

# Understanding Miller: Insights from the 2022-2023 Household Survey - Exploring Service Utilisation, Perceptions, and Community Needs

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# Outline



**Background:** Where is Miller, NSW 2168, and why?



**Methodology:** Conducting the Miller Household Survey 2022-23

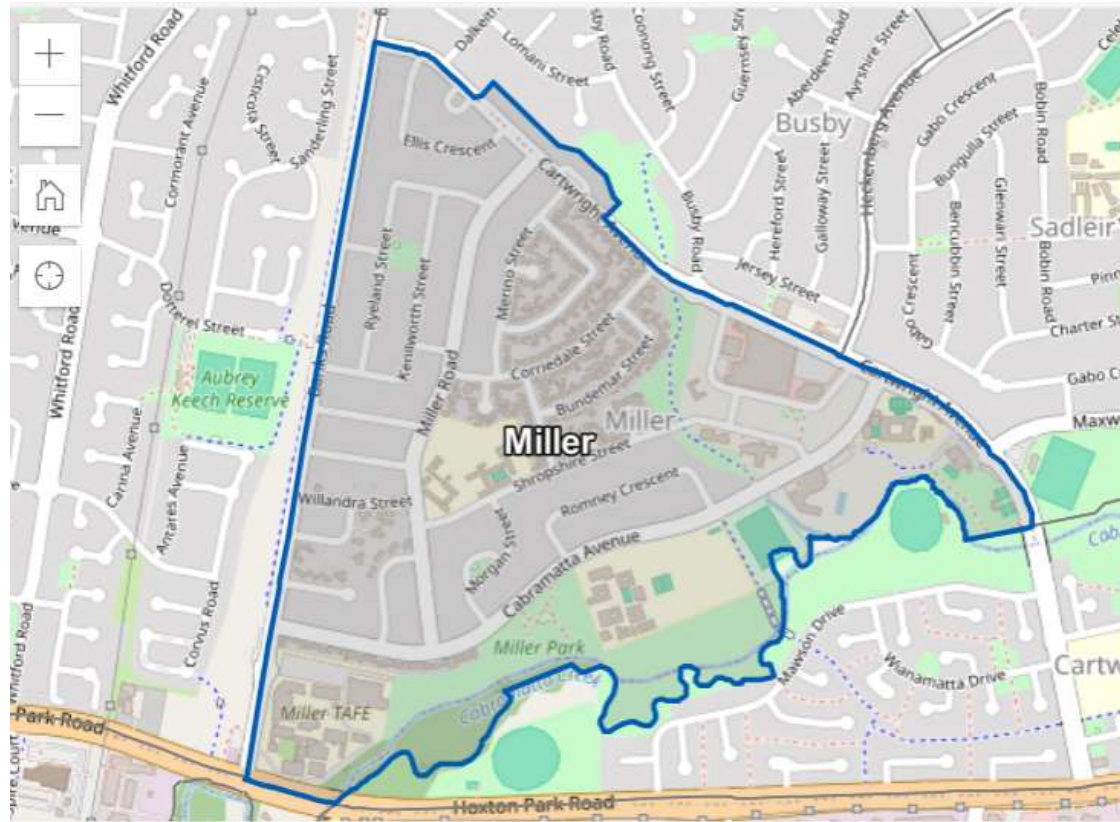


**Results:** A summary of findings – community perceptions, issues, needs and current service usage



**Next steps:** Opportunities and collaboration

# Background: Where is Miller, NSW 2168?



Source: ABS, 2023.

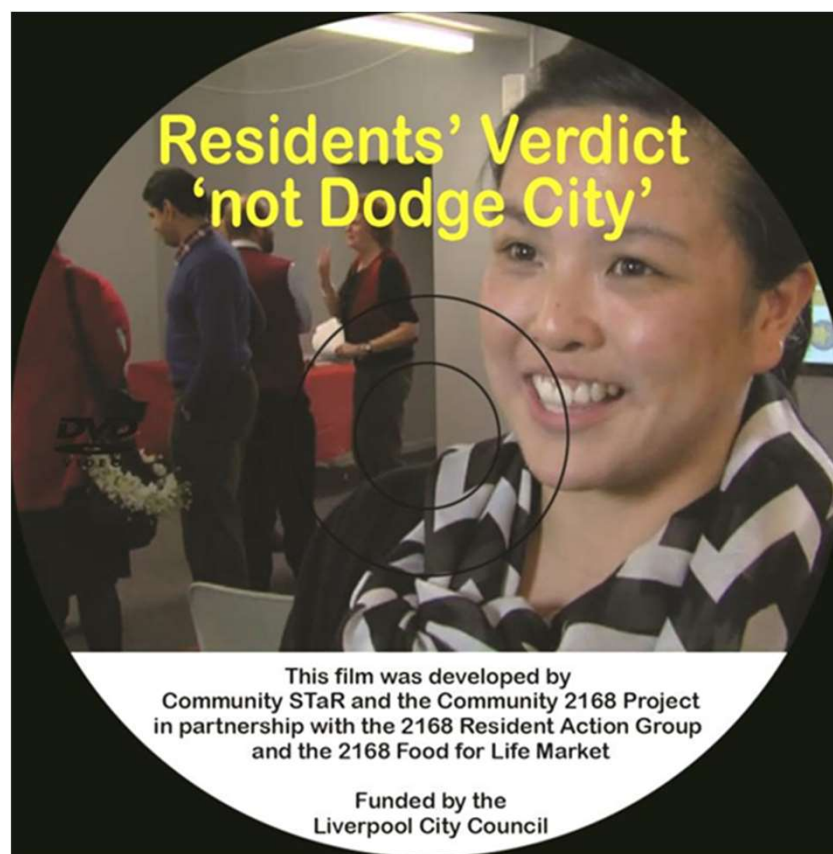
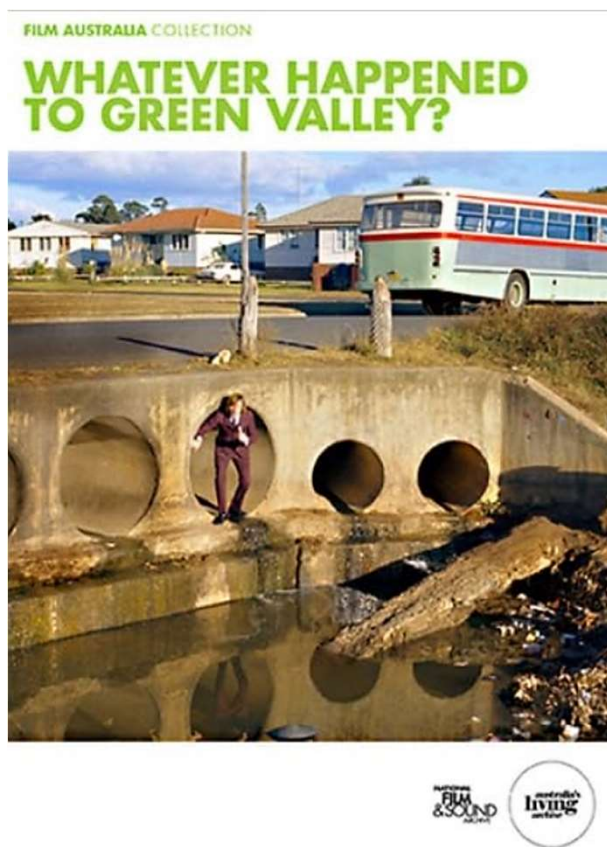
# Background: Why Miller, NSW 2168?



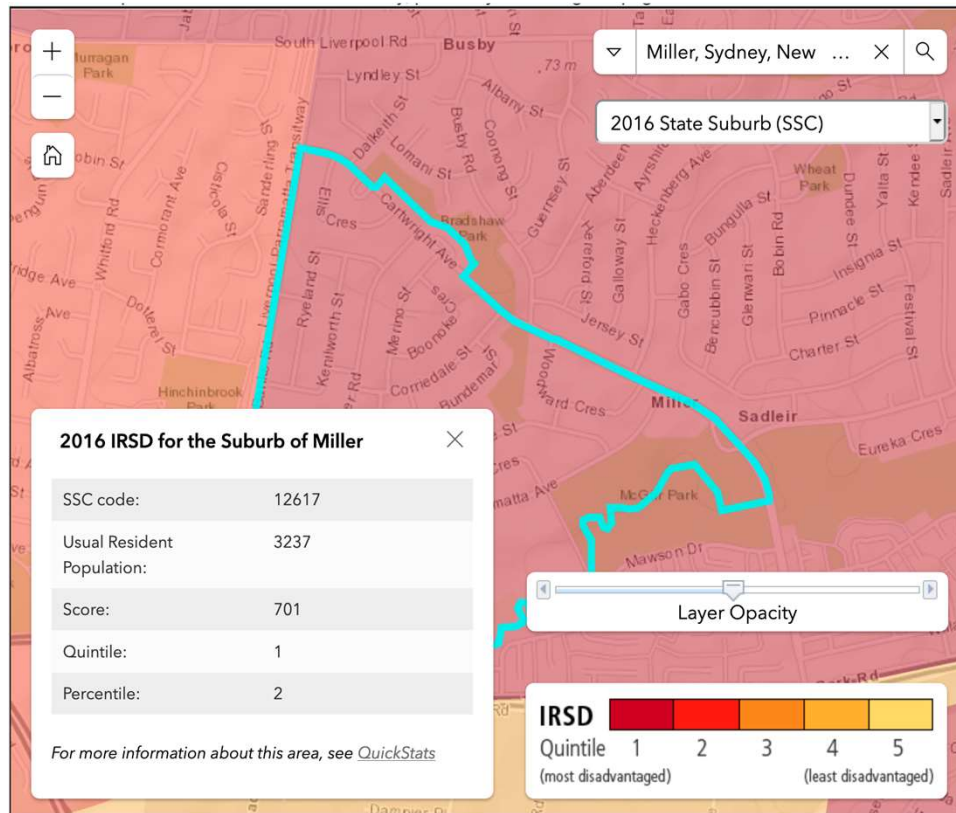
“Breathing space” for industrial expansion – and provided the “castle” for the working man and his family.

- NSW Housing Commission, 1960s

# Background: Why Miller, NSW 2168? contd.



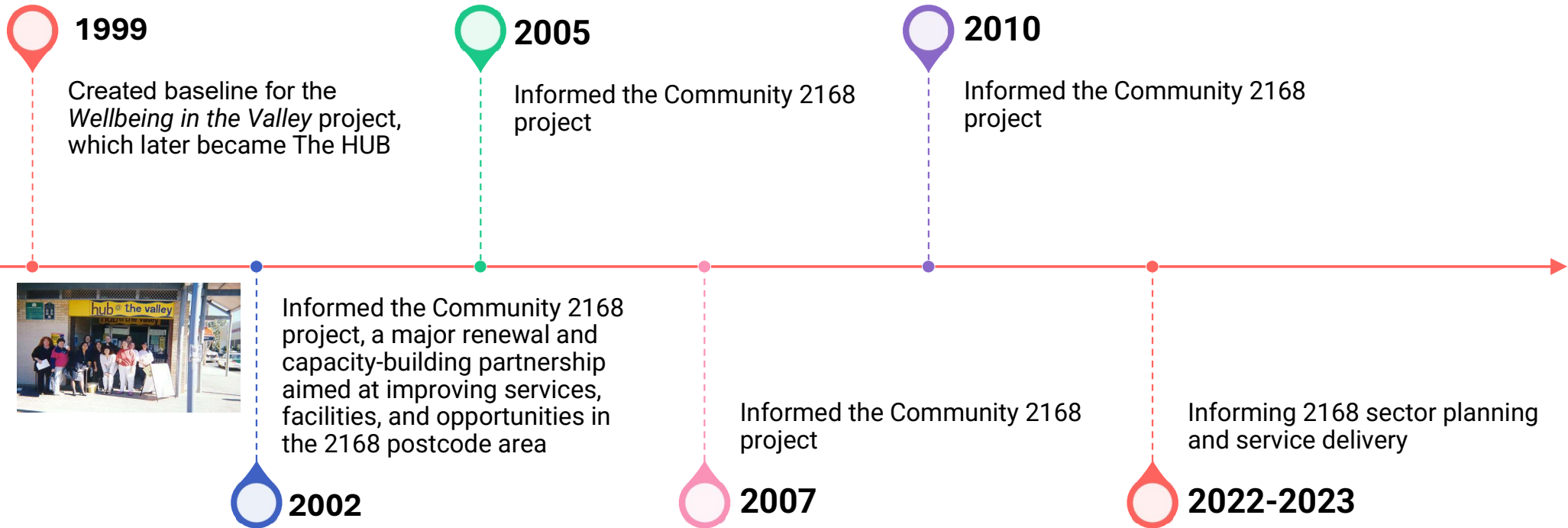
# Background: Why Miller, NSW 2168? contd.



***People living in socially disadvantaged locations (which are usually characterised by socio-economic disadvantage, social exclusion, higher crime rates and poorer physical environments) have consistently poorer health and wellbeing outcomes.***

Source: ABS, 2016.

# History of CHETRE Miller Household Surveys



# 2022 - 2023 Household Survey :

## A survey of current service use, and community perceptions, issues and needs

Funded by NSW Department of Communities and Justice (Housing NSW), SWSLHD Primary and Community Health and Liverpool City Council (Auspiced by the Bill Crews Charitable Trust) and UNSW Research Centre for Primary Health Care and Equity.



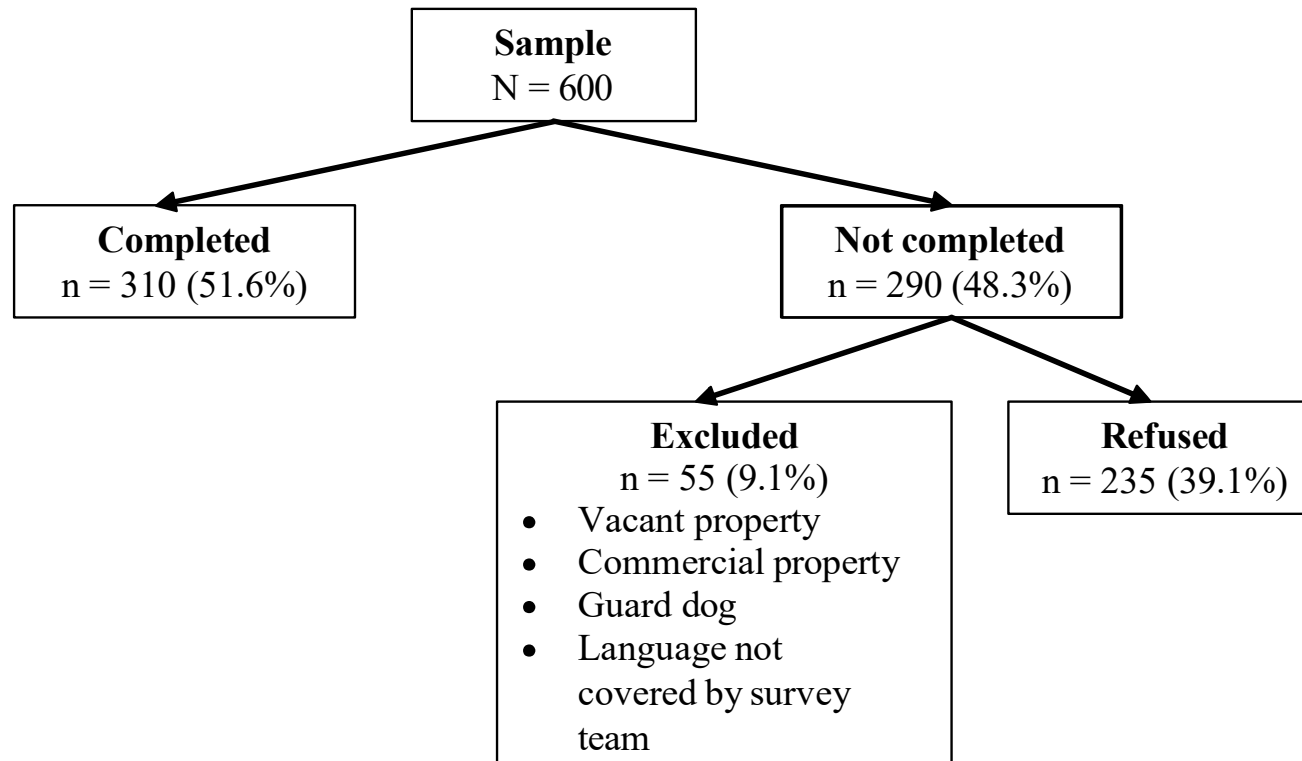


# 2022 – 2023 Miller Household Survey: Approach



- Cross-sectional study on a randomised sample of 600 households between November 2022 and July 2023;
- Using face-to-face door knocking technique by survey interviewers, dropping off and picking hard copies along with providing a weblink and QR code to online version of the survey on UNSW Qualtrics.

# Results: Response rate in 2022-2023



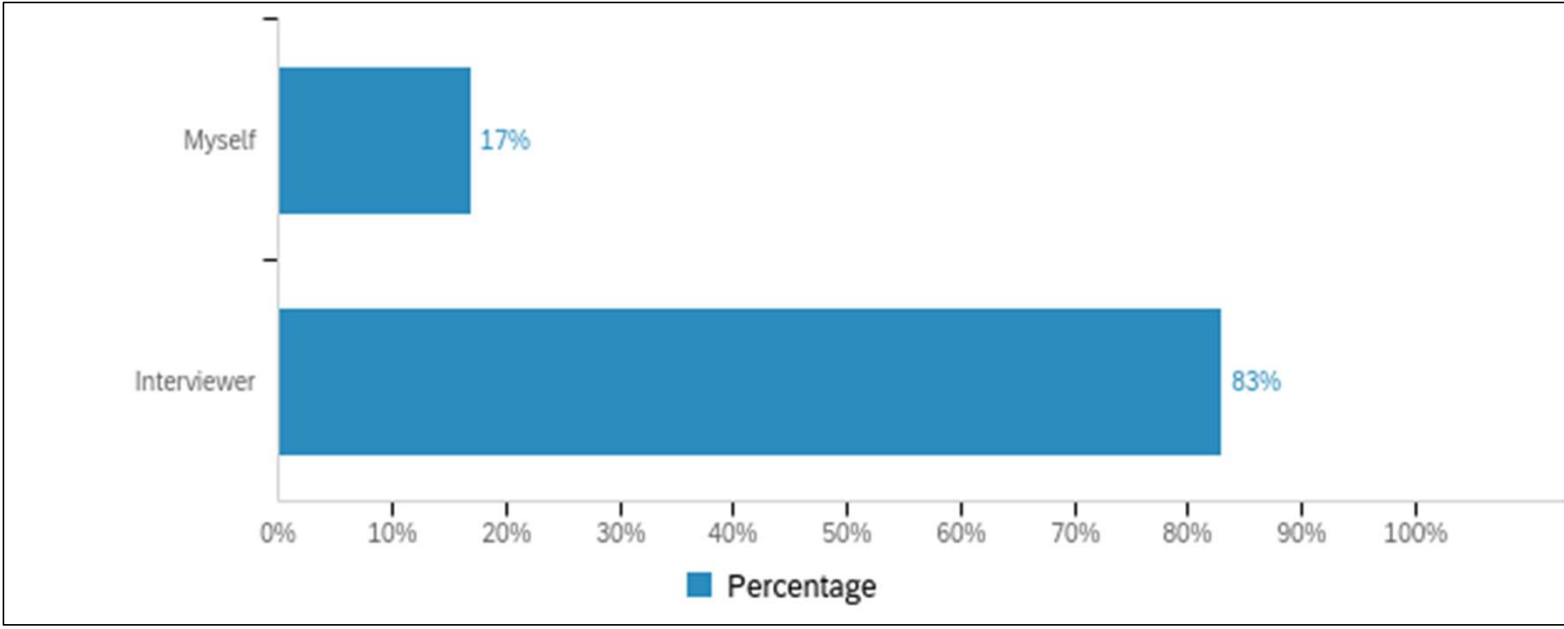
# Results: Characteristics of survey respondents

- **Gender:** 62% Female;
- **Age:** 65% Aged 45 and older;
- **Birthplace:** 50% Born overseas;
- **Aboriginal or Torres Strait Islander:** 13%
- **Duration at Current Address:** 43% for more than 15 years;
- **Labour force status:** 58% Not in the labour force (most on a pension);
- **Education:** 28% had left school without any qualifications;
- **Housing:** 51% Social Housing, 30% Owned or mortgage home and 19% Private Rental privately;
- **Household Computer with internet:** 59%.



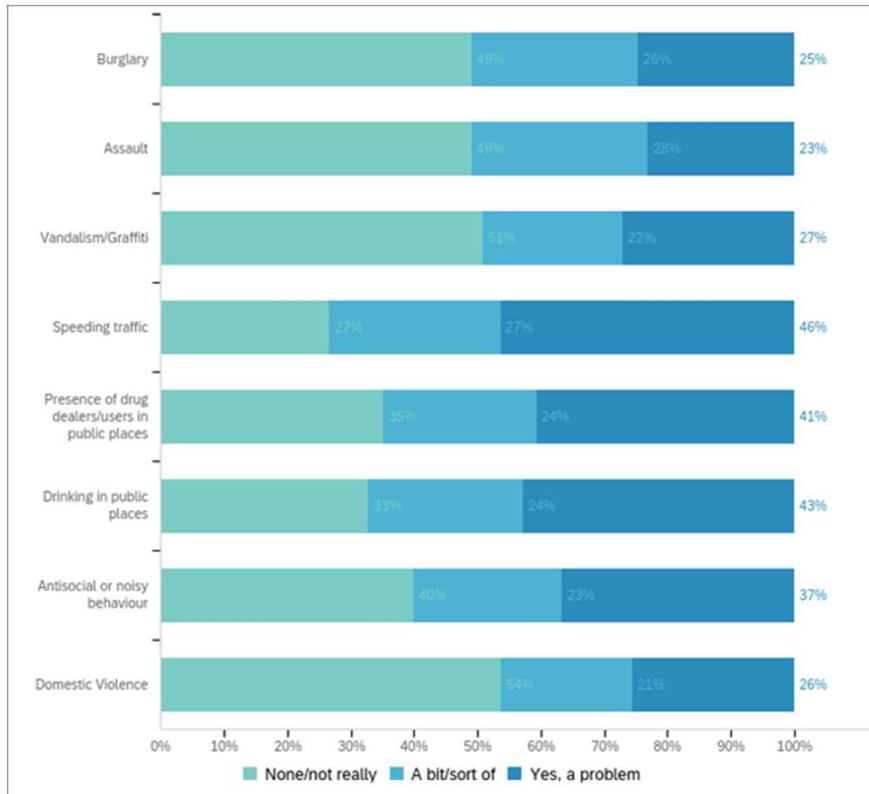
# Results in 2022-2023 – Demographics contd.

This survey was completed by...



# Results: Perception of crime and safety

Question: In your neighbourhood, how much are these things a problem?



Crime and antisocial behaviour (n=308)

**2022-2023:**

## Most Concerning Issues

- Speeding Traffic (46.4%);
- Drinking in Public Spaces (42.9%).

## Least Concerning Issues

- Assault (23.1%);
- Burglary (24.7%);
- Domestic Violence (25.6%).

# Results: Amenity and other community issues

Question: To what extent do differences in the following tend to divide people in your neighbourhood?

**2022-2023:**

## Most Divisive Issues

- Drug and Alcohol Problems (41.8%);
- Mental Health Issues (36.6%)
- Generational Differences (19.4%)

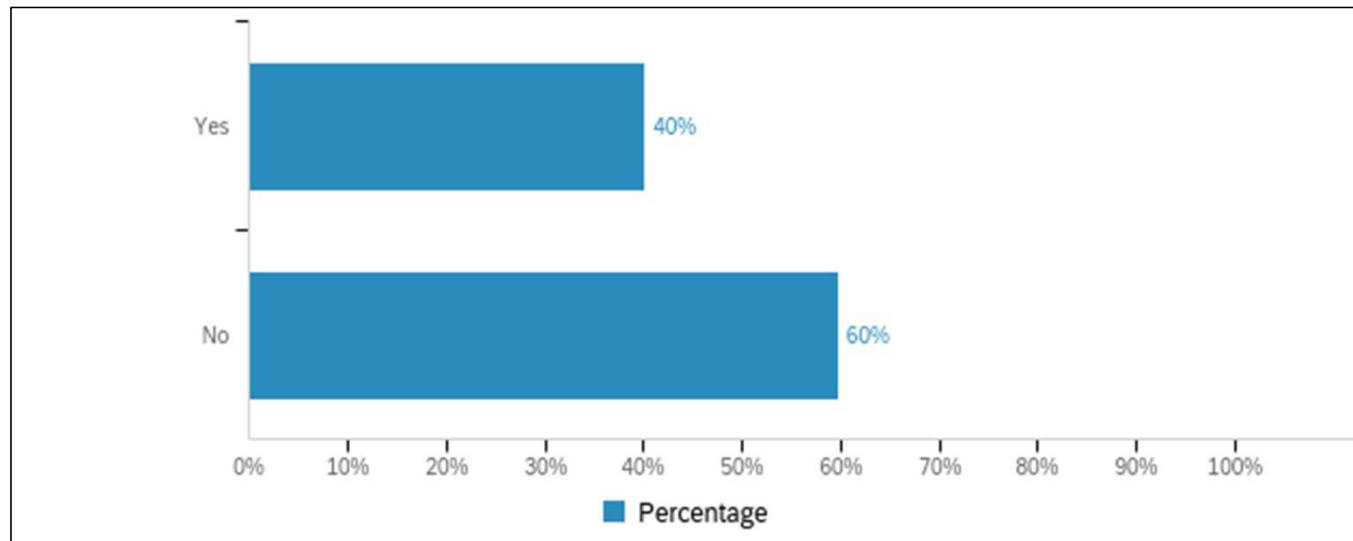
## Least Divisive Issues

- Religious beliefs (63.1%);
- Ethnic background (60.9%);
- Differences between old and new residents (57.8%).



# Results in 2022-2023: Trust, solidarity, and sense of community

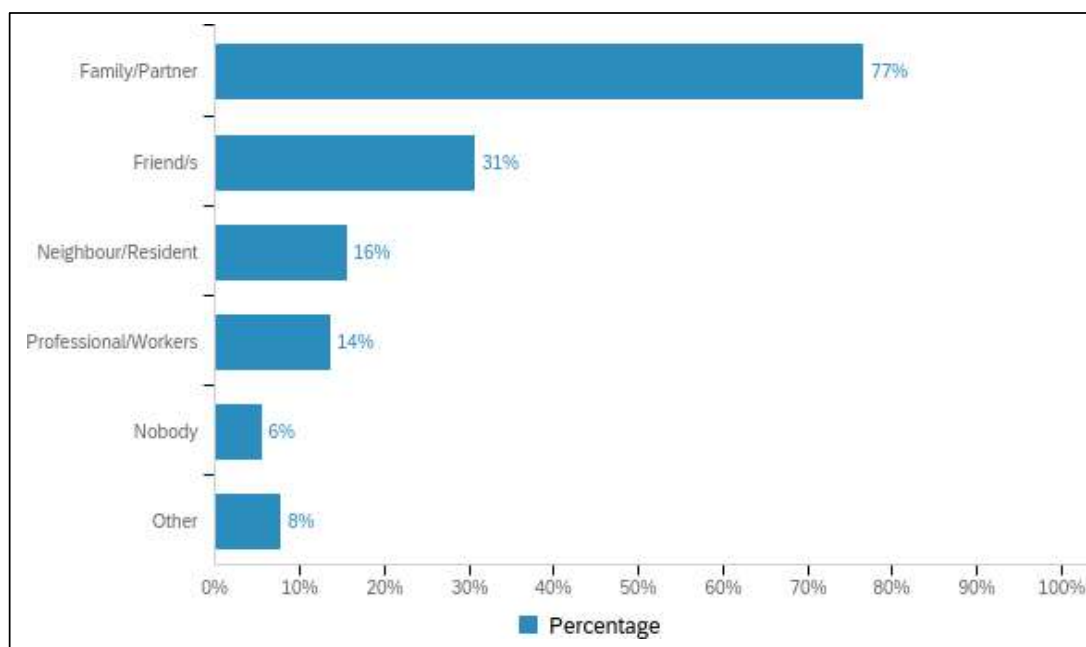
Question: Do you believe that, generally speaking, most people can be trusted?



Trust in general (n=308)

# Results in 2022-2023: Trust, solidarity, and sense of community contd.

Question: Who do you feel you could turn to for help in a crisis?

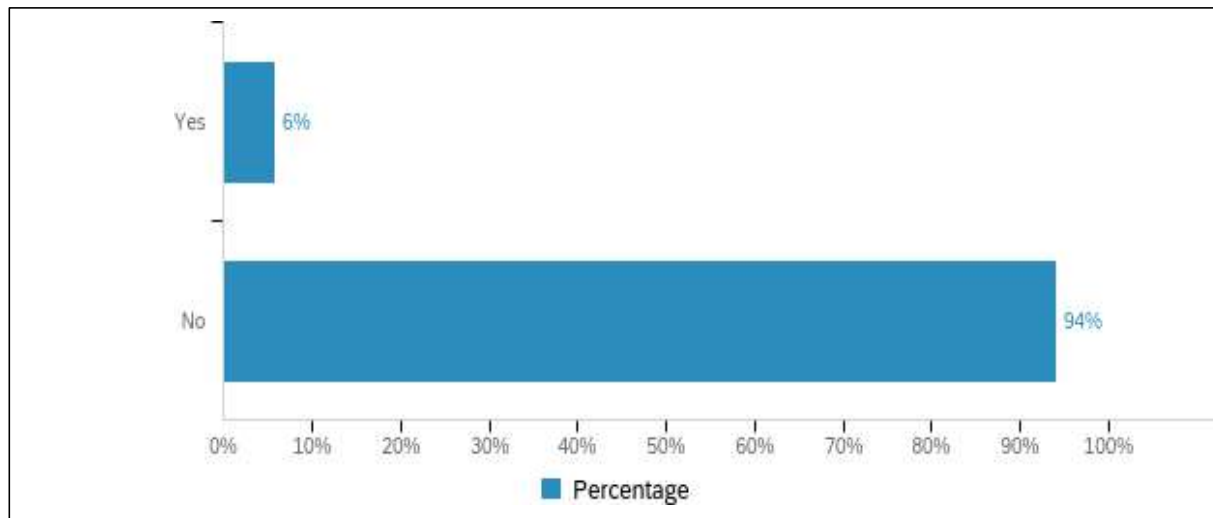


*Trust in others to help in crisis (n=308)*



# Results in 2022-2023: Trust, solidarity, and sense of community contd.

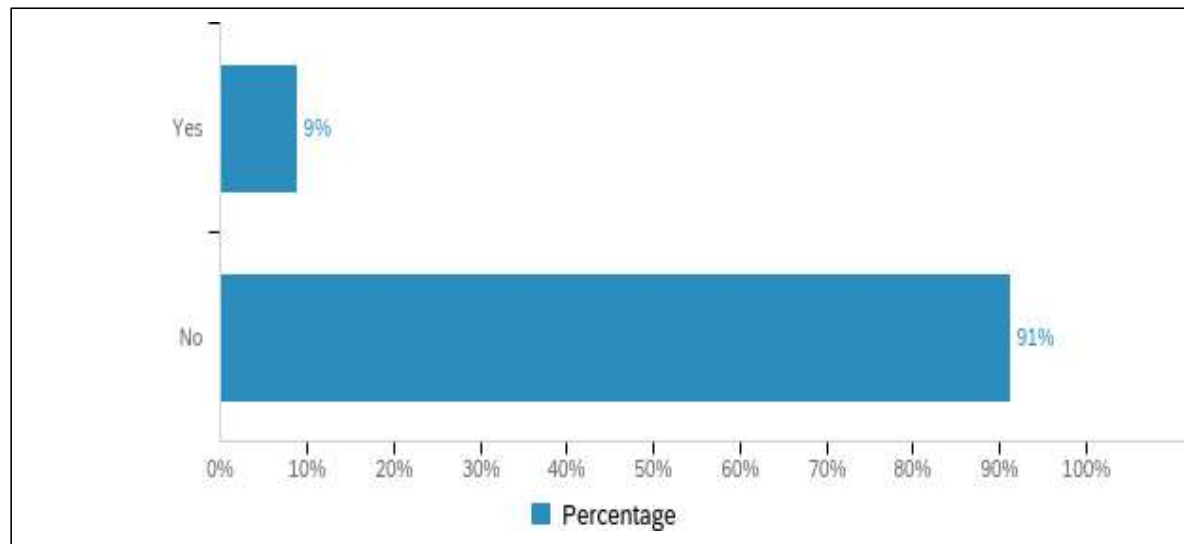
**Question: Have you been involved in local decision-making? (e.g. member of a committee or groups relating to local services, education or standing as a local councillor)**



*Participation in local decision-making (n=308)*

# Results in 2022-2023 – Trust, solidarity, and sense of community contd.

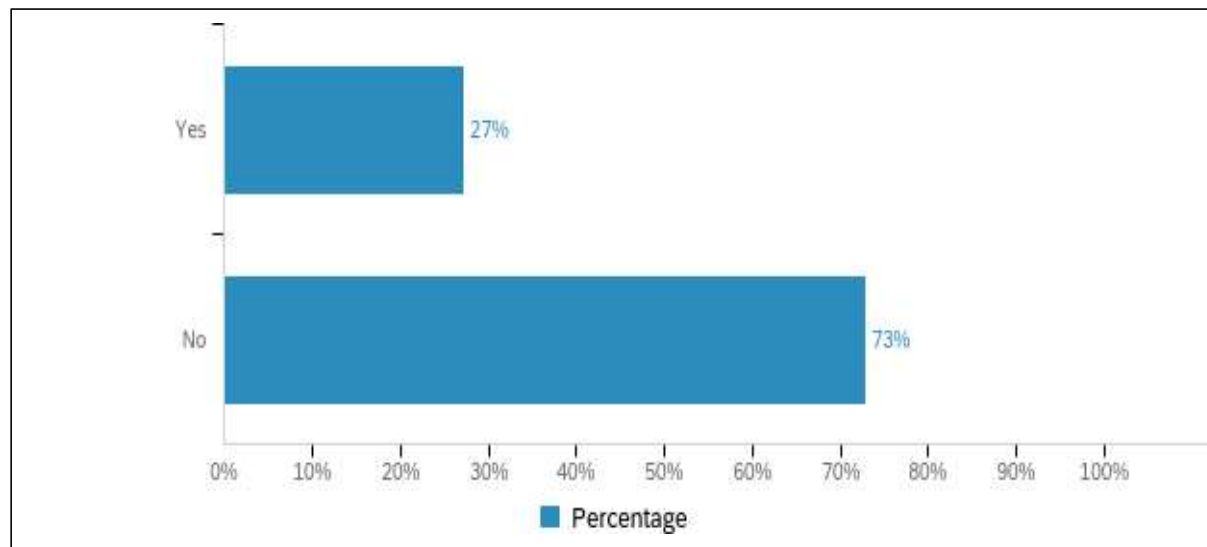
Question: Do you feel that you have the power to influence or change what goes on in the area?



Current power and influence in the area (n=307)

# Results in 2022-2023: Trust, solidarity, and sense of community contd.

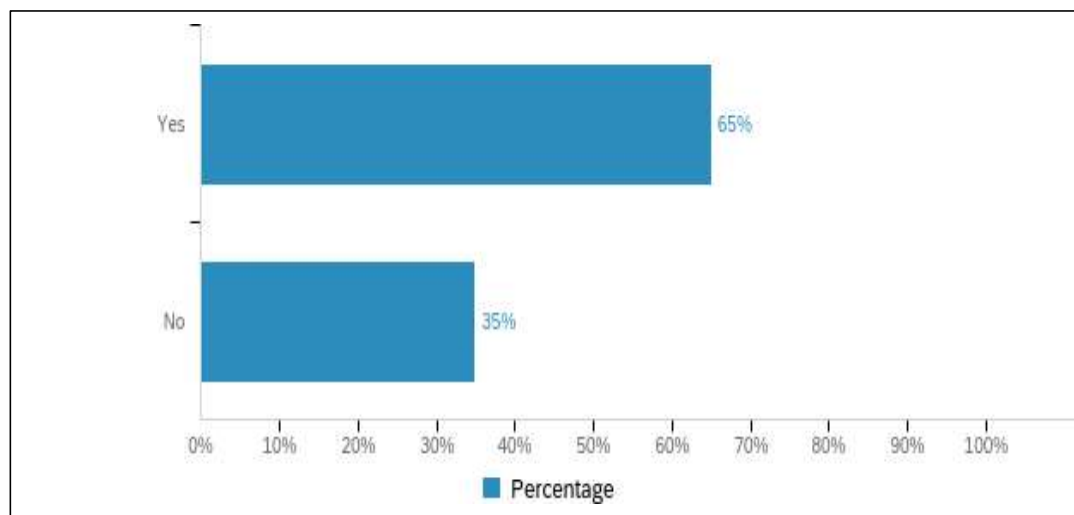
Question: Would you like to have the power to influence or change what goes on in the area?



Future power and influence in the area (n=243)

# Results in 2022-2023: Trust, solidarity, and sense of community contd.

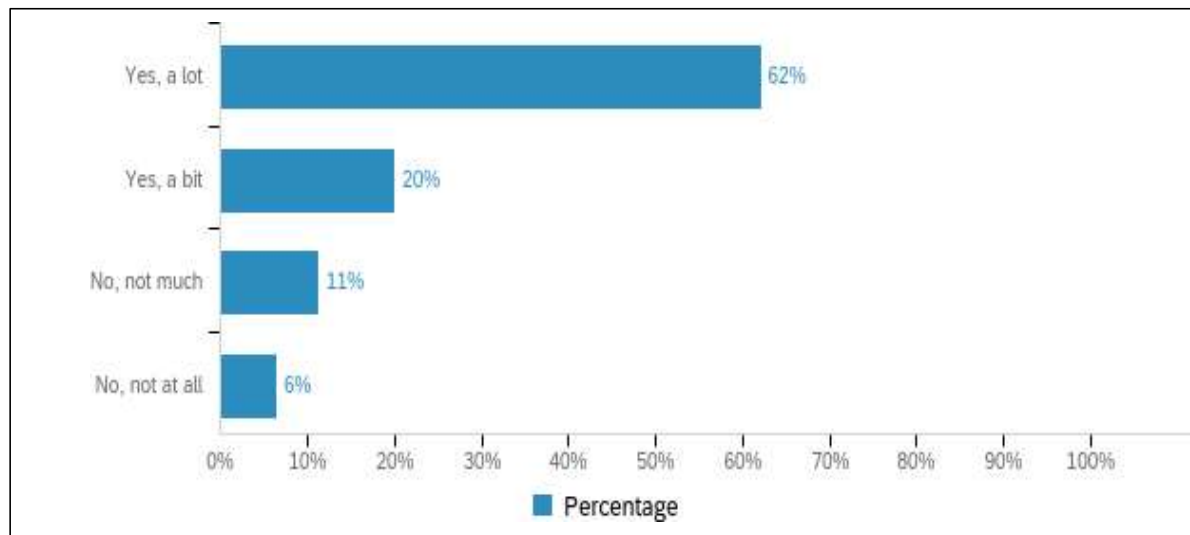
Question: Do you feel you have control over decisions that affect your life?



Control over own life (n=306)

# Results in 2022-2023: Trust, solidarity, and sense of community contd.

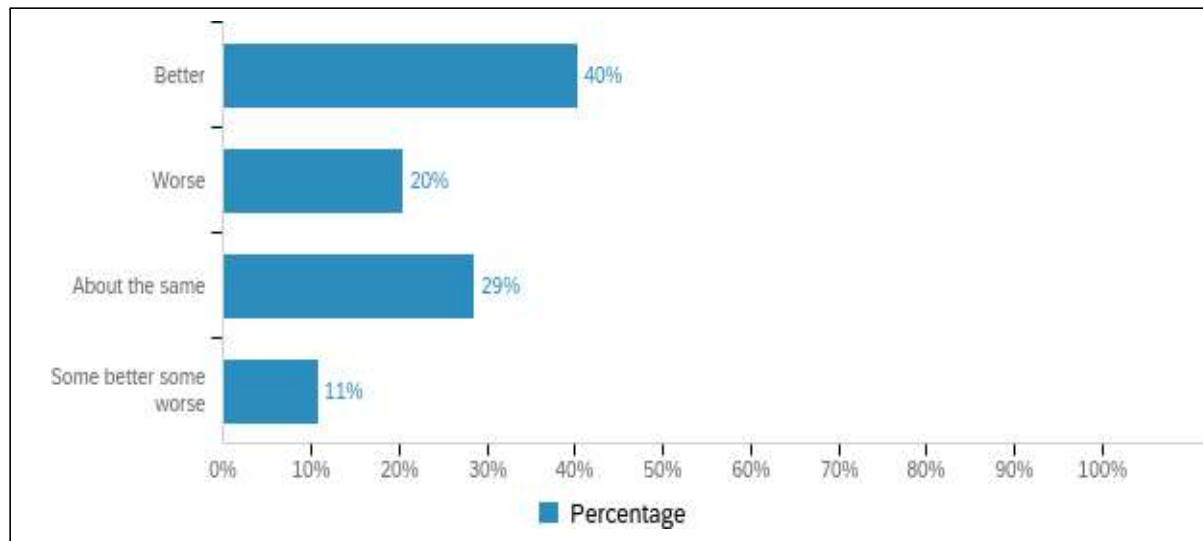
Question: Do you feel at home in the area?



Felt at home in the area (n=309)

# Results in 2022-2023: Global perceptions of Change

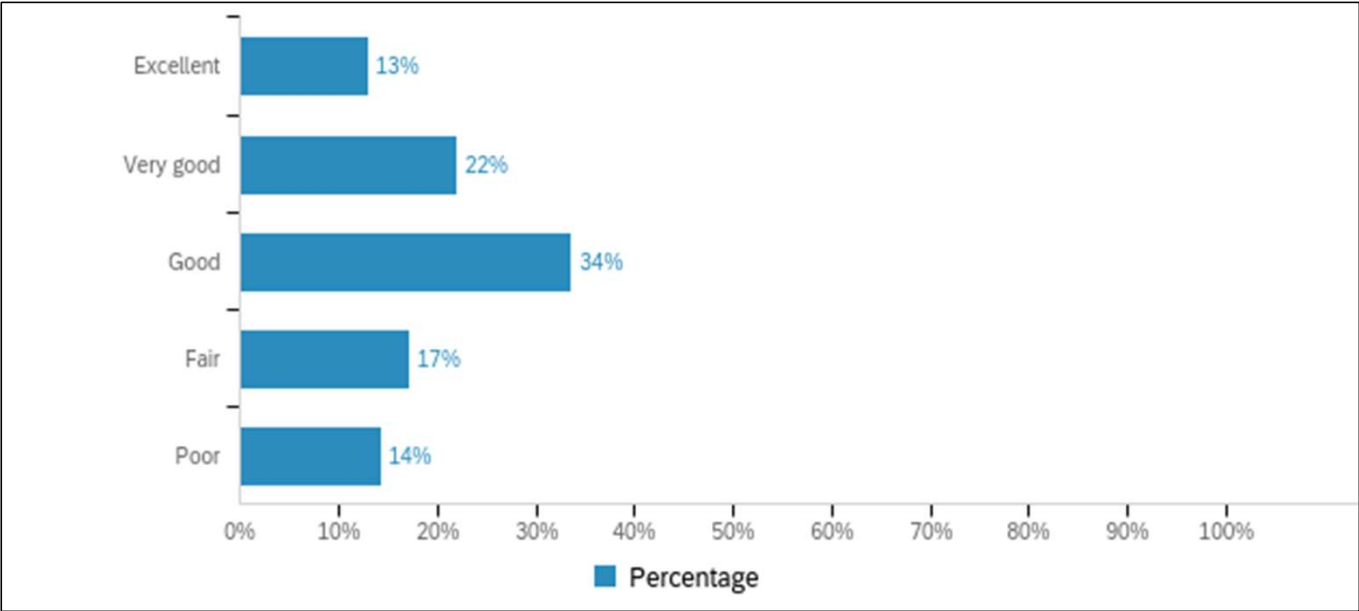
**Question: Over the last 3 years, would you say that overall, this area has become a better place to live, has become worse, stayed the same, or there are some things that are better and some worse?**



*Perceived changes in area liveability over the past three years (n=308)*

# Results in 2022-2023: Perceptions of Health

Question: In general, how would you rate your health?



Self-reported health status (n=309)

# Results in 2022-2023: Perceptions of Health contd.

## SF12 physical health score

- Decreased from 2002 and remained the same in 2023
- Australian average : 45.3

## SF12 mental health score

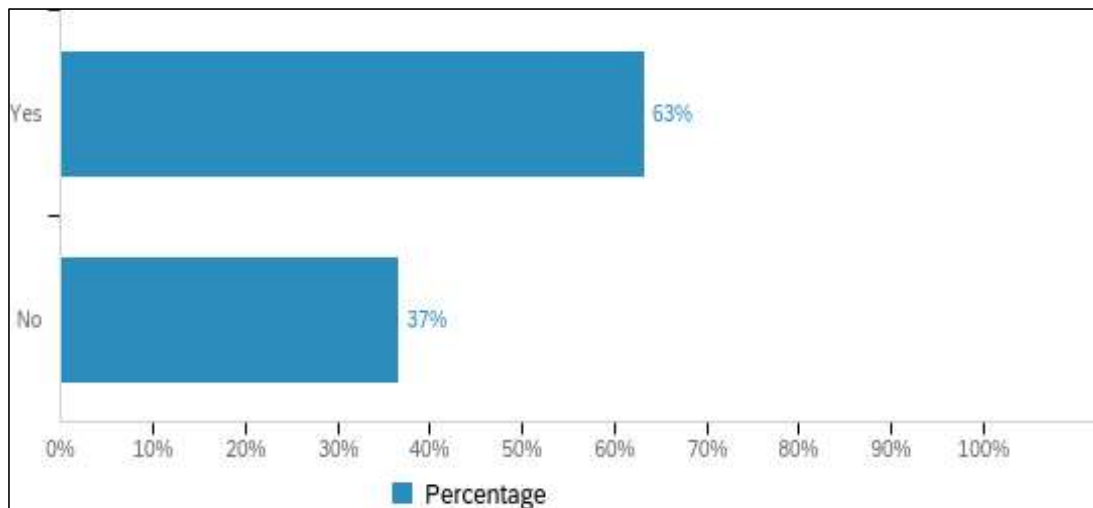
- Worsened from 2002 to 2010 and further declined by 2023
- Australian average : 45.3

	2002	2005	2007	2010	2023
<b>SF12 Phys Mean (SD)</b>	47.1 (10.5)	49.0 (7.2)	48.3 (7.2)	42.9 (6.9)	42.9 (13.4)
<b>SF12 Ment Mean (SD)</b>	48.8 (13.7)	47.5 (12.7)	47.1 (12.3)	41.9 (6.6)	30.6 (12.2)



# Results in 2022-2023: Health and Social Service Usage

Question: In the last 6 months, have you used any medical services?

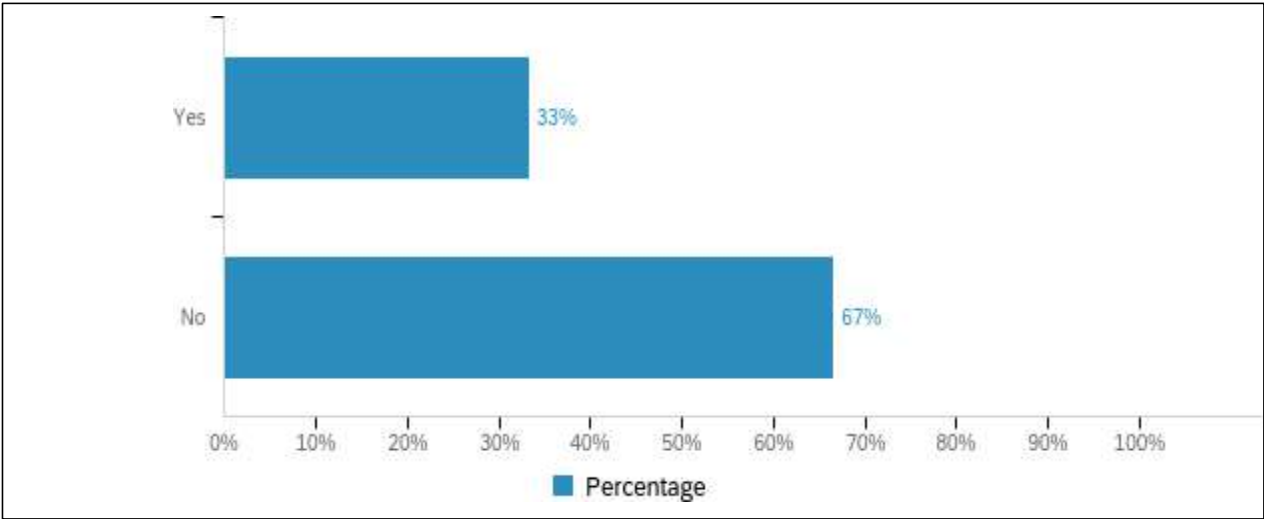


Use of medical services in the past 6 month (n=308)

- The most common services sought were visits to GPs (79.0%), followed by hospital visits (49.5%), specialist appointments (16.7%), chemist visits (54%) and ambulance services (4.3%) and dentist (4.3%).

# Results in 2022-2023: Health and Social Service Usage contd.

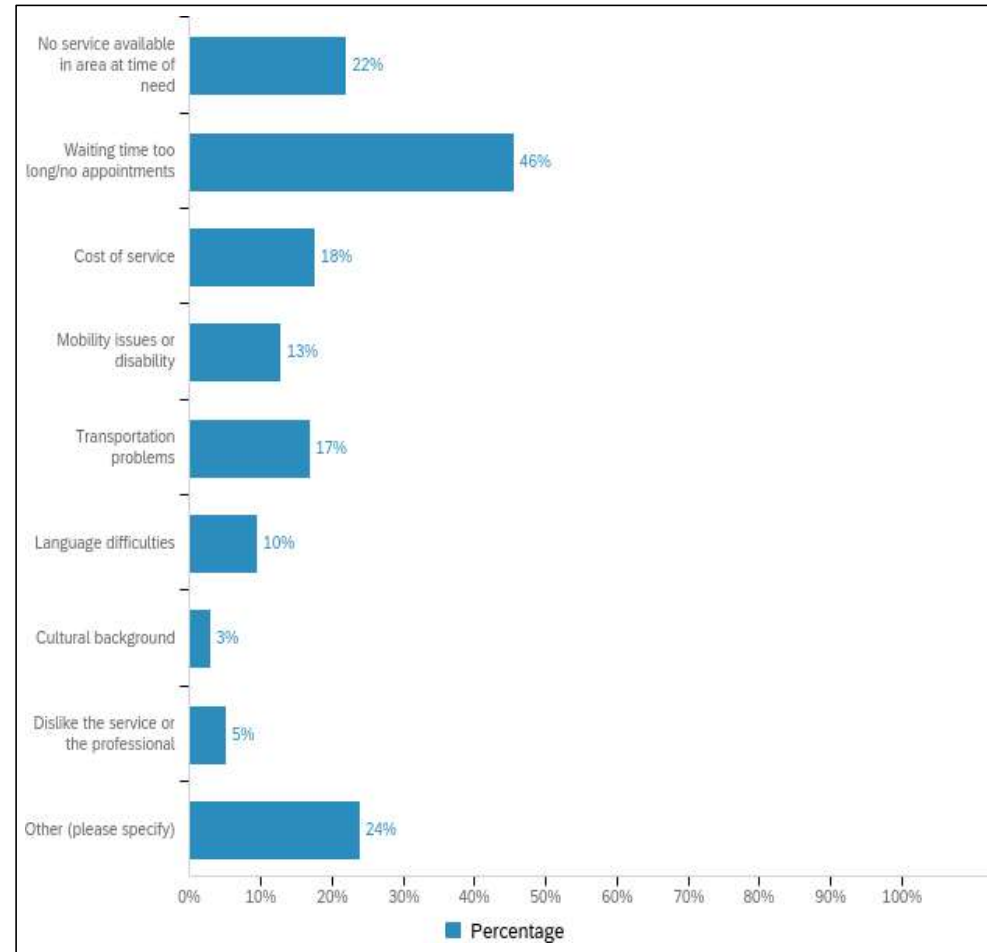
Question: In the last 6 months, have you used any other services?



Use of services other than medical in the past 6 months (n=303)

# Results in 2022-2023: Health and Social Service Usage contd.

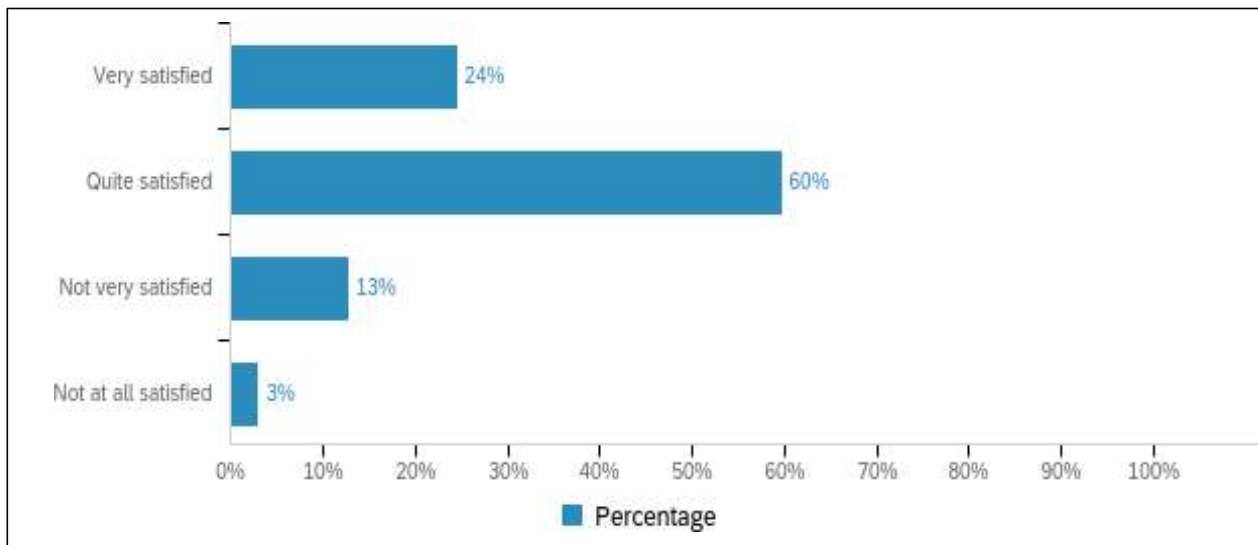
**Question: If there were services you were not able to access when needed, what were the reasons you could not access them?**



Reasons for not accessing services when needed (n=272)

# Results in 2022-2023: Health and Social Service Usage contd.

Question: Overall, if you accessed any services, how satisfied were you with the help you received?



Overall satisfaction with any services accessed and received (n=298)

# Next steps: Opportunities and collaboration

## Green Valley's social housing experiment still being fixed 60 years later

By Jonathan Hair

ABC Western Sydney

Housing Policy

Sun 4 Apr 2021



The 1961 turning of the sod lay the foundation for the new south-west Sydney suburb of Green Valley. (ABC News: Archive, Jonathan Hair)

## 2022 – 2023 Miller Household Survey

- A resource to inform planning, service delivery and policies across the sector.

Centre for Primary Health Care and Equity



# Next steps: Opportunities and collaboration



2168 Interagency



Centre for Primary Health Care and Equity



# MILLER COMMUNITY SURVEY 2022-2023



Data Report  
June 2024



## Suggested citation for this report:

Reid, A., Barr, M., Meikle, K., Jaques, K., Harris, M., Harris, P. (2024) *Miller Household Survey 2022-2023: Data Report*, Centre for Health Equity Training Research and Evaluation (CHETRE), Liverpool NSW.

Link: <https://www.chetre.org/projects/2168-miller-community-survey>



# Thank you

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