Assisting Communities through Direct Connection

ACDC Field Survey

Round Two - 2021

Survey collaboratively designed by the Centre for Social Impact Evaluation Team and the Assisting Communities through Direct Connection Project Teams

Centre for Social Impact

Professor Paul Flatau

Lisette Kaleveld

Yasmine Hooper

Leanne Lester

Zoe Callis

Kelly Clark

Katherine Mok

The Assisting Communities through Direct Connection Project Team

Bill Gye

Sally Castle

James McKechnie

Julie Millard

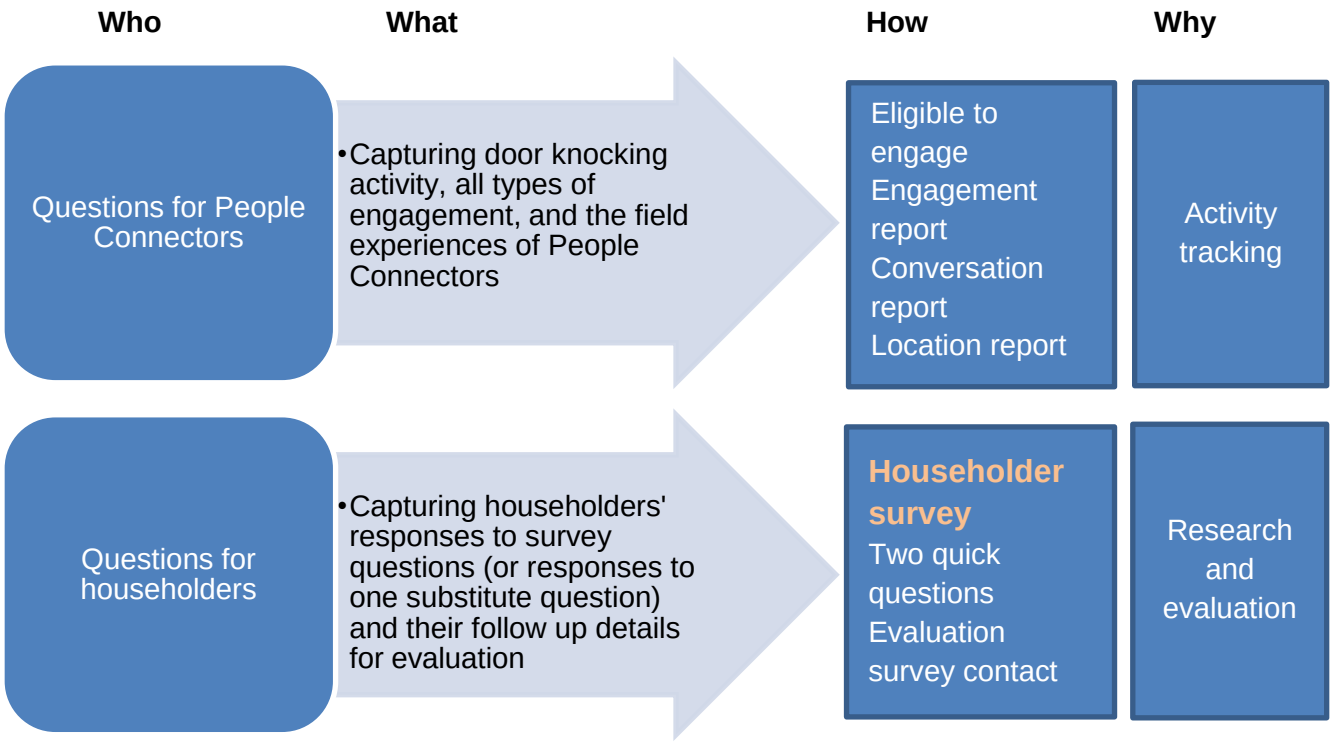
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BACKGROUND

The purpose of the ACDC Field Survey

The ACDC Field Survey is a survey contained in a single link that applies to every household approached. It involves two key functions and various components – filled in by both the People Connector as well as the householder.



The Householder Survey

The Householder Survey is the most significant component of the ACDC Field Survey. The variables included in this survey have been selected so that the ACDC project can contribute to the evidence base around understanding mental health needs in Australia, and use this for research and advocacy.

The research question

The Householder Survey is designed to respond to the following research question:

- What is the level of need for mental health support across communities, in both people currently connected to local community supports and mental health services, and people

who are currently not connected to local community supports and mental health services?

(Sub-question) What factors, including the social determinants of mental health, are contributing to unmet need, and what is the variance of need across different sites in Australia?

Measures

The survey therefore seeks responses about demographics, social determinants, current levels of engagement in local community supports and mental health services, unmet mental health needs and barriers to accessing supports and services (see Figure 1).

The measures included in the survey are outlined in the framework below (Figure 1). Where possible, a validated scale was used, or a question from the Australian Bureau of Statistics (Census) or HILDA so that findings can be linked to existing data sources and/or existing body of academic evidence, and also have the highest levels of reliability or validity.

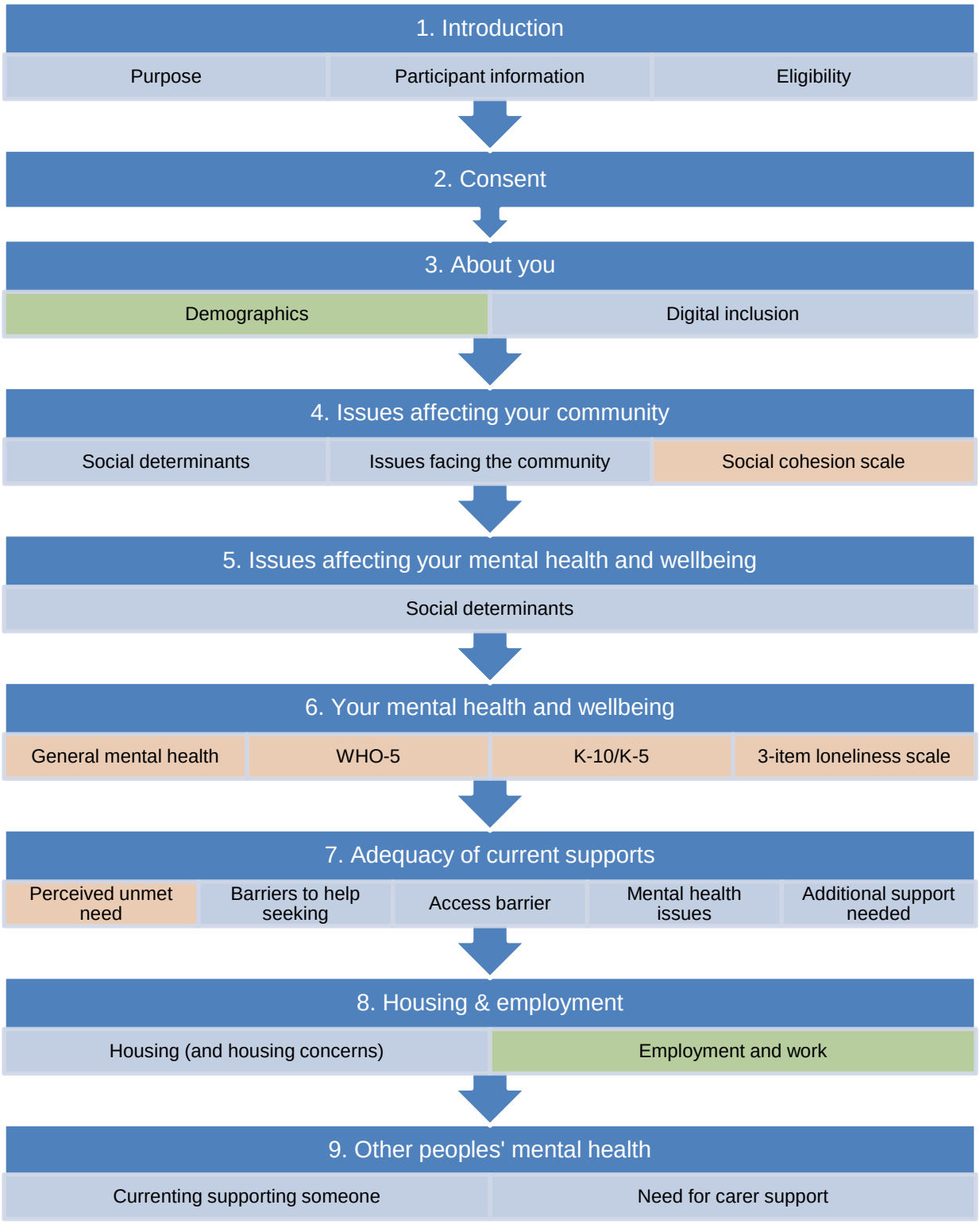


Figure 1 Components of the Householder Survey

Indicates validated scale

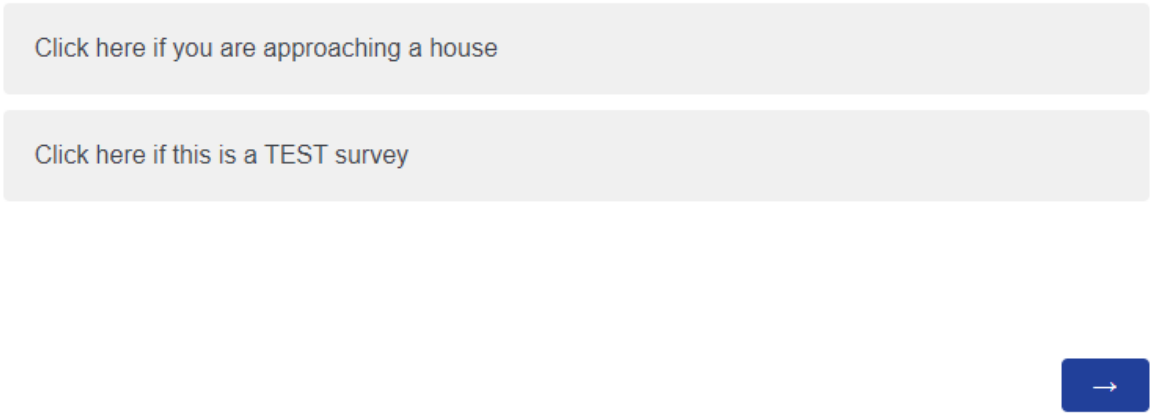
Indicates questions from existing data source (e.g., ABS)

The Qualtrics link

The ACDC Field Survey is stored on the secure Qualtrics Platform, based at the University of Western Australia. The link and QR code for the ACDC Field Survey is as follows:

http://uwa.qualtrics.com/jfe/form/SV_9zYx4TqDTHMFTng

If you are not a People Connector currently in the field inputting data please indicate in the first question that this is a test survey.



ACDC FIELD SURVEY FLOW

The ACDC Field Survey has one link that includes the following:

- Eligibility questions
- Householder survey
- Engagement report
- Conversation report
- Location report

Figure 2 shows how these fit together:

- The **grey boxes** are activities that People Connectors do (without the need to record anything on the iPad);
- The **purple boxes** are where People Connectors record their activity (without the need for the householder to be present); and
- The **blue boxes** are information collected directly from householders.

Similarly, Figure 3 provides a simplified explanation of how People Connectors (and Householders) are guided through the Qualtrics survey.

Figure 2 Field Survey Flow

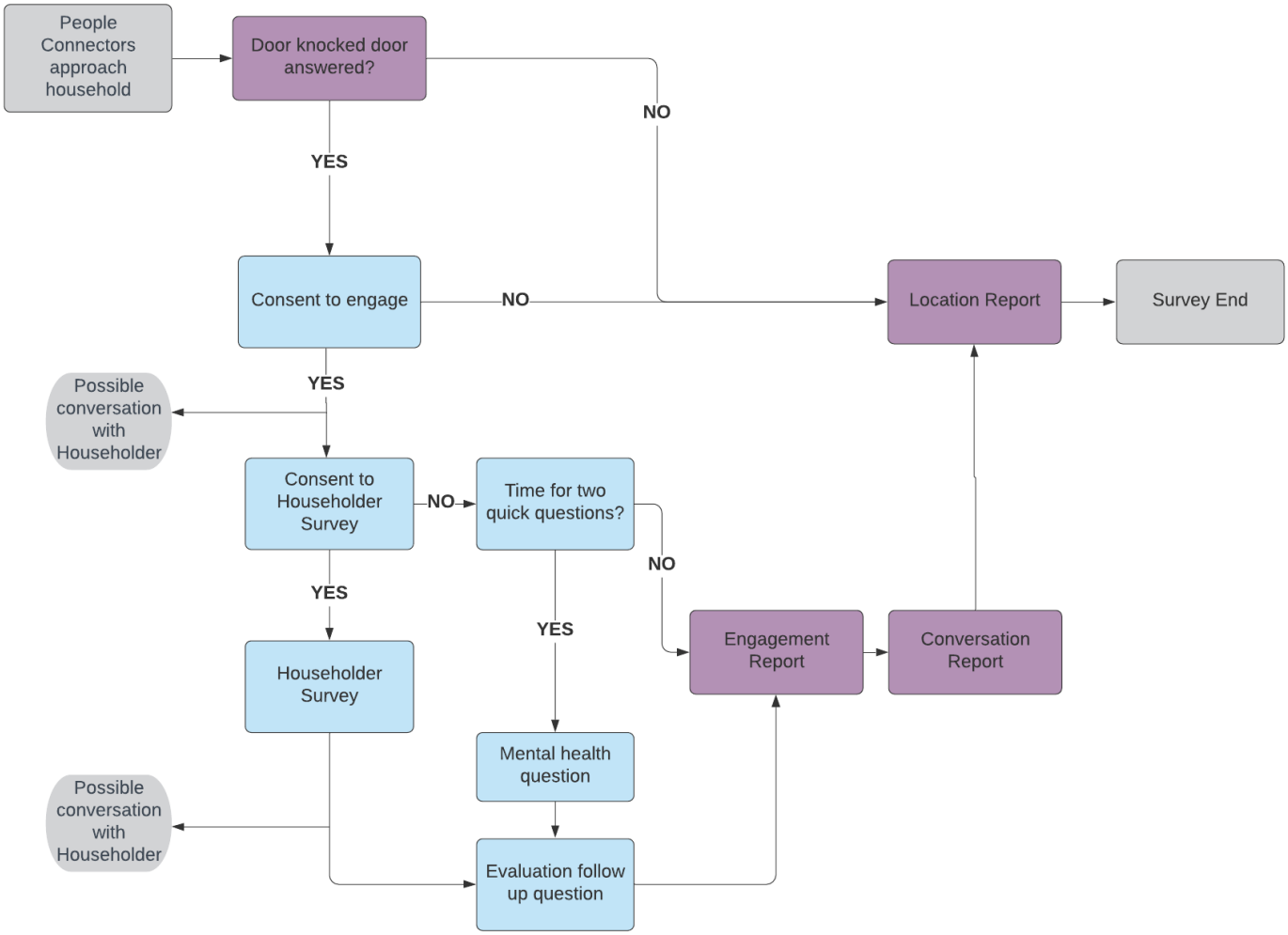
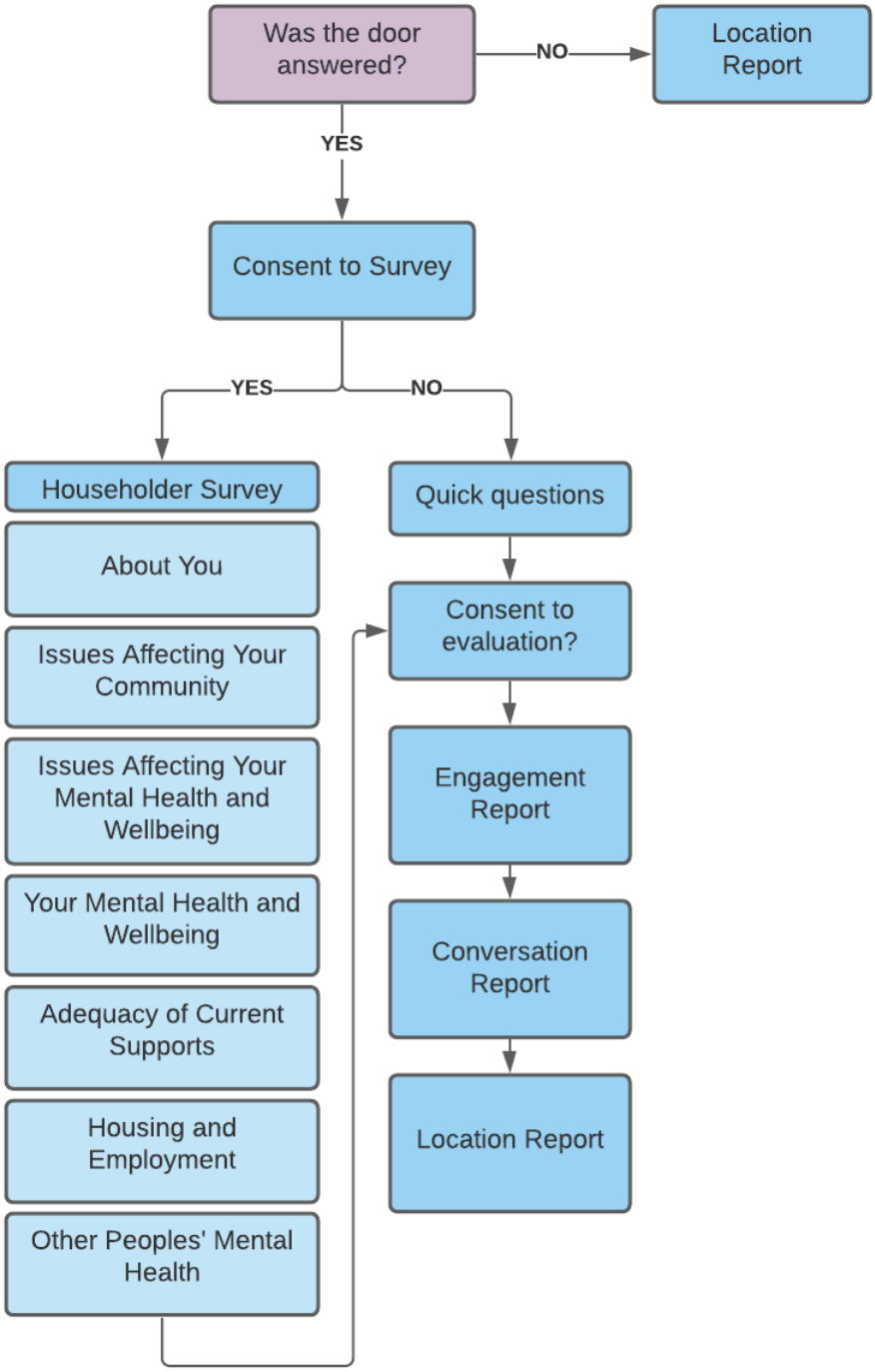


Figure 3 Householder Survey Flow



CONSENT TO ENGAGE

1. CONSENT TO ENGAGE

1.1 Test

- ☐ Click here if you are approaching a house
- ☐ Click here if this is a TEST survey

1.2 Did someone answer the door?

- ☐ Yes, door was answered *Go to 1.3*
- ☐ Yes, but no one over 18 at home *Skip to Location Report*
- ☐ Yes, but isolating due to COVID-19 *Skip to Location Report*
- ☐ No, door was not answered *Skip to Location Report*
- ☐ No, did not knock on door *Skip to Location Report*

1.2.1 Please specify the reason for not knocking on this householder's door

_____

Go to Location Report

1.3 Do you consent to completing a survey about mental health and wellbeing?

- ☐ Yes *Skip to Householder Survey Consent*
- ☐ No
- ☐ Not now, but I am interested in doing this at another time

---

1.4 Have you got time to answer two quick questions?

- ☐ Yes
- ☐ No *Skip to 1.6*

1.5 Would you or any other person in your household benefit from having any additional supports for your wellbeing or mental health? *Select all that apply*

- ☐ Yes, I would
- ☐ Yes, somebody else in my household
- ☐ No
- ☐ I'm not sure
- ☐ Prefer not to say

1.6 The Centre for Social Impact is evaluating the ACDC project. This will involve contacting you in about a months' time with a 10 minute survey that asks about your experience with the ACDC project. A $20 essentials Woolworths gift voucher will be offered to anyone who completes this evaluation survey. Do you consent to being contacted? (note, you are just consenting to be contacted and are under no obligation to participate)

- ☐ Yes
- ☐ No *Skip to Engagement Report (10.3)*

1.7 What are the best ways to contact you (select all that apply)?

Text message/SMS (please provide mobile phone number)

_____

Phone call (please provide phone number)

_____

Email (please provide email address)

_____

Skip to Engagement Report 10.3 (have not consented to Householder Survey)

HOUSEHOLDER SURVEY

2.HOUSEHOLDER SURVEY CONSENT

Why is this survey being done?
This survey helps to understand how yourself and other householders in your community are doing in terms of their wellbeing and mental health, and the support that is currently available. Asking the survey questions of people across Australia will give us a good understanding of how communities are doing, what issues are impacting on people and what is needed to improve people's wellbeing. The survey results might also help us to understand if more services are needed, or if people in your community need more support.
The survey can take up to 30 minutes, but if you don't have much time today it can take just a few minutes, and you can stop the survey whenever you like.

Who are we?
We are partners with the ACDC program. We work for the Centre for Social Impact (The University of Western Australia, University of New South Wales and Swinburne University) and are evaluating the ACDC program and conducting research about support needs in communities.

How will we use this information?
We are asking questions so that we can understand how well the existing local services are able to support the mental health and emotional wellbeing needs of your community. This community level information - not your personal responses - will be shared with the local community, mental health service providers, and funding organisations, to help them improve the supports available in the community. The findings from the survey will be analysed and shared with community and mental health services and relevant funding organisations.

Will you need personal information from me?
We do not need to collect your name or address. We will ask you to fill out this survey (you can skip questions if you like). At the end of the survey we will ask if we can contact you for another conversation. If you are interested you can provide contact details then. And any information you provide will only be used for the reasons you have agreed to.

Will the information I provide stay private and secure?
Yes. CSI operates with a Research and Ethics Committee which means we need to store, manage and use information in a way that ensures your privacy at all times. There will be no way for the researchers running this survey to find out who has completed this survey, unless you agree to give your details for a follow up conversation (which may be shared with the research team only).
All information is securely stored in a way that protects it from misuse and loss and from being accessed, changed or shared with people who should not have access to the data. Your data will be protected in accordance with the Privacy Act 1988 and the principles of the Privacy Amendment (Enhancing Privacy Protection) Act 2012. Your data will be kept for 7 years in line

with the WA University Sector Disposal Authority (WAUSDA) guidelines. It will be stored on a secure Institutional Research Data Store at the University of Western Australia.

How will we use this information?
CSI will analyse the survey results, and produce summary findings. This will be shared with the ACDC project team, and any community and mental health services or funding organisations that want to better understand community need for mental health services. The results may also be shared in published academic journals. The CSI will never share any personal information about you (such as your phone number or email address) with anyone outside of the research team.

What if I change my mind?
You have the right to choose not to answer any question in this survey (by skipping the question or ticking 'prefer not to say'). If you change your mind and don't want to participate anymore, simply exit the survey. You can also use the 'back' function within the survey to go back and change or delete any answers. If you have already submitted your survey, we won't know which survey response is yours, so we will not be able to delete it. If you haven't yet completed the survey please email Lisette.Kaleveld@uwa.edu.au and we will delete the responses you have submitted, if that is what you would like.

How can I make a complaint?
The Human Research and Ethics Committee at the University of Western Australia has approved this research. If you are thinking about participating in this survey or you agree to participate, you can raise questions or issues with the researchers at any time (see Lisette's contact details below). If you're not happy with the response of the researchers, you can make a complaint by contacting the Human Ethics office at the University of Western Australia on (08) 6488 4703 or by emailing humanethics@uwa.edu.au

What if I have more questions?
You can read more about the project at www.acdc.org.au. You are also welcome to email your questions about the ACDC project to acdc@cmha.org.au. If you have questions about this survey and how findings will be used, please contact Lisette Kaleveld on Lisette.Kaleveld@uwa.edu.au

Privacy statement
The Centre for Social Impact, based at the University of Western Australia, is committed to act responsibly in the collection, management, storage, and use of personal information in accordance with the requirements of the Human and Research Ethics Committee based at the University, as well as with principles outlined in the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

2.1 I am over 18 years old and agree to begin the survey

Force answer

- ☐ Yes *Complete the Householder Survey*
- ☐ No *Skip to Engagement Report 10.3*

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3. ABOUT YOU

Thank you for agreeing to participate.

This section asks for some demographic information about you - your gender, and age for example. This will help us understand more about your community. No personal information will be shared with third parties.

3.1 Which age group are you in?

- ☐ 18-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65-74
- ☐ 75-85
- ☐ Older than 85
- ☐ Prefer not to say

3.2 Do you identify as…

- ☐ Male
- ☐ Female
- ☐ I identify another way/other
- ☐ Prefer not to say

3.3 Do you identify as…

Force answer - selection determines display logic of K10 (6.3) or K5 (6.4)

- ☐ Aboriginal
- ☐ Torres Strait Islander
- ☐ Aboriginal and Torres Strait Islander
- ☐ None of the above
- ☐ Prefer not to say

3.4 What is your country of birth?

- ☐ Australia
- ☐ China
- ☐ India
- ☐ Italy
- ☐ Malaysia
- ☐ New Zealand
- ☐ Philippines
- ☐ South Africa
- ☐ Sri Lanka
- ☐ United Kingdom
- ☐ Vietnam
- ☐ Other (please specify)_____
- ☐ Prefer not to say

3.5 What languages are usually spoken in your home? *Select all that apply*

- ☐ English
- ☐ Arabic
- ☐ Cantonese
- ☐ Filipino/Tagalog
- ☐ Greek
- ☐ Hindi
- ☐ Italian
- ☐ Mandarin
- ☐ Punjabi
- ☐ Spanish
- ☐ Vietnamese
- ☐ Other (please specify) _____
- ☐ Prefer not to say

3.6 Who is currently living in this dwelling? *Select all that apply*

- ☐ Me

- ☐ Spouse/partner
- ☐ Adult family members (including adult children, parents, siblings and extended family members)
- ☐ Babies, children and teenagers
- ☐ Unrelated housemates or boarders
- ☐ Visitors or friends staying temporarily
- ☐ Other (please specify) _____
- ☐ Prefer not to say

More often, people are accessing services from home over the phone or via the Internet (e.g., seeing their GPs). We would like to understand how many people are able to use these services in their home.

3.7 Do you have access when you need it to a computer or device, with sufficient data (i.e. internet access and speed)?

	Yes	No	Maybe/sometimes
Computer or other device (e.g. tablet, phone)	☐	☐	☐
Mobile phone	☐	☐	☐
Internet with sufficient speed and data (mobile and/or home connection)	☐	☐	☐

3.8 Do you have a private space at home, where you could speak with someone online (on a computer or device) about your mental health, if needed?

- ☐ Yes
- ☐ No
- ☐ Maybe/sometimes
- ☐ Prefer not to say

4. ISSUES AFFECTING YOUR COMMUNITY

The following questions are about your community and the health and wellbeing of the people around you.

4.1 In the last 12 months, can you tell us whether you think any of the following issues have been a challenge or problem in your local community, and the extent of the problem?

	No problem	A small problem	A medium problem	A large problem	Unsure/ Prefer not to say
Housing (cost, and not having enough housing available)	☐	☐	☐	☐	☐
Unemployment, people not having enough work	☐	☐	☐	☐	☐
Financial stress (people not having enough money, cost of living is too high)	☐	☐	☐	☐	☐
Use of alcohol and drugs (harm from substance use)	☐	☐	☐	☐	☐
Safety (crime, feeling comfortable with people in the neighbourhood)	☐	☐	☐	☐	☐
COVID-19 pandemic	☐	☐	☐	☐	☐

4.2 Are there any other issues in your local community that you are concerned about?

_____
_____
_____

4.3 Thinking about your local community, please say how much you agree with the following statements.

	Strongly disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
People around here are willing to help their neighbours	☐	☐	☐	☐	☐
This is a close-knit community	☐	☐	☐	☐	☐
People in this community can be trusted	☐	☐	☐	☐	☐
People in this community generally don't get along with each other	☐	☐	☐	☐	☐
People in this community do not share the same values	☐	☐	☐	☐	☐

5. ISSUES AFFECTING YOUR MENTAL HEALTH AND WELLBEING

5.1 In the last 12 months, can you tell us whether any of the following issues are a challenge or problem for you, and the extent of the problem?

	No problem	A small problem	A medium problem	A large problem	Prefer not to say
Social isolation or loneliness	☐	☐	☐	☐	☐
Housing (cost, security or availability)	☐	☐	☐	☐	☐
Unemployment, or not having enough work	☐	☐	☐	☐	☐
Financial stress (not having enough money)	☐	☐	☐	☐	☐
Being subject to discrimination, prejudice or stigma	☐	☐	☐	☐	☐
Physical health issues	☐	☐	☐	☐	☐
Alcohol or drug use	☐	☐	☐	☐	☐
COVID-19 pandemic	☐	☐	☐	☐	☐
Not having enough food to feed myself or my family	☐	☐	☐	☐	☐
Concerns about climate change	☐	☐	☐	☐	☐
Family and/or relationships	☐	☐	☐	☐	☐

5.2 Are there any other issues affecting your mental health and wellbeing?

_____

_____

_____

_____

6. YOUR MENTAL HEALTH AND WELLBEING

We would like to ask you about your mental health and wellbeing. Your privacy will be protected and all the information you provide is anonymous.

6.1 Generally, how would you rate your overall mental health and wellbeing currently?

- ☐ Excellent
- ☐ Very good
- ☐ Good
- ☐ Fair
- ☐ Poor
- ☐ Don't know/Unsure/Prefer not to say

6.2 For each of these five statements please choose which are the closest to how you have been feeling over the last two weeks.

	At no time	Some of the time	Less than half of the time	More than half of the time	Most of the time	All of the time
I have felt cheerful and in good spirits	☐	☐	☐	☐	☐	☐
I have felt relaxed and calm	☐	☐	☐	☐	☐	☐
I have felt active and vigorous	☐	☐	☐	☐	☐	☐
I woke up feeling fresh and rested	☐	☐	☐	☐	☐	☐
My daily life has been filled with things that interest me	☐	☐	☐	☐	☐	☐

Display logic = 3.3 Do you identify as…None of the above; or…Prefer not to say

6.3 During the past 30 days about how often did you feel…

	None of the time	A little of the time	Some of the time	Most of the time	All of the time
Tired out for no good reason?	☐	☐	☐	☐	☐
Nervous?	☐	☐	☐	☐	☐
So nervous that nothing could calm you down?	☐	☐	☐	☐	☐
Restless or fidgety?	☐	☐	☐	☐	☐
So restless you could not sit still?	☐	☐	☐	☐	☐
Hopeless?	☐	☐	☐	☐	☐
Depressed?	☐	☐	☐	☐	☐
So depressed that nothing could cheer you up?	☐	☐	☐	☐	☐
That everything was an effort?	☐	☐	☐	☐	☐
Worthless?	☐	☐	☐	☐	☐

Display logic = 3.3 Do you identify as…Aboriginal; or …Aboriginal and Torres Strait Islander; or…Torres Strait Islander (3.3)

6.4 During the past 30 days about how often did you feel…

	None of the time	A little of the time	Some of the time	Most of the time	All of the time
Nervous?	☐	☐	☐	☐	☐
Without hope?	☐	☐	☐	☐	☐
Restless or jumpy?	☐	☐	☐	☐	☐
Everything was an effort?	☐	☐	☐	☐	☐

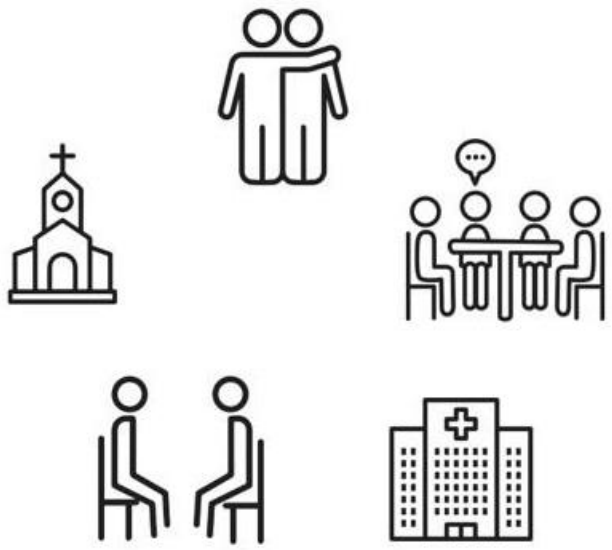
So sad that nothing could cheer you up?	☐	☐	☐	☐	☐

6.5 The next questions are about how you feel about different aspects of your life. For each one, tell me how often you feel that way.

	Hardly ever	Some of the time	Often
How often do you feel that you lack companionship?	☐	☐	☐
How often do you feel left out?	☐	☐	☐
How often do you feel isolated from others?	☐	☐	☐

7. ADEQUACY OF CURRENT SUPPORT FOR YOUR MENTAL HEALTH AND WELLBEING

To stay mentally well and cope with challenges people often reach out and get a variety of supports to help them. There are many different ways to get support for mental health or wellbeing.



The next questions are about the ways you get support, whether you can access them and what gets in the way.

7.1 In the last three months did you receive help for your mental health and wellbeing from a mental health professional or a service? (e.g., a counselling support, a GP, or psychologist?)

☐ Yes, please describe

_____

_____

_____

☐ No

☐ Unsure/prefer not to say

7.2 In the last three months have you accessed any local community supports that help you with your mental health and wellbeing? (e.g., a safe space, a support group, youth group, men's shed?)

- ☐ Yes, please describe

_____

_____

_____

- ☐ No
- ☐ Unsure/prefer not to say

7.3 In the past 12 months, was there a time when you wanted to talk with someone, or seek help about, stress, depression, or problems with emotions?

- ☐ Yes
- ☐ No *Skip to 7.6*
- ☐ Prefer not to say *Skip to 7.6*

7.4 Did you get the care you needed?

- ☐ Yes *Skip to 7.6*
- ☐ No
- ☐ Prefer not to say *Skip to 7.6*

7.5 Why did you not get the care you needed? *Select all that apply*

- ☐ I prefer to manage myself
- ☐ I improved by myself without needing help
- ☐ I didn't think anything would help
- ☐ I didn't know where to get help
- ☐ I was afraid/embarrassed/ashamed to ask for help
- ☐ I couldn't afford the service
- ☐ I was told I was not eligible for a service or program
- ☐ There were no available services that were right for me
- ☐ I sought help but I am still on a waiting list
- ☐ I sought help but could not get an appointment in a reasonable time
- ☐ The travel time/transport is too inconvenient
- ☐ Other (please specify)
- ☐ Prefer not to say

7.6 In the last 12 months have you received support for your mental health and wellbeing from any of the following? *Select all that apply*

- ☐ General practitioner (doctor)
- ☐ Psychologist or counsellor
- ☐ Psychiatrist
- ☐ Mental health clinician or social worker
- ☐ Hospital Emergency Department
- ☐ Telephone support lines such as Lifeline, Beyond Blue, 1800 Respect, or Men's Line
- ☐ Peer worker
- ☐ Support worker
- ☐ Carer support worker (paid)
- ☐ Other (please describe)_____
- ☐ Prefer not to say
- ☐ None

For the next question it is important to know that people often have or live with mental health issues even though they have never had a formal diagnosis from a professional.

7.6 Do you currently have or are you living with any mental health issues?

- ☐ Yes
- ☐ No *Go to 7.9*
- ☐ Prefer not to say *Go to 7.9*
- ☐ Unsure *Go to 7.9*

7.7 Which of the following mental health issues do you currently have or experience? *Select all that apply*

Display logic = 7.6 … you currently have or are living with any mental health issues? = Yes

- ☐ Prefer not to say
- ☐ Anxiety
- ☐ Depression
- ☐ Substance use disorder
- ☐ Trauma affecting mental health
- ☐ Complex Trauma
- ☐ Schizophrenia
- ☐ Personality Disorder
- ☐ Bipolar Disorder
- ☐ Psychosis
- ☐ Eating disorder
- ☐ Postpartum depression/anxiety/psychosis
- ☐ Post-traumatic stress disorder
- ☐ Other(s) (Please specify) _____

7.9 Do you have a formal diagnosis of a mental health condition?

Display logic = 7.6 … you currently have or are living with any mental health issues? = Yes

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

7.10 Do you think you would benefit from more support for your mental health and wellbeing?

- ☐ Yes, I would benefit from more support
- ☐ No, I am doing well with the support I have currently *Go to 7.12*
- ☐ Unsure *Go to 7.12*
- ☐ Prefer not to say *Go to 7.12*

7.11 What kind of support do you think would be helpful in improving your mental health and wellbeing? *Select all that apply*

- ☐ Having an alternative to hospital emergency departments when needing mental health support
- ☐ Practical assistance, such as with household and daily living tasks
- ☐ Talking to others who have experienced the same struggles as I have/peer support
- ☐ Talking through issues with a health professional
- ☐ Support to strengthen cultural ties
- ☐ Other (please describe)_____

7.12 In your own words, what do you need to help you feel safe and well?

_____

_____

_____

_____

7.13 Do you intend to keep this fridge magnet and to display it on your fridge (or elsewhere) so that you or others in your household are able to use it when needed?

- ☐ Yes
- ☐ No
- ☐ Maybe
- ☐ Prefer not to say

---

8. HOUSING AND EMPLOYMENT

We know that housing and employment can have impacts on mental health and wellbeing and in this section we would like to know more about this for you.

8.1 Which of the following best describes your housing situation?

- ☐ I own the place I live in (with/without a mortgage)
- ☐ Private rental accommodation on my own
- ☐ Private rental accommodation with other/s
- ☐ Public or Community housing (in my name)
- ☐ Temporary accommodation at a hostel
- ☐ Temporarily staying at a friend/relative's place
- ☐ Sleeping rough: out in the open, tent, car
- ☐ Other (please specify) _____

8.2 Do you worry about your housing and/or living conditions?

- ☐ Yes
- ☐ No *Skip to 8.4*

8.3 What worries you about your housing/living conditions?

_____

_____

_____

_____

8.4 Last week, did you have work of any kind (including on a farm or in a business)?

- ☐ Yes, worked for payment or profit
- ☐ Yes, but I was absent last week
- ☐ Yes, but unpaid work
- ☐ No, did not have work *Skip to 8.6*

8.5 Considering the work you held last week, were you:

- ☐ A full-time employee (35 hours or more per week)
- ☐ A part-time employee (less than 35 hours a week)
- ☐ A casual employee (either full-time or part-time)
- ☐ As partner in a business or business owner
- ☐ An independent contractor
- ☐ Other (please specify)_____

8.6 Were you actively looking for work at any time in the last four weeks?

- ☐ No, did not look for work *Skip to 8.8*
- ☐ Yes, looking for full-time work (35 hours or more per week)
- ☐ Yes, looking for part-time (less than 35 hours per week) or casual work

---

8.7 If you had found work could you have started last week?

- ☐ Yes
- ☐ No

8.8 How satisfied are you with…? (1 totally dissatisfied – 10 totally satisfied)

Display logic = 8.4 Last week, did you have work of any kind? If…
Yes, worked for payment or profit
Yes, but I was absent last week
Yes, but unpaid

	1 Totally dissatisfied	2	3	4	5	6	7	8	9	10 Totally satisfied
Your total pay?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Your job security?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
The work itself (what you do)?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
The hours you work?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

The flexibility available to balance work and non-work commitments?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
All things considered, how satisfied are you with your job?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

9. OTHER PEOPLE'S MENTAL HEALTH

9.1 Do you provide support for someone who is living with mental health issues (who may live here or live elsewhere)?

- ☐ Yes
- ☐ No *Skip to 9.3*
- ☐ Not sure
- ☐ Prefer not to say

9.2 Would you benefit from a carer support service?

- ☐ I already have carer support
- ☐ Yes
- ☐ No
- ☐ Not sure
- ☐ Prefer not to say

9.3 The Centre for Social Impact is evaluating the ACDC project. This will involve contacting you in about a months' time with a 10 minute survey that asks about your experience with the ACDC project. A $20 essentials Woolworths gift voucher will be offered to anyone who completes this evaluation survey. Do you consent to being contacted? (note, you are just consenting to be contacted and are under no obligation to participate)

- ☐ Yes
- ☐ No *Skip to End of Survey*

9.4 What are the best ways to contact you (select all that apply)?

Text message/SMS (please provide mobile phone number)
_____

Phone call (please provide phone number)
_____

Email (please provide email address) _____

END OF HOUSEHOLDER SURVEY

ENGAGEMENT REPORT

10. ENGAGEMENT REPORT

10.1 Did the Householder complete the survey?

- ☐ Yes, completed
- ☐ Yes, partially completed
- ☐ No, did not start nor complete the survey *Skip to 10.3*

10.2 Is there anything we should know about how this survey was completed? *Select all that apply*

- ☐ Survey was completed without the Householder present (based on a conversation)
- ☐ Partner or other person in close proximity to Householder, potentially impacting answers
- ☐ Several Householders in this household filled in this survey together at the same time
- ☐ Householder was caring for other people and seemed distracted
- ☐ I (People Connector) had difficulty communicating with the Householder
- ☐ Other language identified but the Householder refused an interpreter
- ☐ The survey was filled in with the assistance of an interpreter (formally arranged through ACDC)
- ☐ The survey was filled in with the assistance of an interpreter (informally arranged through the Householder)
- ☐ Survey responses do not align with the conversation prior to the survey
- ☐ Other (please specify)_____

10.3 Did the Householder accept the information pack from the People Connector?

- ☐ Yes
- ☐ No

10.4 Did the householder indicate that they would like to engage at a different time with the People Connector?

- ☐ Yes (please describe)_____
- ☐ No

CONVERSATION REPORT

11. CONVERSATION REPORT

11.1 Did you have a conversation with the Householder?

- ☐ Yes
- ☐ No *Skip to Location Report*

11.2 In your conversation with the Householder did you discuss mental health?

- ☐ Yes
- ☐ No *Skip to Location Report*

11.3 In your conversation about mental health with the Householder, what did you discuss? *Select all that apply*

- ☐ Mental health generally
- ☐ The Householder's mental health
- ☐ The mental health of someone in their household
- ☐ The mental health of someone they know
- ☐ Mental health issues in their community
- ☐ Mental health services and supports
- ☐ Other_____

11.4 What did you cover in the conversation about mental health? Please describe:

_____
_____
_____

11.5 Did the householder indicate that they had any trouble accessing mental health services?

- ☐ Yes
- ☐ No *Skip to 11.7*

11.6 For what reason did they have trouble accessing mental health services? *Select all that apply*

- ☐ Transport
- ☐ Ineligibility
- ☐ Nothing suitable
- ☐ Placed on waitlist
- ☐ Unsure where or how to get appropriate help
- ☐ Cost
- ☐ Felt they weren't unwell enough to seek help
- ☐ Felt embarrassed to seek help
- ☐ Other (please specify):

11.7 Were you able to help them in any way?

- ☐ Yes
- ☐ No *Skip to 11.9*
- ☐ Maybe

11.8 How were you able to help? *Select all that apply*

- ☐ Information given about services/supports that might help
- ☐ A consent for sharing information form signed for follow up
- ☐ Linking them to services by helping them make an appointment
- ☐ Offered to return with additional information
- ☐ Called an emergency service or family member/carer on their behalf
- ☐ Other (please specify)_____

11.9 Why/how were you unable to help?

_____
_____
_____

LOCATION REPORT

12. LOCATION REPORT

12.1 Location information

	Site name	Suburb	Postcode
Location info			

12.2 Did you complete this field survey at a dwelling?

- ☐ Yes *Go to 12.3*
- ☐ No *Go to 12.2.1*

12.2.1 Where did you complete this field survey?

Display logic – 12.2 (Did you complete this field survey at a dwelling?) = No

_____

12.3 What type of dwelling is it?

- ☐ Separate house
- ☐ Semi-detached, row or terrace house, townhouse etc
- ☐ Flat or apartment: In a one to three storey block
- ☐ Flat or apartment: In a four or more storey block
- ☐ Flat or apartment: Attached to a house
- ☐ Other (please describe)_____

End of Field Survey