

WHO KNEW?

FINDINGS FROM THE VAADA AOD SECTOR
WORKFORCE SURVEY



PURPOSE OF THE SURVEY

- Assess current sector capacity
- Assess workforce capability
- Identify workforce strengths and gaps
- Establish evidence on the workforce to inform sector advocacy
- Establish a baseline for monitoring change over time

WHAT WE WANTED TO KNOW

- Understand our workforce profile
 - Who are our people and what do they do?
 - What are their qualifications and experience?
- Understand sector capacity and support for the workforce
 - Employment conditions and job quality
 - Training and development
- Understand the capabilities of our workforce
- Understand wellbeing and satisfaction of our workforce

METHOD

Survey questions informed by:

- National AOD Workforce Survey
- NADA Workforce Capability Framework
- Victorian Mental Health and Wellbeing Workforce Capability Framework

Survey promoted through AOD sector via VAADA's professional network lists and E-news

Survey reach - approximately 2,500 people

Eligibility to participate - anyone working in the Victorian public AOD sector

Conducted online between 13 April and 12 May 2023

Total of 422 responses - 396 met the criteria and included in sample

WORKFORCE PROFILE

WORKFORCE DEMOGRAPHICS

- ➔ Almost 2/3 are women (65.7%) and less than 1/3 are men (28.6%)
- ➔ 5% are trans, gender diverse or non-binary
- ➔ 1.3% are Aboriginal
- ➔ 24% are LGBTIQ+ (based on sexuality)
- ➔ 13.8% with disability or long-term condition
- ➔ Age relatively even spread across five-year ranges from 31-55
 - Largest group is people aged 41-45 years
 - 45% aged over 45 years
 - 8.4% aged 61+ years

LIVED EXPERIENCE

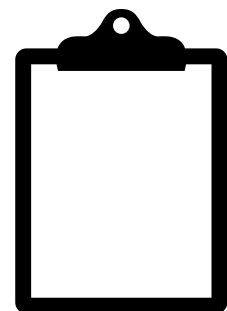
- Significant majority with lived experience with AOD (85%)
 - 39.6% with personal experience
 - 45.5% with family or partner experience

QUALIFICATIONS AND EXPERIENCE



Highly qualified workforce

- 68% with undergrad degree or higher (general)
- 61% with AOD specific qualification at Cert IV level or higher



Highly experienced workforce

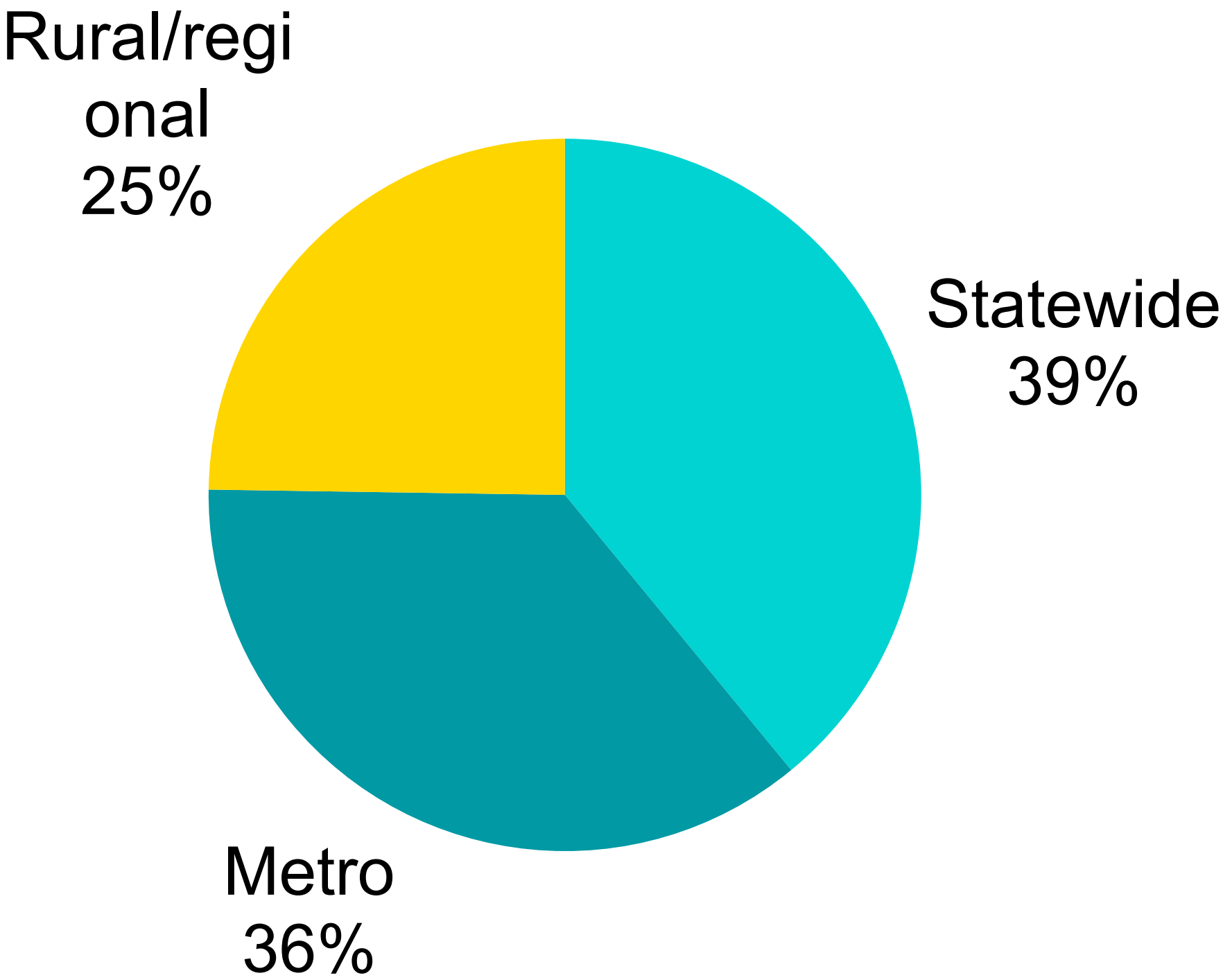
- 65% have had more than 4 years experience
- 31% with 10+ years experience

ROLES AND OCCUPATIONS

- 79% in direct client service role
- 27% in management role
- 25% in administration role

- ✓ AOD counsellor or clinician (31.6%)
- ✓ Outreach worker (9.8%)
- ✓ Harm reduction practitioner (9.5%)
- ✓ AOD intake/assessment (8.7%)

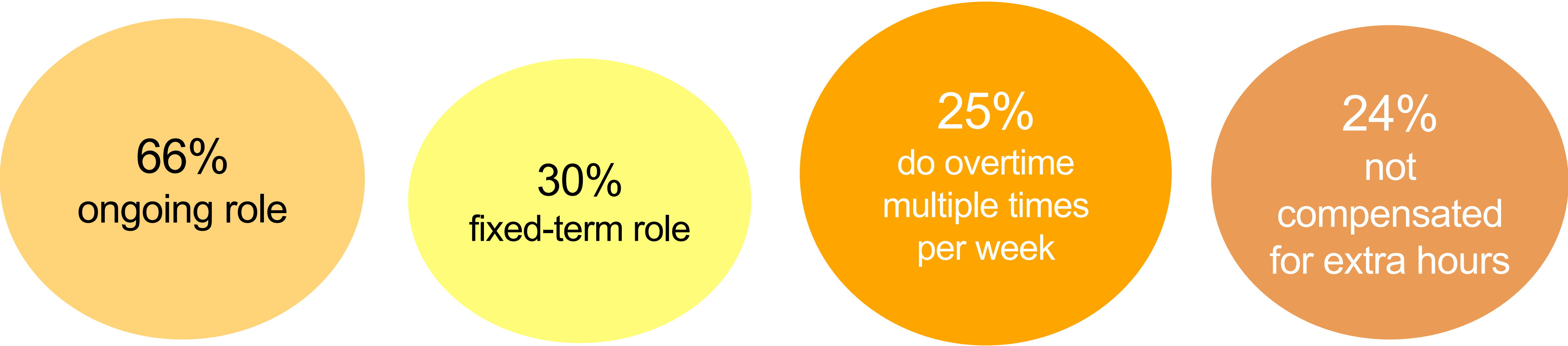
LOCATION AND SETTINGS



Setting	%
Non-residential treatment facility	39.3%
Community health service	36.6%
AOD specialist service	33.7%
Residential treatment facility	14.6%
Home-based support	8.5%

SECTOR CAPACITY

EMPLOYMENT CONDITIONS



66%
ongoing role

30%
fixed-term role

25%
do overtime
multiple times
per week

24%
not
compensated
for extra hours

RECRUITMENT & RETENTION



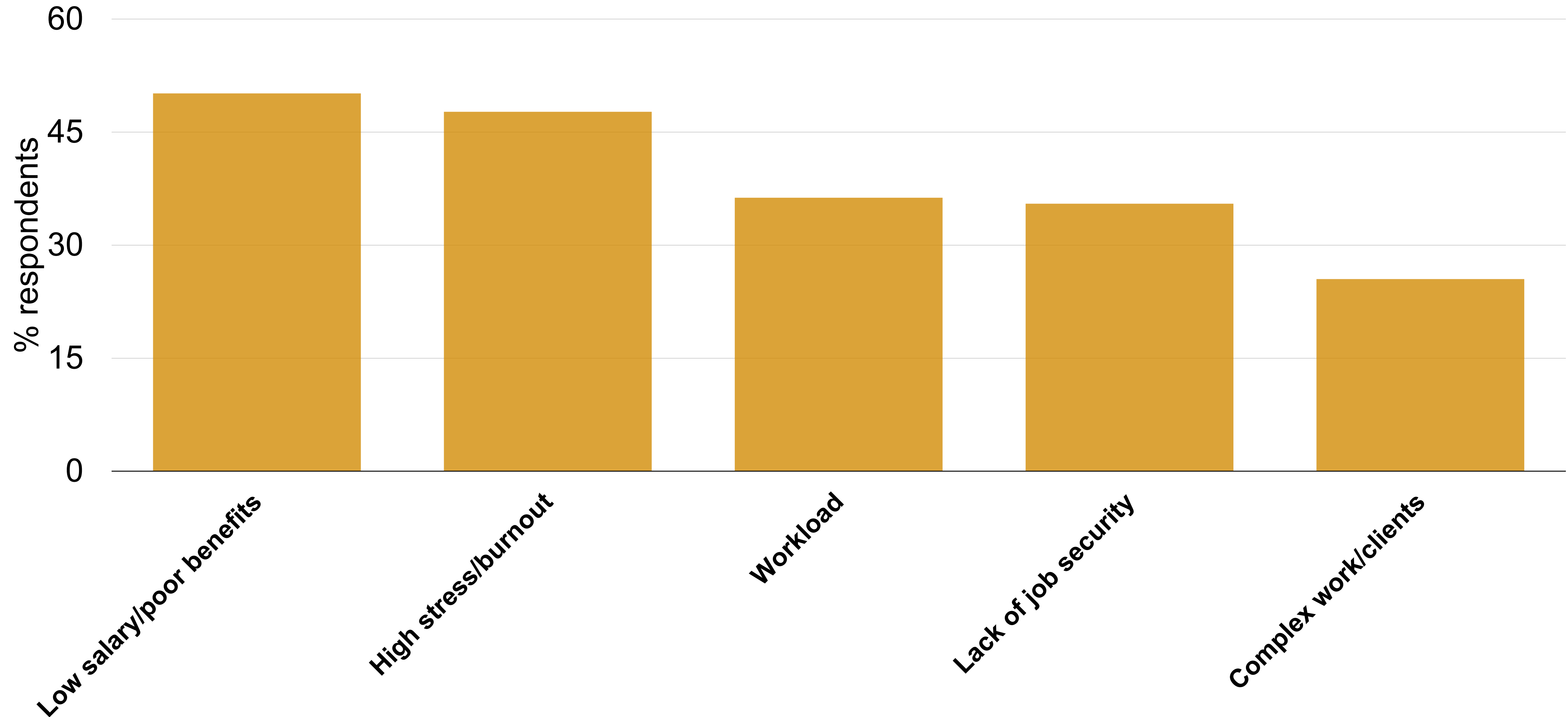
56% say it is challenging or very challenging to recruit



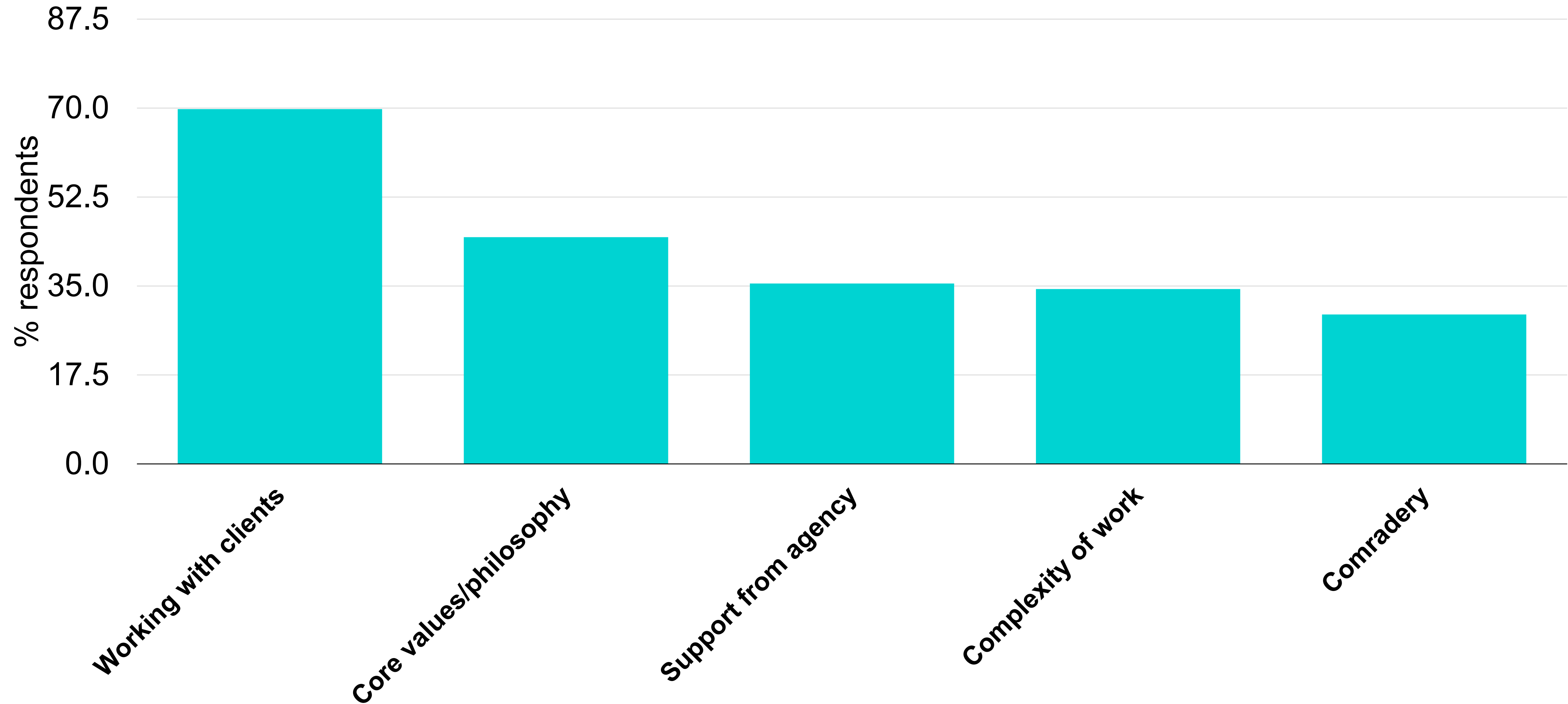
39% say it is challenging or very challenging to retain

42% say not challenging to retain

PERCEPTIONS OF WHY PEOPLE LEAVE



WHY PEOPLE STAY



SUPPORT FOR THE WORKFORCE

TRAINING & PD GAPS

Response	%
Responding to multiple and complex needs (i.e. dual diagnosis, trauma, FV)	54%
Clinical skills for counselling, treatment or therapy	48%
Advanced clinical skills	42%
Leadership and management skills	41%
Managing risky behaviours (i.e. aggression, suicide, self-harm)	39%

SUPERVISION & PRACTICE SUPPORT

- 17% do not have access to clinical supervision or practice support
- Majority have supervision monthly (52%) or fortnightly (12%)
- Less than half reported receiving high quality supervision internally (42%)
- About a third reported receiving high quality supervision externally (36%)

WORKFORCE CAPABILITY

HIGHLIGHTS

- Strong self-assessed capability overall
- Key strengths
 - Can support a client to identify and develop strategies to reduce AOD-related harm
 - Can recognise and respond appropriately to clients who are under the influence of AOD
 - Can provide a brief intervention, when appropriate to do so

**Foundational
knowledge and
practice**

HIGHLIGHTS

- Room for improvement
 - Knowledge of medications used to treat AOD-related health conditions
 - Working in partnership with clients and families to provide care
 - Understanding of responsibilities under MARAM when client is using FV

**Foundational
knowledge and
practice**

HIGHLIGHTS

Key strengths

- Know how to use and interpret AOD intake tool and Comprehensive Assessment Tool
- Familiar with range of possible concerns and needs of people with dual diagnosis

Room for improvement

- Managing risk of FV victim-survivor
- Performing mental health examination with clients
- Risk assessment for people experiencing or using FV

Screening & Assessment

HIGHLIGHTS

Key strengths

- Using culturally appropriate communication
- Ability to call out discriminatory behaviour
- Applying an intersectional lens in practice

Room for improvement

- Using interpreters (including Auslan) to facilitate effective communication with clients

Access & Equity

HIGHLIGHTS

Key strengths

- Understanding the impact of colonisation on Aboriginal and Torres Strait Islander people
- Capability to work with clients from LGBTIQ+ communities

Room for improvement

- Developing good working relationships with ACCHOs
- Consulting with Aboriginal workers to inform and strengthen practice

Cultural safety

HIGHLIGHTS

- Strong self-assessed capability overall
- Majority of people agree:
 - Know how to work effectively with complex clients
 - Ability to de-escalate conflict with aggressive clients
 - Can manage risk of co-occurring substance use and mental health
 - Know to develop safety plans with clients to support them to manage risks

**Managing
complexity &
risk**

HIGHLIGHTS

- Strong self-assessed capability overall
- Majority of leaders agree:
 - Have capabilities to provide supportive and effective supervision
 - Know how to respond to critical incidents
 - Have skills to manage staff conflict
 - Confident in capabilities to lead and manage staff

**Leadership &
management**

WELLBEING & SATISFACTION

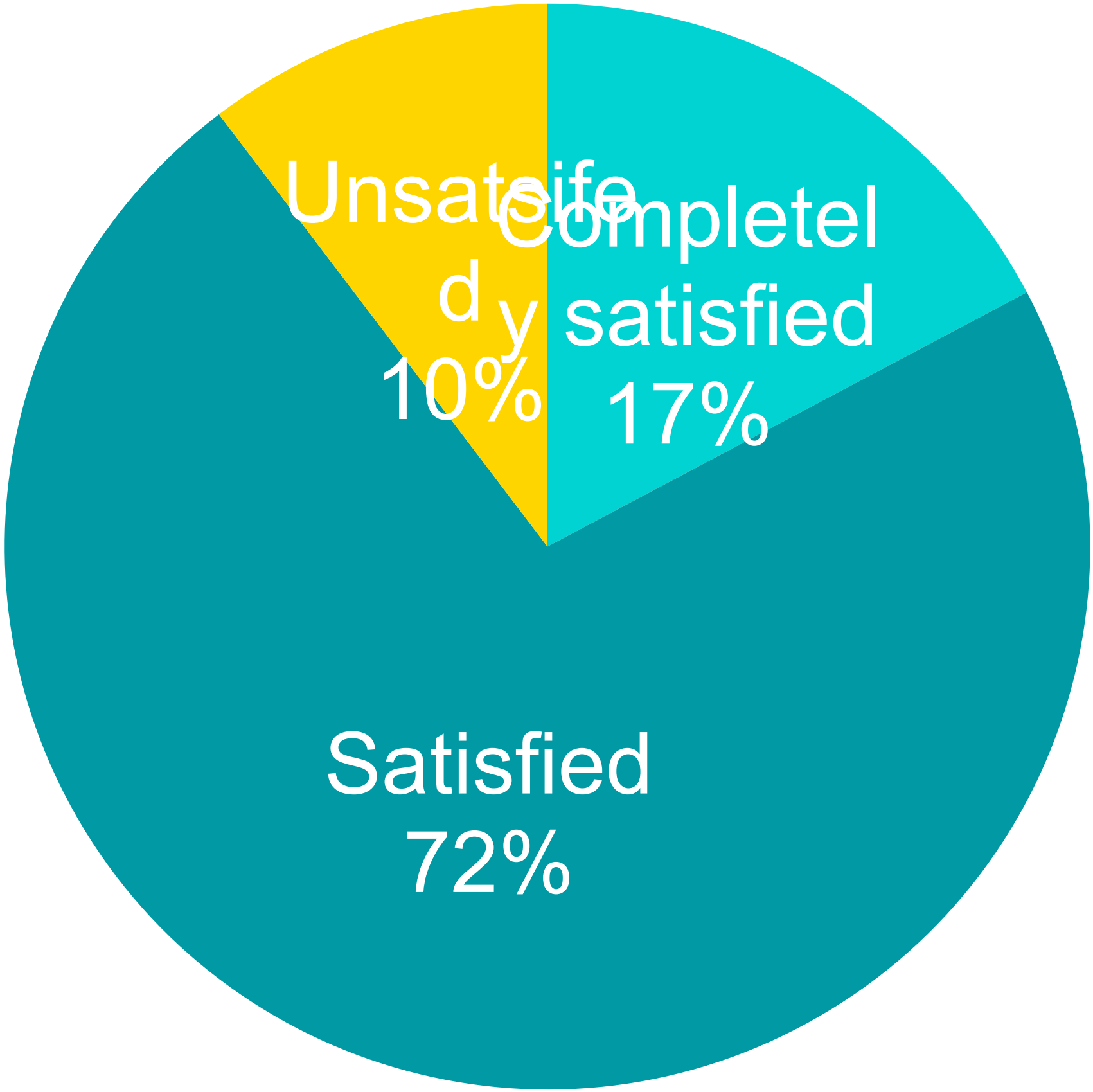
HEALTH AND QUALITY OF LIFE

Dimension	Poor	Fair	Good	Very Good	Excellent
Physical health	1.4%	18.4%	40.8%	28.7%	10.6%
Mental health	3.7%	13.8%	37.1%	35.1%	10.3%
Quality of life	2.6%	10.9%	31.0%	42.2%	13.2%

WORK SATISFACTION AND MEANING

Statement	Strongly disagree/disagree	Strongly agree/agree
The work I do is very important to me	0.6%	95.7%
The work I do has meaning and purpose	0.6%	98.3%
My work is valued by my organisation	9.5%	72.7%
I am treated with respect by my colleagues	3.7%	90.2%
I am treated with respect by my managers	5.5%	85.3%
My workload is manageable	14.7%	67%

OVERALL JOB SATISFACTION



PANEL DISCUSSION