

Agency Survey

IMPORTANT NOTE

Please note that this Agency Survey must be undertaken online and can only be completed at one computer.

There is no explicit save function available in Survey Monkey; however the system allows you to exit the survey at any point and will recognise your previous responses. This allows you to continue from the page you exited at, though note that if you do not complete the page and press next prior to closing the survey it will return you to the beginning of that page.

If at any stage you need to return to the previous page, please click the 'Prev' button at the bottom of the page. Do not press the back arrow on your browser.

Please complete this survey using data from the last two weeks of June 2016.

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Part 1: Agency profile

If your agency has multiple sites across Victoria, a combined survey should be completed for all sites that deliver AOD activities funded by the Victorian Government.

Please complete this survey using data from the last two weeks of June 2016.

1. Agency name

2. Name of person responsible for completing this survey

3. Role within agency

- CEO
- Senior staff member
- Human resources manager
- Finance manager
- Other (*please specify*) _____

4. Contact phone number

5. Contact email address

6. Does your agency deliver services across multiple catchments?

- Single catchment (**Respondents will be automatically directed to PART 1B**)
- Multiple catchments (2 or more)

Part 1A: Agency profile continued - Agencies operating in multiple catchments

7. Which catchments does your agency deliver services in? (Please select as many as applicable)

- Barwon
- Bayside
- Eastern Melbourne
- Frankston / Mornington Peninsula
- Gippsland
- Goulburn Valley
- Grampians
- Great South Coast
- Hume
- Inner East Melbourne
- Inner North Melbourne
- Loddon Mallee
- North Melbourne
- North Western Melbourne
- South Eastern Melbourne
- South Western Melbourne

8. What was the total AOD EFT for your agency during the last two weeks of June 2016 from the following funding sources? (Please use decimals or whole numbers. E.g. 14.5 or 14)

Victorian Department of Health and Human Services _____
Australian Department of Health _____
Philanthropic _____
Consumer fees _____
Other (please specify) _____
TOTAL EFT _____

9. Please provide a breakdown of the total AOD EFT for your agency during the last two weeks of June 2016 across each of the catchments you deliver services in. (Please use decimals or whole numbers. E.g. 14.5 or 14)

Barwon _____
Bayside _____
Eastern Melbourne _____
Frankston / Mornington Peninsula _____
Gippsland _____
Goulburn Valley _____
Grampians _____
Great South Coast _____
Hume _____
Inner East Melbourne _____
Inner North Melbourne _____

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Loddon Mallee _____
North Melbourne _____
North Western Melbourne _____
South Eastern Melbourne _____
South Western Melbourne _____

10. What was the total AOD headcount for your agency during the last two weeks of June 2016 from the following funding sources? (Please use whole numbers)

Note: Headcount refers to the total number of existing filled or unfilled positions (full time, part time, casual and contract) within your agency during this pay period.

Victorian Department of Health and Human Services _____
Australian Department of Health _____
Philanthropic _____
Consumer fees _____
Other (please specify) _____
TOTAL HEADCOUNT _____

11. Please provide a breakdown of the total AOD headcount for your agency during the last two weeks of June 2016 across each of the catchments you deliver services in. (Please use whole numbers)

Barwon _____
Bayside _____
Eastern Melbourne _____
Frankston / Mornington Peninsula _____
Gippsland _____
Goulburn Valley _____
Grampians _____
Great South Coast _____
Hume _____
Inner East Melbourne _____
Inner North Melbourne _____
Loddon Mallee _____
North Melbourne _____
North Western Melbourne _____
South Eastern Melbourne _____
South Western Melbourne _____

12. How many funded AOD staff left your agency during the 12 months to 30 June 2016? (If none, please put '0')

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13. Please provide a breakdown of the number of AOD staff that left your agency during the 12 months to 30 June 2016 across each of the catchments you deliver services in. (Please use whole numbers)

Barwon	_____
Bayside	_____
Eastern Melbourne	_____
Frankston / Mornington Peninsula	_____
Gippsland	_____
Goulburn Valley	_____
Grampians	_____
Great South Coast	_____
Hume	_____
Inner East Melbourne	_____
Inner North Melbourne	_____
Loddon Mallee	_____
North Melbourne	_____
North Western Melbourne	_____
South Eastern Melbourne	_____
South Western Melbourne	_____

14. During the 12 months to 30 June 2016, did it take your agency more than 3 months to fill a vacant position in any of the catchments you deliver services in?

- Yes
 No (*if no, respondents will be automatically directed to PART 2*)

15. During the 12 months to 30 June 2016, in which of the following catchments did the time taken to fill vacancies exceed 3 months? (Please select as many as applicable)

- Barwon
 Bayside
 Eastern Melbourne
 Frankston / Mornington Peninsula
 Gippsland
 Goulburn Valley
 Grampians
 Great South Coast
 Hume
 Inner East Melbourne
 Inner North Melbourne
 Loddon Mallee
 North Melbourne
 North Western Melbourne
 South Eastern Melbourne
 South Western Melbourne

Respondents will be automatically directed to PART 2

Part 1B: Agency profile continued - Agencies operating in a single catchment

16. Which catchment does your agency deliver services in?

- Barwon
- Bayside
- Eastern Melbourne
- Frankston / Mornington Peninsula
- Gippsland
- Goulburn Valley
- Grampians
- Great South Coast
- Hume
- Inner East Melbourne
- Inner North Melbourne
- Loddon Mallee
- North Melbourne
- North Western Melbourne
- South Eastern Melbourne
- South Western Melbourne

17. What was the total AOD EFT for your agency during the last two weeks of June 2016 from the following funding sources? (Please use decimals or whole numbers. E.g. 14.5 or 14)

Victorian Department of Health and Human Services _____
Australian Department of Health _____
Philanthropic _____
Consumer fees _____
Other (please specify) _____
TOTAL EFT _____

18. What was the total AOD headcount for your agency during the last two weeks of June 2016 from the following funding sources? (Please use whole numbers)

Note: Headcount refers to the total number of existing filled or unfilled positions (full time, part time, casual and contract) within your agency during this pay period.

Victorian Department of Health and Human Services _____
Australian Department of Health _____
Philanthropic _____
Consumer fees _____
Other (please specify) _____
TOTAL HEADCOUNT _____

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19. How many funded AOD staff left your agency during the 12 months to 30 June 2016? (If none, please put '0')

20. During the 12 months to 30 June 2016, did it take your agency more than 3 months to fill a vacant position?

Yes

No

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Part 2: Staff profile

21. Please provide a breakdown of the EFT for all AOD activities funded by the Victorian State Government within your agency for the last two weeks of June 2016.
(Please use decimals or whole numbers. E.g. 14.5 or 14)

	Funded activity	EFT
34021	Local Initiatives	
34024	Education & Training	
34025	Research, Service Development & Evaluation	
34040	Education (FOCiS)	
34041	Youth Day Program	
34042	Community Offenders Advice & Treatment	
34044	Ante & Post Natal Support	
34045	Koori Community Alcohol & Drug Resource Centres	
34046	Youth Alcohol & Drug Supported Accommodation	
34047	Specialist Pharmacotherapy Program	
34048	Outdoor Therapy	
34049	Koori Community Alcohol and Drug Worker	
34050	Adult Residential Drug Withdrawal	
34053	Adult Residential Rehabilitation	
34056	Youth Residential Drug Withdrawal	
34057	Pharmacotherapy regional outreach	
34061	Mobile Drug Safety	
34062	Mobile Overdose Response	
34064	Youth Home-based Withdrawal	
34069	Homeless and Drug Dependency Capacity Building	
34070	Needle & Syringe Program	
34071	Youth Outreach	
34078	ACCO Services - Drug Services	
34079	Koori Youth A and D Healing Service	
34080	Youth Residential Rehabilitation	
34081	Workforce Education and Training	
34200	Forensic Education and Training (Cannabis)	
34203	Forensic Adult Residential Drug Withdrawal	
34204	Forensic Youth Residential Drug Withdrawal	
34205	Forensic Adult Residential Rehabilitation	
34206	Forensic Youth Residential Rehabilitation	
34207	Forensic Youth Outreach	
34209	Forensic Koori Youth A and D Healing Service	
34210	Youth Justice	
34212	COATS Post Sentence	
34214	SSDT Withdrawal Services	
34300	Care and Recovery Coordination	
34301	Counselling	

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34302	Intake and Assessment	
34303	Non-Residential Withdrawal	
34304	Catchment-Based Planning	

22. Please provide a breakdown of the headcount for all AOD activities funded by the Victorian State Government within your agency for the last two weeks of June 2016. (Please use whole numbers)

Note: Where workers are deployed across multiple activity codes, please count that individual against each relevant one. The total headcount may exceed the actual number of staff employed at your agency.

Funded activity		Headcount
34021	Local Initiatives	
34024	Education & Training	
34025	Research, Service Development & Evaluation	
34040	Education (FOCiS)	
34041	Youth Day Program	
34042	Community Offenders Advice & Treatment	
34044	Ante & Post Natal Support	
34045	Koori Community Alcohol & Drug Resource Centres	
34046	Youth Alcohol & Drug Supported Accommodation	
34047	Specialist Pharmacotherapy Program	
34048	Outdoor Therapy	
34049	Koori Community Alcohol and Drug Worker	
34050	Adult Residential Drug Withdrawal	
34053	Adult Residential Rehabilitation	
34056	Youth Residential Drug Withdrawal	
34057	Pharmacotherapy regional outreach	
34061	Mobile Drug Safety	
34062	Mobile Overdose Response	
34064	Youth Home-based Withdrawal	
34069	Homeless and Drug Dependency Capacity Building	
34070	Needle & Syringe Program	
34071	Youth Outreach	
34078	ACCO Services - Drug Services	
34079	Koori Youth A and D Healing Service	
34080	Youth Residential Rehabilitation	
34081	Workforce Education and Training	
34200	Forensic Education and Training (Cannabis)	
34203	Forensic Adult Residential Drug Withdrawal	
34204	Forensic Youth Residential Drug Withdrawal	
34205	Forensic Adult Residential Rehabilitation	
34206	Forensic Youth Residential Rehabilitation	
34207	Forensic Youth Outreach	
34209	Forensic Koori Youth A and D Healing Service	
34210	Youth Justice	

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34212	COATS Post Sentence	
34214	SSDT Withdrawal Services	
34300	Care and Recovery Coordination	
34301	Counselling	
34302	Intake and Assessment	
34303	Non-Residential Withdrawal	
34304	Catchment-Based Planning	

**23. What percentage of your Victorian Government funded AOD staff are:
(Numbers should total 100)**

Female _____ %

Male _____ %

Other _____ %

24. How many unpaid workers supported AOD programs in your agency during the last two weeks of June 2016? (If none, please put '0')

Number of volunteers (including consumers and carers): _____

Number of student placements: _____

25. How many staff at your agency held a current Department of Health and Human Services accreditation to work with forensic clients during the last two weeks of June 2016? (If none, please put '0')

Please enter number of forensic accredited staff: _____

26. How many staff at your agency held a current Department of Health and Human Services accreditation to provide forensic clinical supervision during the last two weeks of June 2016? (If none, please put '0')

Please enter number of forensic clinical supervision accredited staff: _____

Part 3: Professional development of staff

27. What does your agency forecast as the top 5 learning and development priorities for Victorian Government funded AOD staff over the next three years? (Please select top 5)

- Building and maintaining service partnerships
- Clinical supervision
- Conducting needs assessments
- Counselling skills
- Crisis management
- Developing recovery plans with a client
- Exploring with clients their understanding of their problems and strengths
- Facilitating/co-developing client advocacy
- Family violence
- Financial management
- First aid
- Health promotion and community development
- Identifying changes in mental health status
- Identifying changes in physical health status
- Legislative requirements
- Managing client risk to self and others
- Mental health crisis work
- Mental health relapse prevention and self-care
- Motivational interviewing
- OH&S awareness
- Providing brief interventions
- Providing community referrals
- Providing housing support
- Providing inter-agency service and care coordination
- Providing or facilitating peer support opportunities
- Providing personal care support
- Providing social services support
- Suicide and self-harm management
- Understanding emerging drug trends
- Vocational support
- Working effectively with Aboriginal and Torres Strait Islander clients
- Working effectively with carers/families of clients
- Working effectively with clients who have experienced trauma

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- Working effectively with clients who have experienced sexual assault
- Working effectively with clients with challenging behaviours
- Working effectively with culturally and linguistically diverse clients
- Working effectively with dual diagnosis clients
- Working effectively with disability clients
- Working effectively with forensic clients
- Working effectively with peer support workers
- Working effectively with vulnerable children and families
- Working effectively with youth clients
- Working with specific cohorts
- Other (please specify) _____

28. What does your agency forecast as the top 5 learning and development priorities for Victorian Government funded AOD managers over the next three years? (Please select top 5)

- Building and maintaining service partnerships
- Conflict management
- Developing policies/procedures/work manuals
- Leadership skills and knowledge
- Managing change
- Managing staff performance
- Organisational risk assessments
- Providing clinical supervision
- Providing operational supervision
- Providing team leadership
- Working with multidisciplinary teams
- Other (please specify) _____

29. During the last 12 months to 30 June 2016, what percentage of AOD staff at your agency participated in formal training or study as part of their work hours? (In none, please put '0')
%: _____

30. Please provide up to three examples where training needs of staff at your organisation have not been met and the reason why

- 1.
- 2.
- 3.

Part 4: Retention and recruitment of staff

31. Does your agency conduct staff surveys to assess job engagement/satisfaction?

- Yes
- No

32. What incentives does your agency use to retain staff? (Please select as many as applicable)

- Attractive learning and development opportunities
- Competitive salaries
- Flexible work arrangements
- Higher duties opportunities
- Promotion into senior roles or management
- Secondment into other roles
- Other (please specify) _____

33. Please provide the 3 most common reasons given by staff who resign from your agency (Please select top 3 only)

- Caring responsibilities
- Discrimination
- Dissatisfaction with working environment
- Harassment and/or bullying
- Health
- Home relocation
- Job dissatisfaction
- Lack of training/career development opportunities
- Problems with manager
- Problems with work colleagues
- Promotion/higher paid job in another sector (please specify which sector)
- Promotion/higher paid job in the AOD sector
- Retirement
- Taking up full/part-time education study
- Temporary contract/lack of job security
- Travel problems/work closer to home
- Unsure of reason
- Other (please specify)

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34. What are the top 5 essential skills or abilities that your agency finds most difficult to replace when a staff member leaves? (Please select top 5 or 'not applicable')

- Not applicable – Our agency does not experience any difficulties
- Administration
- Building and maintaining service partnerships
- Care coordination
- Conflict management
- Developing recovery plans with a client
- Facilitating/co-developing client advocacy
- Identifying changes in mental health status
- Identifying changes in physical health status
- Managing clients with challenging behaviours
- Mental health crisis work
- Mental health relapse prevention and self-care
- Providing housing support
- Qualified staff available in rural / regional areas
- Risk management
- Staff management
- Staff supervision
- Team leadership
- Vocational support
- Working with Aboriginal and Torres Strait Islander clients
- Working with culturally and linguistically diverse (CALD) clients
- Working with dual diagnosis clients
- Working with dual disability clients
- Working with families/carers of clients
- Working with peer support workers
- Working with youth clients
- Other (please specify) _____

35. What are the top 3 factors that prevent your agency from achieving your desired recruitment outcomes? (Please select top 3 or 'not applicable')

- Not applicable – Our agency does not experience any difficulties
- Applicants are not strongly aligned with the organisation's values
- Applicants do not have adequate training and education
- Applicants do not have enough relevant experience
- Applicants do not want to work in rural / regional locations
- Insufficient remuneration

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- Location of agency
- Low number of applicants
- Stigma associated with AOD sector
- Other (please specify) _____

Part 5: Conclusion

36. Do you have any other feedback relevant to better understanding the issues faced by the AOD workforce in Victoria?

Thank you for taking the time to respond to the Victorian Alcohol and Other Drug Services Workforce Study 2016.

Please ensure your agency's CEO approves the release of this information before it is submitted.