City of Stirling (WA)

ACDC Project
Householder Survey data
Published January, 2024

Assisting Communities through Direct Connection (ACDC) was a project of **Community Mental Health Australia** (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**.

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

A total of **2,157** doors were knocked on by the People Connectors and **617** people engaged with a People Connector. In addition, **202** 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 Stirling, 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 for more information.

City of Stirling site

REMOTENESS AREA: Major City

SUBURB	POSTCODE	SEIFA IRSAD
Mirrabooka	6061	1
Nollamara	6061	2
Westminster	6061	1

1 Most disadvantaged
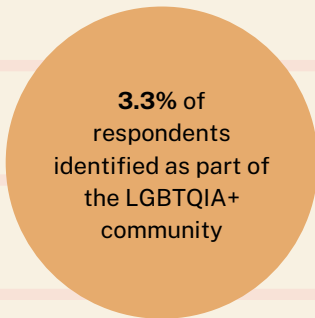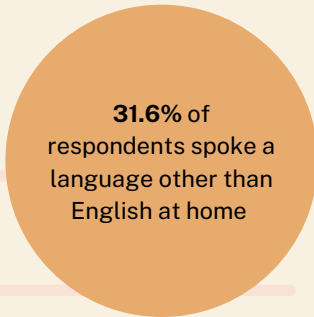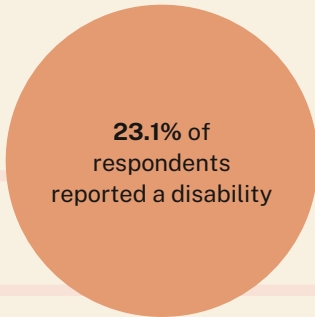**2**
3
4
5 Most advantaged

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

202 Householders responded to the survey

9.8% of respondents identified as being Aboriginal and/or Torres Strait Islander

45.9% of respondents were born outside of Australia

23.1% of respondents reported a disability

31.6% of respondents spoke a language other than English at home

3.3% of respondents identified as part of the LGBTQIA+ community

27.0% of respondents provided care for someone with disability, chronic condition, or mental health issue

Age

18-24	25-34	35-44	45-54	55-64	65-74	75-85	85+
2%	14%	23%	16%	17%	15%	11%	3%

Gender

Female	Male	Non-binary
59%	40%	1%

Social determinants

Large problems/challenges reported by Householders...

Challenge	Percentage
Financial stress	31%
Housing	24%
Physical health issues	23%
Loss, bereavement, Sorry Business	20%
Unemployment	19%
Discrimination, prejudice, stigma	15%
Climate change	14%
Family, relationships	14%
Social isolation or loneliness	10%
Alcohol or drug use	10%
COVID-19 pandemic	7%
Not having enough food	7%
Natural disasters	5%
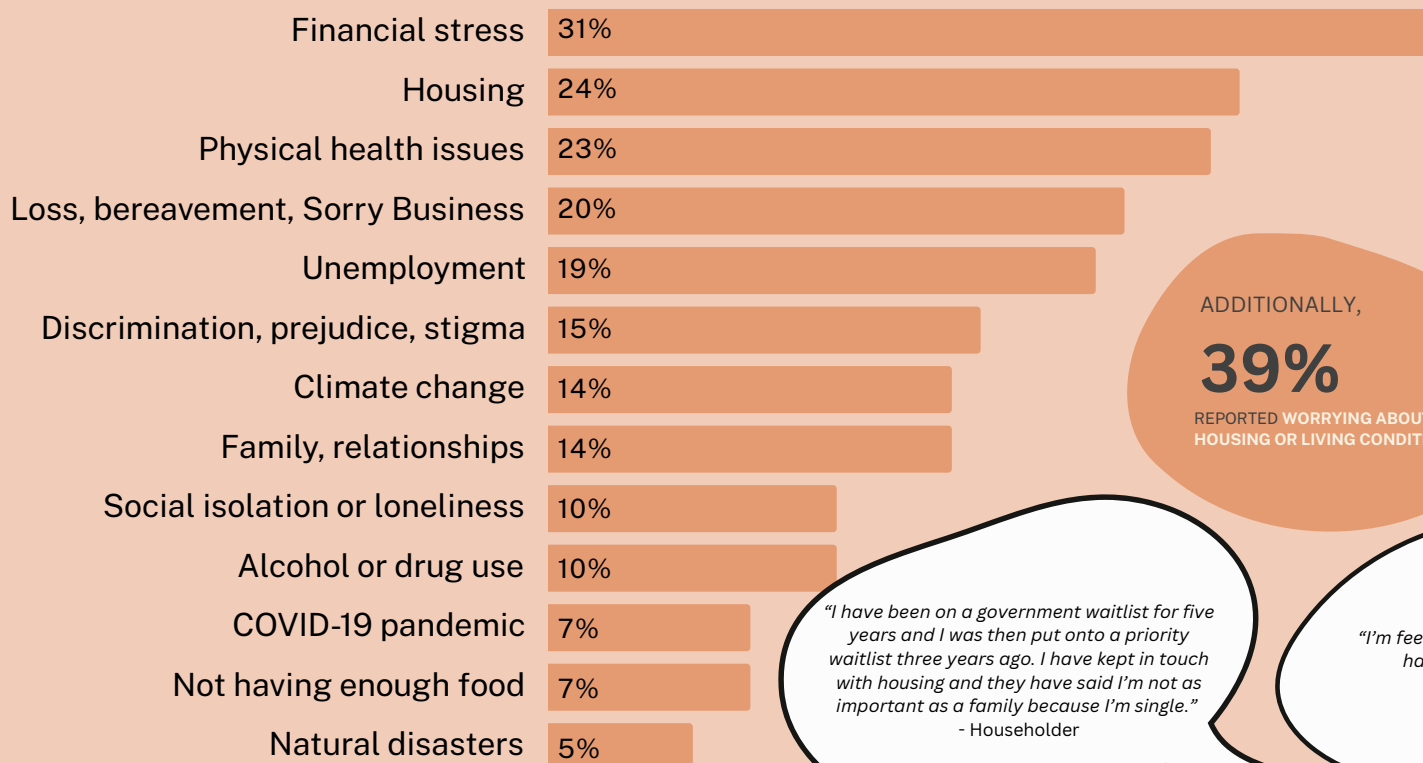
ADDITIONALLY,

39%

REPORTED **WORRYING ABOUT THEIR HOUSING OR LIVING CONDITIONS**

"I have been on a government waitlist for five years and I was then put onto a priority waitlist three years ago. I have kept in touch with housing and they have said I'm not as important as a family because I'm single."
- Householder

"I'm feeling unsafe on my property due to harassment from neighbours."
- 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 City of Stirling respondents:

48% Low distress	**21%** Moderate distress	**21%** High distress	**10%** Very high distress

0   20   40   60   80   100

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

64% Low distress	**23%** Moderate distress	**9%** High distress	**4%** Very high distress

0   20   40   60   80   100

27% REPORTED HAVING OR LIVING WITH A MENTAL HEALTH ISSUE

44% WANTED TO SEEK HELP IN THE LAST 12 MONTHS

47% DID **NOT** GET THE CARE THEY NEEDED
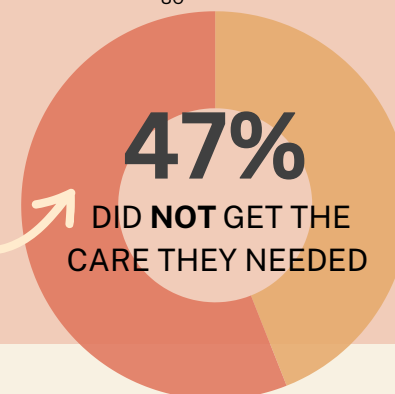
Barriers to the right help*

Things that stopped Householders from contacting services...

Barrier	%
Afraid/embarrassed/ashamed to ask for help	23%
I didn't know where to get help	19%
I was too busy/could not find time	15%
Fear/anxiety about accessing help	15%
Travel time/transport	15%
No available services right for me	14%
I prefer to self-manage	13%
I didn't think anything would help	13%
I did not feel unwell enough	11%
I had a bad experience with services in the past	11%
I did not trust mental health professionals, supports, services	5%

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

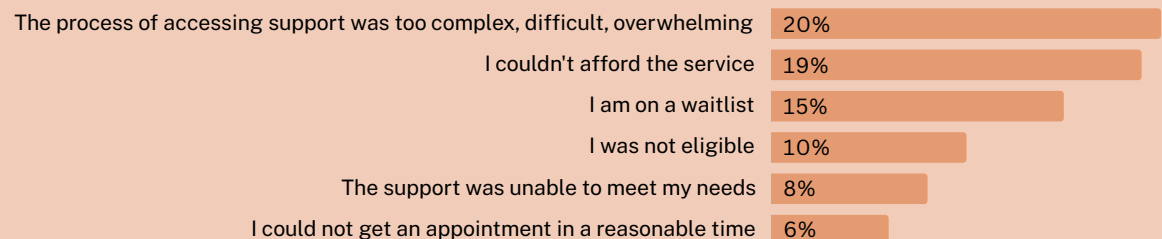| Barrier	%
The process of accessing support was too complex, difficult, overwhelming	20%
I couldn't afford the service	19%
I am on a waitlist	15%
I was not eligible	10%
The support was unable to meet my needs	8%
I could not get an appointment in a reasonable time	6%

Despite accessing a service...

16% were not satisfied with the quality of support they received
14% needed more specialised support

5% felt the person providing support was not right for them
18% did not feel heard or understood
16% did not feel valued or respected

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

CENTRE for SOCIAL IMPACT

THE UNIVERSITY OF WESTERN AUSTRALIA
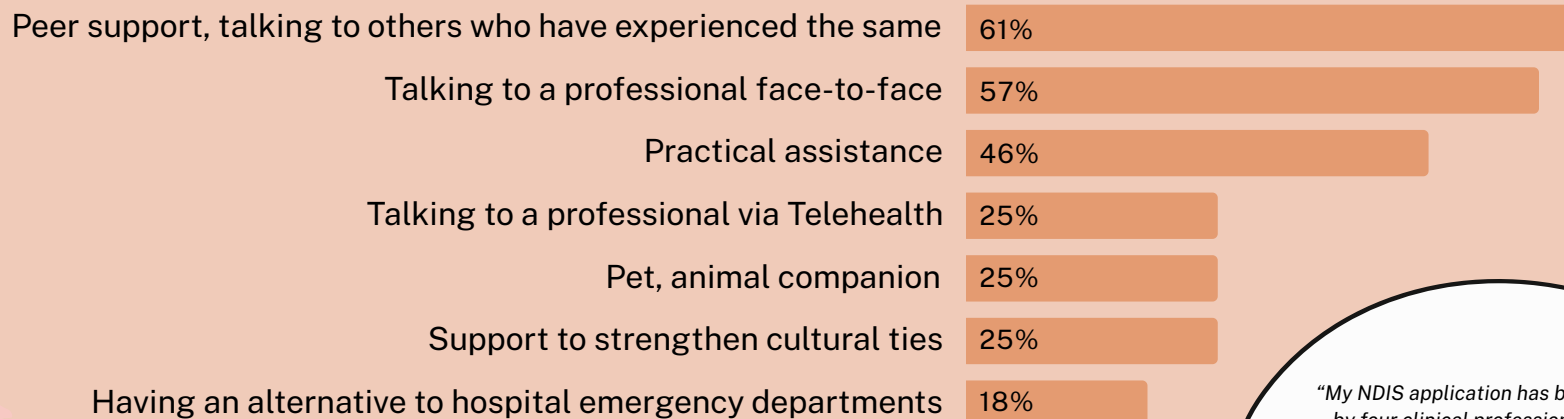
Support needs

32% REPORTED RECEIVING HELP FOR THEIR MENTAL HEALTH AND WELLBEING FROM A PROFESSIONAL OR SERVICE IN THE **LAST THREE MONTHS**

28% REPORTED THAT THEY WOULD BENEFIT FROM **MORE** SUPPORT FOR THEIR MENTAL HEALTH AND WELLBEING

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

Peer support, talking to others who have experienced the same	61%
Talking to a professional face-to-face	57%
Practical assistance	46%
Talking to a professional via Telehealth	25%
Pet, animal companion	25%
Support to strengthen cultural ties	25%
Having an alternative to hospital emergency departments	18%

"My NDIS application has been filled out by four clinical professionals and yet still they said I'm not eligible."
- Householder

*Multiple responses permitted.

Digital infrastructure

3% REPORTED HAVING LIMITED OR NO ACCESS TO A **MOBILE PHONE**

24% REPORTED HAVING LIMITED OR NO ACCESS TO **A COMPUTER OR OTHER DEVICE**

21% REPORTED HAVING LIMITED OR NO ACCESS TO **INTERNET** WITH SUFFICENT SPEED AND DATA

19% 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

28% OF RESPONDENTS EXPERIENCED ONE OR MORE BARRIERS TO ACCESSING TELEHEALTH SERVICES

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