City of Salisbury (SA)

ACDC Project
Householder Survey data
Published April, 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 Salisbury (South 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 **Flourish Australia**, a local service provider, to deliver this door-knocking initiative.

A total of **3,002** doors were knocked on by the People Connectors and **1,042** people engaged with a People Connector. In addition, **114** 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 the City of Salisbury, 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.

Salisbury site

REMOTENESS AREA: Major City

SUBURB	POSTCODE	SEIFA IRSAD
Salisbury	5108	1
Salisbury North	5108	1
Paralowie	5108	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 qu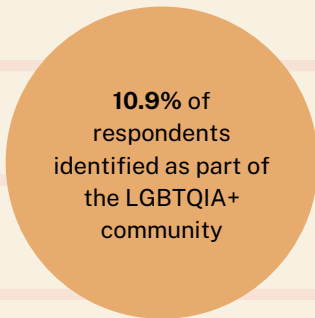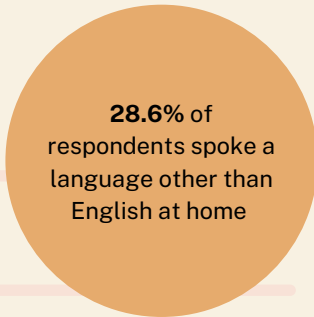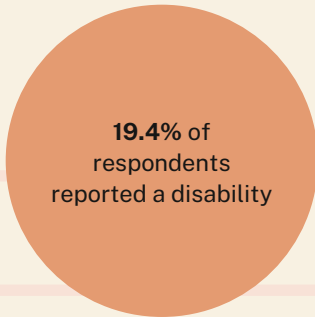intile 5 contains the highest 20% of scores for the **most advantaged** areas. Advantaged and disadvantaged areas are spread throughout Australia. The most advantaged Local Government Areas (LGAs) (quintile 5, or top 20%) tend to be clustered around capital cities and selected coastal areas. The most 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

114 Householders responded to the survey

0.9% of respondents identified as being Aboriginal and/or Torres Strait Islander

40.2% of respondents were born outside of Australia

19.4% of respondents reported a disability

28.6% of respondents spoke a language other than English at home

10.9% of respondents identified as part of the LGBTQIA+ community

27.6% 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+
18%	13%	16%	14%	11%	13%	11%	4%

Gender

Female	Male	Non-binary
61%	38%	1%

Social determinants

Large problems/challenges reported by Householders...

Challenge	%
Housing	18%
Financial stress	16%
Climate change	14%
Physical health issues	11%
Social isolation or loneliness	8%
Unemployment	7%
COVID-19 pandemic	7%
Family, relationships	7%
Loss, bereavement, Sorry Business	6%
Alcohol or drug use	4%
Discrimination, prejudice, stigma	4%
Not having enough food	3%
Natural disasters	1%
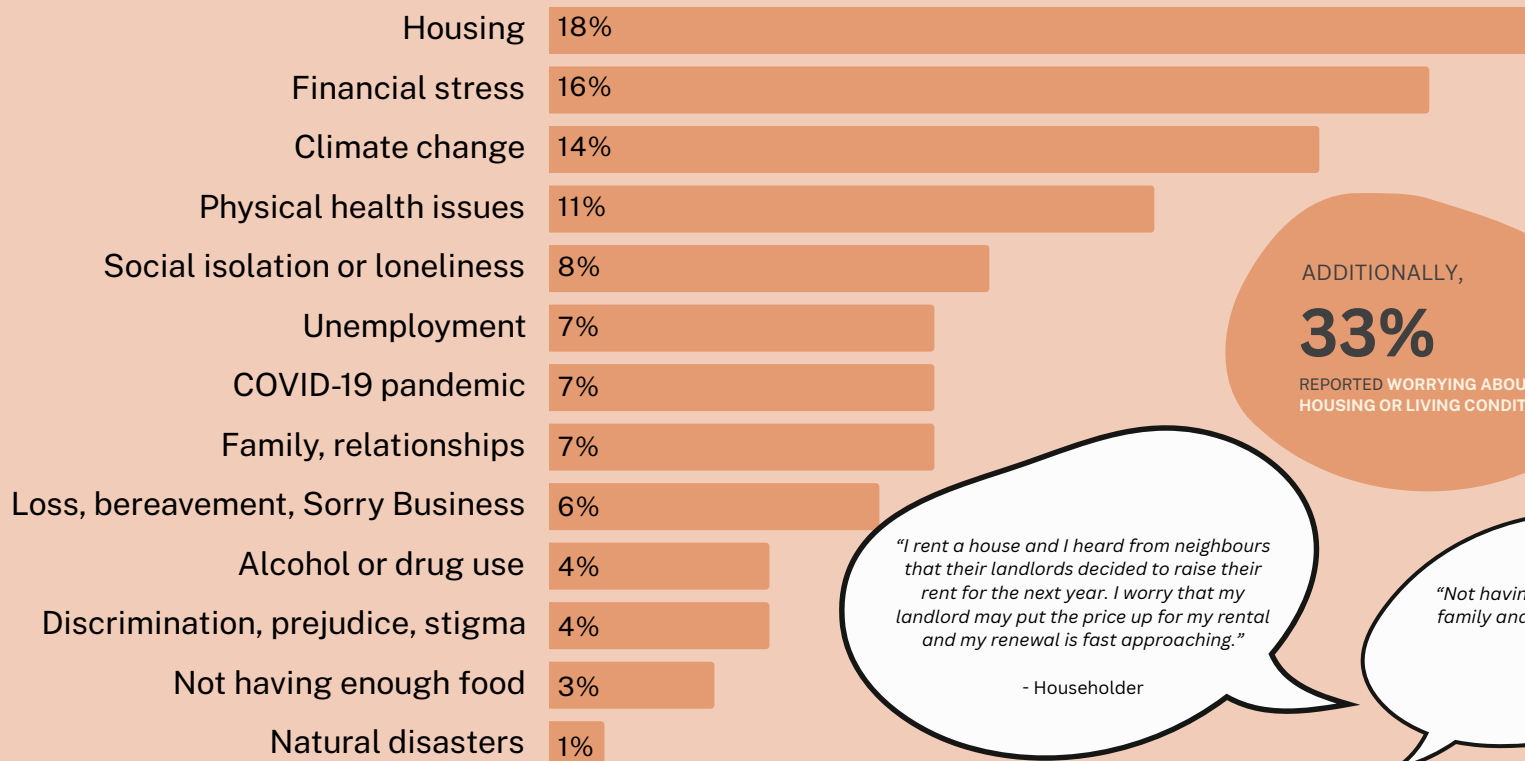
ADDITIONALLY,

33%

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

*"I rent a house and I heard from neighbours that their landlords decided to raise their rent for the next year. I worry that my landlord may put the price up for my rental and my renewal is fast approaching."*

- Householder

"Not having enough support for my family and not having enough time for myself."

- 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 Salisbury respondents:

47% Low distress	28% Moderate distress	16% High distress	9% Very high distress

0   20   40   60   80   100
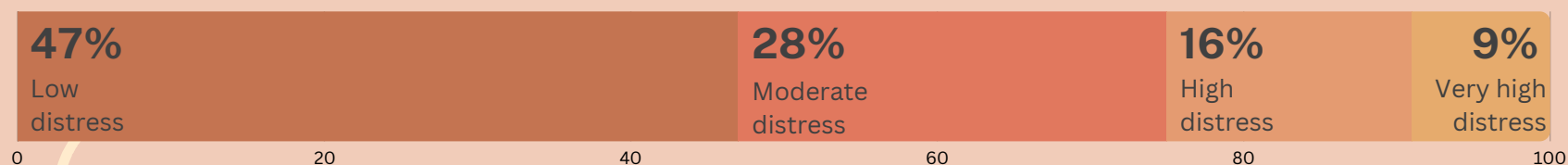
Data from the **Australian Bureau of Statistics (ABS)** National Health and Wellbeing Survey 2020-22 shows a comparison between City of Salisbury data and estimated **national** psychological distress (or "norms"):

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

0   20   40   60   80   100

31% REPORTED HAVING OR LIVING WITH A MENTAL HEALTH ISSUE

46% WANTED TO SEEK HELP IN THE LAST 12 MONTHS

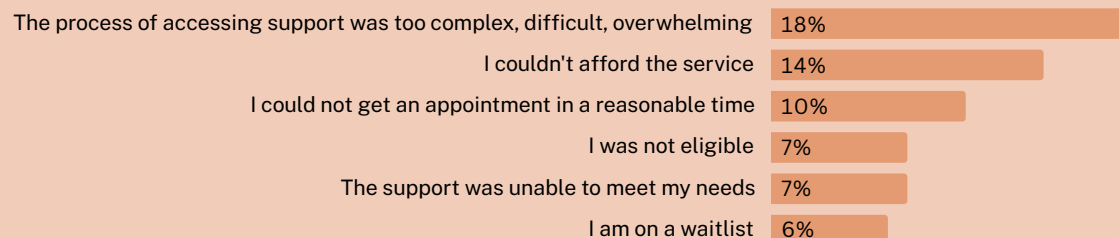**53%** DID **NOT** GET THE CARE THEY NEEDED

Barriers to the right help*

Things that stopped Householders from contacting services...

Barrier	Percentage
I did not feel unwell enough	27%
Afraid/embarrassed/ashamed to ask for help	21%
I didn't know where to get help	20%
I was too busy/could not find time	19%
Fear/anxiety about accessing help	19%
I prefer to self-manage	16%
I didn't think anything would help	12%
No available services right for me	12%
Travel time/transport	10%
I did not trust mental health professionals, supports, services	9%
I had a bad experience with services in the past	8%

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

Barrier	Percentage
The process of accessing support was too complex, difficult, overwhelming	18%
I couldn't afford the service	14%
I could not get an appointment in a reasonable time	10%
I was not eligible	7%
The support was unable to meet my needs	7%
I am on a waitlist	6%

Despite accessing a service...

9% were not satisfied with the quality of support they received
7% needed more specialised support

6% felt the person providing support was not right for them
9% did not feel heard or understood
6% 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
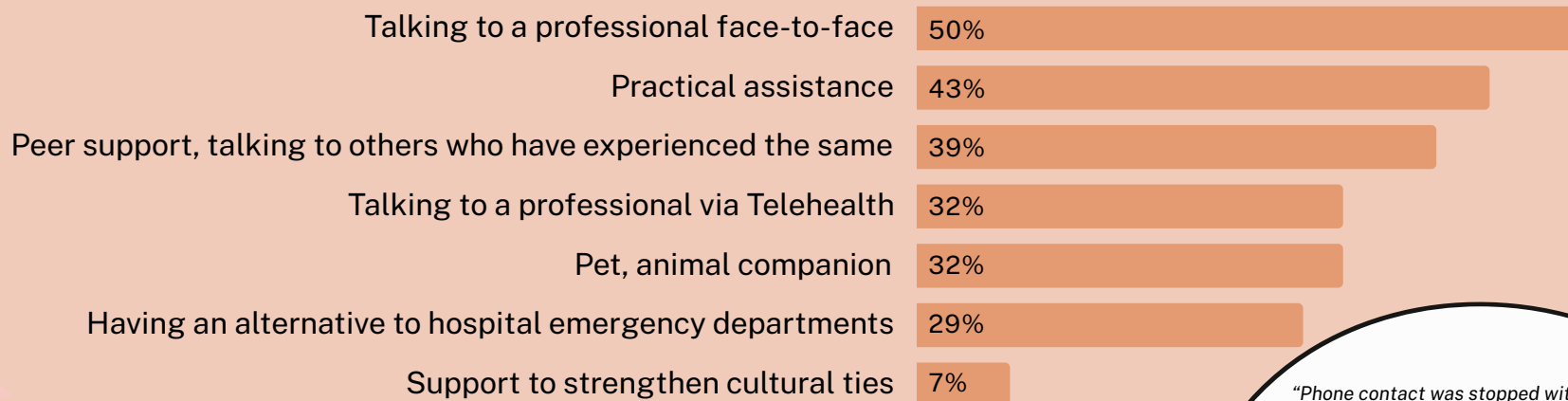
Support needs

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...

Preference	%
Talking to a professional face-to-face	50%
Practical assistance	43%
Peer support, talking to others who have experienced the same	39%
Talking to a professional via Telehealth	32%
Pet, animal companion	32%
Having an alternative to hospital emergency departments	29%
Support to strengthen cultural ties	7%

*Multiple responses permitted.

"Phone contact was stopped with no warning or information as to why. Appointment was booked for phone consult but I never heard from person again and company couldn't follow up or give me answers."

- Householder

CENTRE *for* SOCIAL IMPACT

THE UNIVERSITY OF WESTERN AUSTRALIA

Digital infrastructure

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

14% REPORTED HAVING LIMITED OR NO ACCESS TO **A COMPUTER OR OTHER DEVICE**

13% 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

21% OF RESPONDENTS EXPERIENCED ONE OR MORE BARRIERS TO ACCESSING TELEHEALTH SERVICES