Australia’s Alcohol and Other Drug National Workforce Survey

2019-2020

**Survey Protocol**

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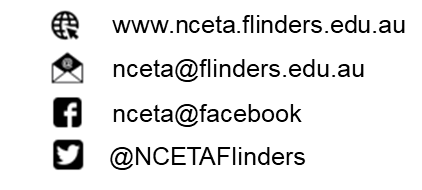
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About NCETA

NCETA is based at Flinders University in South Australia and is an internationally recognised research and training centre that works as a catalyst for change in the alcohol and other drug (AOD) field. NCETA’s areas of expertise include training needs analyses, the provision of training and other workforce development approaches. We have developed training curricula, programs and resources, and provided training programs, to cater for the needs of: specialist AOD workers; frontline health and welfare workers; Aboriginal and/or Torres Strait Islander workers; community groups; mental health workers; police officers; and employers and employee groups. NCETA focuses on supporting evidence-based change and specialises in change management processes, setting standards for the development of training curriculum content and delivery modes, building consensus models and making complex and disparate information readily accessible to workers and organisations.

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## Introduction

This Survey Protocol is the companion resource to the report ‘[*Australia’s Alcohol and Other Drug Workforce: National Survey Results 2019-2020*](http://nceta.flinders.edu.au/files/1815/9425/8805/NCETA-NAODWS-19-20-Draft14.pdf)’ (National Report). All reports and resources for the AOD National Workforce Survey, including the National Report and set of infographics highlighting key findings, can be downloaded from the NCETA website:

<http://nceta.flinders.edu.au/workforce/national-alcohol-other-drugs-workforce-survey-2019/>

This *Survey Protocol* provides essential information on the AOD National Workforce Survey (National Survey). The background, development and structure of the National Survey are outlined, including full details of the survey items and response scales. Original sources are provided for survey items where required.

The AOD National Workforce Survey is a unique and valuable resource for the AOD sector. The Survey addressed a wide range of workforce planning and workforce development issues that are central to the work of policy makers, funders, organisations, leaders and managers within the AOD field. As the first national AOD survey of its kind since 2005[[1]](#footnote-1), the AOD National Workforce Survey Protocol provides high quality and contemporary measures and data on key workforce issues in the AOD sector. The Protocol can be used to complement and strengthen existing survey programs and inform the development of new surveys in the AOD field. Options for future use include using individual items, sets of items and scales or the full survey protocol.

It is important to acknowledge that within the AOD sector a number of high quality surveys are conducted on a regular basis within jurisdictions (States and Territories) and within the government and non-government sectors. These sector and jurisdictional surveys provide valuable information to inform jurisdictional and sector (e.g. NGO, government) workforce development (WFD) policies and programs.

The AOD National Workforce Survey was designed to complement this collection of independent surveys, offering a valuable resource to support and enable a:

1. coherent national perspective on the AOD sector
2. consistent evidence base to inform national WFD policy and programs
3. set of high quality survey items and comparative data that can be incorporated into independent jurisdictional and sector surveys to enable comparisons with estimates from the National Survey on key workforce issues.

The AOD National Workforce Survey Protocol offers a unique opportunity to enhance consistency and comparability across jurisdictional surveys, with the inclusion of the same high quality measures of key workforce development issues within independent jurisdictional surveys.

Additional information is available in the PDF resource [*Australia’s Alcohol and Other Drug Workforce Survey 2019-2020. Select Comparative Data*](http://nceta.flinders.edu.au/files/4616/0030/8864/National_AOD_Survey_Protocol_-_comparative_data_FINAL.pdf)*.* This resource provides summary data on select National AOD Workforce Survey items which can be used as comparison data for findings from independent workforce and workplace surveys.

Contained within the [*Alcohol and Other Drug Workforce Survey 2019-2020. Select Comparative Data*](http://nceta.flinders.edu.au/files/4616/0030/8864/National_AOD_Survey_Protocol_-_comparative_data_FINAL.pdf) resource is:

* A complete list of the survey items and original sources for validated survey items where required (see Appendix A)
* Comparative data for each survey item and/or reference to this data in the National Report
* Mean (average) scale scores where appropriate (i.e. for items with Likert rating scales such as ratings of job satisfaction)
* Percentages for response options on categorical items (i.e. for items such as gender identity).

The comparative data provided in this resource and the National Report can be used as comparison points for independent surveys using the AOD National Workforce Survey Protocol in its entirety, particular items or sets of items. For example, an AOD organisation could compare their workers' job satisfaction with the average level of satisfaction reported across the whole AOD sector. This comparison may provide further insight into whether job satisfaction is an issue that needs further attention in the organisation, or whether the organisation is performing comparatively well in this area.

## Background

In 2019-2020, the National Centre for Education and Training on Addiction (NCETA, Flinders University) conducted the AOD National Workforce Survey. This was the first such survey to be undertaken in over a decade. The AOD National Workforce Survey 2019-2020 was developed by NCETA as part of its contracted program of work for the Australian Government Department of Health.

The aim was to conduct a comprehensive national survey of the AOD workforce to provide consistent data to inform national and jurisdictional workforce planning and workforce development. The survey was developed to reflect, as far as possible, consistent topics and items across the various jurisdictional surveys of the AOD workforce that are conducted independently within Australian States and Territories. Select items from Australian Bureau of Statistics (ABS) data collections were also included, to ensure consistency with standard definitions or categorisations (e.g. occupational categories, income groupings). Where possible, validated research instruments were used for the measurement of psychosocial factors (e.g. job satisfaction, burnout).

The National Report ‘[*Australia’s Alcohol and Other Drug Workforce: National Survey Results 2019-2020*](http://nceta.flinders.edu.au/files/1815/9425/8805/NCETA-NAODWS-19-20-Draft14.pdf)’ and accompanying infographics provide preliminary findings from the AOD National Workforce Survey describing broad trends and themes, pending full publication of our data comprising in-depth analyses.

Survey development was informed by an Expert Advisory Group comprising:

* Ms Michelle Cornish, Community Partnership Program Representative, Drug and Alcohol Services SA (DASSA)
* Mr Scott Drummond, Program Manager, Victorian Alcohol and Drug Association (VAADA)
* Ms Cecelia Gore, Senior Director for Mental Health, Alcohol and Other Drugs, NT Government
* Ms Jen Harland, Senior Project Officer - ASSIST Program, Medical School, University of Adelaide
* Dr Anke van der Sterren, Researcher and Project Manager, Alcohol Tobacco and Other Drug Association (ATODA).

## Overview of survey content and method

The AOD National Workforce Survey is comprised of eight sections that address major workforce development topics. Table 1 provides an overview of the survey structure and content.

Table 1 Overview of survey structure and content.

|  |  |  |
| --- | --- | --- |
| Section | | Topics |
| 1 | Introduction text | Study information as required by Research Ethics and Governance (not provided). |
| 2 | Understanding who is working in the AOD sector  (personal and social demographics) | Gender identity, sexual identity, Aboriginal and/or Torres Strait Islander identity, age, caring responsibilities, Australian citizenship, country of origin, languages spoken, lived experience. |
| 3 | Your work role  (employment demographics) | Occupation, work area, work setting, work roles, client groups serviced, client age profile, hours in client work, employment contract, full-time/part-time status, extra hours/overtime, clinical supervision, line and other supervision, income. |
| 4 | Professional development | Educational qualifications (general, specialist AOD), professional development access and needs. |
| 5 | How you experience your work  (working conditions and job quality) | Work meaning, work intensification, access to flexible work practices, professional confidence, respect and support, job insecurity. |
| 6 | Your organisation | Location (State/Territory, metropolitan/regional), sector (government, NGO, private), organisation size, organisational openness to change/innovation. |
| 7 | Recruitment and retention | Years working in current organisation/AOD sector, first role in AOD sector, prior sector of employment, turnover intention (job/sector), recruitment and retention challenges, reasons for AOD sector turnover. |
| 8 | Understanding your wellbeing at work | Job satisfaction (job/sector), burnout, engagement, health, quality of life. |

The Survey Protocol contains single and multi-item measures. Consistent with standard practice for validated survey instruments, most of the psychosocial factors included in the National Survey are assessed using multi-item measures. Table 2 identifies the multi-item measures in the survey. Appendix A (end of Survey Protocol) lists the original source for each measure.

It is recommended that all items comprising each multi-item measure (Table 2) are used. If required, recommended single indicators of the multi-item measures listed in Table 2 are indicated with an asterisk (\*) in the Survey Protocol. These single indicators are also presented in the National Report ‘[*Australia’s Alcohol and Other Drug Workforce: National Survey Results 2019-2020*](http://nceta.flinders.edu.au/files/1815/9425/8805/NCETA-NAODWS-19-20-Draft14.pdf)’.

Table 2 Multi-item measures within the survey.

|  |  |
| --- | --- |
| Measure | Items |
| Work meaning | Q5.2.1 - Q5.2.3 |
| Work intensity | Q5.2.4 - Q5.2.8 |
| Confidence in professional capacities | Q5.2.10 - Q5.2.12 |
| Work esteem: respect & support | Q5.3.2 - Q5.3.6 |
| Job insecurity | Q5.3.7 - Q5.3.10 |
| Organisational openness to change/innovation | Q6.6.1 - Q6.6.5 |
| Turnover intention (job) | Q7.5.1 - Q7.5.3 |
| Turnover intention (sector) | Q7.6.1 - Q7.6.3 |
| Job satisfaction | Q8.2 + Q8.3.1 - Q8.3.3  Note: Q8.2 is validated as a single-item job satisfaction measure |
| Burnout | Q8.5.1 - Q8.5.4 + Q8.6.1 - Q8.6.3 |
| Engagement | Q8.7.1 - Q8.7.3 |

The AOD National Workforce Survey was administered online using Qualtrics. Survey participation was completely anonymous and confidential. Survey participants were informed that they could decline to answer any of the survey questions (i.e. participants could skip a question and continue to subsequent items). As shown in the Survey Protocol, open-ended text responses were offered for select items. Qualtrics survey logic functions were used to create filters to ensure respondents only viewed relevant items based on their prior responses.

## Project contact

For additional information contact the Project Manager Dr Natalie Skinner ([natalie.skinner@flinders.edu.au](mailto:Natalie.Skinner@flinders.edu.au)) (+61 8 7421 9667).

## AOD National Workforce Survey Protocol

**Notes:**

🛈 indicates an item was obtained from an original source external to NCETA as listed in Appendix A (end of Survey Protocol). All other items developed by the NCETA team.

⊗ indicates a response option was set as exclusive (i.e. other response options within the item could not be selected due to logical inconsistency).

Text in grey boxes shows Qualtrics survey logic (survey filters to direct respondent to relevant questions based on prior responses).

Item numbering starts at Section X.2 (i.e. 2.2, 2.3).

### 1. Introduction text

Project introduction and participant information sheet (not provided)

### 2. Understanding who is working in the AOD sector

*Q2.2 Please indicate your gender*

* Female (1)
* Male (2)
* Trans female / trans woman (3)
* Trans male / trans man (4)
* Non-binary / gender fluid (5)
* Different gender identity (please specify) [*open text response*](6)
* Prefer not to say (7)

*Q2.3 Please indicate your sexual identity*

* Straight / heterosexual (1)
* Lesbian / gay (2)
* Bisexual (3)
* Queer (4)
* Different sexual identity (please specify) [*open text response*](5)
* Prefer not to say (6)

*Q2.4 Do you identify as Aboriginal or Torres Strait Islander?* 🛈

* Aboriginal but not Torres Strait Islander (1)
* Torres Strait Islander but not Aboriginal (2)
* Aboriginal and Torres Strait Islander (3)
* Neither Aboriginal nor Torres Strait Islander (4)
* Prefer not to say (5)

*Q2.5 What is your age?*

* Drop down menu 16 years – 70+ years
* Prefer not to say

*Q2.6 Outside of work, do you provide unpaid care to another person? (select all that apply)*

* ⊗ No (1)
* Yes - child / children (2)
* Yes - older person(s) (3)
* Yes - person(s) with a disability (4)
* Other (please specify) [*open text response*](5)

*Q2.7 Were you born in Australia?*

* Yes (1)
* No (2)

Display This Question:

If: Were you born in Australia? = No

*Q2.8 In which country were you born?*

* [Drop down menu list of 193 countries]

*Q2.9 Do you speak any languages other than English?*

* Yes (1)
* No (2)

Display This Question:

If: Do you speak any languages other than English? = Yes

*Q2.10 What languages (other than English) do you speak at work? (select all that apply)*

* Arabic (1)
* Cantonese (2)
* Mandarin (3)
* Vietnamese (4)
* Auslan (Australian Sign Language) (5)
* Other (please specify) [*open text response*] (6)
* ⊗ Only speak English at work (7)

*Q2.11 Do you identify as having lived experience in relation to alcohol or other drug issues? (select all that apply)   
(This information will help inform sector and workplace supports for workers with lived experience)*

* ⊗ I do not identify as having lived experience (1)
* Personal experience of alcohol or drug problems (past or present) (2)
* Family member who has experienced alcohol or drug problems (past or present) (3)
* Other lived experience (4)
* ⊗ Prefer not to say (5)

Display This Question:

If: Do you identify as having lived experience in relation to alcohol or other drug issues? (select a... = Personal experience of alcohol or drug problems (past or present))

Or: Do you identify as having lived experience in relation to alcohol or other drug issues? (select a... = Family member who has experienced alcohol or drug problems (past or present))

Or: Do you identify as having lived experience in relation to alcohol or other drug issues? (select a... = Other lived experience)

*Q2.12 Have you disclosed your lived experience in your workplace (e.g. to your supervisor or colleagues)?*

* Yes (1)
* No (2)

Display This Question:

If: Have you disclosed your lived experience in your workplace (e.g. to supervisor or colleagues)? = No

*Q2.13 Why have you chosen not to disclose your lived experience in your workplace? (select all that apply)*

* To avoid judgement, stereotyping or stigma (1)
* Confidentiality or privacy concerns (2)
* No desire / need to discuss it (3)
* It is not relevant to my job (4)
* Other (please specify) [*open text response*](5)

Display This Question:

If: Do you identify as having lived experience in relation to alcohol or other drug issues? (select a... = Personal experience of alcohol or drug problems (past or present))

Or: Do you identify as having lived experience in relation to alcohol or other drug issues? (select a... = Family member who has experienced alcohol or drug problems (past or present))

Or: Do you identify as having lived experience in relation to alcohol or other drug issues? (select a... = Other lived experience)

*Q2.14 Thinking about workplace supports for workers with lived experience:* 🛈

* *What do you personally have access to? (select all that apply)*
* *What would be of benefit to workers with lived experience? (select all that apply)*

|  |  |  |
| --- | --- | --- |
|  | You personally have access: (1) | Workers with lived experience would benefit from access: (2) |
| Support from peers and colleagues (1) | □ | □ |
| Support groups (2) | □ | □ |
| Counselling sessions (3) | □ | □ |
| Regular debriefs with a suitable colleague (4) | □ | □ |
| Wellness rooms / chillout rooms (5) | □ | □ |
| External programs (e.g. Smart Recovery, AA) (6) | □ | □ |
| Other (please specify on next page) (7) | □ | □ |

Display This Question:

If: Thinking about workplace supports for workers with lived experience:  What do you personally have... = Other (please specify on next page)

*Q2.15 What other supports for workers with lived experience:*

* Do you personally have access to? (please specify) [open text response] (1)
* Workers with lived experience would benefit from? (please specify) [open text response] (2)

### 3. Your work role

*Q3.2 Which of the following best describes your occupation? (select 1)* 🛈

* Aboriginal Alcohol and Other Drug (AOD) worker (1)
* Aboriginal health worker (2)
* Chief Executive or Managing Director (3)
* Clerical and office support worker (4)
* Clinical psychologist (5)
* Community worker (6)
* Contract / program / project administrator (7)
* Counsellor (8)
* Drug and alcohol counsellor (9)
* Drug and alcohol nurse (10)
* Enrolled nurse (11)
* Education professional (12)
* Family support worker (13)
* General practitioner (14)
* General registered nurse (15)
* Health promotion officer (16)
* Medical practitioner (17)
* Nurse educator (18)
* Nurse practitioner (19)
* Nurse researcher (20)
* Nursing professional (21)
* Office / practice manager (22)
* Personal assistant / secretary (23)
* Pharmacist (24)
* Policy and planning manager / professional (25)
* Psychiatrist (26)
* Psychotherapist (27)
* Public relations professional (28)
* Refuge worker (29)
* Research & development manager / professional (30)
* Service manager (31)
* Social professional (32)
* Social worker (33)
* Volunteer (unpaid) (34)
* Welfare support worker (35)
* Welfare worker (36)
* Youth worker (37)
* Occupational therapist [omitted from the original survey]

*Q3.3 What is your main area of work? (select 1)*

* Administration (1)
* AOD Family Violence Advisor (2)
* Assessment (3)
* Care and recovery coordination (4)
* Clinical oversight / management / coordination (5)
* Community development work (6)
* Consumer representation / advocacy (7)

[*Q3.3 continues on next page*]

*Q3.3 cont.*

* Counselling (8)
* Dual diagnosis work (9)
* Family therapy (10)
* Forensic AOD counselling (11)
* Harm reduction (12)
* Health services planning (catchment based planning) (13)
* Intake / assessment work (14)
* Intake / assessment and counselling (15)
* Lived experience work role / peer support / peer education / peer mentoring (16)
* Management of service / operation / program (17)
* Management / leadership of team (18)
* Needle and syringe program work (19)
* Non-residential withdrawal nursing (20)
* Outreach (21)
* Pharmacotherapy (22)
* Pharmacotherapy support work (23)
* Policy and / or media work (24)
* Project work (25)
* Providing information and education (26)
* Quality coordination (27)
* Rehabilitation (28)
* Research / data analysis (29)
* Residential support work (30)
* Student placement (31)
* Support and case management (32)
* Youth programs (33)
* Withdrawal management (detoxification) (34)
* Unpaid volunteering (35)
* Other (please specify) [*open text response*] (36)

*Q3.4 In what settings do you mainly work? (select up to 3)* 🛈

* Non-residential treatment facility (1)
* Residential treatment facility (2)
* Custodial setting (3)
* Outreach setting (4)
* Someone's home (5)
* Office setting (6)
* School settings (7)
* Hospital setting (inpatient) (8)
* Other (please specify) [*open text response*] (9)

*Q3.5 Overall, what are your main work roles? Select one or more of your main work roles.*

* Direct client services (1)
* Management (staff / unit / agency) (2)
* Administration (related to your main role) (3)
* Research (4)
* Project work (5)
* Professional support (e.g. finance, HR, organisational administration) (6)

Display This Question:

If: Overall, what are your main work roles? Select one or more of your main work roles. Selected Choices Count Is Greater Than 1

*Q3.6 Overall, how much of your work (%) involves the following:   
Selections must add to 100%*

* \_\_\_ Direct client services (1)
* \_\_\_ Management (staff / unit / agency) (2)
* \_\_\_ Administration (related to your main role) (3)
* \_\_\_ Research (4)
* \_\_\_ Project work (5)
* \_\_\_ Professional support (e.g. finance, HR, organisational administration) (6)

Display This Question:

If: Overall, what are your main work roles? Select one or more of your main work roles. = Direct client services

*Q3.7 To which of the following groups do you mainly provide a service? (select up to 3) (subsequent items address gender & sexual identity groups)*

* ⊗ No particular target group (1)
* Adults (18+ years) (2)
* Children and young people (3)
* Older / elderly adults (4)
* Clients with dependent children (5)
* Family members / significant others (6)
* Forensic clients (7)
* Clients with dual diagnoses / co-occurring mental health issues (8)
* Clients identifying as Aboriginal / Torres Strait Islander (9)
* Clients from culturally and linguistically diverse backgrounds (10)
* Other (please specify) [*open text response*] (11)

Display This Question:

If: Overall, what are your main work roles? Select one or more of your main work roles. = Direct client services

*Q3.8 To which of the following groups do you mainly provide a service? (select up to 3)*

* ⊗ No particular target group (1)
* Women (2)
* Men (3)
* Trans women and / or Trans men (4)
* Non-binary / gender fluid clients (5)
* Clients with a different gender identity (please specify) [*open text response*] (6)

Display This Question:

If: Overall, what are your main work roles? Select one or more of your main work roles. = Direct client services

*Q3.9 To which of the following groups do you mainly provide a service? (select up to 3)*

* ⊗ No particular target group (1)
* Straight / heterosexual clients (2)
* Lesbian / gay clients (3)
* Bisexual clients (4)
* Queer clients (5)
* Clients with a different sexual identity (please specify) [*open text response*] (6)

Display This Question:

If: Overall, what are your main work roles? Select one or more of your main work roles. = Direct client services

*Q3.10 Thinking about the last 2 - 3 years, which age groups did your clients comprise?*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | None of my clients (7) | Around one quarter (8) | Around one half (9) | Around three quarters (10) | All or almost all of my clients (11) |
| 25 years or younger (1) | □ | □ | □ | □ | □ |
| 26 - 49 years (2) | □ | □ | □ | □ | □ |
| 50 years or older (3) | □ | □ | □ | □ | □ |

Display This Question:

If: Overall, what are your main work roles? Select one or more of your main work roles. = Direct client services

*Q3.11 Thinking about the last 2 - 3 years, the number of clients in each of these age groups has:*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Decreased substantially (1) | Decreased slightly (2) | Stayed about the same (3) | Increased slightly (4) | Increased substantially (5) | N/A (6) |
| 25 years or younger (1) | □ | □ | □ | □ | □ | □ |
| 26 - 49 years (2) | □ | □ | □ | □ | □ | □ |
| 50 years or older (3) | □ | □ | □ | □ | □ | □ |

Display This Question:

If: Overall, what are your main work roles? Select one or more of your main work roles. = Direct client services

*Q3.12 Of the total hours per week that you work in your AOD role, approximately how many hours do you spend working directly with clients?* 🛈 *Please round up to a whole number. If none please put ‘0’.   
Examples of direct client work include: intake, assessment, developing care plans, providing treatment, support and care, follow-up and post care.*

* Numeric text entry

*Q3.13 Which of the following best describes your employment contract?   
Part-time: 1 - 34 hours per week; full-time: 35 or more hours per week.*

* Permanent part time (1)
* Permanent full time (2)
* Fixed term contract part time (3)
* Fixed term contract full time (4)
* Casual part time (5)
* Casual full time (6)
* Volunteer (unpaid position) (7)

*Q3.14 How often do you work extra hours or overtime? (i.e. beyond your contracted work hours) 🛈*

* Every day or most days (1)
* A few times a week (2)
* A few times a month (3)
* A few times a year (4)
* Never or almost never (5)

Display This Question:

If: How often work extra hours or overtime? (i.e. beyond contracted hours) = Every day or most days

Or: How often work extra hours or overtime? (i.e. beyond contracted hours) = A few times a week

Or: How often work extra hours or overtime? (i.e. beyond contracted hours) = A few times a month

Or: How often work extra hours or overtime? (i.e. beyond contracted hours) = A few times a year

*Q3.15 How are you compensated for working extra hours or overtime? (select up to 3)* 🛈

* ⊗ Not compensated in any way (1)
* Financial benefit (e.g. paid for extra hours, included in salary package) (2)
* Time-related benefit (e.g. time off in lieu, flexible work hours) (3)
* Other benefit (e.g. professional development) (please specify) [*open text response*] (4)

*Q3.16 Do you have access to any of the following forms of clinical supervision and / or practice support? (select all that apply) 🛈   
Examples of practice support include mentoring and reflective practice.*

* ⊗ No - I do not have access to internal or external clinical supervision / practice support (1)
* Yes - I access internal individual clinical supervision / practice support (2)
* Yes - I access internal group clinical supervision / practice support (3)
* Yes - I access external individual clinical supervision / practice support (4)
* Yes - I access external group clinical supervision / practice support (5)
* Other (please specify) [*open text response*] (6)

Skip To: Q3.19.1 If: Do you have access to any of the following forms of clinical supervision and / or practice support... = No - I do not have access to internal or external clinical supervision / practice support

*Q3.17 How frequently do you access clinical supervision / practice support?* 🛈

* Once a year or less (1)
* Once every 6 months (2)
* Once every 3 months (3)
* Once a month (4)
* Fortnightly or more (5)

*Q3.18 To what extent does clinical supervision / practice support meet your needs?* 🛈

* Not at all (1)
* Slightly (2)
* Moderately (3)
* Considerably (4)
* Completely (5)

*Q3.19 How frequently do you access the following types of supervision:*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Once a year or less (1) | Once every 6 months (2) | Once every 3 months (3) | Once a month (4) | Fortnightly or more (5) | N/A  (6) |
| Supervision from your line manager (1) | □ | □ | □ | □ | □ | □ |
| Peer supervision / mentoring / coaching (2) | □ | □ | □ | □ | □ | □ |
| Cultural supervision (3) | □ | □ | □ | □ | □ | □ |

*Q3.20 What is your weekly personal income (or annual income, p.a) before tax in this job?* 🛈

* $1 - $199 ($1 - $10,399 p.a) (1)
* $200 - $299 ($10,400 - $15,599 p.a) (2)
* $300 - $399 ($15,600 - $20,799 p.a) (3)
* $400 - $599 ($20,800 - $31,199 p.a) (4)
* $600 - $799 ($31,200 - $41,599 p.a) (5)
* $800 - $999 ($41,600 - $51,999 p.a) (6)
* $1,000 - $1,249 ($52,000 - $64,999 p.a) (7)
* $1,250 - $1,499 ($65,000 - $77,999 p.a) (8)
* $1,500 - $1,999 ($78,000 - $103,999 p.a) (9)
* $2,000 or more ($104,000 p.a or more) (10)
* My role is unpaid (e.g. volunteer, student placement) (11)
* Prefer not to say (12)

### 4. Professional development

*Q4.2 What is the highest general qualification that you have obtained (i.e. not specialised addiction or AOD training)?*

* Up to and including Yr 10 / school certificate (1)
* Year 12 or equivalent certificate (2)
* Certificate (I-IV) (3)
* Diploma (4)
* Advanced diploma (5)
* Undergraduate degree (6)
* Graduate certificate (7)
* Graduate diploma (8)
* Masters degree (9)
* Postgraduate degree (10)
* PhD / doctoral degree (11)
* MBBS (12)
* Medical fellowship (13)
* Other (please specify) [*open text response*](14)

*Q4.3 Are you currently enrolled in a formal qualification that is not AOD-related?*

* ⊗ No (1)
* Psychology or Behavioural Science undergraduate degree (incl. Bachelor & Honours) (2)
* Clinical Psychology Masters (3)
* Social Work undergraduate degree (incl. Bachelor & Honours) (4)
* Masters of Social Work (5)
* Nursing undergraduate degree (incl. Bachelor & Honours) (6)
* Masters of Nursing Practice (Nurse Practitioner) (7)
* Diploma of Community Services (8)
* Other (9)

*Q4.4 What is the highest AOD-related qualification that you have obtained (i.e. specialised addiction or AOD training)? (select 1)*

* No AOD-related qualification (1)
* Accredited short course (2)
* One or more of the core competencies in the AOD Certificate IV skill set (3)
* Certificate IV in Alcohol and Other Drugs (4)
* Diploma (5)
* Advanced diploma (6)
* Undergraduate degree (7)
* Graduate certificate (8)
* Graduate diploma (9)
* Masters degree (10)
* PhD / doctoral degree (11)
* Medical fellowship (12)
* Addiction Medicine fellowship (13)
* Other (please specify) [*open text response*](14)

*Q4.5 Thinking of all your AOD education and training, which of the following vocational AOD qualifications have you successfully completed? (select all that apply)*

* Diploma of Alcohol and Other Drugs (1)
* Certificate IV in Alcohol and Other Drugs (2)
* Alcohol and Other Drugs Skill Set (3)
* ⊗ I have not successfully completed any of the above (4)

Display This Question:

If: Thinking of all your AOD education and training. Which of the following vocational AOD qualifications have you successfully completed = I have not successfully completed any of the above

*Q4.6 Are you currently enrolled in a formal qualification specialising in AOD and / or addiction studies?*

* ⊗ No (1)
* Diploma of AOD (2)
* Cert IV in AOD (3)
* AOD skill set / core competencies (4)
* Graduate certificate in AOD studies (5)
* Masters of Addictive behaviour (6)
* Other (7)

*Q4.7 Beyond formal qualifications, what AOD-related professional development have you done in the past 3 years? (select all that apply)*

* ⊗ No AOD-related professional development in past 3 years (1)
* Accredited short course (2)
* Brief (less than 1 day) course or seminar (non-accredited) (3)
* Professional conference(s) (4)
* Short (1 day or longer) training course (non-accredited) (5)
* Other (please specify) [*open text response*] (6)

*Q4.8 Have you experienced challenges or difficulties in accessing sufficient professional development for your work in the AOD sector?*

* None at all (1)
* A little (2)
* A moderate amount (3)
* A lot (4)
* A great deal (5)

Skip To: Q4.10 If: Have you experienced challenges or difficulties in accessing sufficient professional development... = None at all

*Q4.9 What has prevented you from accessing sufficient professional development? (select up to 3)*

* Financial costs to myself (1)
* Financial costs to my employer (2)
* Insufficient time at work (3)
* Insufficient time outside of work (4)
* Staff shortages (i.e. lack of backfill availability) (5)
* Lack of support from supervisor / manager (6)
* Lack of support from organisation (7)
* Geographic constraints (training locations not easily accessible) (8)
* Difficulties finding relevant training (9)
* Other (please specify) [*open text response*] (10)

*Q4.10 Thinking about training / professional development on working with particular client groups. What are the training gaps: (next question addresses areas of work practice)*

* *for the sector? (select all that apply)*
* *for you personally? (select all that apply)*

|  | This is a training gap in the AOD sector (1) | You would like further training in this area (2) |
| --- | --- | --- |
| (1) Older clients | □ | □ |
| (2) Clients with dual diagnoses / co-occurring mental health issues | □ | □ |
| (3) Children and families | □ | □ |
| (4) Aboriginal and Torres Strait Islander clients | □ | □ |
| (5) Clients from culturally & linguistically diverse backgrounds | □ | □ |
| (6) Clients who are lesbian / gay / bisexual / trans / queer | □ | □ |
| (7) Clients with current/past experience of family violence | □ | □ |
| (8) Clients with experiences of trauma | □ | □ |
| (9) Clients with gambling problems | □ | □ |
| (10) Forensic AOD clients | □ | □ |
| (11) Clients with acquired brain injury | □ | □ |
| (12) Other (please specify) [*open text response*] | □ | □ |

*Q4.11 Thinking about training / professional development on particular areas of work practice.*

*What are the training gaps:*

* *for the sector? (select all that apply)*
* *for you personally? (select all that apply)*

|  | This is a training gap in the AOD sector (1) | You would like further training in this area (2) |
| --- | --- | --- |
| (1) Clinical skills for counselling, treatment or therapy | □ | □ |
| (2) Specific interventions or therapies (e.g. CBT, motivational interviewing, brief interventions) | □ | □ |
| (3) Providing clinical supervision to others | □ | □ |
| (4) Leadership and management skills | □ | □ |
| (5) Service delivery / administration skills (e.g. policy development, funding applications, financial planning) | □ | □ |
| (6) Training on alcohol or other drugs (e.g. knowledge and skills on methamphetamine use) | □ | □ |
| (7) Managing risky behaviours (e.g. aggression, suicide, self-harm) | □ | □ |
| (8) Responding to multiple and complex needs (e.g. dual diagnosis, trauma, family violence) | □ | □ |
| (9) Building and maintaining service partnerships | □ | □ |
| (10) Working with multi-disciplinary teams | □ | □ |
| (11) Skills or knowledge to support evidence-based practice | □ | □ |
| (12) Management skills | □ | □ |
| (13) Leadership skills | □ | □ |
| (14) Advanced clinical skills | □ | □ |
| (15) Other (please specify) [*open text response*] | □ | □ |

### 5. How you experience your work

*Q5.2 The following statements describe various aspects of work. To what extent do you agree or disagree with regard to your work?*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Strongly disagree (1) | Disagree (2) | Neither agree nor disagree (3) | Agree (4) | Strongly agree (5) |
| (1) The work I do is very important to me 🛈 | □ | □ | □ | □ | □ |
| (2) The job activities are personally meaningful to me 🛈 | □ | □ | □ | □ | □ |
| **\***(3) The work I do is meaningful to me 🛈 | □ | □ | □ | □ | □ |
| **\***(4) I have constant time pressure due to a heavy workload 🛈 | □ | □ | □ | □ | □ |
| (5) I have many interruptions and disturbances while performing my job 🛈 | □ | □ | □ | □ | □ |
| (6) I have a lot of responsibility in my job 🛈 | □ | □ | □ | □ | □ |
| (7) I am often pressured to work overtime 🛈 | □ | □ | □ | □ | □ |
| (8) Over the past few years, my job has become more and more demanding 🛈 | □ | □ | □ | □ | □ |
| (9) My working times can be flexible to meet my needs 🛈 | □ | □ | □ | □ | □ |
| **\***(10) I am confident in my ability to do my job 🛈 | □ | □ | □ | □ | □ |
| (11) I am self-assured about my capabilities to perform my work activities 🛈 | □ | □ | □ | □ | □ |
| (12) I have mastered the skills necessary for my job 🛈 | □ | □ | □ | □ | □ |

**\***Recommended single item measure.

*5.3 To what extent do you agree or disagree with regard to your work?*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Strongly disagree (1) | Disagree (2) | Neither agree nor disagree (3) | Agree (4) | Strongly agree (5) |
| Display This Question: Overall, what are your main work roles? Select one or more of your main work roles. = Direct client services  (1) I feel confident in my capability to respond to client needs 🛈 | □ | □ | □ | □ | □ |
| **\***(2) I experience adequate support in difficult situations 🛈 | □ | □ | □ | □ | □ |
| (3) I receive the respect I deserve from my colleagues 🛈 | □ | □ | □ | □ | □ |
| (4) I am treated unfairly at work 🛈 | □ | □ | □ | □ | □ |
| **\*(**5) I receive the respect I deserve from my superior or a respective relevant person 🛈 | □ | □ | □ | □ | □ |
| **\***(6) Considering all my efforts and achievements, I receive the respect and prestige I deserve at work 🛈 | □ | □ | □ | □ | □ |
| (7) Chances are I will lose my job soon 🛈 | □ | □ | □ | □ | □ |
| (8) I am sure I can keep my job 🛈 | □ | □ | □ | □ | □ |
| (9) I feel insecure about the future of my job 🛈 | □ | □ | □ | □ | □ |
| **\***(10) I think I might lose my job in the near future 🛈 | □ | □ | □ | □ | □ |

**\***Recommended single item measure.

### 6. Your organisation

Q6.2 In which State / Territory do you work?

* Australian Capital Territory (1)
* New South Wales (2)
* Northern Territory (3)
* Queensland (4)
* South Australia (5)
* Tasmania (6)
* Victoria (7)
* Western Australia (8)

*Q6.3 What is the main location of your work?* 🛈

* Metropolitan (capital city, metro centre) (1)
* Rural (large or small rural centre) (2)
* Remote (remote areas with 5000 persons or less) (3)

*Q6.4 What sector does your organisation belong to?*

* Government (I am a government employee) (1)
* Non-government (NGO) (2)
* Private (3)

*Q6.5 How many employees does your organisation have?* 🛈

* Fewer than 10 employees (1)
* 10 - 19 employees (2)
* 20 - 99 employees (3)
* 100 or more employees (4)
* Don't know (5)

*6.6 To what extent do you agree that in your organisation:*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Strongly disagree (1) | Disagree (2) | Neither agree nor disagree (3) | Agree (4) | Strongly agree (5) |
| (1) Novel ideas by staff are discouraged 🛈 | □ | □ | □ | □ | □ |
| (2) It is easy to change routine procedures to meet new conditions 🛈 | □ | □ | □ | □ | □ |
| (3) You frequently hear good staff ideas for improving operations 🛈 | □ | □ | □ | □ | □ |
| (4) The general attitude is to change things that aren't working 🛈 | □ | □ | □ | □ | □ |
| **\***(5) You are encouraged to try new and different ideas 🛈 | □ | □ | □ | □ | □ |

**\***Recommended single item measure.

### 7. Recruitment and retention

*Q7.2 How many years have you been working in:*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Less than 1 year (1) | 1 - 3 years (2) | 4 - 6 years (3) | 7 - 9 years (4) | 10+ years  (5) |
| Your current organisation (1) | □ | □ | □ | □ | □ |
| The AOD sector (2) | □ | □ | □ | □ | □ |

*Q7.3 Is your current position the first role you’ve had in the AOD sector?* 🛈

* Yes (1)
* No (2)

*Q7.4 Which sector did you work in prior to joining the AOD sector? (select 1)* 🛈

* I haven’t worked in any other sector (1)
* Administration (2)
* Aged care (3)
* Child protection (4)
* Community services / community health (5)
* Clinical mental health / mental health (6)
* Construction (7)
* Disability (8)
* Education (9)
* Employment services (10)
* Family services / family support (11)
* Health (12)
* Hospitality (13)
* Housing (14)
* Justice (15)
* Mental health community support services (16)
* Private sector (17)
* Retail (18)
* Sexual health (19)
* Youth (20)
* Other (please specify) [*open text response*] (21)

*7.5 To what extent do you agree with the following statements in relation to your current job?*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Strongly disagree (1) | Somewhat disagree (2) | Neither agree nor disagree (3) | Somewhat agree (4) | Strongly agree (5) |
| (1) I frequently think about leaving my current job 🛈 | □ | □ | □ | □ | □ |
| (2) I am exploring career opportunities outside my current job 🛈 | □ | □ | □ | □ | □ |
| **\***(3) It is likely that I will leave my current job in the next year 🛈 | □ | □ | □ | □ | □ |

**\***Recommended single item measure.

*Q7.6 Now thinking about the AOD sector as a whole...*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Strongly disagree (1) | Somewhat disagree (2) | Neither agree nor disagree (3) | Somewhat agree (4) | Strongly agree (5) |
| (1) I frequently think about leaving the AOD sector 🛈 | □ | □ | □ | □ | □ |
| (2) I am exploring opportunities outside the AOD sector 🛈 | □ | □ | □ | □ | □ |
| **\***(3) It is likely that I will leave the AOD sector in the next year 🛈 | □ | □ | □ | □ | □ |

**\***Recommended single item measure.

*Q7.7 In your opinion, how challenging is it in your organisation to:*

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Not challenging at all (1) | Slightly challenging (2) | Moderately challenging (3) | Very challenging (4) | Extremely challenging (5) | Don't know (6) |
| (1) Recruit new staff 🛈 | □ | □ | □ | □ | □ | □ |
| (2) Retain existing staff 🛈 | □ | □ | □ | □ | □ | □ |

*Q7.8 Thinking about the AOD sector in general. In your opinion, why do workers leave the AOD sector? (select up to 3)* 🛈

* Stigma / lack of respect (1)
* Lack of encouragement from AOD sector (e.g. from peers, educators, family / friends) (2)
* Lack of career opportunities (3)
* Low salary / poor benefits (4)
* Experience of difficult clients (5)
* Workload (e.g. excessive paperwork, large caseloads, long hours) (6)
* Lack of workplace support (7)
* Lack of clinical supervision (8)
* High stress / burnout (9)
* Limited availability of AOD education / training / professional development (10)
* Differences between industrial awards (rates of pay & other benefits) (11)
* Lack of job security / short-term employment contracts (12)
* Insecure funding (13)
* Other (please specify) [*open text response*] (14)

### 8. Understanding your wellbeing at work

**\****Q8.2 All in all, how satisfied are you with your job?* 🛈

* Completely unsatisfied (1)
* Unsatisfied (2)
* Neither unsatisfied nor satisfied (3)
* Satisfied (4)
* Completely satisfied (5)

*8.3 Thinking about your current work:*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Completely unsatisfied (1) | Unsatisfied (2) | Neither unsatisfied nor satisfied (3) | Satisfied (4) | Completely satisfied (5) |
| (1) Considering your skills and the effort you put into your work, how satisfied are you with your pay? 🛈 | □ | □ | □ | □ | □ |
| (2) How satisfied do you feel with the progress you have made in this organisation up to now? 🛈 | □ | □ | □ | □ | □ |
| (3) How satisfied do you feel with your chance for getting ahead in this organisation in the future? 🛈 | □ | □ | □ | □ | □ |

**\****8.4 All in all, how satisfied are you with your current employment in the AOD sector?* 🛈

* Completely unsatisfied (1)
* Unsatisfied (2)
* Neither unsatisfied nor satisfied (3)
* Satisfied (4)
* Completely satisfied (5)

*8.5 Thinking about your work experience, how often:*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Never / almost never (1) | Seldom (2) | Sometimes (3) | Often  (4) | Always  (5) |
| (1) Do you feel worn out at the end of the working day? 🛈 | □ | □ | □ | □ | □ |
| **\***(2) Are you exhausted in the morning at the thought of another day at work? 🛈 | □ | □ | □ | □ | □ |
| (3) Do you feel that every working hour is tiring for you? 🛈 | □ | □ | □ | □ | □ |
| (4) Do you have enough energy for family and friends during leisure time? 🛈 | □ | □ | □ | □ | □ |

**\***Recommended single item measure.

*8.6 Thinking about your work experience, to what degree:*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | To a very low degree (1) | To a low degree (2) | Somewhat (3) | To a high degree (4) | To a very high degree (5) |
| (1) Is your work emotionally exhausting? 🛈 | □ | □ | □ | □ | □ |
| (2) Does your work frustrate you? 🛈 | □ | □ | □ | □ | □ |
| **\***(3) Do you feel burnt out because of your work? 🛈 | □ | □ | □ | □ | □ |

**\***Recommended single item measure.

*8.7 At work how often do you feel the following:*

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Never / almost never (1) | Seldom (2) | Sometimes (3) | Often (4) | Always (5) |
| (1) At my work, I feel full of energy 🛈 | □ | □ | □ | □ | □ |
| **\***(2) I am enthusiastic about my job 🛈 | □ | □ | □ | □ | □ |
| (3) I am immersed in my work 🛈 | □ | □ | □ | □ | □ |

**\*** Recommended single item measure.

*Q8.8 In general, would you say your health is...?* 🛈

* Poor (1)
* Fair (2)
* Good (3)
* Very good (4)
* Excellent (5)

*Q8.9 How would you rate your quality of life?* 🛈

* Very poor (1)
* Poor (2)
* Neither poor nor good (3)
* Good (4)
* Very good (5)

*Is there anything else you would like to say to help us better understand the AOD workforce and sector?* [Text *entry]*

If responding to this survey has caused any discomfort, please seek assistance from your Employee Assistance Provider (EAP) within your organisation or seek advice from a service such as Lifeline (13 11 44)

## Appendix A: Item sources (externally sourced items)

| **Q** | **Item** | **Source** |
| --- | --- | --- |
| Q2.4 | Do you identify as Aboriginal or Torres Strait Islander? | Australian Bureau of Statistics (ABS). (2014). Indigenous Status Standard, Version 1.5, Cat. No. 1200.0.55.008. Canberra: ABS. |
| Q3.2 | Which of the following best describes your occupation? | Australian Bureau of Statistics (ABS). (2013a). ANZSCO - Australian and New Zealand Standard Classification of Occupations, 2013, Version 1.2, Cat. No. 1220.0. Canberra: ABS. |
| Q3.4 | In what settings do you mainly work? | Australian Institute of Health and Welfare (AIHW). (2018). Alcohol and Other Drug Treatment Services National Minimum Data Set: Data Collection Manual 2018–19. Version 2.0 (June 2018), Cat. No. DAT 9. Canberra: AIHW. |
| Q3.12 | Of the total hours per week that you work in your AOD role, approximately how many hours do you spend working directly with clients? | Victorian Department of Health and Human Services (DHHS). (2017). 2016 Alcohol and Other Drugs Workforce Study - Worker Survey. Melbourne: DHHS. Retrieved from <https://www2.health.vic.gov.au/>about/publications/formsandtemplates/2016-alcohol-other-drugs-workforce-study-worker-survey. |
| Q3.14 | How often do you work extra hours or overtime? (beyond your contracted work hours) | Australian Bureau of Statistics (ABS). (2013b). Working Time Arrangements, Australia, November 2012, Cat. No. 3642.0. Canberra: ABS. |
| Q3.15 | How are you compensated for working extra hours or overtime? | Australian Bureau of Statistics (ABS). (2013b). Working Time Arrangements, Australia, November 2012, Cat. No. 3642.0. Canberra: ABS. |
| Q3.16 | Do you have access to any of the following forms of clinical supervision and / or practice support? | Victorian Department of Health and Human Services (DHHS). (2017). 2016 Alcohol and Other Drugs Workforce Study - Worker Survey. Melbourne: DHHS. Retrieved from <https://www2.health.vic.gov.au/>about/publications/formsandtemplates/2016-alcohol-other-drugs-workforce-study-worker-survey. |
| Q3.17 | How frequently do you access clinical supervision / practice support? | Victorian Department of Health and Human Services (DHHS). (2017). 2016 Alcohol and Other Drugs Workforce Study - Worker Survey. Melbourne: DHHS. Retrieved from <https://www2.health.vic.gov.au/>about/publications/formsandtemplates/2016-alcohol-other-drugs-workforce-study-worker-survey. |
| Q3.18 | To what extent does clinical supervision / practice support meet your needs? | Victorian Department of Health and Human Services (DHHS). (2017). 2016 Alcohol and Other Drugs Workforce Study - Worker Survey. Melbourne: DHHS. Retrieved from <https://www2.health.vic.gov.au/>about/publications/formsandtemplates/2016-alcohol-other-drugs-workforce-study-worker-survey. |
| Q3.20 | What is your weekly personal income (or annual income, p.a) before tax in this job? | Australian Bureau of Statistics (ABS). (2016). Census 2016. Canberra: ABS. |
| ***Q5.2 Items 1-3: Work meaning scale*** | | |
| Q5.2 | The following statements describe various aspects of work: |  |
|  | 1. The work I do is very important to me. | Meaning subscale. Spreitzer, G. M. (1995). Psychological empowerment in the workplace: Dimensions, measurement, and validation. Academy of Management Journal, 38(5), 1442-1465. |
|  | 1. The job activities are personally meaningful to me. | Meaning subscale. Spreitzer, G. M. (1995). Psychological empowerment in the workplace: Dimensions, measurement, and validation. Academy of Management Journal, 38(5), 1442-1465. |
|  | 1. The work I do is meaningful to me. | Meaning subscale. Spreitzer, G. M. (1995). Psychological empowerment in the workplace: Dimensions, measurement, and validation. Academy of Management Journal, 38(5), 1442-1465. |
| ***Q5.2 Items 4-8: Work intensity scale*** | | |
|  | 1. I have constant time pressure due to a heavy workload. | Effort subscale. Siegrist, J., Starke, D., Chandola, T., Godin, I., Marmot, M., Niedhammer, I., & Peter, R. (2004). The measurement of effort–reward imbalance at work: European comparisons. Social Science & Medicine, 58(8), 1483-1499. |
|  | 1. I have many interruptions and disturbances while performing my job. | Effort subscale. Siegrist, J., Starke, D., Chandola, T., Godin, I., Marmot, M., Niedhammer, I., & Peter, R. (2004). The measurement of effort–reward imbalance at work: European comparisons. Social Science & Medicine, 58(8), 1483-1499. |
|  | 1. I have a lot of responsibility in my job. | Effort subscale. Siegrist, J., Starke, D., Chandola, T., Godin, I., Marmot, M., Niedhammer, I., & Peter, R. (2004). The measurement of effort–reward imbalance at work: European comparisons. Social Science & Medicine, 58(8), 1483-1499. |
|  | 1. I am often pressured to work overtime. | Effort subscale. Siegrist, J., Starke, D., Chandola, T., Godin, I., Marmot, M., Niedhammer, I., & Peter, R. (2004). The measurement of effort–reward imbalance at work: European comparisons. Social Science & Medicine, 58(8), 1483-1499. |
|  | 1. Over the past few years, my job has become more and more demanding. | Effort subscale. Siegrist, J., Starke, D., Chandola, T., Godin, I., Marmot, M., Niedhammer, I., & Peter, R. (2004). The measurement of effort–reward imbalance at work: European comparisons. Social Science & Medicine, 58(8), 1483-1499. |
| **Q5.2 Item 9: Flexible work practices measure** | | |
|  | 1. My working times can be flexible to meet my needs. | Skinner, N., & Pocock, B. (2008). Work-life conflict: Is work time or work overload more important? Asia Pacific Journal of Human Resources, 46(3), 303-315. |
| **Q5.2 Items 10-12: Confidence in professional capacities (general) scale** | | |
|  | 1. I am confident in my ability to do my job. | Competence subscale. Siegrist, J., Starke, D., Chandola, T., Godin, I., Marmot, M., Niedhammer, I., & Peter, R. (2004). The measurement of effort–reward imbalance at work: European comparisons. Social Science & Medicine, 58(8), 1483-1499. |
|  | 1. I am self-assured about my capabilities to perform my work activities. | Competence subscale. Siegrist, J., Starke, D., Chandola, T., Godin, I., Marmot, M., Niedhammer, I., & Peter, R. (2004). The measurement of effort–reward imbalance at work: European comparisons. Social Science & Medicine, 58(8), 1483-1499. |
|  | 1. I have mastered the skills necessary for my job. | Competence subscale. Siegrist, J., Starke, D., Chandola, T., Godin, I., Marmot, M., Niedhammer, I., & Peter, R. (2004). The measurement of effort–reward imbalance at work: European comparisons. Social Science & Medicine, 58(8), 1483-1499. |
| **Q5.3 Item 1: Confidence in professional capacities (client service) scale** | | |
| Q5.3 | To what extent do you agree or disagree with regard to your work? |  |
|  | 1. I feel confident in my capability to respond to client needs | Victorian Department of Health and Human Services (DHHS). (2017). 2016 Alcohol and Other Drugs Workforce Study - Worker Survey. Melbourne: DHHS. Retrieved from <https://www2.health.vic.gov.au/>about/publications/formsandtemplates/2016-alcohol-other-drugs-workforce-study-worker-survey. |
| ***Q5.3 Items 2-6 Work esteem: respect & support scale*** | | |
|  | 1. I experience adequate support in difficult situations. | Esteem subscale. Siegrist, J., Starke, D., Chandola, T., Godin, I., Marmot, M., Niedhammer, I., & Peter, R. (2004). The measurement of effort–reward imbalance at work: European comparisons. Social Science & Medicine, 58(8), 1483-1499. |
|  | 1. I receive the respect I deserve from my colleagues. | Esteem subscale. Siegrist, J., Starke, D., Chandola, T., Godin, I., Marmot, M., Niedhammer, I., & Peter, R. (2004). The measurement of effort–reward imbalance at work: European comparisons. Social Science & Medicine, 58(8), 1483-1499. |
|  | 1. I am treated unfairly at work. | Esteem subscale. Siegrist, J., Starke, D., Chandola, T., Godin, I., Marmot, M., Niedhammer, I., & Peter, R. (2004). The measurement of effort–reward imbalance at work: European comparisons. Social Science & Medicine, 58(8), 1483-1499. |
|  | 1. I receive the respect I deserve from my superior or a respective relevant person | Esteem subscale. Siegrist, J., Starke, D., Chandola, T., Godin, I., Marmot, M., Niedhammer, I., & Peter, R. (2004). The measurement of effort–reward imbalance at work: European comparisons. Social Science & Medicine, 58(8), 1483-1499. |
|  | 1. Considering all my efforts and achievements, I receive the respect and prestige I deserve at work. | Esteem subscale. Siegrist, J., Starke, D., Chandola, T., Godin, I., Marmot, M., Niedhammer, I., & Peter, R. (2004). The measurement of effort–reward imbalance at work: European comparisons. Social Science & Medicine, 58(8), 1483-1499. |

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|  | 1. Chances are I will lose my job soon. | Vander Elst, T., De Witte, H., & De Cuyper, N. (2014). The Job Insecurity Scale: A psychometric evaluation across five European countries. European Journal of Work and Organizational Psychology, 23(3), 364-380. |
|  | 1. I am sure I can keep my job. (reverse score) | Vander Elst, T., De Witte, H., & De Cuyper, N. (2014). The Job Insecurity Scale: A psychometric evaluation across five European countries. European Journal of Work and Organizational Psychology, 23(3), 364-380. |
|  | 1. I feel insecure about the future of my job. | Vander Elst, T., De Witte, H., & De Cuyper, N. (2014). The Job Insecurity Scale: A psychometric evaluation across five European countries. European Journal of Work and Organizational Psychology, 23(3), 364-380. |
|  | 1. I think I might lose my job in the near future. | Vander Elst, T., De Witte, H., & De Cuyper, N. (2014). The Job Insecurity Scale: A psychometric evaluation across five European countries. European Journal of Work and Organizational Psychology, 23(3), 364-380. |
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| Q6.3 | What is the main location of your work? | Australian Institute of Health and Welfare (AIHW). (2004). Rural, Regional and Remote Health: A Guide to Remoteness Classifications. Canberra: AIHW. |
| Q6.5 | How many employees does your organisation have? | Australian Bureau of Statistics (ABS). (2014a). Employee Earnings, Benefits and Trade Union Membership, Australia, August 2013. Canberra: ABS. |
| ***Q6.6 Items 1-5: Organisational openness to change/innovation scale*** | | |
| Q6.6 | To what extent do you agree that in your organization: |  |
|  | 1. Novel ideas by staff are discouraged. (reverse score) | Organizational responsiveness to change subscale. Lehman, W. E. K., Greener, J. M., & Simpson, D. D. (2002). Assessing organizational readiness for change. Journal of Substance Abuse Treatment, 22(4), 197-209. |
|  | 1. It is easy to change routine procedures to meet new conditions. | Organizational responsiveness to change subscale. Lehman, W. E. K., Greener, J. M., & Simpson, D. D. (2002). Assessing organizational readiness for change. Journal of Substance Abuse Treatment, 22(4), 197-209. |
|  | 1. You frequently hear good staff ideas for improving operations. | Organizational responsiveness to change subscale. Lehman, W. E. K., Greener, J. M., & Simpson, D. D. (2002). Assessing organizational readiness for change. Journal of Substance Abuse Treatment, 22(4), 197-209. |
|  | 1. The general attitude is to change things that aren't working. (reverse score) | Organizational responsiveness to change subscale. Lehman, W. E. K., Greener, J. M., & Simpson, D. D. (2002). Assessing organizational readiness for change. Journal of Substance Abuse Treatment, 22(4), 197-209. |
|  | 1. You are encouraged to try new and different ideas. | Organizational responsiveness to change subscale. Lehman, W. E. K., Greener, J. M., & Simpson, D. D. (2002). Assessing organizational readiness for change. Journal of Substance Abuse Treatment, 22(4), 197-209. |
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| Q7.3 | Is your current position the first role you’ve had in the AOD sector? | Victorian Department of Health and Human Services (DHHS). (2017). 2016 Alcohol and Other Drugs Workforce Study - Worker Survey. Melbourne: DHHS. Retrieved from <https://www2.health.vic.gov.au/>about/publications/formsandtemplates/2016-alcohol-other-drugs-workforce-study-worker-survey. |
| Q7.4 | Which sector did you work in prior to joining the AOD sector? | Victorian Department of Health and Human Services (DHHS). (2017). 2016 Alcohol and Other Drugs Workforce Study - Worker Survey. Melbourne: DHHS. Retrieved from <https://www2.health.vic.gov.au/>about/publications/formsandtemplates/2016-alcohol-other-drugs-workforce-study-worker-survey. |
| ***Q7.5 Items 1-3: Turnover intention (job) scale*** | | |
| Q7.5 | To what extent do you agree with the following statements in relation to your current job? |  |
|  | 1. I frequently think about leaving my current job. | Rothrauff, T. C., Abraham, A. J., Bride, B. E., & Roman, P. M. (2011). Occupational turnover intentions among substance abuse counselors. Journal of Substance Abuse Treatment, 40(1), 67-76. |
|  | 1. I am exploring career opportunities outside my current job. | Rothrauff, T. C., Abraham, A. J., Bride, B. E., & Roman, P. M. (2011). Occupational turnover intentions among substance abuse counselors. Journal of Substance Abuse Treatment, 40(1), 67-76. |
|  | 1. It is likely that I will leave my current job in the next year. | Rothrauff, T. C., Abraham, A. J., Bride, B. E., & Roman, P. M. (2011). Occupational turnover intentions among substance abuse counselors. Journal of Substance Abuse Treatment, 40(1), 67-76. |
| ***Q7.6 Items 1-3: Turnover intention (AOD sector) scale*** | | |
| Q7.6 | Now thinking about the AOD sector as a whole: |  |
|  | 1. I frequently think about leaving the AOD field. | Rothrauff, T. C., Abraham, A. J., Bride, B. E., & Roman, P. M. (2011). Occupational turnover intentions among substance abuse counselors. Journal of Substance Abuse Treatment, 40(1), 67-76. |
|  | 1. I am exploring career opportunities outside the AOD field. | Rothrauff, T. C., Abraham, A. J., Bride, B. E., & Roman, P. M. (2011). Occupational turnover intentions among substance abuse counselors. Journal of Substance Abuse Treatment, 40(1), 67-76. |
|  | 1. It is likely that I will leave the AOD field in the next year. | Rothrauff, T. C., Abraham, A. J., Bride, B. E., & Roman, P. M. (2011). Occupational turnover intentions among substance abuse counselors. Journal of Substance Abuse Treatment, 40(1), 67-76. |
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| Q7.7 | In your opinion, how challenging is it in your organisation to:   * Recruit new staff * Retain existing staff | HF Trust. (2018). Sector Pulse Check 18. London: HFT. Retrieved from www.hft.org.uk/wp-content/uploads/2019/02/Hft-Sector-Pulse-Check-2018.pdf. |
| Q7.8 | Thinking about the AOD sector in general. In your opinion, why do workers leave the AOD sector? | Duraisingam, V., Pidd, K., Roche, A., & O’Connor, J. (2006). Stress, Satisfaction and Retention Among Alcohol and Other Drug Workers in Australia. Adelaide: NCETA. Retrieved from http://nceta.flinders.edu.au/files/8112/6101/8422/1973991936EN144.pdf |
| ***Q8.2 + Q8.3 Items 1-3: Job satisfaction scale (current job) (4 items)*** | | |
| Q8.2 | All in all, how satisfied are you with your job? | Taylor, J., & Bowers, D. (1972). Survey of Organizations. Ann Arbor: Institute for Social Research, University of Michigan. |
| Q8.3 | Thinking about your current work: |  |
|  | 1. Considering your skills and the effort you put into your work, how satisfied are you with your pay? | Taylor, J., & Bowers, D. (1972). Survey of Organizations. Ann Arbor: Institute for Social Research, University of Michigan. |
|  | 1. How satisfied do you feel with the progress you have made in this organisation up to now? | Taylor, J., & Bowers, D. (1972). Survey of Organizations. Ann Arbor: Institute for Social Research, University of Michigan. |
|  | 1. How satisfied do you feel with your chance for getting ahead in this organisation in the future? | Taylor, J., & Bowers, D. (1972). Survey of Organizations. Ann Arbor: Institute for Social Research, University of Michigan. |
| ***Q8.4 Job satisfaction measure (AOD sector)*** | | |
| Q8.4 | All in all, how satisfied are you with your current employment in the AOD sector? | Taylor, J., & Bowers, D. (1972). Survey of Organizations. Ann Arbor: Institute for Social Research, University of Michigan. |
| ***Q8.5 Items1-4 + Q8.6 Items 1-3: Burnout scale (7 items)*** | | |
| Q8.5 | Thinking about your work experience, how often: |  |
|  | 1. Do you feel worn out at the end of the working day? | Kristensen, T., Borritz, M., Villadsen, E., & Christensen, K. (2005). The Copenhagen Burnout Inventory: A new tool for the assessment of burnout. Work and Stress, 19(3), 192-207. |
|  | 1. Are you exhausted in the morning at the thought of another day at work? | Kristensen, T., Borritz, M., Villadsen, E., & Christensen, K. (2005). The Copenhagen Burnout Inventory: A new tool for the assessment of burnout. Work and Stress, 19(3), 192-207. |
|  | 1. Do you feel that every working hour is tiring for you? | Kristensen, T., Borritz, M., Villadsen, E., & Christensen, K. (2005). The Copenhagen Burnout Inventory: A new tool for the assessment of burnout. Work and Stress, 19(3), 192-207. |
|  | 1. Do you have enough energy for family and friends during leisure time? (reverse score) | Kristensen, T., Borritz, M., Villadsen, E., & Christensen, K. (2005). The Copenhagen Burnout Inventory: A new tool for the assessment of burnout. Work and Stress, 19(3), 192-207. |
| Q8.6 | Thinking about your work experience, to what degree: |  |
|  | 1. Is your work emotionally exhausting? | Kristensen, T., Borritz, M., Villadsen, E., & Christensen, K. (2005). The Copenhagen Burnout Inventory: A new tool for the assessment of burnout. Work and Stress, 19(3), 192-207. |
|  | 1. Does your work frustrate you? | Kristensen, T., Borritz, M., Villadsen, E., & Christensen, K. (2005). The Copenhagen Burnout Inventory: A new tool for the assessment of burnout. Work and Stress, 19(3), 192-207. |
|  | 1. Do you feel burnt out because of your work? | Kristensen, T., Borritz, M., Villadsen, E., & Christensen, K. (2005). The Copenhagen Burnout Inventory: A new tool for the assessment of burnout. Work and Stress, 19(3), 192-207. |
| ***Q8.7 Items1-3: Engagement scale*** | | |
| Q8.7 | At work how often do you feel the following: |  |
|  | 1. At my work, I feel full of energy | Vigor sub-scale. Schaufeli, W., Shimazu, A., Hakanen, J., Salanova, M., & De Witte, H. (2019). An ultra-short measure for work engagement: The UWES-3 validation across five countries. European Journal of Psychological Assessment, 35, pp. 577-591. |
|  | 1. I am enthusiastic about my job | Vigor sub-scale. Schaufeli, W., Shimazu, A., Hakanen, J., Salanova, M., & De Witte, H. (2019). An ultra-short measure for work engagement: The UWES-3 validation across five countries. European Journal of Psychological Assessment, 35, pp. 577-591. |
|  | 1. I am immersed in my work | Vigor sub-scale. Schaufeli, W., Shimazu, A., Hakanen, J., Salanova, M., & De Witte, H. (2019). An ultra-short measure for work engagement: The UWES-3 validation across five countries. European Journal of Psychological Assessment, 35, pp. 577-591. |
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| Q8.8 | In general, would you say your health is...? | Ware, J. J., & Sherbourne, C. (1992). The MOS 36-item short-form health survey (SF-36): I. Conceptual framework and item selection. Medical Care, 30(6), 473-483. |
| Q8.9 | How would you rate your quality of life? | World Health Organization (WHO). (1996). WHOQOL-BREF. Introduction, administration, scoring and generic version of the assessment. Geneva: WHO. Retrieved from https://www.who.int/mental\_health/media/en/76.pdf. |

1. Roche, A. M. & Pidd, K. (2010). Alcohol & other drugs workforce development issues and imperatives: Setting the scene. National Centre for Education and Training on Addiction (NCETA), Flinders University, Adelaide. [↑](#footnote-ref-1)