

# Townsville (QLD)

ACDC Project

Householder Survey data

Published December, 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**.

**Townsville** (Queensland) was one of 27 sites across Australia visited by People Connectors (trained staff knocking on the doors of householders). The ACDC project partnered with **Selectability**, a local service provider, to deliver this door-knocking initiative.

A total of **2,850** doors were knocked on by the People Connectors and **1,121** people engaged with a People Connector. In addition, **201** 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 Townsville, 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.



# Townsville site

## REMOTENESS AREA: Major City

SUBURB	POSTCODE	SEIFA IRSAD
Aitkenvale	4814	1
Heatley	4814	1
Rasmussen	4815	1

- 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

201 Householders responded to the survey

8.2% of respondents identified as being Aboriginal and/or Torres Strait Islander

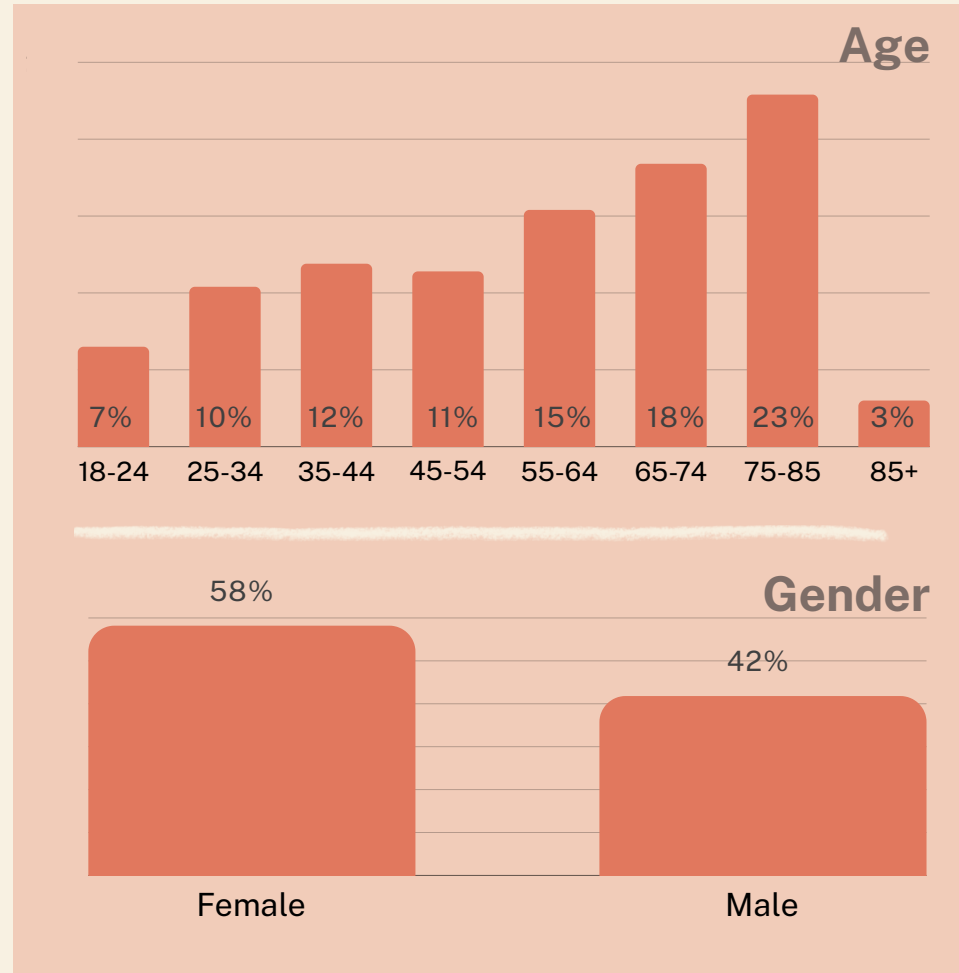
17.1% of respondents were born outside of Australia

26.6% of respondents reported a disability

4.5% of respondents spoke a language other than English at home

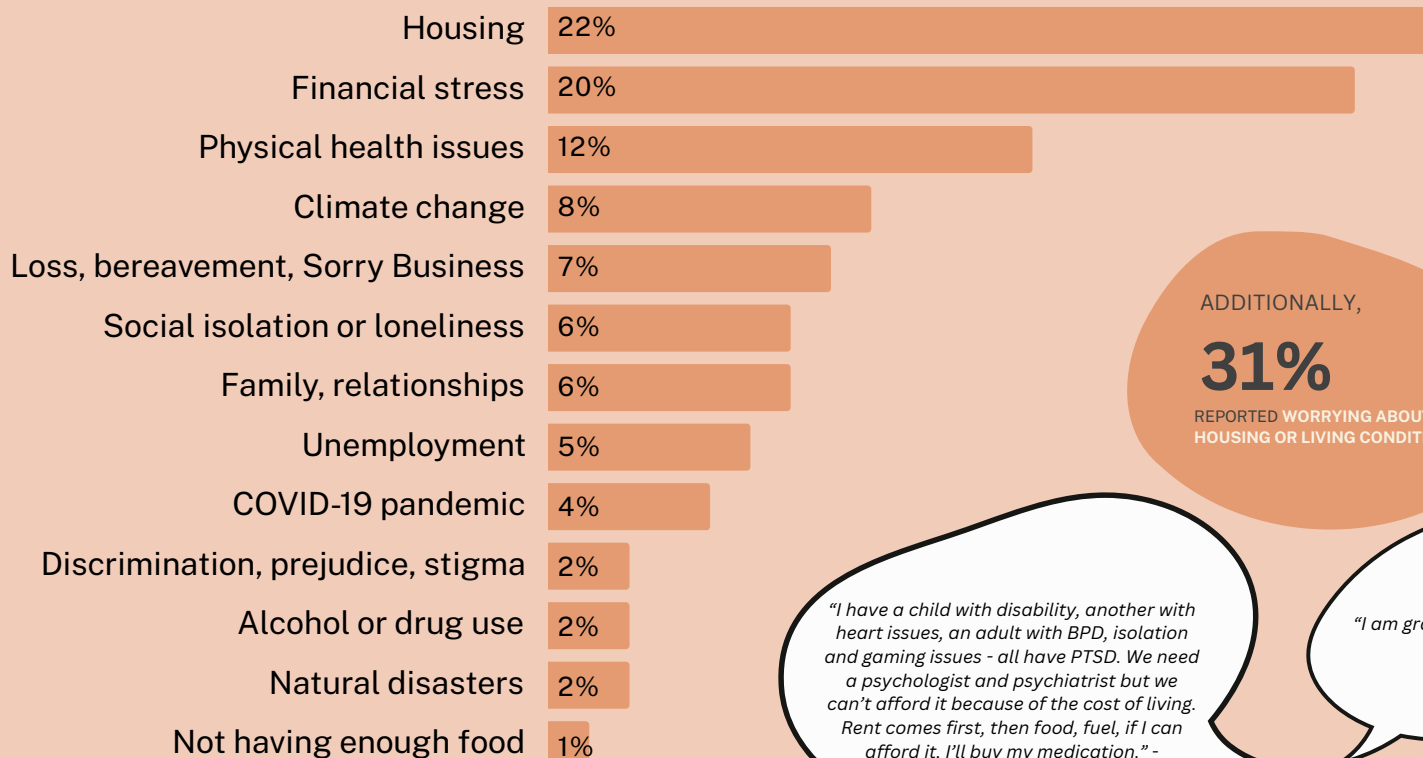
6.2% of respondents identified as part of the LGBTQIA+ community

28.3% of respondents provided care for someone with disability, chronic condition, or mental health issue



# Social determinants

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



ADDITIONALLY,

**31%**

REPORTED WORRYING ABOUT THEIR HOUSING OR LIVING CONDITIONS

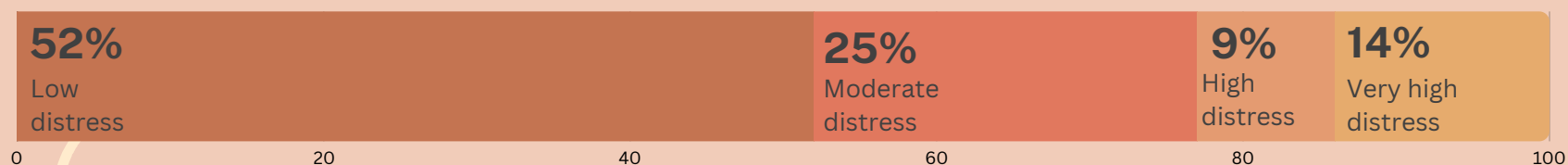
*"I have a child with disability, another with heart issues, an adult with BPD, isolation and gaming issues - all have PTSD. We need a psychologist and psychiatrist but we can't afford it because of the cost of living. Rent comes first, then food, fuel, if I can afford it, I'll buy my medication." - Householder*

*"I am gradually becoming more isolated." - Householder*

# Mental health & wellbeing

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

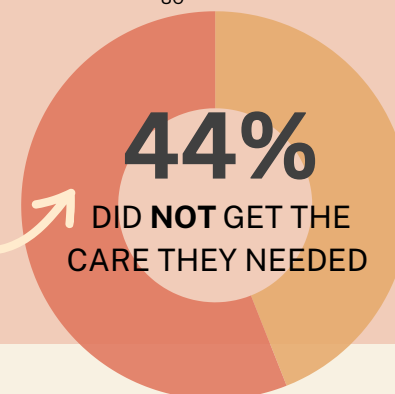
Psychological distress of **Townsville** respondents:



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



**33%** REPORTED HAVING OR LIVING WITH A MENTAL HEALTH ISSUE



# Barriers to the right help\*

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

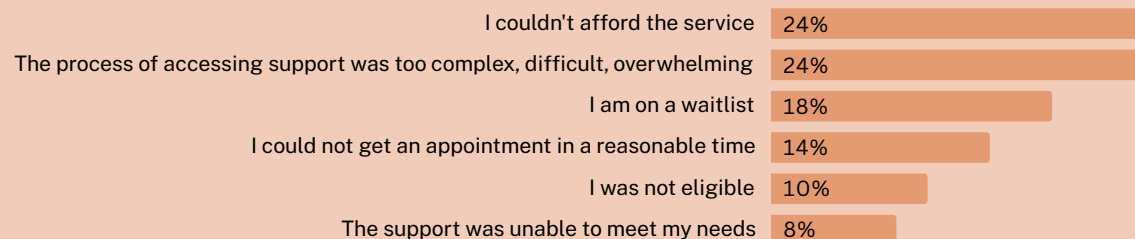


## Despite accessing a service...

21% were not satisfied with the quality of support they received  
8% needed more specialised support

13% felt the person providing support was not right for them  
18% did not feel heard or understood  
10% 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

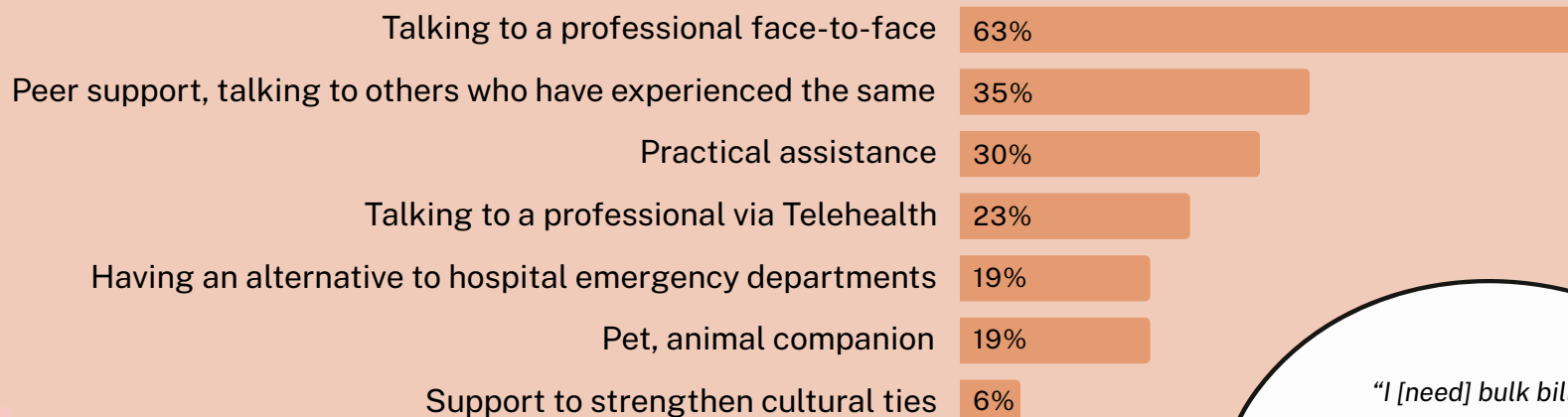
23%

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

30%

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

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



*"I [need] bulk billing psychology..." - Householder*

\*Multiple responses permitted.

# 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**

**17%** REPORTED HAVING LIMITED OR NO ACCESS TO **INTERNET** WITH SUFFICIENT SPEED AND DATA

**18%** 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

**25%**  
OF RESPONDENTS  
EXPERIENCED ONE OR  
MORE BARRIERS TO  
ACCESSING TELEHEALTH  
SERVICES