
MILLER COMMUNITY SURVEY 2010



**CENTRE FOR HEALTH EQUITY
TRAINING RESEARCH AND EVALUATION**

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Community 2168 is a major community renewal and capacity building partnership located in Miller in the City of Liverpool in South Western Sydney. It is sponsored by Liverpool City Council, Liverpool Health Service and the Department of Housing.
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1. INTRODUCTION

The Centre for Health Equity Training Research and Evaluation (CHETRE) has conducted random household surveys of the Miller community since 1999. The first survey in 1999 was developed to assess community needs and service use for the Wellbeing in the Valley project. Since 2002, community surveys have been undertaken to inform the Community 2168 project; a major community renewal and capacity building partnership that aims to bring residents, government, business and community organisations together to improve services, facilities and opportunities for all people in the 2168 postcode area. Community 2168 is sponsored by Liverpool City Council, Liverpool Health Service and the Department of Housing.

The 2010 Miller Community Survey was undertaken on the 3rd to 8th May 2010 by a team of paid interviewers drawn from Miller and surrounding areas. The demographic profile of participants in the 2010 survey is different than that achieved in earlier surveys. For example, 45% of the respondents in the 2010 survey were unemployed compared with less than 10% in the 1999, 2002, 2005 and 2007 surveys. As a result, this interim report presents the results from the 2010 survey only. A later report will investigate trends from 1999 to 2010 in the Miller community using statistical methods of weighted data to enable fair comparison.

2. SUMMARY OF RESULTS

Characteristics of survey respondents

- Most respondents were female, aged 45 years and older, were born in Australia and had lived at their current address for more than 6 years,
- Large proportions of respondents were unemployed, had left school before year 12, were renting in social housing and had a household computer with internet access

Perceptions of crime and safety

- Issues of most concern were speeding traffic and drinking in public spaces
- Issues of least concern were domestic violence and assaults and muggings
- Most respondents felt safe at home but unsafe in their street at night and believed Miller had a reputation as unsafe

Amenity and other community issues

- Issues of most concern were litter and rubbish, poor state of the shopping precinct, lack of safe places for children and lack of recreational facilities
- Issues of least concern were racism, empty houses, problems with neighbours and discarded needles and syringes

Trust, solidarity and sense of community

- Most respondents had family/partners they could turn to during times of personal worry or crisis; although only half believed most people could be trusted
- Most respondents were not involved in local decision-making and did not feel they had the power to change what goes on in Miller; although few indicated they would like to have this power
- Most respondents felt they had control over decisions that affect their lives, although few would be able to get a reference from a person in a public position
- Few respondents volunteered or attended a local community event; although 4 in 10 were members of Mounties and/or Liverpool Catholic Club
- Most respondents felt at home in Miller, accepted by fellow community members and would feel sorry to leave; although most would move given equivalent accommodation in another area
- Most respondents felt their street would accept strangers, knew someone from a different background than themselves and believed multiculturalism made life better: few had experienced racist abuse or attack
- Most respondents felt drug and alcohol problems divided people in their neighbourhood; few believed the same of religious beliefs
- Most respondents would contact the Police for help with a community drug or violence problem; most believed they would be listened to and the problem would be successfully resolved

Perceptions of health

- Most respondents reported good health overall; although average scores on standardised physical and mental health assessments showed the sample is well below other Australian norms.
- Most respondents were satisfied with their lives and few had put off health care because of cost

Global perceptions of change

- Most respondents felt Miller was about the same now as it was 3 years ago: although similar proportions believed it had got better or worse

3. METHODS

OVERVIEW OF METHODS

The 2010 survey was conducted using household doorknock techniques. We decided to undertake a doorknock household survey rather than a telephone survey because:

- there is a reported rise in people using mobile phones rather than landlines; and
- the 2007 telephone survey showed a comparatively high rate of refusals (22.7%).

The Miller community survey is a cross-sectional survey (i.e. provides a snapshot of resident's perceptions at one point in time) of community perceptions in 2010. The survey was conducted over a one week period in May.

SURVEY QUESTIONS 2010

The 2010 survey was developed by CHETRE in consultation with the Community 2168 Evaluation Subcommittee. The survey was informed by previous work and findings from the Community 2168 evaluation, including those from Stakeholder Reports. Survey questions were organised around the CHETRE Social Cohesion and Health Model which posits that social resources (e.g. community infrastructure) influence health through the mobilisation of social cohesion; defined here as a dynamic tension between social inclusion (e.g. employment) and social capital (e.g. trust and relationships).

The majority of questions for the 2010 survey were based on those used in previous surveys. New questions, consistent with the model, addressed issues of:

- personal control and power to influence change in Miller;
- involvement in local decision-making;
- experience of racist abuse or attack;
- life satisfaction; and
- home internet use.

The survey was administered in interview format. It was piloted with seven people of similar socio-demographic profile but not located in Miller. The survey was shortened as a result of piloting from 54 to 47 questions. The final survey took between 20 to 40 minutes to complete.

SURVEY STAFF

As part of CHETRE's commitment and ethics in working with disadvantaged communities and populations, we wished to employ residents from the 2168 postcode and surrounding areas to participate in the survey as door-knock interviewers. CHETRE advertised for casual survey staff through local organisations such as Mission Employment, The HUB and others registered with the Community 2168 and Refugee and Migrant interagency e-networks. We particularly encouraged bi-lingual speakers from Arabic and Vietnamese speaking backgrounds to apply as these languages represent the two largest culturally and linguistically diverse groups in Miller.

We received over 40 applications for the casual positions and interviewed 20 people. All 20 applicants were employed to conduct the survey for at least 3-days; with the most successful survey teams being given the option to continue for the final 3-days of the survey week. Eight applicants (4 teams) continued for the full Monday to Saturday survey week period. The cover photograph shows the full survey team. The team spoke 21 different languages.

All survey staff attended 2-day (12-hour) training in survey skills developed by the Macquarie Fields TAFE Outreach section in collaboration with CHETRE. The training was

held at The HUB on Wednesday 28th and Friday 30th May 2010 and was facilitated by the TAFE Outreach Coordinator, Michelle Morrison, with assistance from CHETRE staff.

Training covered:

- teamwork
- time-management
- listening skills and paraphrasing
- non-verbal communication
- professionalism and ethics
- risk assessment
- specific procedure related to the survey and questions.

Survey staff were paid \$24.39 p/h (University of NSW casual data collector rates) for attending training and undertaking the survey. They received a written reference from CHETRE detailing their participation.

CONDUCTING THE HOUSEHOLD SURVEY

A list of households in the Miller community was compiled from excel files of property addresses provided by Housing NSW and Liverpool City Council in April 2010. The complete list comprised 1229 properties. We undertook a random sample of 600 households using a computer program (48.8% of all households in Miller).

We conducted community awareness raising about the survey by letter-dropping all households in Miller with a flyer in the week prior to 3rd May 2010. We also organised interviews with the local media – The Champion and The Leader – in the survey week to ensure maximise exposure.

Fourteen survey teams (surveys were conducted in pairs) began the survey on Monday 3rd May 2010 from The HUB in Miller. Surveys were conducted by casual survey staff, CHETRE staff and trained students from the University of Western Sydney. Survey teams collected 20 blank survey forms, a language card to identify potential participants' preferred language, a household tracking sheet listing 20 addresses and space to record the outcome of the visit and a map highlighting the streets to be visited. They were also provided with muesli bars, refillable water bottles, a Miller Household survey t-shirt, a clipboard, a carry bag, Liverpool City Council pens to be given as thankyou gifts for survey participants, the latest edition of the Community 2168 newsletter, and phone numbers of the CHETRE team and The HUB.

Lunch was provided daily between 12.30pm and 2pm at The HUB so survey staff could refuel, network with other staff and re-allocate households with specific language needs and debrief with the CHETRE team.

Specific instructions for survey staff included:

- all surveys must be undertaken on the door-step and properties should not be entered
- survey teams should stick together and only separate to undertake surveys if they are in view of each other (e.g. same floor of a unit block)
- a survey team should not enter the yard of any property where they feel uncomfortable and should not engage with residents who may be hostile or rude
- language preferences from non-English speaking residents should be brought back to The HUB for reallocation
- three call-backs must be made to each property (1 visit must be a Saturday) before a replacement house could be allocated

RESPONSE RATE

A total of 301 households participated in the 2010 Miller community survey or 24.5% of all households in Miller (301/1229). This figure compares well with 17.1% of all households in 2007 (180/1053), 26.3% of all households in 2005 (270/1026), 32.6% in the 2002 survey (335/1026) and 20.8% in 1999 (213/1198).

The response rate for the 2010 survey was 50.2% (Figure 1). This compares well with a response rate of 44.3% (n=180) for the 2007 survey but is below that achieved in earlier surveys: 75% for the 2002 (n=330) and 2005 (n=270) surveys and 64% for the 1999 (n=213) Wellbeing in the Valley door-to-door survey.

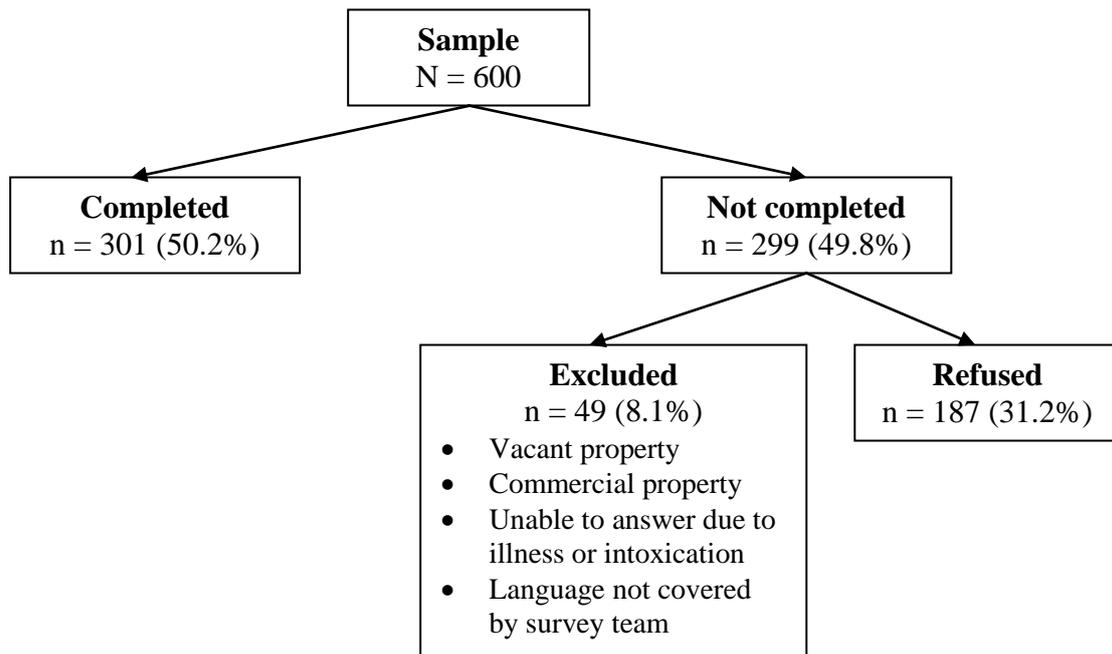
The survey had a relatively high level of refusals at 31.2% (n=187). Some residents gave reasons for refusal, including:

- “The survey’s too long”
- “I don’t have time”
- “I’m busy”
- “I’m not interested”
- “I can’t be bothered”
- “Nothing ever changes”
- “I’ve done this before and nothing happened”

DATA ANALYSIS

Survey results were analysed using PASW Statistics version 18.0 (2009). Data were summarised using frequencies and descriptive analyses.

Figure 1: Flow-chart showing response rate for 2010 Miller Community Survey



4. CHARACTERISTICS OF SURVEY RESPONDENTS

4.1 WHO RESPONDED TO THE 2010 MILLER SURVEY?

What were the sociodemographic and socioeconomic characteristics of people who answered the 2010 Miller survey?

- 58.6% were female
- 64.3% were aged 45 years and over
- 11.3% were, or had someone in their household, who was Aboriginal or Torres Strait Islander
- 41.4% were born overseas; the largest groupings from Vietnam (14.7%) and Lebanon (13.9%) and were long-term residents, having lived in Australia, on average, for 26.1 years
- 51.7% lived in social housing
- 71.9% had lived at their current address in Miller for 6 or more years
- 44.7% were unemployed
- 52.7% left school before year 12
- 20.5% achieved their HSC; 19.5% achieved a tertiary or TAFE qualification following their HSC
- 21% had difficulty accessing transport in the 3 months prior to survey
- 54.9% had a household computer with internet access

What were the age characteristics of people who lived in the same household as people who answered the 2010 Miller survey?

- 14.3% of households had children aged 4 years and under (6.6% had 2 or more children)
- 22.6% of households had children aged between 5 and 12 years (12.6% had 2 or more children)
- 18.3% of households had teenagers aged between 13 and 18 years (5.3% had 2 or more teenagers)
- 21.9% of households had adults aged between 18 and 24 years (8.6% had 2 or more adults)
- 74.4% of households had adults aged between 15 and 64 years (42.8% had 2 or more adults)
- 33.5% of households had adults aged 65 years and over (12.9% had 2 or more adults)

What were the employment characteristics of people who lived in the same household as people who answered the 2010 Miller survey?

- 55.5% of households had someone who was unemployed (22.9% had 2 or more unemployed in the household)
- 40.5% of households had someone who was in regular paid employment (20.3% had 2 or more people in regular paid employment in the household)

Table 1: Demographic details of 2010 survey respondents

	N	%
Gender		
Male	121	41.6
Female	170	58.4
Age		
18-24 yrs	21	7.0
25-44 yrs	88	29.7
45-64 yrs	111	37.5
65-74 yrs	50	16.9
75 yrs +	26	8.8
Aboriginal status		
Aboriginal or Torres Strait Islander	33	11.3
Non-Aboriginal or Torres Strait Islander	258	88.7
Country of birth		
Born overseas	122	41.4
Born aust	173	58.6
Length of residence at current address		
1 year or less	27	9.2
2 – 5 years	55	18.8
6 – 14 years	70	24.0
15 years or more	140	47.9
Employment status		
Employed or studying	78	26.6
Unemployed	131	44.7
Not in the labour force	84	28.7
Level of education		
Left without any qualifications	64	21.9
School/Intermediate certificate	90	30.8
Trade/Vocational training after School Certificate	21	7.2
Higher School Certificate/Leaving Certificate	60	20.5
Trade/Vocational training after Higher School Certificate	14	4.8
Tertiary college/University	43	14.7
Type of accommodation		
Fully owned or being purchased	103	35.8
Social housing	152	52.8
Private rental	33	11.4
Transport access		
Difficulty accessing transport	62	21.0
No difficulty accessing transport	233	79.0
Internet access		
Household computer with internet access	162	54.9
No household computer with internet access	133	45.1

5. PERCEPTIONS OF CRIME AND SAFETY

5.1 WHAT DID SURVEY RESPONDENTS SAY ABOUT CRIME AND ANTISOCIAL BEHAVIOUR?

Table 2: Crime and antisocial behaviour

In 2010, the problems of most concern to people surveyed were speeding traffic (60.3%) and drinking in public spaces (48.8%). The problems of least concern were domestic violence (17.3%) and assaults and muggings (27.7%).

	None/not really		A bit/sort of		Yes a problem	
	N	%	N	%	N	%
Vandalism and graffiti	98	33.0	60	20.2	139	46.8
Assaults and muggings	155	52.4	59	19.9	82	27.7
Burglary	125	42.1	75	25.3	97	32.7
Speeding traffic	56	19.0	61	20.7	178	60.3
Presence of drug dealers and users in public spaces	116	39.5	51	17.3	126	42.9
Drinking in public spaces	91	31.1	59	20.1	143	48.8
Antisocial behaviour	100	33.9	77	26.1	118	40.0
Domestic violence	200	67.8	44	14.9	51	17.3

Have you or a family member been the victim of any criminal activity in the last 12 months?

In 2010, 21.2% of people who responded to the survey (n=59) reported that they, or a member of their household, had been a victim of crime in the 12-months prior to survey. The types of crime committed were (n=62): assault and mugging (25.8%); property damage (22.6%); theft (21.0%); burglary including break and enter (14.5%); and motor vehicle theft or damage (12.9%).

5.2 WHAT DID SURVEY RESPONDENTS SAY ABOUT SAFETY?

Table 3: Safety

In 2010, 27.2% of people surveyed did not feel safe in their homes at night and 73.9% did not feel safe walking down their street after dark. 62.8% of people surveyed felt that Miller does not have a reputation as a safe place.

	Strongly Agree		Agree		Disagree		Strongly disagree	
	N	%	N	%	N	%	N	%
Feel safe in home during day	165	55.6	107	36.0	20	6.7	5	1.7
Feel safe in home after dark	111	37.4	105	35.4	50	16.8	31	10.4
Feel safe walking down street in day	122	41.2	133	44.9	29	9.8	12	4.1
Feel safe walking down street after dark	23	7.8	54	18.3	94	31.9	124	42.0
Miller has a reputation as a safe place	22	7.4	91	30.7	100	33.8	83	28.0

6. AMENITY AND OTHER COMMUNITY ISSUES

6.1 WHAT DID SURVEY RESPONDENTS SAY ABOUT AMENITY?

Table 4: Amenity

In 2010, the problems of most concern to people surveyed were litter and rubbish (56.7%) and the poor state of the shopping precinct (53.7%). The problems of least concern were empty houses (12.5%) and discarded needles and syringes (14.8%).

	None/not really		A bit/sort of		Yes a problem	
	N	%	N	%	N	%
Litter and rubbish	78	26.2	51	17.1	169	56.7
Discarded needles and syringes	184	61.7	70	23.5	44	14.8
Uneven, dangerous footpaths	114	38.5	66	22.3	116	39.2
Poor lighting	138	46.5	58	19.5	101	34.0
Empty houses	215	72.6	44	14.9	37	12.5
Empty shops	177	60.2	51	17.3	66	22.4
Poor state of houses	124	42.5	67	22.9	101	34.6
Poor state of open spaces and gardens	117	39.9	66	22.5	110	37.5
Poor state of shopping precinct	82	27.9	54	18.4	158	53.7

6.2 WHAT DID SURVEY RESPONDENTS SAY ABOUT OTHER COMMUNITY ISSUES?

Table 5: Other community issues

In 2010, the problems of most concern to people surveyed were a lack of safe places for children (53.4%) and a lack of recreational facilities (49.8%). The problems of least concern were racism (10.4%) and problems with neighbours (12.8%).

	None/not really		A bit/sort of		Yes a problem	
	N	%	N	%	N	%
Nuisance from dogs	201	67.9	37	12.5	58	19.6
Lack of safe places for children	82	28.3	53	18.3	155	53.4
Lack of recreational facilities	100	34.4	46	15.8	145	49.8
Problems with neighbours	230	77.7	28	9.5	38	12.8
Racism	215	72.4	51	17.2	31	10.4

7. TRUST, SOLIDARITY AND SENSE OF COMMUNITY

7.1 WHO DO SURVEY RESPONDENTS TRUST WHEN IN NEED OF HELP?

Table 6: Trust

In 2010, 50% of people surveyed believed that most people can be trusted. Most people trust family/partners during times of personal worry (77.4%) or crisis (77.7%). 5.3% of people do not trust anyone to help them.

	N	%
Can most people be trusted?		
Yes	148	50.0
No	148	50.0
Who do you trust enough to talk to about something personal?		
Family/partner	233	77.4
Friends	111	36.9
Neighbours	47	15.6
Professional	39	13.0
Nobody	16	5.3
Who do you feel you could turn to for help in a crisis?		
Family/partner	234	77.7
Friends	97	32.3
Neighbours	51	16.9
Professional	32	10.6
Nobody	16	5.3

7.2 DO SURVEY RESPONDENTS PARTICIPATE IN THE LOCAL COMMUNITY?

Table 7: Power, influence and authority

In 2010, 90.0% of people surveyed had not been involved in local decision-making (e.g. member of a committee or groups relating to local services, education or standing as a local councillor). 82.3% of people did not feel they had the power to influence or change what goes on in Miller; 34.6% indicated they would like to have this power. 83.5% felt they had control over decisions that affect their lives. 79.3% did not believe they would be able to get a reference from a person in a public position.

	N	%
Have you been involved in local decision-making?		
Yes, been involved in decisions	30	10.0
Not involved	270	90.0
Do you feel you have the power to influence or change what goes on in Miller?		
Yes, have the power to influence	50	17.7
No power to influence	232	82.3
Would you like to have the power to influence or change what goes on in Miller?		
Yes, wish to have the power to influence	84	34.6
No wish to have power to influence	159	65.4
Do you feel you have control over decisions that affect your life?		
Yes, control over life decisions	243	83.5
No do not have control	48	16.5
If you needed a reference from a person in a public position would that be a problem?		
Yes, could get reference	61	20.7
No could not get reference	234	79.3

Table 8: Community participation

In 2010, 71.6% of people surveyed had not attended a local community event in the previous 6 months. Those who did attend, mostly participated in activities put on by the HUB or a local school. 39.9% of people surveyed were active members of a local club (i.e. Mounties and/or the Liverpool Catholic Club). 84.9% of people surveyed had not volunteered in the previous 3-months. Most of the people who had volunteered had assisted with activities in schools (e.g. school canteen), community organisations (e.g. HUB, PCYC) and churches.

	N	%
Have you attended a local community event in the last 6 months?		
No	214	71.6
Once or twice	53	17.7
Several times	32	10.7
Are you a member of a local organisation or club?		
Yes, a club member	119	39.9
No, not a club member	179	60.1
How often have you volunteered for a local group or organisation?		
About once a week	23	7.7
Once every 2-3 weeks	7	2.3
Once a month or less	15	5.0
Not volunteered	253	84.9

7.3 DO SURVEY RESPONDENTS FEEL CONNECTED TO MILLER?

Table 9: Connection to Miller

In 2010, 55.4% of people felt a lot at home in Miller. 52.8% of people would feel a bit or a lot sorry to leave Miller if they had to go: 30% would not feel sorry at all to go. 58.7% of people would move, or consider moving to an equivalent house or flat in another area if given the opportunity. 83.4% of people in Miller felt a bit or a lot accepted by fellow community members.

	N	%
Do you feel at home in Miller?		
Feel a lot at home	165	55.4
Feel a bit at home	80	26.8
Don't feel much at home	26	8.7
Don't feel at home at all	27	9.1
If for some reason you had to leave, would you be sorry to go?		
Feel a lot sorry to leave	96	32.3
Feel a bit sorry	61	20.5
Don't feel much sorry	51	17.2
Don't feel at all sorry to leave	89	30.0
If you had the opportunity to move to an equivalent house or flat in another area would you take it?		
Yes, I would move	104	34.9
Depends where the house or flat was	71	23.8
No, I wouldn't move	123	41.3
Do you feel accepted by fellow community members?		
Yes, a lot	166	56.5
Yes, a bit	79	26.9
No, not much	30	10.2
No, not at all	19	6.5

7.4 DO SURVEY RESPONDENTS KNOW LOCAL SERVICES AND PROJECTS?

Table 10: Awareness of Community 2168 and The Hub

In 2010, 44.4% of people had heard of Community 2168 and 73.8% of people had heard of the Hub.

	N	%
Have you heard of Community 2168?		
Heard of C2168	131	44.4
Not heard of C2168	164	55.6
Have you heard of the Hub?		
Heard of the Hub	220	73.8
Not heard of the Hub	78	26.2

7.5 ARE SURVEY RESPONDENTS TOLERANT OF OTHER PEOPLE AND CULTURES?

Table 11: Acceptance of others

In 2010, 82.4% of people agreed that if a stranger or someone different moved into their street they would be probably or definitely accepted by neighbours. 67.2% of people believed multiculturalism made life a fair bit better or definitely better in Miller. 81.0% of people had got to know someone with a different background to themselves. 80.3% had not experienced racist abuse or attack.

	N	%
If a stranger, someone different, moved into your street would they be accepted by neighbours?		
Not really	40	13.6
Probably	131	44.4
Definitely	124	42.0
Do you think that multiculturalism makes life in your area better?		
Does not make life better at all	43	15.0
Does not make life much better	51	17.8
Makes life a fair bit better	96	33.4
Definitely makes life better	97	33.8
Have you got to know anyone in your area that comes from a different background to yourself?		
Yes, know someone different	239	81.0
No do not know anyone different	56	19.0
Have you ever experienced a racist abuse or attack in this area?		
Yes, experienced abuse or attack	58	19.7
No not experienced abuse or attack	236	80.3

Table 12: Neighbourhood divide

In 2010, people surveyed were most concerned that drug and alcohol problems divide people in the neighbourhood a bit or a lot (70.6%) and least concerned that religious beliefs divide people (71.8%).

	Not at all		A bit		A lot	
	N	%	N	%	N	%
Younger and older generations	144	49.1	85	29.0	64	21.8
Ethnic background	194	65.5	59	19.9	43	14.5
Religious beliefs	211	71.8	41	13.9	42	14.3
Long-time and new residents	195	66.1	57	19.3	43	14.6
Social status	181	61.8	71	24.2	41	14.0
Drug and alcohol problems	116	39.5	64	21.8	114	38.8
Mental health problems	154	53.1	54	18.6	82	28.3

7.6 HOW WOULD SURVEY RESPONDENTS DEAL WITH A COMMUNITY PROBLEM?

Table 13: Ability to access help

In 2010, 61.7% of people surveyed would contact the Police for help with a problem related to drugs and violence in Miller: 25.9% could not name someone to contact for help. 77.6% believed that the person/agency would probably or definitely listen to them. 69.2% believed that the person/agency would probably or definitely take action based on their information. 62.4% of people believed that the person/agency would probably solve the problem.

	N	%
Who could you go to for help with a problem with drugs and violence in your area?		
Police	179	61.7
Services (e.g. health, welfare, housing)	11	3.8
Family and friends	8	2.8
Local members and councillors	17	5.9
Nobody or don't know who to contact	75	25.9
Would they listen to what you had to say?		
Definitely listen	94	37.8
Probably listen	99	39.8
Not really listen	30	12.0
Not at all listen	26	10.4
Would they would do something about it?		
Definitely do something	74	29.6
Probably do something	98	39.6
Not really do anything	46	18.4
Not at all do anything	32	12.8
Would they would be successful at solving the problem?		
Definitely successful	40	16.3
Probably successful	113	46.1
Not really successful	53	21.6
Not at all successful	39	15.9

8. PERCEPTIONS OF HEALTH

8.2 HOW HEALTHY ARE SURVEY RESPONDENTS?

Table 14: Health, wellbeing and access

In 2010, 39.0% of people surveyed rated their health as poor or fair. 22.0% had put off health care or treatment in the previous three months for either themselves or someone else in their household because of cost. 78.2% were quite or very satisfied with their lives as a whole.

	N	%
In general, how do you rate your health?		
Excellent	37	12.5
Very Good	52	17.6
Good	91	30.8
Fair	64	21.7
Poor	51	17.3
Have you or someone in your household put off health care or treatment because of cost?		
Yes, put off health care	65	22.0
No, not put off care	230	78.0
All things considered, how satisfied are you with your life as a whole these days?		
Not at all satisfied	18	6.1
Not very satisfied	46	15.6
Quite satisfied	155	52.5
Very satisfied	76	25.8

Table 15: Physical and mental health

The SF-12 measures 8 dimensions of health: physical functioning, role physical, bodily pain, general health, vitality, social functioning, role emotional, and mental health in 2 summary scores – the Physical Component Summary and the Mental Health Component Summary. In 2010, people who were surveyed had, on average, a SF-12 Physical Component Summary score of 42.9 and a Mental Health Component Summary of 41.9. These physical and mental health scores are lower than other Australian and international studies.

	N	Mean	SD
Physical Component Summary			
Miller Community Survey 2010	284	42.9	6.9
Australian National Mental Health Survey 1997	10 641	48.9	10.1
SF-12 population norms for South Australia 2003	2 013	48.9	10.2
South Australia Areas Most Disadvantaged 2003	414	48.1	10.7
SF-12 US population norms 2002	2 329	50.0	10.0
Mental Health Component Summary			
Miller Community Survey 2010	285	41.9	6.6
Australian National Mental Health Survey 1997	10 641	51.8	9.4
SF-12 population norms for South Australia 2003	2 013	52.4	8.8
South Australia Areas Most Disadvantaged 2003	414	51.4	8.7
SF-12 US population norms 2002	2 329	50.0	10.0

9. GLOBAL PERCEPTIONS OF CHANGE

9.1 DO SURVEY RESPONDENTS BELIEVE MILLER HAS CHANGED IN THE LAST 3 YEARS?

Table 16: Area change

In 2010, 25.2% of people surveyed believed that Miller had got better over the previous 3 years; although 29.6% believed the area had got worse. 34.4% believed there was no change.

	N	%
Over the last three years, has the area got better or worse?		
Miller is better	74	25.2
Miller is worse	87	29.6
About the same	101	34.4
Some better some worse	32	10.9