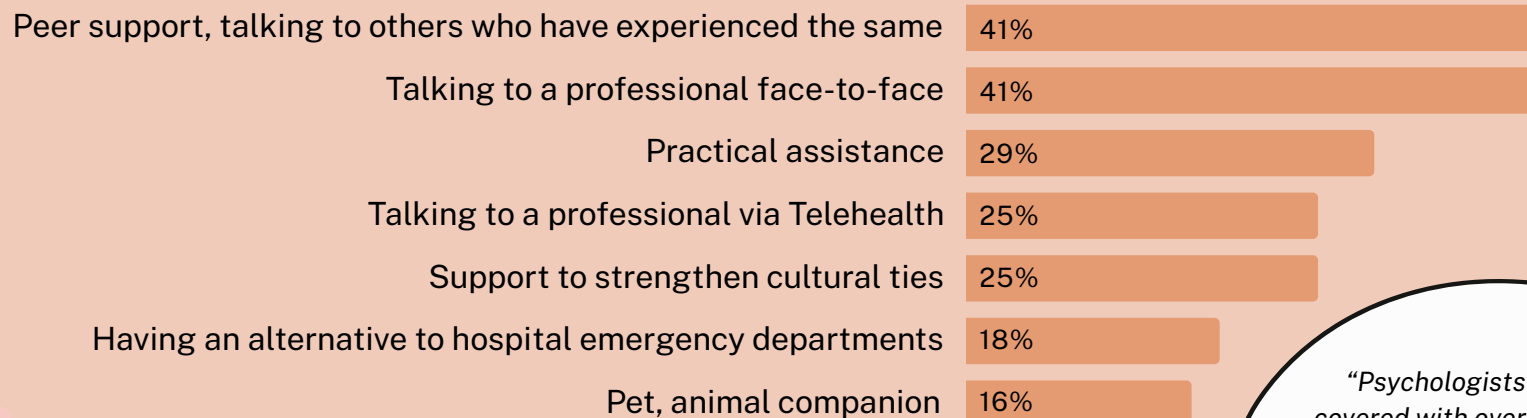
19%

REPORTED RECEIVING HELP FOR THEIR MENTAL HEALTH AND WELLBEING FROM A PROFESSIONAL OR SERVICE IN THE **LAST THREE MONTHS**

24%

REPORTED THAT THEY WOULD BENEFIT FROM **MORE** SUPPORT FOR THEIR MENTAL HEALTH AND WELLBEING

## For Householders who would benefit from more support, preferences included...



*“Psychologists should be covered with overseas student health cover” - Householder*

# Digital infrastructure

**4%** REPORTED HAVING LIMITED OR NO ACCESS TO A **MOBILE PHONE**

**16%** REPORTED HAVING LIMITED OR NO ACCESS TO A **COMPUTER OR OTHER DEVICE**

**10%** REPORTED HAVING LIMITED OR NO ACCESS TO **INTERNET** WITH SUFFICIENT SPEED AND DATA

**22%** REPORTED HAVING LIMITED OR NO ACCESS TO A **PRIVATE SPACE AT HOME** WHERE THEY COULD SPEAK TO SOMEONE ONLINE ABOUT THEIR MENTAL HEALTH AND WELLBEING

**23%**  
OF RESPONDENTS  
EXPERIENCED ONE OR  
MORE BARRIERS TO  
ACCESSING TELEHEALTH  
SERVICES