The ACDC Project Field Survey

Round Three – 2023

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

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PURPOSE

The ACDC Field Survey

The ACDC Field Survey involves several components that achieve different functions:

1. Monitoring the **number of houses** approached and knocked in each site (location questions)
2. Tracking **consent to talk to the People Connector** (eligibility, over 18 and not self-isolating)
3. **Answering the research question** through Householders' responses to questions (Householder Survey)
4. Getting contact details for Householders who want to give **feedback via the CSI Evaluation Survey** (evaluation follow up question)
5. Capturing the **type of engagement** People Connectors had at every door (Engagement data)
6. Capturing the **kinds of conversations** People Connectors had with Householders (Conversation Report)

Field Survey flow

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

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

The Householder Survey

The variables included in this survey have been selected so that the ACDC Project can continue to contribute to the growing evidence base around understanding mental health, wellbeing, and other support needs in Australia, but also utilise any key findings for advocacy purposes.

The research questions

1. **What is the level of need for mental health, wellbeing, and other supports?**
2. **Who is accessing support(s)?**

3. What factors, including the social determinants of mental health, are contributing to mental health need?

Components of the Householder Survey

The Householder Survey seeks responses about demographics, social determinants, current levels of engagement in local community supports and mental health services, unmet mental health, wellbeing, and other support needs and barriers to accessing supports and services.

Measures

The majority of the Householder Survey consists of frequency or rating scales (quantitative data collection) however there are several opportunities for householders to answer open-ended questions (qualitative data collection), to allow a much deeper understanding of the challenges, concerns, and experiences of distress, adversity, or resilience among Householders.

Several validated questionnaires are embedded within the Householder Survey to identify wellbeing, psychological distress, and loneliness of householders, comprising:

Wellbeing

The World Health Organisation Five Wellbeing Index[1] (WHO-5) is a valid and reliable measure used to identify respondents' wellbeing using self-report data. The measure comprises five statements, including, "I have felt relaxed and calm" and "My daily life has been filled with things that interest me" rated on a scale from zero (at no time) to five (all of the time). Respondents are asked to consider the statements in the context of the last two weeks. Scores are summed and multiplied by 4 to create a total score. A score of 100 represents the best imaginable wellbeing and zero represents the worst imaginable wellbeing. For clinical populations, a score equal to or less than 50 has been used to screen for depression, and in the general population, mean scores for the WHO-5 range from 53.7 to 70.1 across several European countries[2].

Psychological distress

The Kessler Psychological Distress Scale[3] (K10), another psychometric scale, measures level of psychological distress using self-report data. The K10 can be used across different populations, however, the K5 was developed to measure the psychological distress of First Nations peoples. Respondents are asked to select the frequency or extent to which they have experienced feelings of distress, anxiety, or depressed mood within the past month. The K10 comprises 10 statements

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[1] WHO. (1998). Wellbeing Measures in Primary Health Care: The Depcare Project. WHO Regional Office for Europe.

[2] 5 Topp, C. W., Østergaard, S. D., Søndergaard, S., & Bech, P. (2015). The WHO-5 Well-Being Index: a systematic review of the literature. Psychotherapy and psychosomatics, 84(3), 167–176. https://doi.org/10.1159/000376585

[3] Kessler, R. C., et al. (2003). Screening for serious mental illness in the general population. Arch Gen Psychiatry, 60(2),184-9.

representing depression, stress, and anxiety symptoms (e.g., “feeling nervous”, “feeling hopeless”), rated on a scale of one (none of the time) to five (all the time). Scores range from 10 to 50 and are categorised based on severity of distress[4]: low distress (10-15), moderate distress (16- 21), high distress (22-29) and very high distress (30-50). The modified version of the K10 scale, the K5[5], was developed for use in the social and emotional wellbeing module of the National Aboriginal and Torres Strait Islander Health Survey[6] and was established through consultation with Aboriginal peoples. Within the ACDC Householder survey, if householders identify as Aboriginal and/or Torres Strait Islander, they are directed to the K5 items, rather than the K10 items. Modifications to the scale included omission of K10 items 2, 3, 5, 8 and 9 (creating a 5-item measure), as well as slight word changes to remaining items to improve the understanding of these statements (“restless or fidgety” was changed to “restless and jumpy”; “hopeless” to “without hope”; and “past four weeks” to “last four weeks”). Akin to the K10, scores are able to be categorised based on severity of distress. Ratings for all items are summed to produce a total score and K10/K5 scores can only be calculated (by summation of item scores) where there are responses for all 10 items or five items for the K5[7].

Loneliness

The Three-item Loneliness Scale (Hughes et al., 2004[8]) provides a quick and succinct method to collect information about loneliness by asking respondents three questions: “How often do you feel that you lack companionship?”, “How often do you feel left out?” and “How often do you feel isolated from others?” on a three-point rating scale: (1) hardly ever, (2) some of the time, (3) often. Scores are summed to create a total score (ranging from 3 to 9) where higher scores reflect greater loneliness.

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[4] https://www.abs.gov.au/ausstats/abs@.nsf/Lookup/4817.0.55.001Chapter92007-08

[5] Australian Institute of Health and Wellbeing (2009). Measuring the social and emotional wellbeing of Aboriginal and Torres Strait Islander peoples.

[6] https://www.aihw.gov.au/reports/indigenous-australians/measuring-the-social-and-emotional-wellbeing/summary

[7] McNamara, B. J., Banks, E., Gubhaju, L., Williamson, A., Joshy, G., Raphael, B., & Eades, S. J. (2014). Measuring psychological distress in older Aboriginal and Torres Strait Islanders Australians: A comparison of the K-10 and K-5. Australian and New Zealand journal of public health, 38(6), 567–573.

https://doi.org/10.1111/1753-6405.12271 21

[8] Hughes, M. E., Waite, L. J., Hawkley, L. C., & Cacioppo, J. T. (2004). Three-Item Loneliness Scale [Database record]. APA PsycTests. https://doi.org/10.1037/t29584-000

ENGAGEMENT DATA

1.1 Situation

☐ Click here if you are approaching a house

☐ Click here if you are entering survey data from a paper-based survey *skip to Householder Survey*

☐ Click here if you are approaching a person (not knocking on a door)

☐ Click here if this is a test survey

1.2 Where did you complete this survey?

Postcode _____

Suburb _____

Site_____

1.3 Did someone answer the door?

Force answer

Do not display if 1.1 – approaching a person (no door knocked)

☐ Yes, door was answered *skip to 1.5*

☐ Yes, but no one over 18 at home *skip to End of Field Survey*

☐ Yes, but isolating due to COVID-19 *skip to End of Field Survey*

☐ No, door was not answered *skip to End of Field Survey*

☐ No, did not knock-on door

1.4 Why weren't you able to knock on the door? *Select all that apply*

☐ Abandoned or vacant house

☐ Did not feel safe/was not safe to approach or knock

☐ Dog(s)

☐ 'Do not knock', 'do not enter', 'do not disturb' sign (or related)

☐ Construction site

☐ Could not find the front door or unable to access front door

☐ Hazard (e.g., overgrown, flood damage, etc.)

☐ Householder was leaving property

☐ Intercom issues

☐ Locked gate/fence restricting access

☐ Other (please specify) _____

Go to End of Field Survey

1.5 Does the Householder want to complete 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

1.6 Did the Householder take a paper-based copy of the survey to complete at another time?

☐ Yes

☐ No

Go to Conversation Report

HOUSEHOLDER SURVEY

1 Consent to complete survey

The reason for this survey is to understand some of the mental health, wellbeing and other support needs in your community. Information about local community issues and needs - not your personal responses - will be shared with the local community, mental health and other service providers, and funding organisations, to help improve the supports available in the community.

The survey can take up to 30 minutes, but you can stop the survey whenever you like.

Other key points about consenting to this survey:

- The Human Research and Ethics Committee at the University of Western Australia has approved this research.
- All information given is confidential and private.
- All information is securely stored.
- You have the right to choose not to answer any question that we come to. Just skip to the next question, or select 'prefer not to say'.
- If you change your mind and no longer want to participate in the survey, you can do so at any time up until the survey is completed (after it is submitted, we will be unable to identify your response, and your responses cannot be deleted).
- After the survey we will ask you if you want any follow up contact and if so, you can provide contact details then, but otherwise, all information is anonymous.

Any feedback or complaints may be made in writing to the Centre for Social Impact by emailing lisette.kaleveld@uwa.edu.au. If you are not happy with the response of the researchers, you can contact the Human Ethics office at the University of Western Australia on (08) 6488 4703, or by emailing humanethics@uwa.edu.au.

If you would like a copy of this information, or a more comprehensive explanation of what has been outlined above, please ask the People Connectors for a paper copy, or go to the ACDC Project website - https://acdc.org.au/

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

☐ Yes

☐ No *skip to Conversation Report*

2 About you

2.1 What is your postcode?

_____

2.2 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

2.3 What is your gender?

☐ Male

☐ Female

☐ Trans male

☐ Trans female

☐ Non-binary/agender/gender queer/gender fluid

☐ I prefer to self-describe _____

☐ Prefer not to say

2.4 Do you identify as Aboriginal and/or Torres Strait Islander?

Force answer

☐ Yes *display K5*

☐ No *display K10*

☐ Prefer not to say *display K10*

2.5 What is your country of birth?

☐ Australia

☐ China

☐ India

☐ Italy

☐ Malaysia

☐ New Zealand

☐ Philippines

☐ South Africa

☐ Sri Lanka

☐ United Kingdom

☐ Vietnam

☐ Other (please describe) _____

☐ Prefer not to say

2.6 What languages are usually spoken at home? *Select all that apply*

☐ English

☐ Arabic

☐ Cantonese

☐ Filipino/Tagalog

☐ Greek

☐ Hindi

☐ Italian

☐ Mandarin

☐ Punjabi

☐ Spanish

☐ Vietnamese

☐ Other (please specify) _____

☐ Prefer not to say

2.7 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 describe) _____

☐ Prefer not to say

2.8 How would you describe yourself? *Select all that apply*

☐ Heterosexual or straight

☐ Gay/lesbian

☐ Bi/pansexual

☐ Asexual

☐ Queer

☐ Other _____

☐ Prefer not to say

2.9 Have you ever done any of the following types of paid or volunteer work (whether currently or in the past)? *Select all that apply*

☐ Defence force member (army, navy, air force – including reservists)

☐ Paid work as a first responder – this includes police officers, ambulance officers, and firefighters, as well as other first responders

☐ Volunteer work as a first responder - e.g., volunteer firefighter

☐ None of the above

☐ Prefer not to say

2.10 Do you have access to ...

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

2.11 Do you have a private space at home, where you could speak with someone online about your mental health, if needed?

☐ Yes

☐ No

☐ Maybe/sometimes

☐ Prefer not to say

3. Issues affecting your mental health and wellbeing

3.1 Are there any issues in your local community that you are concerned about (e.g., housing, transport, safety)?

_____

3.2 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
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, drugs, or addictions	☐	☐	☐	☐
COVID-19 pandemic	☐	☐	☐	☐
Not having enough food to feed myself or my family	☐	☐	☐	☐
Concerns about climate change	☐	☐	☐	☐
Family and/or relationships	☐	☐	☐	☐
Loss, bereavement, Sorry Business	☐	☐	☐	☐
Impact of disasters (floods, fires, severe weather events)	☐	☐	☐	☐

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

_____

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

☐ Yes

☐ No *skip to 3.6*

☐ Prefer not to say *skip to 3.6*

3.5 What worries you about your housing and/or living conditions? Please describe

_____

3.6 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 3.8*

☐ Prefer not to say *skip to 3.8*

3.7 How satisfied are you with your job (e.g., pay, security, the work you do, hours, flexibility)?

1 Totally dissatisfied	2	3	4	5	6	7	8	9	10 Totally satisfied
☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

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

☐ No, did not look for work *skip to 4.1*

☐ 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

☐ Prefer not to say *skip to 4.1*

3.9 If you had found work, could you have started last week?

☐ Yes

☐ No

☐ Prefer not to say

4 Your mental health and wellbeing

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

☐ Excellent

☐ Very good

☐ Good

☐ Fair

☐ Poor

☐ Unsure

☐ Prefer not to say

4.2 Do you have, or are you living with, any mental health issues (diagnosed or undiagnosed)?

☐ Yes

☐ No

☐ Unsure

☐ Prefer not to say

4.3 Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks:

WHO-5 item	At no time (0)*	Some of the time (1)	Less than half of the time (2)	More than half of the time (3)	Most of the time (4)	All of the time (5)
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	☐	☐	☐	☐	☐	☐

* Likert scale scored from 0-5

*Display to householder if **not** Aboriginal or Torres Strait Islander, or selected 'prefer not to say'*

4.4 In the past 30 days, how often did you feel...

K10 item	None of the time (1)*	A little of the time (2)	Some of the time (3)	Most of the time (4)	All of the time (5)
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?	☐	☐	☐	☐	☐

*Likert scale scored from 1-5

Display to householder if Aboriginal or Torres Strait Islander

4.5 In the past 30 days, how often did you feel...

K5 item	None of the time (1)*	A little of the time (2)	Some of the time (3)	Most of the time (4)	All of the time (5)
Nervous?	☐	☐	☐	☐	☐
Without hope?	☐	☐	☐	☐	☐
Restless or jumpy?	☐	☐	☐	☐	☐
Everything was an effort?	☐	☐	☐	☐	☐
So sad that nothing could cheer you up?	☐	☐	☐	☐	☐

*Likert scale scored from 1-5

4.6 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.

Loneliness scale item	Hardly ever (1)	Some of the time (2)	Often (3)
How often do you feel that you lack companionship?	☐	☐	☐
How often do you feel left out?	☐	☐	☐
How often do you feel isolated from others?	☐	☐	☐

*Likert scale scored from 1-3

5 Mental health and wellbeing supports

5.1 Do you have a disability?

☐ Yes

☐ No *skip to 5.4*

☐ Unsure

☐ Prefer not to say

5.2 Are you receiving support through the National Disability Insurance Scheme (NDIS)?

☐ Yes *skip to 5.4*

☐ No

☐ Prefer not to say *skip to 5.4*

5.3 Have you attempted to seek support through the NDIS?

☐ Yes

☐ No

☐ Prefer not to say

5.4 Do you provide care or support to someone with disability, a chronic condition, or mental health issue?

☐ Yes

☐ No

☐ Prefer not to say

5.5 In the last three months

...have you accessed any local community supports that helped you with your mental health and wellbeing? (e.g., a support group, youth group, men's shed, etc.)

☐ Yes

☐ No

☐ Prefer not to say

5.6 In the last three months

...did you receive help for your mental health and wellbeing from a professional or service? (e.g., counselling support, a GP, a psychologist, etc.)

☐ Yes

☐ No

☐ Prefer not to say

5.7 Which of the following best describes your current connection with mental health professionals or services?

☐ I am currently receiving ongoing support for my mental health from a professional or service

☐ I am receiving support for my mental health, but not as much or as often as I would like

☐ I am not accessing any support from a mental health professional or service at the moment

☐ I have contacted services or my GP, but have not yet received support

☐ Prefer not to say

5.8 Have you ever accessed the mental health service system or a mental health professional?

☐ Yes

☐ No

☐ Prefer not to say

5.9 In the last 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 5.11*

☐ Prefer not to say *skip to 5.11*

5.10 Did you get the care you needed?

☐ Yes

☐ No

☐ Prefer not to say

5.11 Sometimes people have trouble accessing the services they need and getting the right help.

Please select any of the following barriers you have faced in the last 12 months.

Select all that apply

Things that stopped me from contacting services

☐ The travel time/transport was too inconvenient

☐ I didn't think anything would help

☐ I didn't know where to get help

☐ There were no available services that were right for me

☐ I was ashamed/embarrassed/ashamed to ask for help

☐ I had a bad experience with services in the past (e.g., harmful, unhelpful)

☐ I did not feel unwell enough to ask for help

☐ Fear/anxiety about accessing mental health supports

☐ I was too busy/I could not find the time

☐ I did not trust mental health professionals, supports, or services

I tried to reach out but could not access the support

☐ I couldn't afford the service

☐ I was told I was not eligible for a service or program

☐ I am still on a waitlist

☐ I could not get an appointment in a reasonable time

☐ The support or service was unable to meet my needs

☐ The process of accessing support was too complex/difficult/overwhelming

I accessed the service, but it did not help me

☐ I was not satisfied with the quality of support

☐ I did not feel valued or respected

☐ I did not feel heard or understood

☐ I need more specialised care

☐ The service, clinician, or person providing support was not right for me

☐ I prefer to self-manage (please specify) _____

☐ I have not faced any barriers to getting support for my mental health and wellbeing

☐ Prefer not to say

5.12 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 *skip to 5.14*

☐ Unsure *skip to 5.14*

☐ Prefer not to say *skip to 5.14*

5.13 What kind of support(s) do you think would be helpful for you? *Select all that apply*

☐ Having an alternative to hospital emergency departments

☐ Practical assistance, such as help with household and daily living tasks

☐ Peer support/talking to others who have experienced the same struggles

☐ Talking with a mental health professional face-to-face

☐ Talking with a mental health professional via Telehealth (online appointment)

☐ Pet/animal companion

☐ Support to strengthen cultural ties

☐ Other (please specify) _____

☐ Prefer not to say

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

_____

5.15 The Centre for Social Impact (CSI) 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 gift voucher (for either Coles, Woolworths, Kmart, Big W or Bunnings) will be offered for anyone who completes this CSI 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 Householder Survey*

5.16 What are the best ways to contact you? *Select all that apply*

☐ Text/SMS (please provide mobile number) _____

☐ Email (please provide email) _____

☐ Phone call (please provide a phone number)_____

End of Householder Survey

CONVERSATION REPORT

1.1 Did you have a conversation with the Householder?

☐ Yes

☐ No *skip to 1.5*

1.2 In your conversation with the Householder, did you discuss mental health and wellbeing?

☐ Yes

☐ No *skip to 1.5*

1.3 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 (please specify) _____

☐ Mental health issues in their community

☐ Mental health services and supports

☐ Other (please specify) _____

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

_____

1.5 Were you able to help in any of the following ways? *Select all that apply*

☐ No, I was not able to help the Householder this time

☐ Not applicable – the Householder did not require help

☐ Comfort, active listening, and/or connection

☐ General information about services/supports that might help

☐ Tailored information about services/supports that might help

☐ Practical help (e.g., making a phone call on behalf of the Householder)

☐ Linking to services by helping Householder make an appointment

☐ Offered to return with additional information

☐ Called someone for help on the Householder's behalf (i.e., emergency service, family, carer, kin)

☐ Other (please specify) _____

1.6 Was a Consent to Share Information Form signed by the Householder?

☐ Yes

☐ No

End of Field Survey

Display: End of Field Survey. Select next to submit.



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