# Appendix 1 – Agency Survey

**Agency Survey**

Dear colleagues,

The Victorian Department of Health (the department) is conducting a workforce study of funded alcohol and drug services to develop a profile of the workforce employed to provide alcohol and drug services in Victoria. This will establish a baseline prior to recommissioning outcomes to enable the department and service providers to monitor changes in the workforce as it evolves in the new service delivery environment.

The agency survey will collect information about the key characteristics of Victorian Government-funded alcohol and drug agencies; and identify workforce issues and challenges that impact on the alcohol and drug sector.

**To complete the survey go to https://www.surveymonkey.com/s/vic\_aod\_agency**

Partnership approach

The department has partnered with Turning Point Alcohol & Drug Centre and the Victorian Alcohol and Drug Association (VAADA) to guide the development of the alcohol and drug worker survey and to help collect data.

Who should complete the alcohol and drug agency survey?

The survey targets the Victorian Government-funded alcohol and drug workforce, and should be completed by Chief Executive Officers, general managers, human resources managers, finance managers or other relevant executive staff in Victorian Government funded agencies.

Is participation compulsory?

Participation in the alcohol a drug workforce study is highly recommended. All information provided will be kept strictly confidential.

What do I need to complete the agency survey?

You will need information regarding your agency’s staffing profile for 2012-13 as well as information relating to human resources.

How long will it take to complete?

The agency survey will take approximately 30 minutes to complete. Your contribution is critical to the department’s and the sector’s capacity to identify and respond strategically to the needs of the Victorian alcohol and drug workforce.

When is the closing date for completing the agency survey?

The survey should be completed by 5pm on Friday, 13 December 2013.

Is the workforce survey part of recommissioning?

The survey is not related to the Advertised Call for Submissions process and will not be used to evaluate any organisation’s submission. VAADA will hold the survey data until after the recommissioning outcomes are known in 2014 so that any information provided cannot inform or influence the recommissioning process. Once the recommissioning process has concluded, VAADA will then release the survey data to the department for analysis.

What will happen to the data?

VAADA will collect responses on behalf of the department. VAADA will hold the survey data until after the recommissioning outcomes are known, in 2014. After this time, VAADA will release the survey data to the department for analysis.

All survey data will be kept confidential, except where disclosure is required by law. The data will be safely stored online using password protection. The only people able to access the information will be workers of VAADA assigned to the project.

How will the data be reported?

Departmental staff will analyse the de-identified data received from VAADA in partnership with a working group comprising sector representatives. The findings will then be reported in an aggregate form to ensure that no single response is identifiable. A report will be produced for distribution to the alcohol and drug workforce in early 2014 and it will also be available online at the department’s website.

Your contribution to this project is greatly appreciated and I’d like to take this opportunity to thank you in anticipation of your cooperation.

Yours sincerely

Paul Smith

Executive Director, Mental Health and Drugs and Regions

Department of Health

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.

|  |
| --- |
|  |

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 your agency's last pay period in the 2012-2013 financial year.**

**1. Agency name**

**2. Postcode of agency’s head office**

**3. Name of person responsible for completing this survey**

**4. Role within agency**

CEO

General manager

Human resources manager

Finance manager

Other *(please specify)*

**5. Contact phone number**

**6. Contact email address**

**7. Name of person responsible for sign off (if different from person responsible for completing the survey)**

**8. Role within agency**

CEO

General manager

Human resources manager

Finance manager

Other *(please specify)*

**9. Contact phone number**

**10. Contact email address**

**11. What is the total AOD EFT for your agency for the last pay period in the 2012-2013 financial year from the funding sources listed below? Please use decimals, e.g. 38.0 or 30.4.***Note: EFT refers to the total existing filled or unfilled equivalent full-time (EFT) paid roles within the agency during this pay period.*

Victorian Department of Health

Australian Government NGOTGP

Australian Government SMSDGF

FaHCSIA

Victorian Department of Justice

Philanthropic

Fundraising

**TOTAL**

**12. What is the total AOD headcount for your agency for the last pay period in the 2012-2013 financial year from the funding sources listed below? Please use whole numbers, e.g. 4 or 10.***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

Australian Department of Health NGOTGP

Australian Department of Health SMSDGF

FaHCSIA

Victorian Department of Justice

Philanthropic

Fundraising

**TOTAL**

**13. Please provide a breakdown of the headcount of Victorian Government funded AOD staff at your agency for the last pay period in the 2012-2013 financial year. (Ensure answers total 100%.)**

Permanent full time

Permanent part time

Fixed term/contract

Casual

**TOTAL 100%**

**14. What percentage of your Victorian Government funded AOD staff are female?**

\_\_\_\_\_\_\_\_ %

Part 2: Staff profile

**15. Please provide the EFT for all Victorian Government funded activities for your agency’s last pay period in the 2012-2013 financial year. Specify the total EFT for each activity code, regardless of the number of individuals who deliver activity against it.**

34001 Family Counselling \_\_\_\_\_\_\_\_\_\_\_\_\_

34004 Client Information and Support \_\_\_\_\_\_\_\_\_\_\_\_\_

34006 Targeted Interventions \_\_\_\_\_\_\_\_\_\_\_\_\_

34009 Alcohol Information-Advice and Interventions \_\_\_\_\_\_\_\_\_\_\_\_\_

34021 Local Initiatives \_\_\_\_\_\_\_\_\_\_\_\_\_

34022 Capacity Building \_\_\_\_\_\_\_\_\_\_\_\_\_

34023 Professional Development \_\_\_\_\_\_\_\_\_\_\_\_\_

34024 Education & Training \_\_\_\_\_\_\_\_\_\_\_\_\_

34025 Research, Service Development, Evaluation \_\_\_\_\_\_\_\_\_\_\_\_\_

34041 Youth Day Program \_\_\_\_\_\_\_\_\_\_\_\_\_

34043 Alcohol & Drug Supported Accommodation \_\_\_\_\_\_\_\_\_\_\_\_\_

34044 Ante & Post Natal Support \_\_\_\_\_\_\_\_\_\_\_\_\_

34046 Youth Alcohol and 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 \_\_\_\_\_\_\_\_\_\_\_\_\_

34054 Peer Support \_\_\_\_\_\_\_\_\_\_\_\_\_

34056 Youth Residential Drug Withdrawal \_\_\_\_\_\_\_\_\_\_\_\_\_

34057 Pharmacotherapy Regional Outreach \_\_\_\_\_\_\_\_\_\_\_\_\_

34058 Parent Support Program \_\_\_\_\_\_\_\_\_\_\_\_\_

34059 Post Residential Workers \_\_\_\_\_\_\_\_\_\_\_\_\_

34060 Intensive Community Rehabilitation \_\_\_\_\_\_\_\_\_\_\_\_\_

34061 Mobile Drug Safety \_\_\_\_\_\_\_\_\_\_\_\_\_

34062 Mobile Overdose Response \_\_\_\_\_\_\_\_\_\_\_\_\_

34064 Youth Home-based Withdrawal \_\_\_\_\_\_\_\_\_\_\_\_\_

34065 Women's Alcohol and Drug Supported Accommodation \_\_\_\_\_\_\_\_\_\_\_\_\_

34066 Rural Withdrawal \_\_\_\_\_\_\_\_\_\_\_\_\_

34068 Home-based Withdrawal \_\_\_\_\_\_\_\_\_\_\_\_\_

34069 Homeless and Drug Dependency Capacity Building \_\_\_\_\_\_\_\_\_\_\_\_\_

34070 Needle & Syringe Program \_\_\_\_\_\_\_\_\_\_\_\_\_

34071 Youth Outreach \_\_\_\_\_\_\_\_\_\_\_\_\_

34074 Counselling Consultancy and Continuing Care \_\_\_\_\_\_\_\_\_\_\_\_\_

34075 Outpatient Withdrawal \_\_\_\_\_\_\_\_\_\_\_\_\_

34078 ACCO Services - Drug Services \_\_\_\_\_\_\_\_\_\_\_\_\_

34084 Therapeutic Counselling \_\_\_\_\_\_\_\_\_\_\_\_\_

34201 Forensic Alcohol and Drug Supported Accommodation \_\_\_\_\_\_\_\_\_\_\_\_\_

34202 Forensic Koori Community AOD Worker \_\_\_\_\_\_\_\_\_\_\_\_\_

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 \_\_\_\_\_\_\_\_\_\_\_\_\_

34208 Forensic Counselling Consultancy Cont Care \_\_\_\_\_\_\_\_\_\_\_\_\_

34211 Diversion Programs \_\_\_\_\_\_\_\_\_\_\_\_\_

34212 COATS Post Sentence \_\_\_\_\_\_\_\_\_\_\_\_\_

**16. Please provide the headcount for all Victorian Government funded activities for your agency’s last pay period in the 2012-2013 financial year. Specify the total headcount for each activity code.***Note: Where workers are deployed across multiple activity codes, please also count that same individual against any other relevant funding codes. The total headcount may exceed the actual number of staff you employ.*

34001 Family Counselling \_\_\_\_\_\_\_\_\_\_\_\_\_

34004 Client Information and Support \_\_\_\_\_\_\_\_\_\_\_\_\_

34006 Targeted Interventions \_\_\_\_\_\_\_\_\_\_\_\_\_

34009 Alcohol Information-Advice and Interventions \_\_\_\_\_\_\_\_\_\_\_\_\_

34021 Local Initiatives \_\_\_\_\_\_\_\_\_\_\_\_\_

34022 Capacity Building \_\_\_\_\_\_\_\_\_\_\_\_\_

34023 Professional Development \_\_\_\_\_\_\_\_\_\_\_\_\_

34024 Education & Training \_\_\_\_\_\_\_\_\_\_\_\_\_

34025 Research, Service Development, Evaluation \_\_\_\_\_\_\_\_\_\_\_\_\_

34041 Youth Day Program \_\_\_\_\_\_\_\_\_\_\_\_\_

34043 Alcohol & Drug Supported Accommodation \_\_\_\_\_\_\_\_\_\_\_\_\_

34044 Ante & Post Natal Support \_\_\_\_\_\_\_\_\_\_\_\_\_

34046 Youth Alcohol and Drug Supported Accommodation \_\_\_\_\_\_\_\_\_\_\_\_\_

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34056 Youth Residential Drug Withdrawal \_\_\_\_\_\_\_\_\_\_\_\_\_

34057 Pharmacotherapy Regional Outreach \_\_\_\_\_\_\_\_\_\_\_\_\_

34058 Parent Support Program \_\_\_\_\_\_\_\_\_\_\_\_\_

34059 Post Residential Workers \_\_\_\_\_\_\_\_\_\_\_\_\_

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34064 Youth Home-based Withdrawal \_\_\_\_\_\_\_\_\_\_\_\_\_

34065 Women's Alcohol and Drug Supported Accommodation \_\_\_\_\_\_\_\_\_\_\_\_\_

34066 Rural Withdrawal \_\_\_\_\_\_\_\_\_\_\_\_\_

34068 Home-based Withdrawal \_\_\_\_\_\_\_\_\_\_\_\_\_

34069 Homeless and Drug Dependency Capacity Building \_\_\_\_\_\_\_\_\_\_\_\_\_

34070 Needle & Syringe Program \_\_\_\_\_\_\_\_\_\_\_\_\_

34071 Youth Outreach \_\_\_\_\_\_\_\_\_\_\_\_\_

34074 Counselling Consultancy and Continuing Care \_\_\_\_\_\_\_\_\_\_\_\_\_

34075 Outpatient Withdrawal \_\_\_\_\_\_\_\_\_\_\_\_\_

34078 ACCO Services - Drug Services \_\_\_\_\_\_\_\_\_\_\_\_\_

34084 Therapeutic Counselling \_\_\_\_\_\_\_\_\_\_\_\_\_

34201 Forensic Alcohol and Drug Supported Accommodation \_\_\_\_\_\_\_\_\_\_\_\_\_

34202 Forensic Koori Community AOD Worker \_\_\_\_\_\_\_\_\_\_\_\_\_

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 \_\_\_\_\_\_\_\_\_\_\_\_\_

34208 Forensic Counselling Consultancy Cont Care \_\_\_\_\_\_\_\_\_\_\_\_\_

34211 Diversion Programs \_\_\_\_\_\_\_\_\_\_\_\_\_

34212 COATS Post Sentence \_\_\_\_\_\_\_\_\_\_\_\_\_

**17. Please provide the number of unpaid workers that supported AOD programs in your agency during the 2012-2013 financial year.**

Number of volunteers

Number of student placements

**18. Please provide the number of staff at your agency who currently hold Department of Health accreditation to work with forensic clients.**

**\_\_\_\_\_\_\_\_\_\_\_\_**Part 3: Recruitment of staff

**19. What methods does your organisation use to recruit new staff members and how effective are these methods?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | **Not at all effective** | **Marginally effective** | **Effective** | **Very effective** | **Extremely effective** | **Don’t use** |
| Print advertising |  |  |  |  |  |  |
| Online advertising |  |  |  |  |  |  |
| Social media |  |  |  |  |  |  |
| Employment agencies |  |  |  |  |  |  |
| Networking |  |  |  |  |  |  |
| Graduate programs |  |  |  |  |  |  |
| Secondments |  |  |  |  |  |  |
| Volunteers |  |  |  |  |  |  |
| Casuals |  |  |  |  |  |  |
| Other |  |  |  |  |  |  |

**Identify other method**

**20. What are the top 5 personal and professional attributes that your agency looks for when recruiting to a vacant AOD worker position?** *[Please ✓ top 5 only]*

Experience working in mental health sector

Experience working in the alcohol and drug sector

Interpersonal and communication skills

Leadership skills

Management skills

Other relevant experience (*e.g. children and families, housing, disability*)

Personal qualities

Planning and organisational skills

Relevant knowledge and skills

Relevant qualification

Teamwork

Values and attitudes

Other (please specify)

**21. What are the top 5 personal and professional attributes that your agency looks for when recruiting to a vacant AOD manager position?** *[Please ✓ top 5 only]*

Experience working in mental health sector

Experience working in the alcohol and drug sector

Interpersonal and communication skills

Leadership skills

Management skills

Other relevant experience (*e.g. children and families, housing, disability*)

Personal qualities

Planning and organisational skills

Relevant knowledge and skills

Relevant qualification

Teamwork

Values and attitudes

Other (please specify)

**22. What are the top 5 skills or abilities that your agency finds most difficult to replace when a staff member leaves?** *[Please ✓ top 5 only]*

Administration

Building and maintaining service partnerships

Care coordination

Conflict management

Cultural competence

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

Risk management

Staff management

Staff supervision

Team leadership

Vocational support

Working with culturally and linguistically diverse clients

Working with dual diagnosis clients

Working with dual disability clients

Working with families/carers of clients

Working with Indigenous clients

Working with youth clients

Other (please specify)

**23. What are the top 5 factors that prevent your agency from achieving your desired recruitment outcomes?** *[Please ✓ top 5 only]*

Applicants have inadequate training and education

Applicants do not have enough relevant experience

Applicants are not strongly aligned with the organisation's values

Low number of applicants

Insufficient remuneration

Applicants do not want to work in regional/rural locations

Stigma associated with AOD sector

Not applicable - agency does not experience any difficulties

Other (please specify)

**24. What is the number of current vacancies for Victorian Government funded AOD positions for your agency’s last pay period in the 2012-2013 financial year as a headcount and an EFT? Please use whole numbers for headcount and decimals for EFT.**

Headcount

EFT

**25. What was the average time taken to fill vacancies over the past 12 months?**

1-4 weeks

5-12 weeks

More than 13 weeks

**26. Please provide any further comments about the challenges and difficulties in recruiting appropriate staff in Victorian Government funded AOD services.**

Part 4: Professional development of staff

**27. What does your agency forecast as the top 5 learning and development priorities for Victorian Government funded client services staff over the next three years?** *[Please ✓ top 5 only]*

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

Financial management

First aid

Health promotion and community development

Identifying changes in mental health status

Identifying changes in physical health status

Managing client risk to self and others

Mental health crisis work

Mental health relapse prevention and self-care

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

Working effectively with clients with challenging behaviours

Working effectively with culturally and linguistically diverse clients

Working effectively with dual diagnosis clients

Working effectively with dual disability clients

Working effectively with forensic clients

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 ✓ top 5 only]*

Conflict management

Developing policies/procedures/work manuals

Leadership skills and knowledge

Managing change

Managing staff performance

Organisational risk assessments

Providing staff supervision

Providing team leadership

Working with multidisciplinary teams

Other (please specify)

**29. What internal learning and development activities does your agency provide to further develop your AOD workforce?** *[Please ✓ as many as applicable]*

Developing counselling skills

Developing management skills

Developing motivational interviewing skills

Developing recovery plans

Developing suicide and self-harm management skills

Increasing OH&S awareness

Providing clinical supervision

Providing peer support

Providing trauma informed care

Responding to family violence

Responding to sexual assault

Training in a practice or service delivery model

Working with CALD people

Working with challenging clients

Working with children and families

Working with complexity

Working with diversity

Working with Aboriginal people

Writing case notes

Other (please specify)

**30. How else does your agency meet the learning and development requirements of Victorian Government funded AOD staff?** *[Please ✓ as many as applicable]*

Payment of registration fees for professional development activities

Payment of travel and accommodation

Time release for professional development activities

Backfilling positions to allow for staff to attend professional development activities

**Other activities and further comments**

**31. Over the past 12 months, how many staff requests to attend learning and development activities has your agency received?**

**\_\_\_\_\_\_\_\_\_\_\_\_**

**32. Over the past 12 months, how many staff requests to attend learning and development activities has your agency declined?**

**\_\_\_\_\_\_\_\_\_\_\_\_**

**33. Please give reasons why these requests were not supported.** *[Please ✓ as many as applicable]*

The requested learning and development activity is not part of the staff member's professional development plan

The agency does not have the budget to support staff with the requested learning and development activity

The agency can not afford to have staff out of the office due to service demand

The staff member has filled with agency's allocated professional development quota for the year

Other (please specify)

**34. On average, over the past 12 months, how many days of learning and development activities have been provided per EFT?**

0-5 days

6-10 days

11-15 days

16-20 days

21-30 days

More than 30 days

**35. Over the past 12 months, how many days of clinical supervision per EFT have been provided to staff with direct care responsibilities?**

0-5 days

6-10 days

11-15 days

16-20 days

21-30 days

More than 30 days

Part 5: Retention and turnover of staff

**36. What incentives does your agency use to retain staff?** *[Please ✓ as many as applicable]*

Flexible work arrangements

Attractive learning and development opportunities

Promotion into senior roles or management

Secondment into other roles

Higher duties opportunities

Competitive salaries

Other (please specify)

**37. Over the past 12 months, how many departures have you had from Victorian Government funded AOD positions as a headcount and an EFT? Please use whole numbers for headcount and decimals for EFT.**

Headcount

EFT

**38. Please provide the 3 most common reasons given by staff who resign from your agency.** *[Please ✓ top 3 only]*

Retirement

Returning to study

Parenting responsibilities

Personal reasons

Opportunities in allied health sector

Opportunities in AOD sector

Opportunities in child protection sector

Opportunities in disability sector

Opportunities in employment sector

Opportunities in housing sector

Opportunities in justice sector

Opportunities in mental health sector

Opportunities in private practice

Opportunities in youth sector

Relocation interstate

Relocation overseas

Unsure of reason

Other (please specify)

**39. 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 2013.

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