

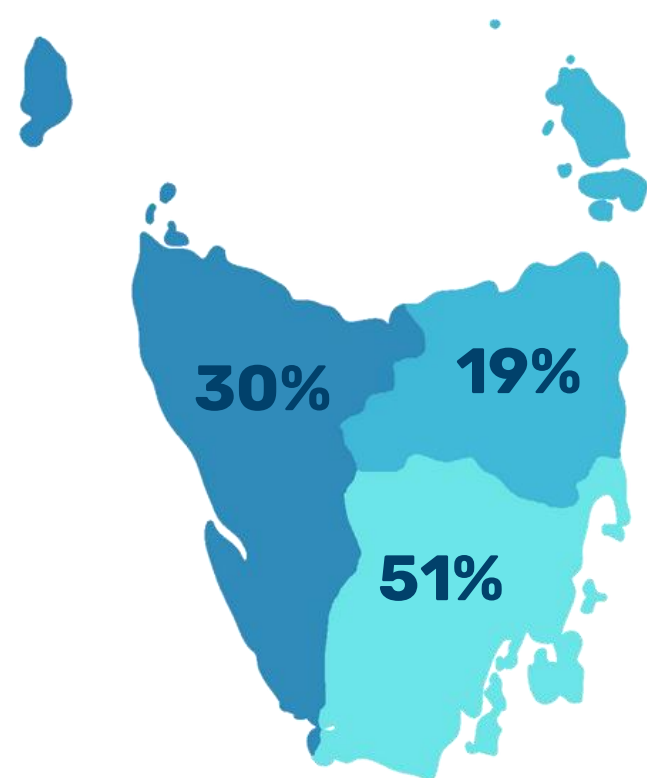


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**ATDC  
WORKFORCE  
SURVEY  
REPORT**

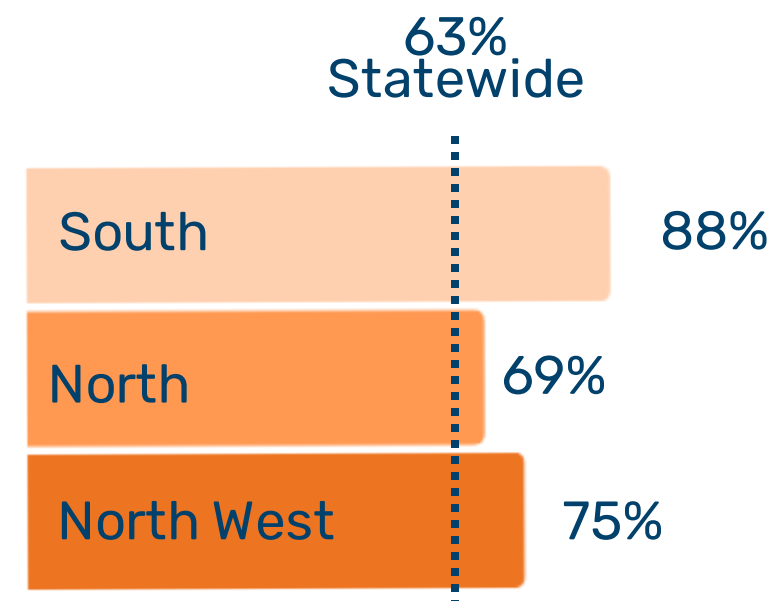
**2023**

**WORKFORCE SURVEY**



23 orgs  
11% Gvt.

**ORGANISATION SURVEY**



N=16\*

Year	n
2023	217
2020	156
2018	152
2016	111
2014	235
2012	209

**Questions:**

National Centre for Education & Training on Addiction 2019/20 ATOD workforce survey (n=1506)

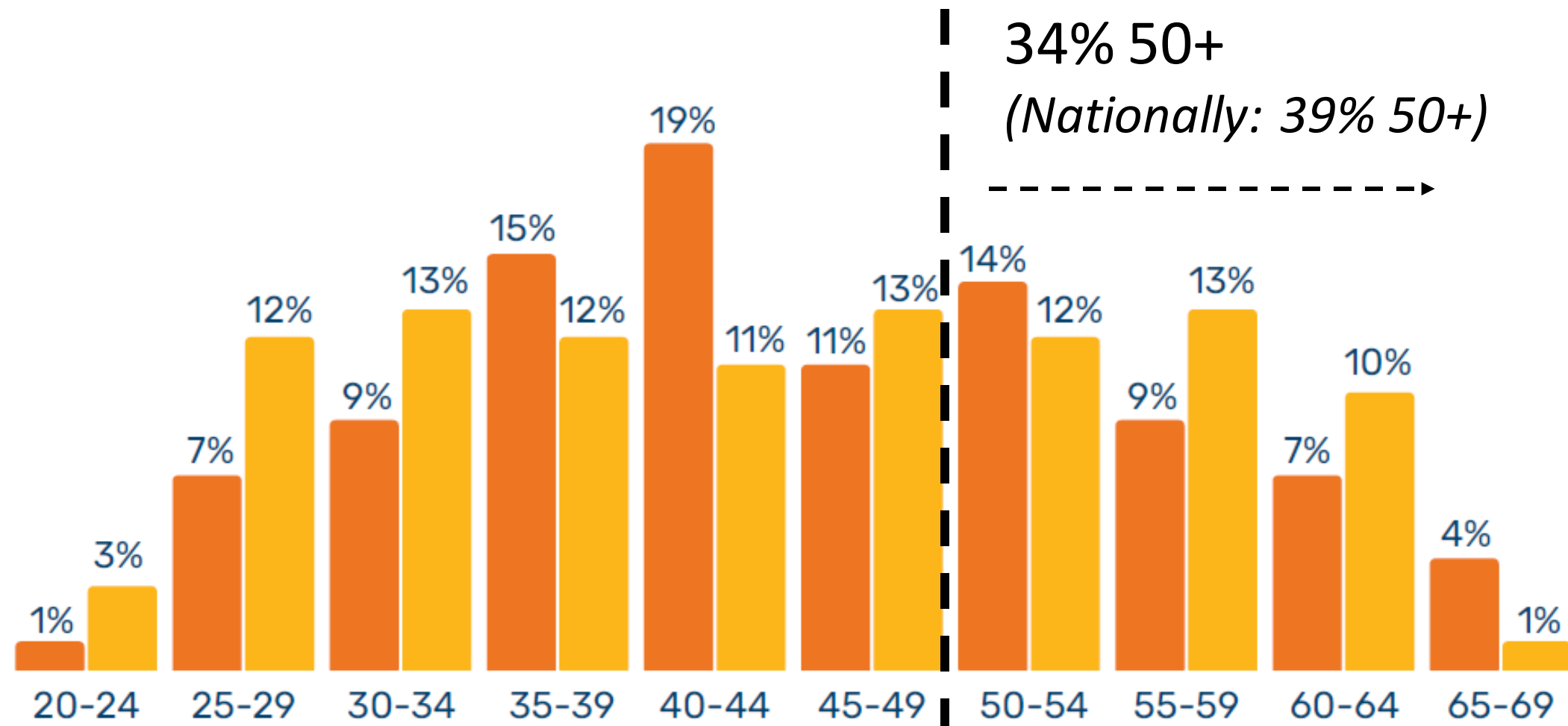
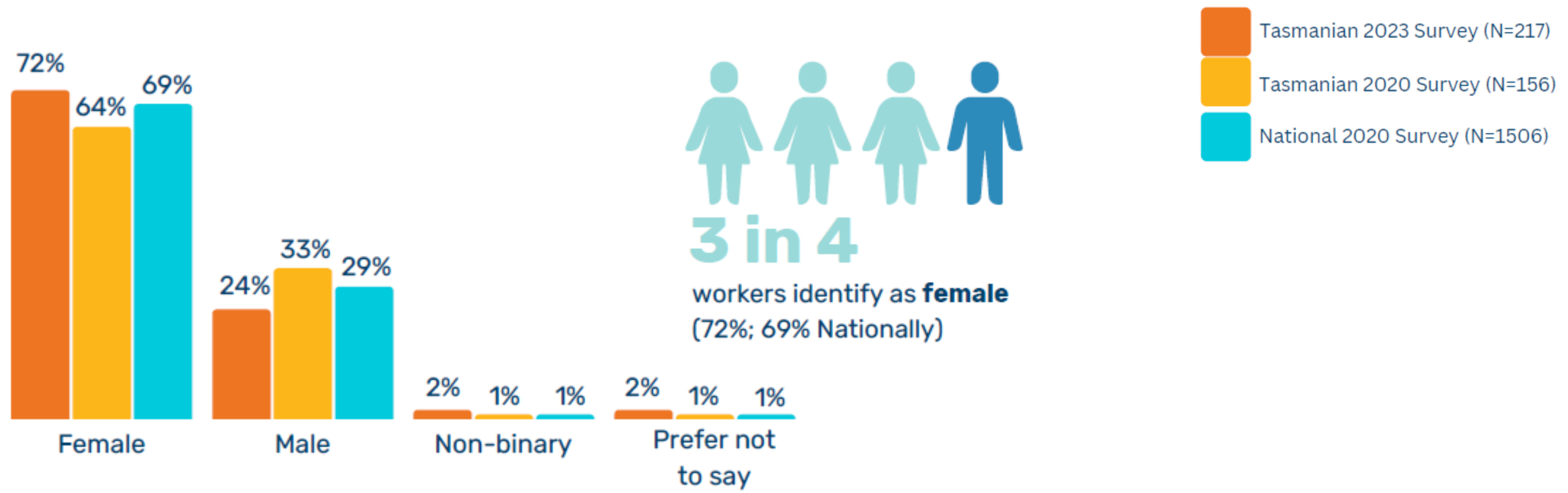
Victorian Alcohol and Drug Association Workforce Development Survey

Alcohol, Tobacco & Other Drug Association ACT Workforce Profile

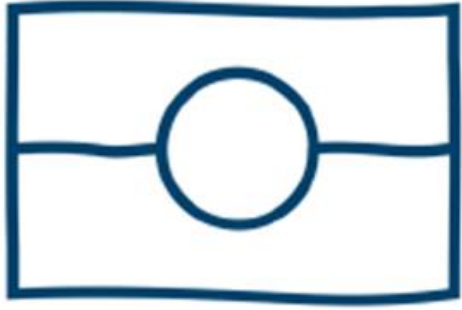
Victoria Department of Health – Lived Experience Workforces Data Project

Network of Alcohol and other Drugs Agencies (NSW)

Tasmanian Lived Experience group



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8% of workers identify as **Aboriginal** (6% Nationally), with...



15% of workers identify as **part of the LGBTIQ+ community** (14% Nationally), with...



10% of workers identify as a person from a **culturally and linguistically diverse** background, and...



9% of workers identify as a person with a **disability**, with...



8% of workers identify as **Aboriginal** (6% Nationally), with...



94% of these workers (n=17) agree or strongly agree that **their workplace is inclusive** of them as an Aboriginal person.



15% of workers identify as **part of the LGBTIQ+ community** (14% Nationally), with...



61% of these workers (n=31) agree or strongly agree that **their workplace is inclusive** of them as a person who identifies as part of the LGBTIQ+ community.



10% of workers identify as a person from a **culturally and linguistically diverse** background, and...



58% of these workers (n=17) agree or strongly agree that **their workplace is inclusive** of them as a person from a culturally and linguistically diverse background.



9% of workers identify as a person with a **disability**, with...



61% of these workers (n=16) agree or strongly agree that **their workplace is inclusive** of them as a person with a disability.

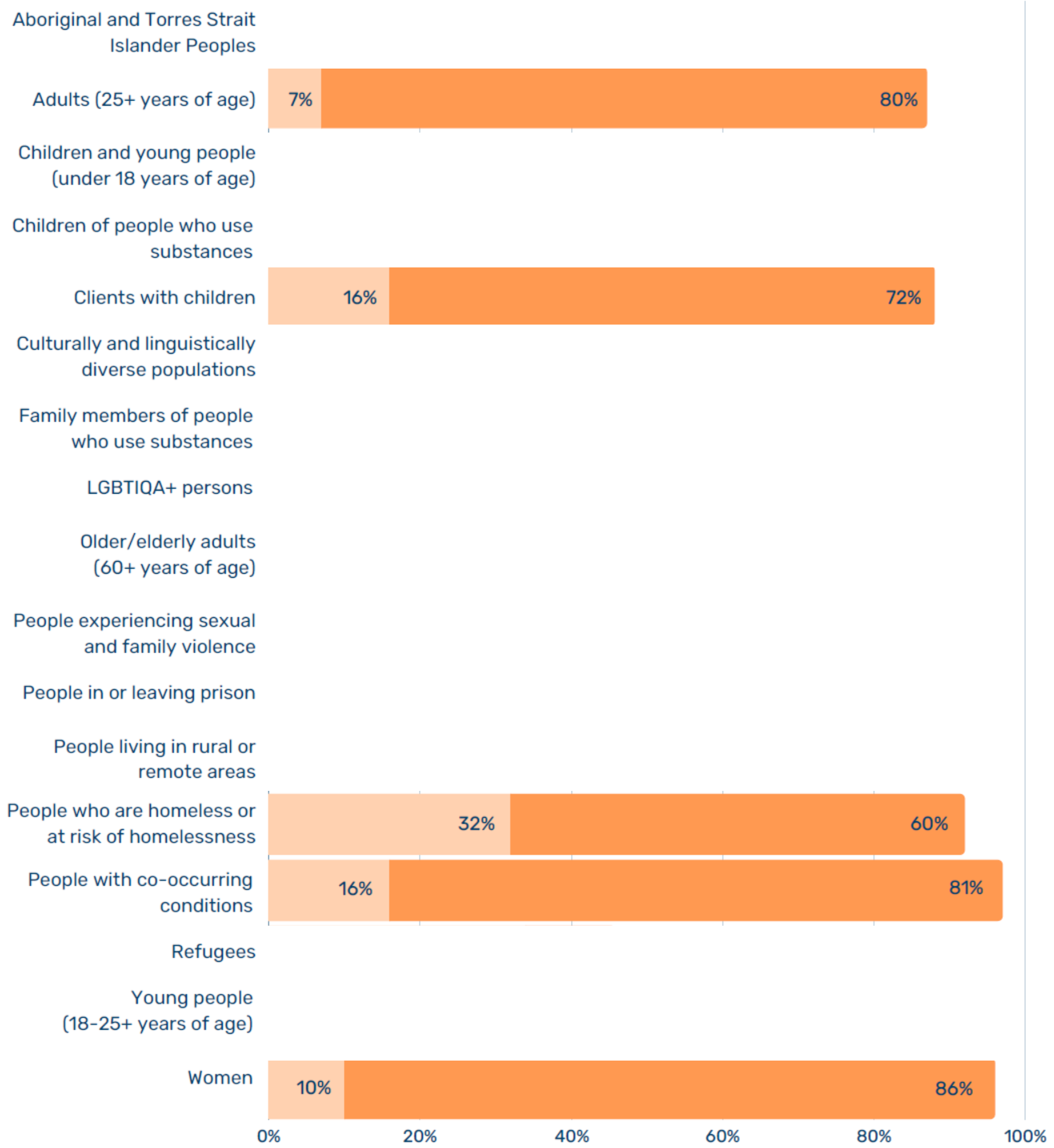




**Sometimes**

**Often**

Priority demographic groups from numerous Tas policy statements

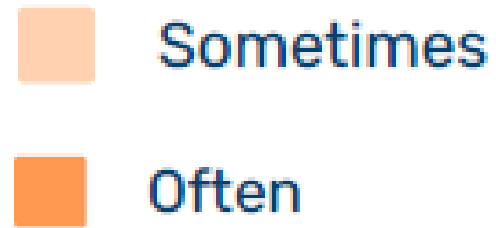




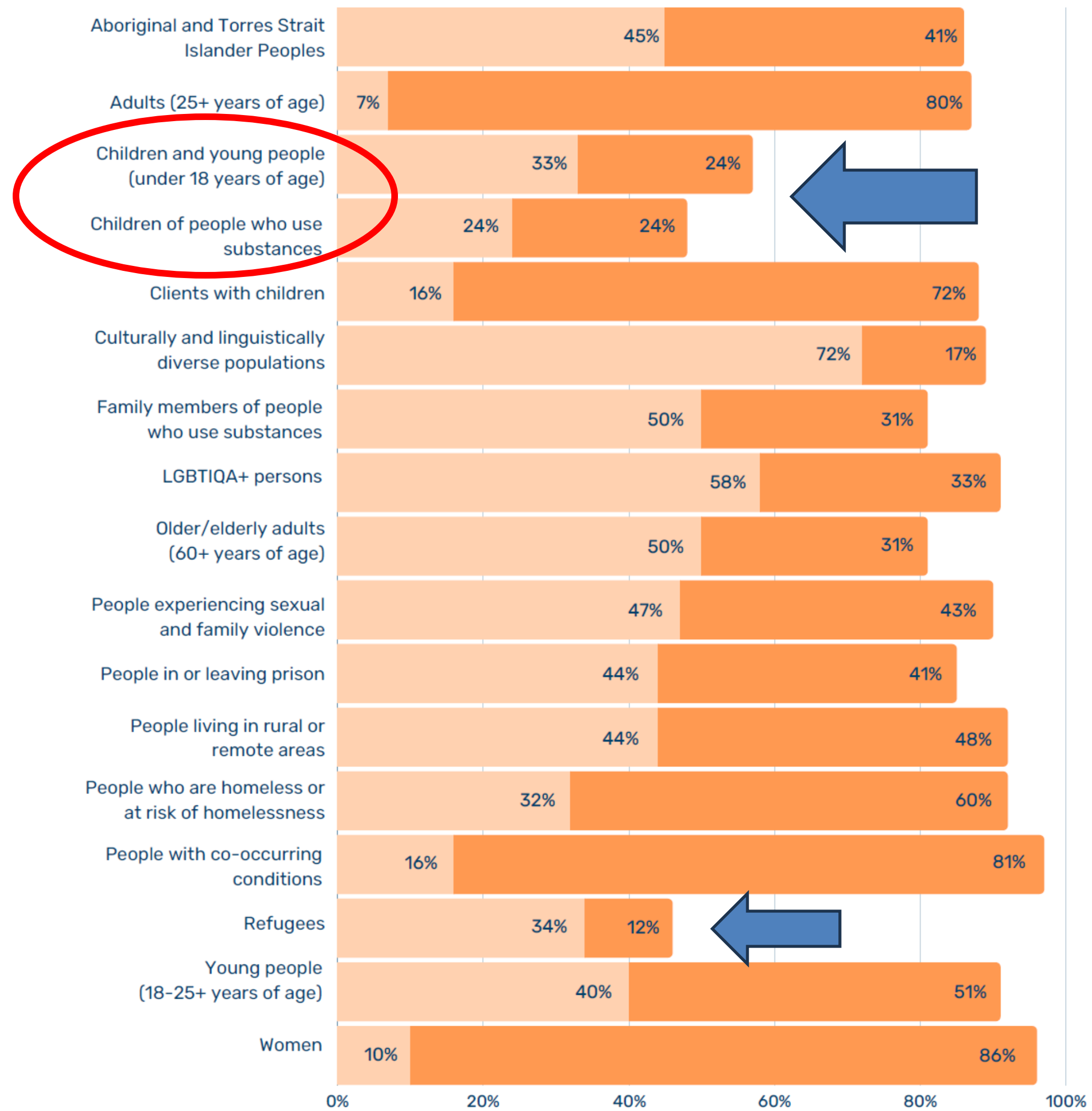
3 in 4



workers surveyed have **some direct client contact activities** during an average working week (73%)



Priority demographic groups from numerous Tas policy statements

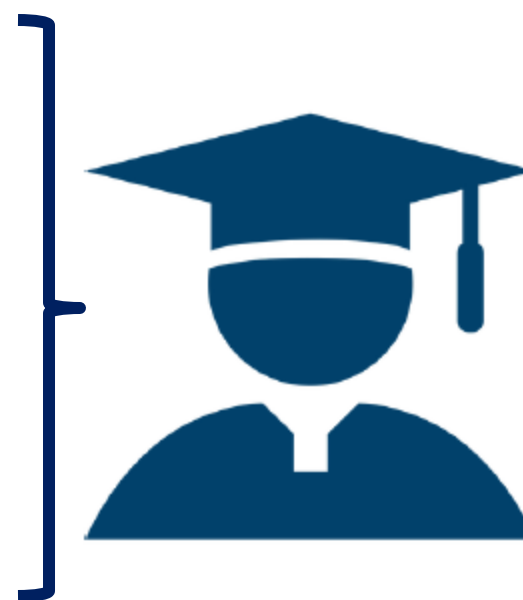
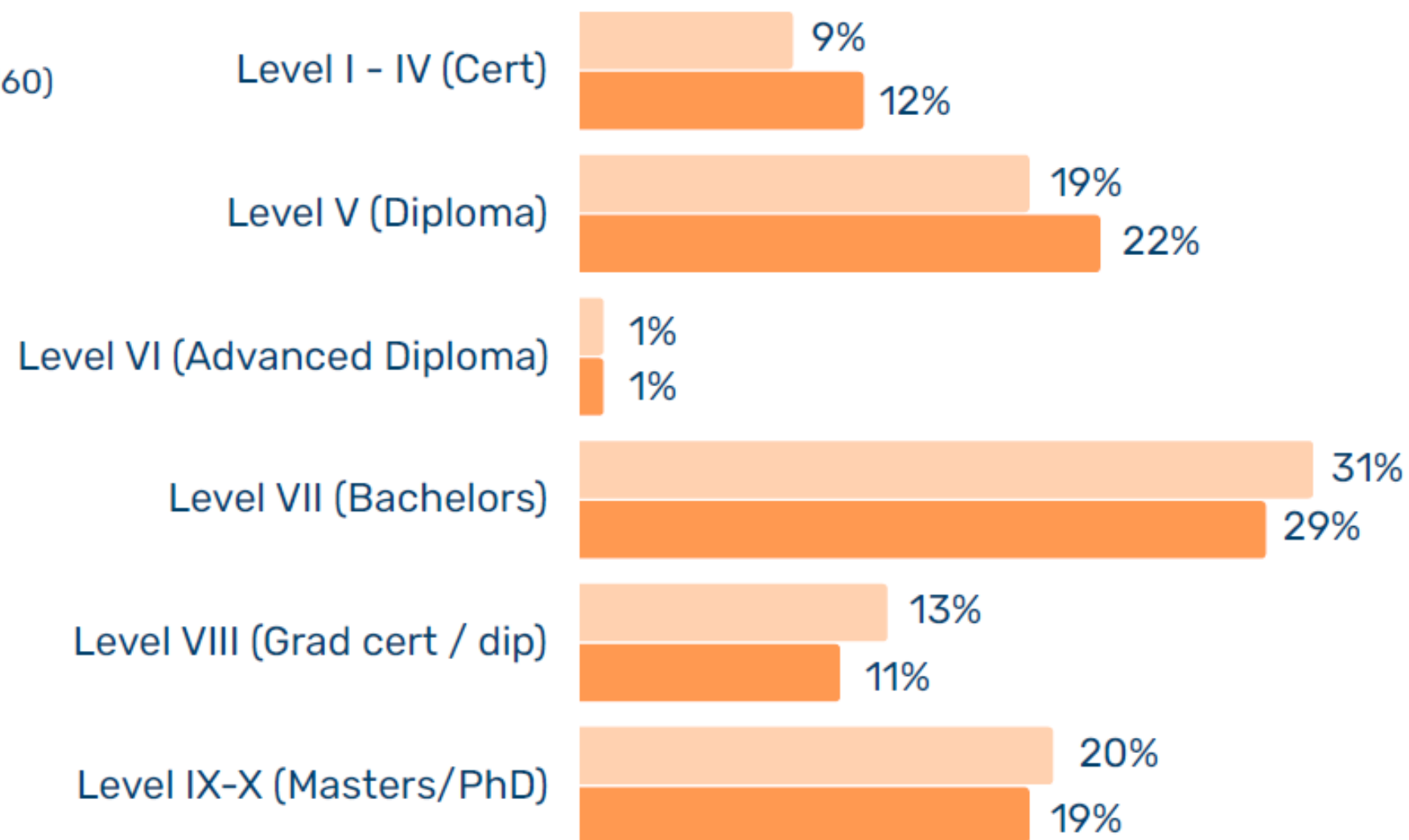


**FOR CLIENT FACING WORKERS, WHICH PRIORITY DEMOGRAPHIC GROUPS DO YOU WORK WITH**

## HIGHEST PROFESSIONAL QUALIFICATIONS (OF ANY TYPE)

Overall (n=182)

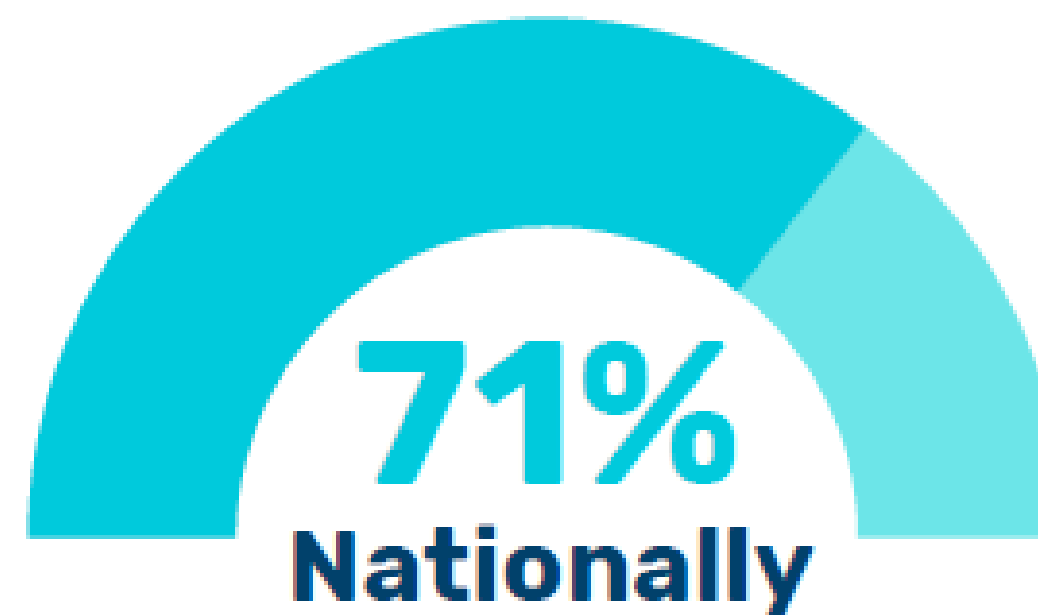
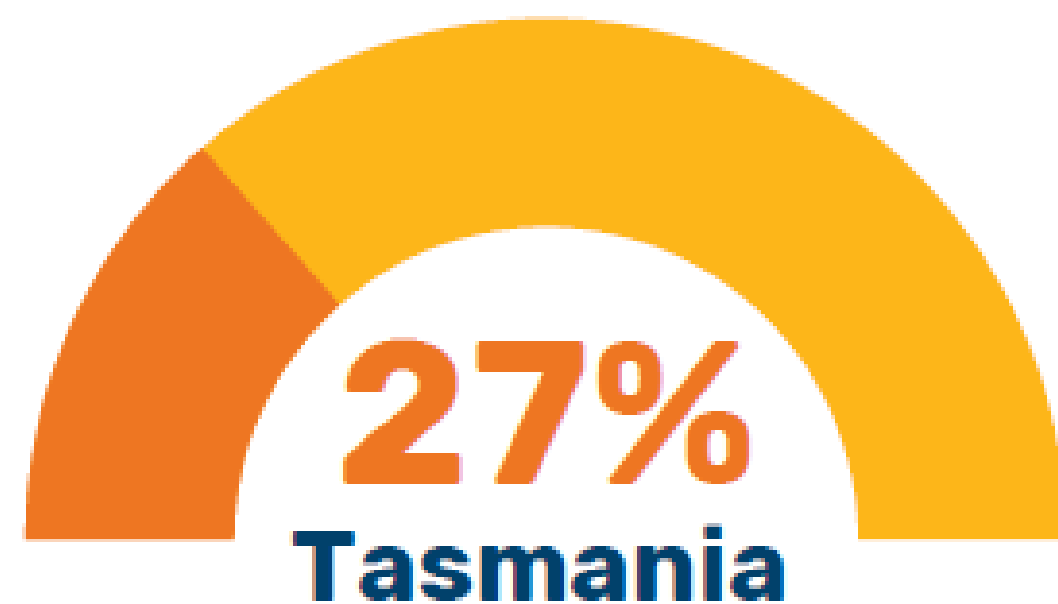
Client-facing (n=160)



**64%** of workers hold an **undergraduate degree or higher** (73% Nationally).



## AOD SPECIFIC QUALIFICATIONS



54% had completed at least the vocational AOD qualifications (AOD Skillset or greater)

Note: client-facing roles

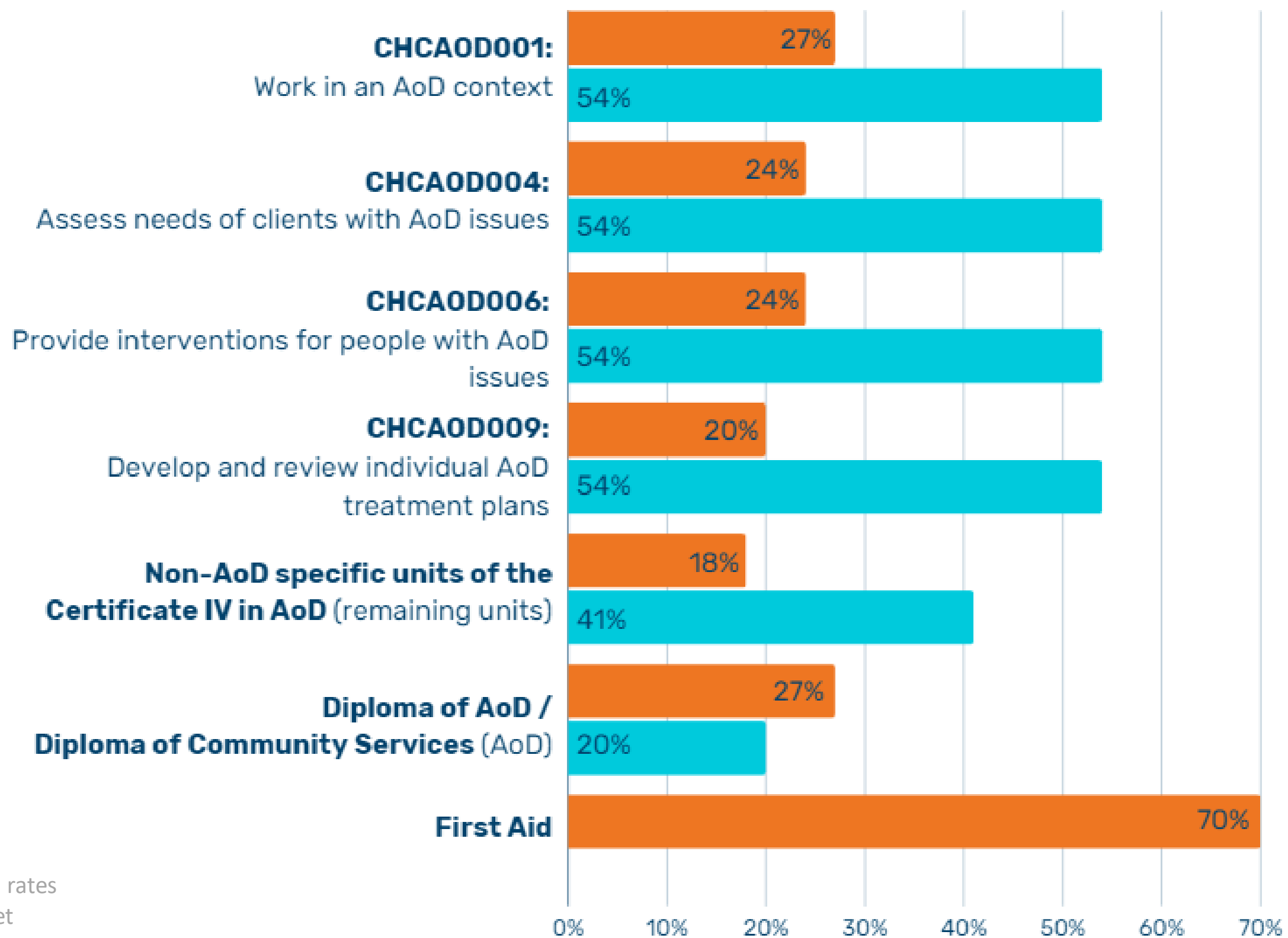
Vic, ACT – minimum standard is Cert IV AOD Skillset units (even with a health, social or behavioural science tertiary qualification)

<https://www.health.vic.gov.au/alcohol-and-other-drug-workforce/alcohol-and-other-drug-workforce-minimum-qualification-strategy>  
<https://www.atoda.org.au/training/act-alcohol-and-other-drug-qualifications-strategy/>



# CERTIFICATE IV & RELATED TRAINING COMPLETION

■ Tasmanian 2023 Survey (n=151)  
■ National 2020 Survey (n=961)  
*Completed by those in client-facing roles*



Note: National estimated on completion rates for Cert IV, Diploma AOD and AoD Skillset

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**WORKFORCE**



**98%**

of workers agree or strongly agree that they are **confident in their ability** to do their job (93% Nationally).



**96%**

of workers agree or strongly agree that they feel **confident in their capability to respond to client need** (92% Nationally).



## Competencies from VAADA workforce development survey (2023)

N=109 with direct client contact

### SCREENING & ASSESSMENT

Understanding of policies, sharing info  
Using screening tools  
Risk and mental health assessments

### CULTURAL SAFETY

Ability to work with ATSI, CALD, LGBTIQ+ communities & people with disabilities

### MANAGING COMPLEXITY & RISK

Managing complex behaviours, de-escalation, responding to family violence and developing safety plans

### FOUNDATIONAL KNOWLEDGE & PRACTICE

Knowledge: about drugs, mental health conditions

Interventions: brief interventions, care plans, relapse prevention, harm reduction, trauma-informed practices

### ACCESS & EQUITY

Culturally appropriate communication  
Calling out discrimination  
Working with interpreters and people with lived experience

### COMMUNICATION & INFORMATION MANAGEMENT

Balancing empathy and ethical boundaries

### SERVICE COORDINATION & SYSTEM NAVIGATION

Referrals, working in collaboration, self care and support for team

Competencies from VAADA workforce development survey (2023)

N=109 with direct client contact

75%+ agree/strongly agree except...

SCREENING & ASSESSMENT

52% I know the different classification systems and diagnostic criteria for AOD-related health conditions

61% I am confident performing a mental health examination with my clients

CULTURAL SAFETY

53% I have good working relationship with local Aboriginal Community Controlled Health agencies (ACCHOs)

MANAGING COMPLEXITY & RISK

58% I have the capabilities to identify whether a client is experiencing family violence

FOUNDATIONAL KNOWLEDGE & PRACTICE

59% I have strong knowledge of medications used to treat AOD-related health conditions

63% I work in partnership with clients and their families / carers to provide care

64% I understand how to engage family members or carers as part of my client's assessment and/or plan

ACCESS & EQUITY

47% I am competent using interpreters to facilitate accessible, timely and effective communication

65% I consult with Lived and Living Experience workers to inform and strengthen my practice

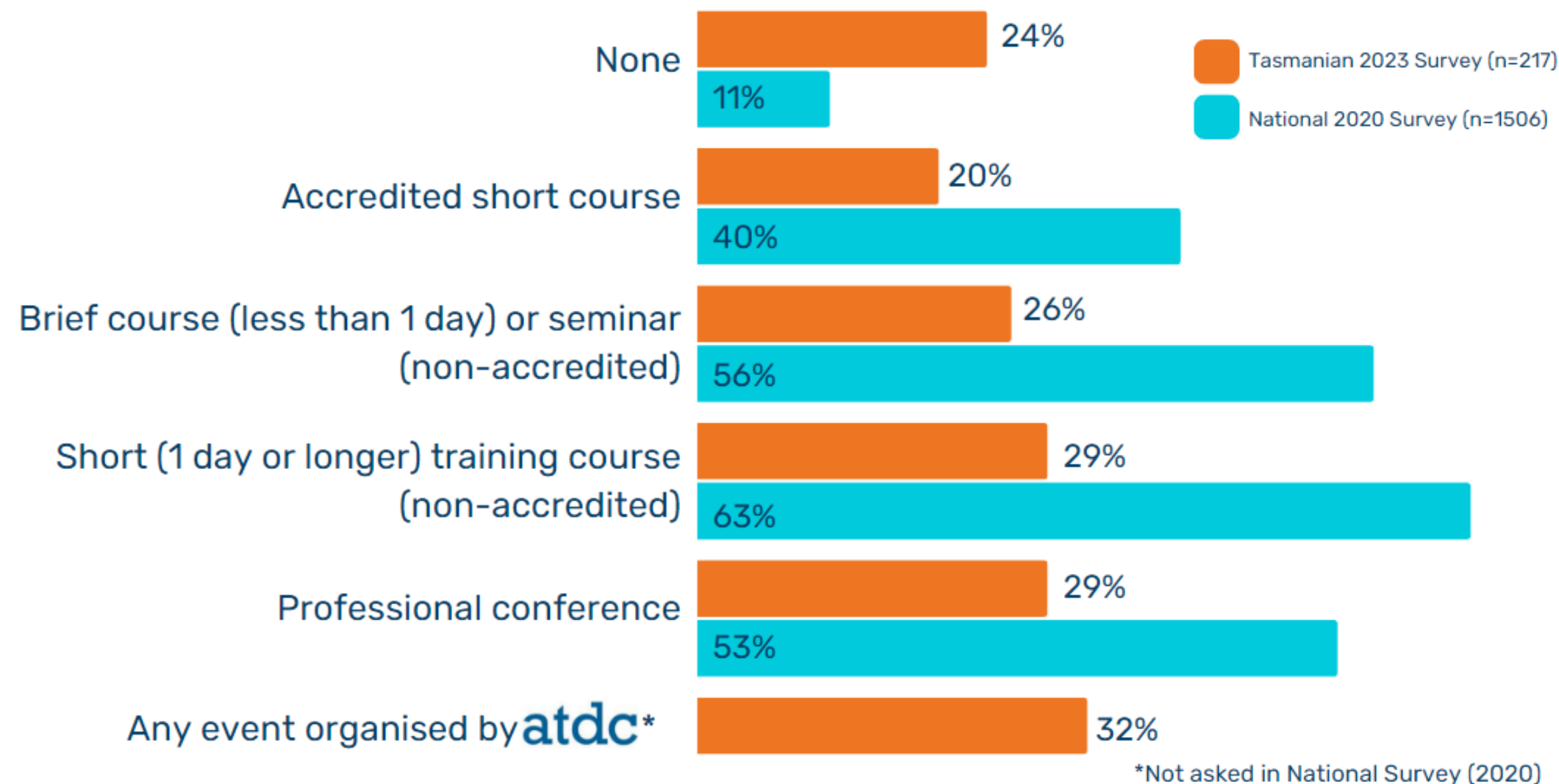
COMMUNICATION & INFORMATION MANAGEMENT

SERVICE COORDINATION & SYSTEM NAVIGATION



# BEYOND FORMAL QUALIFICATIONS


AoD-related professional development completed by workers in the past 12 months:



# 47%

of managers reported **making cuts in professional development budgets** in the last year due to funding limitations



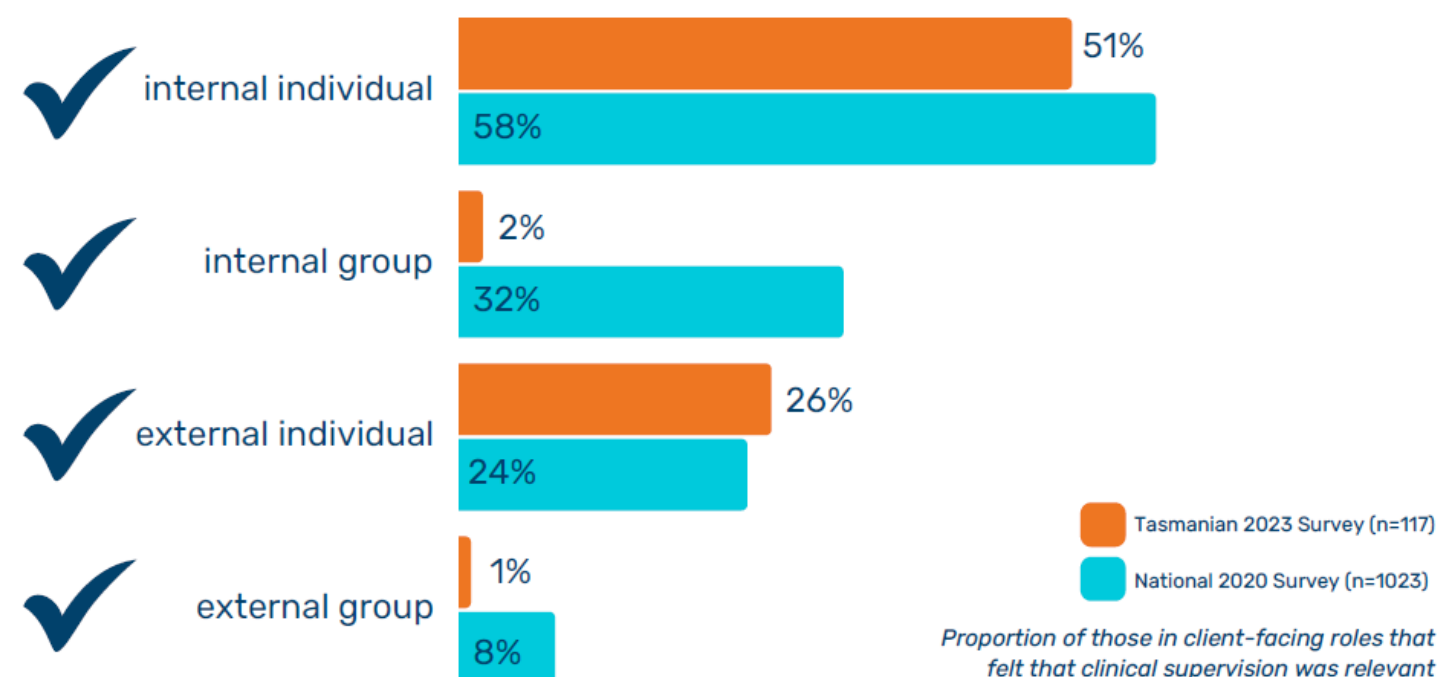
**4 in 5**  workers that had at least some client-facing role (N=117) **felt that clinical supervision was relevant to their role**

**88%** of those client-facing workers that felt clinical supervision was relevant had **access to clinical supervision or practice support**

**4 in 5**  were **satisfied or very satisfied** with the clinical supervision they received (81%)

**3 in 4**  accessed clinical supervision **monthly or fortnightly** (75%; 69% Nationally)

**TYPES OF ACCESSIBLE CLINICAL SUPERVISION**



**AVAILABLE CLINICAL SUPERVISORS**

Mangers (n=12) were asked how much they agree with the following statements. The following include the responses that were **agree** or **strongly agree** to the statement:

Available supervisors...



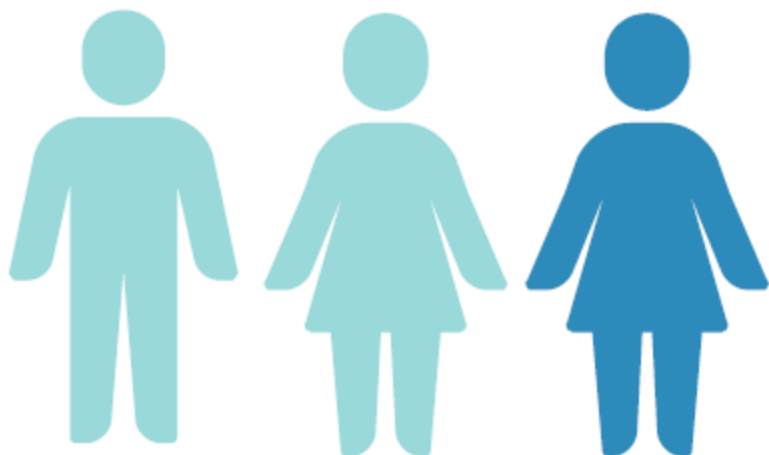
**88%** ...have appropriate **qualifications** (n=9)



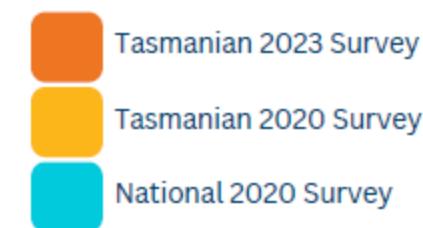
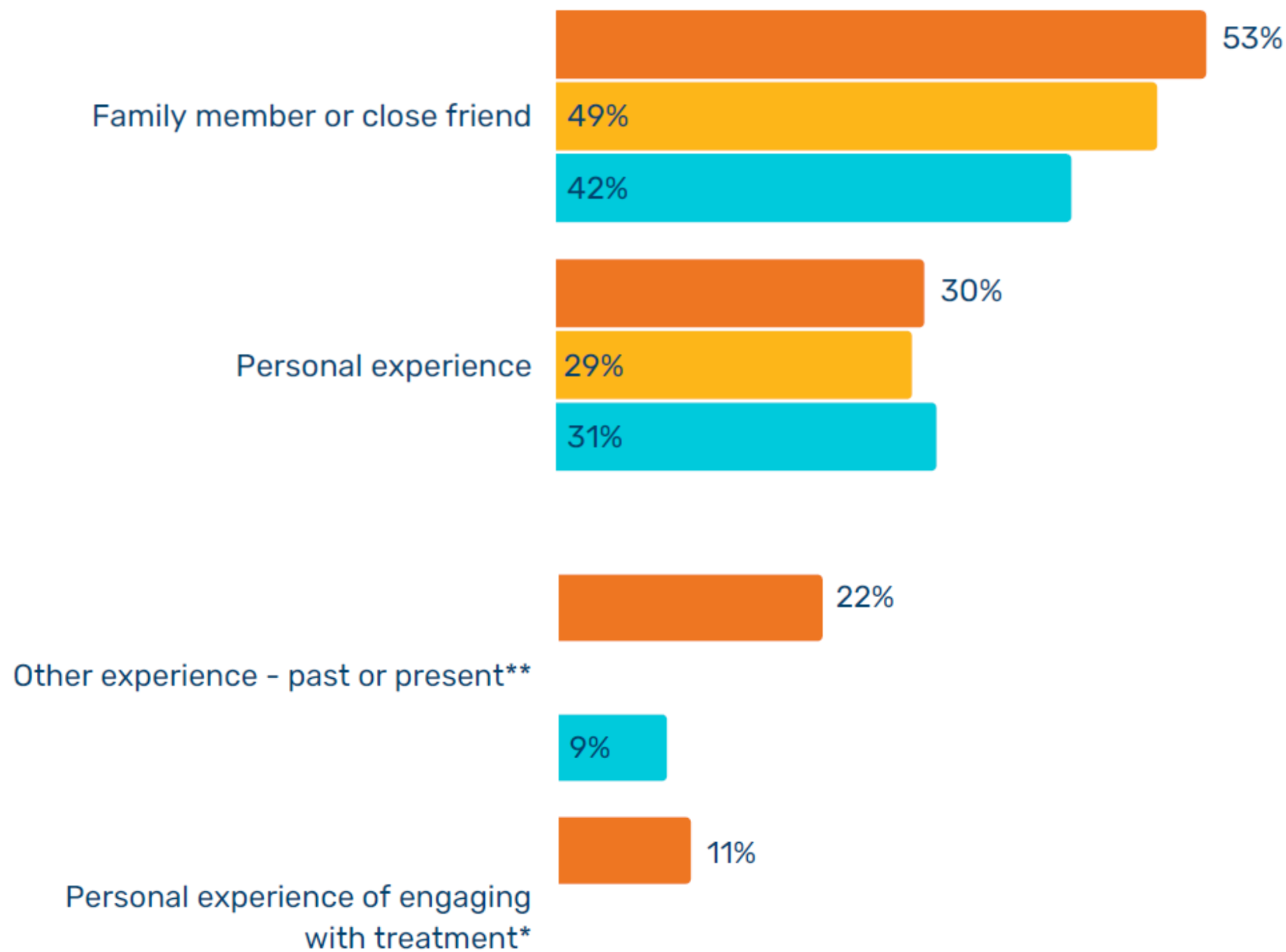
**66%** ...have sufficient **ATOD knowledge** (n=9)



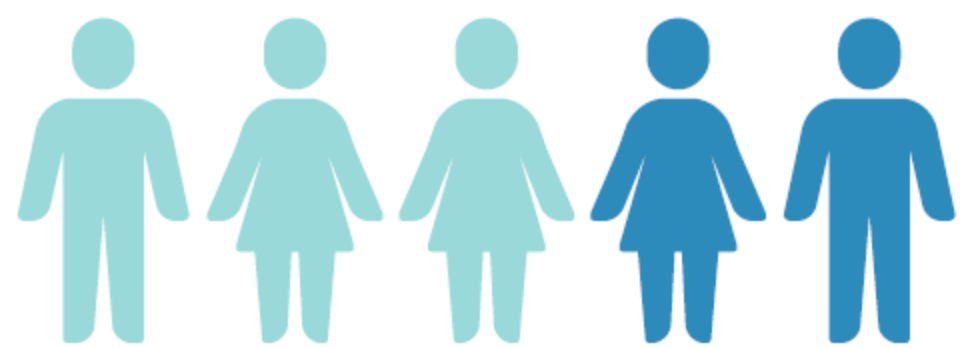
**38%** ...are **affordable** (n=8)



**2 in 3** workers reported that they had **some lived experience** of alcohol or other drug use (66%; 65% TAS 2020; 62% Nationally)

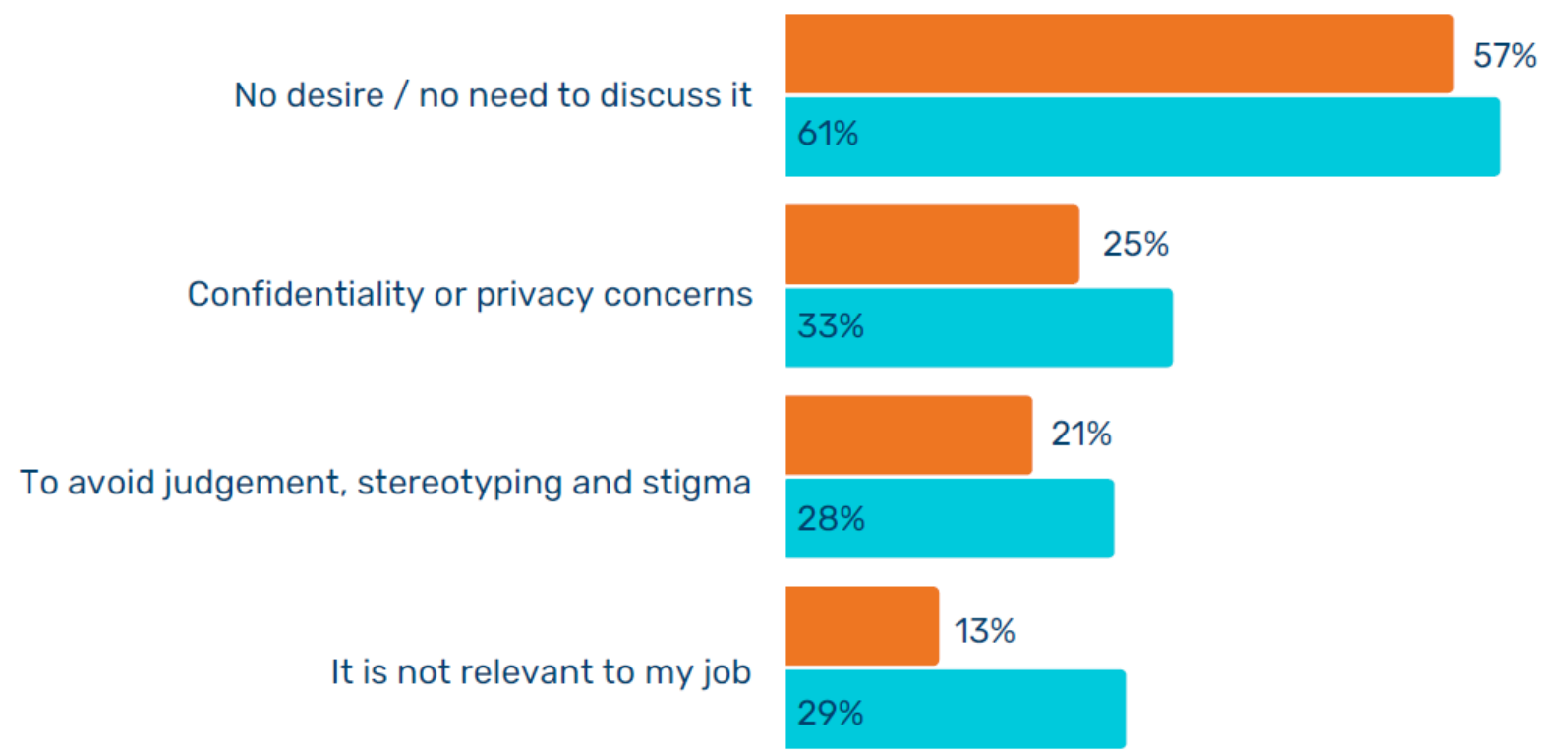




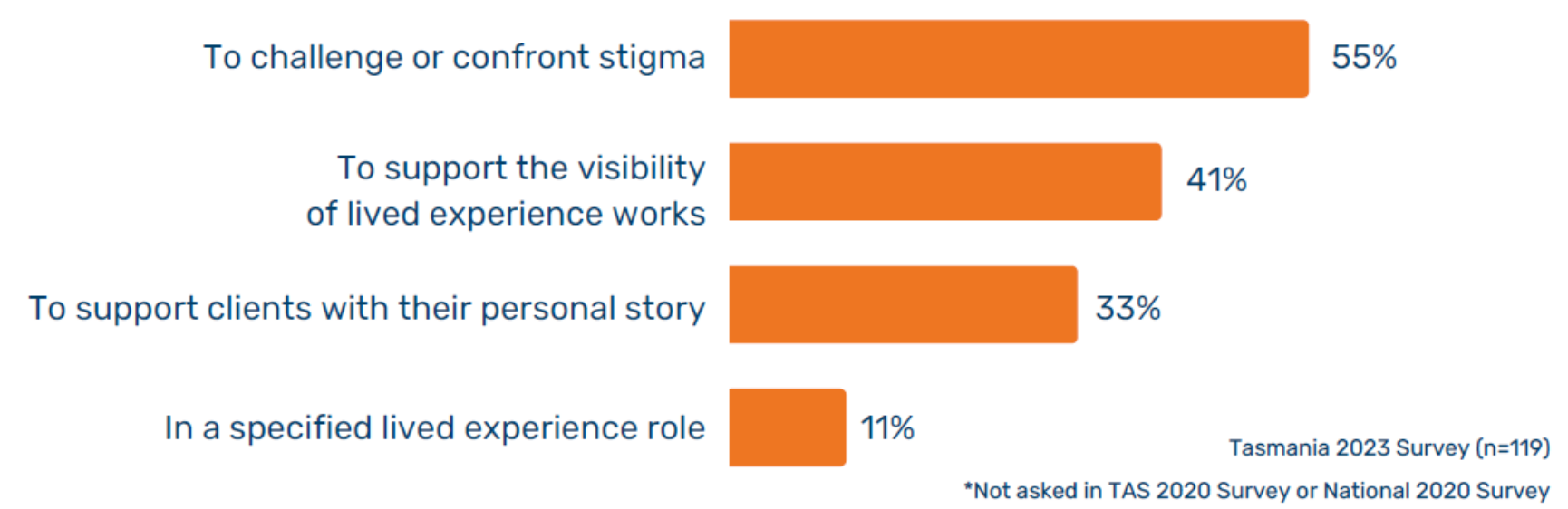


**3 in 5** of workers with a lived experience reported having **disclosed their lived experience** to their work place  
 (n=139, 62%; 65% TAS 2020; 63% Nationally)

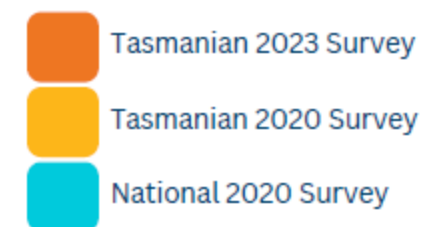
**REASONS FOR NOT DISCLOSING**



**REASONS FOR DISCLOSING\***



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"Having a voice and making change can be two different things, I still feel NGO services are undervalued, and government services are listened to and valued more"

"Advocates get really strong feedback for their contribution to our work/events. They really manage to cut through. Members of parliament often comment on what they have learned from their interactions."

### LIVED EXPERIENCE WORKERS (N=21)

### MANAGERS (N=13)

Task contributed to:	% in last year	I felt my contribution was valued (average score, range 0-10)	This was a positive experience for me (average score, range 0-10)	n organisations engaging peers in the last year (n=13)	How valuable was this contribution (average score, range 0-10)	n org with concrete plans to engage peer workers in the next year (of the 13 surveyed)
Co-design of projects and/or policy	29	9.0	9.0	10	8.7	8
Contributing to public forums	43	8.0	8.6	7	8.7	7
Discussion on service delivery or possible improvements to services	67	8.5	8.7	10	9.2	9
Providing training (e.g. to other staff or lived experience workers)	33	7.0	7.3	7	9.0	6
Document or policy review	48	7.4	7.7	6	9.0	8
Partnering in working groups to influence policy	19	9.0	8.8	6	9.5	9
Research	24	8.3	8.8	2	9.5	3
To sit on a selection panel	38	9.1	9.1	4	7.0	4
Working with AoD clients (i.e. as a peer worker)	67	7.6	7.8	4	9.0	5

"Did some group work, when funded it was fantastic. Lack of funding made it hard to progress with group work."

"Excellent for the clients, but the lived experience workers at times are not given the respect as far as the importance or understanding of the role from clinicians."

# LIVED EXPERIENCE WORKERS EXPERIENCES IN THESE ROLES (N=21)

The following include the responses that were **agree** or **strongly agree** to the statement:



**55%**

...felt recognised by their organisation for their **unique contribution** as a lived and living experience worker.



**53%**

...have **observed stigmatisation or discrimination**, over the last year, towards consumers/service users and/or family carers that their service supports



**60%**

...think their organisation actively seeks to **address stigma and discrimination** experienced by lived and living experience workers.

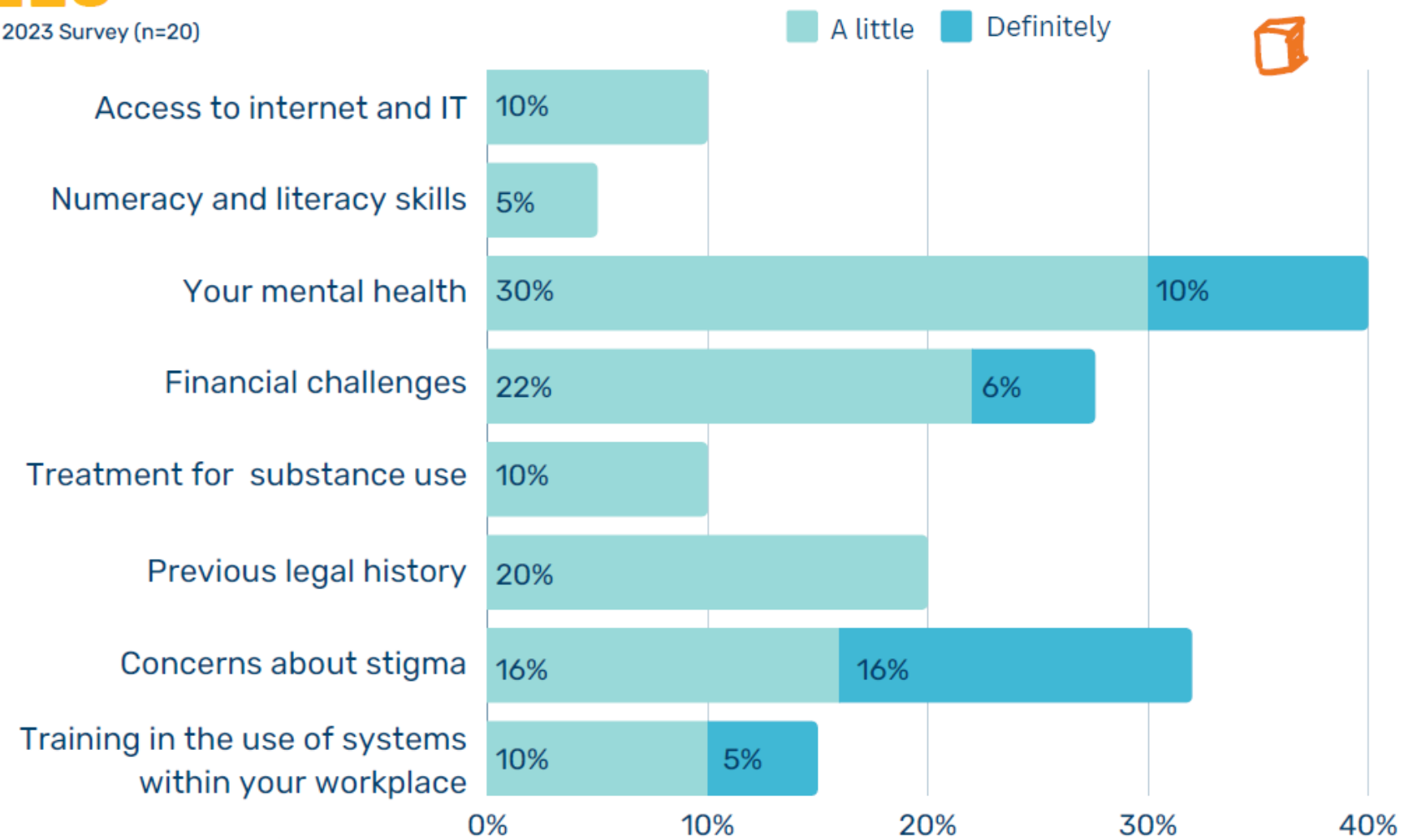


**22%**

...feel they have **more restrictions in their work role** compared to other workers without lived experience that are doing a similar job.

## WHAT HAVE BEEN THE BARRIERS TO TAKING PART IN LIVED EXPERIENCE ROLES

Tasmania 2023 Survey (n=20)



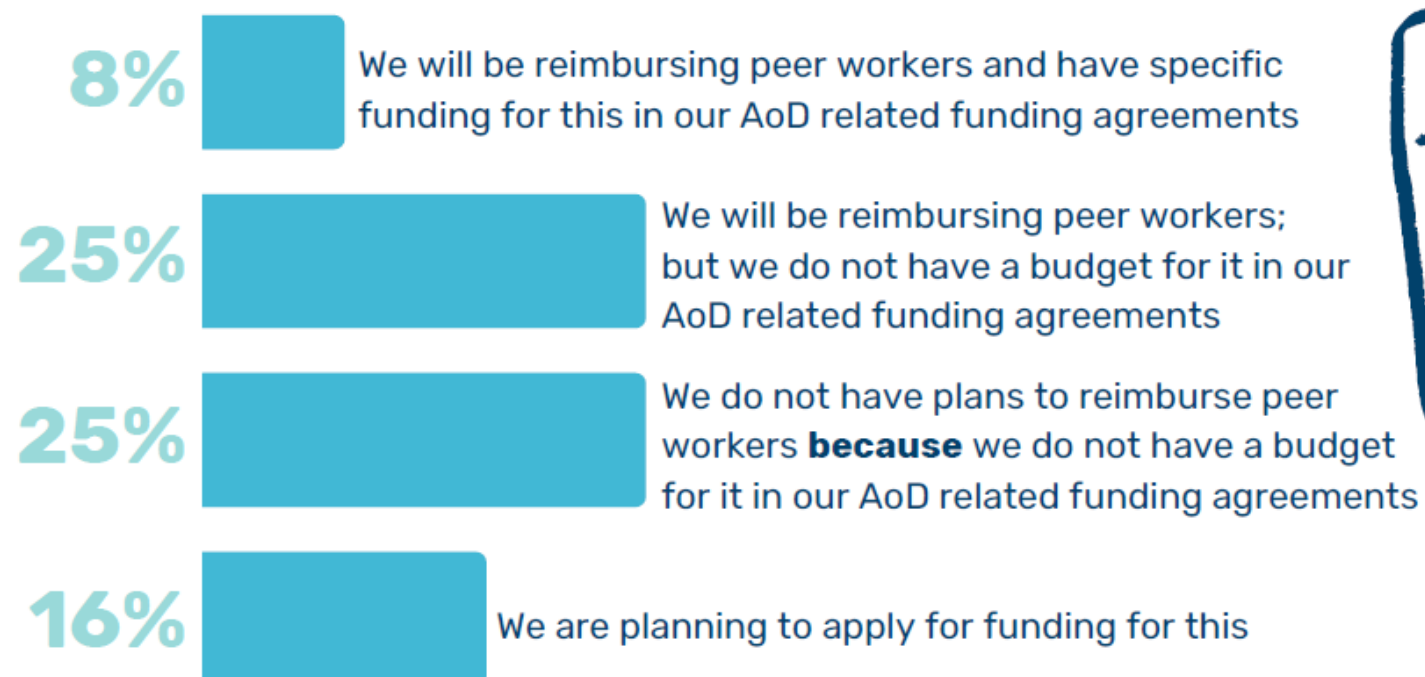


# VULNERABILITY OF LIVED EXPERIENCE FOCUS TO FUNDING CONSTRAINTS

Thinking about your budgets for the next 12 months (n=13), for **reimbursing lived experience advocates** participating in your organisation (not for direct client work), which statement best matches your situation:



Thinking about your budgets for the next 12 months (n=12), for **reimbursing peer workers doing direct client work** in your organisation, which statement best matches your situation:



“**Changing organisational culture** to ensure AOD peer workers are safe and well supported and recognised for their knowledge and capability.”

## WHAT BARRIERS DO YOU EXPERIENCE WITH EMPLOYING LIVED EXPERIENCE WORKERS



*Perspectives from n=13 managers*

“The other challenge is the **significant investment in time and effort by the community sector to support and grow advocates and peers only to see them employed by the government sector for higher money**...immensely frustrating to see the opportunity lost to our sector.”

“**Funding** and availability.”

“**Educational pathways** for people with lived experience and funding for such activities.”

“The ability to get a working with vulnerable people’s card.”

“There needs to be a big educational piece around not just AOD workers but MH lived experience workers in organisations and challenging the current organisational cultures around peer workers.”

“**A lack of consistent policies and procedures** to ensure our lived experience workers are supported in the workplace.”



### In the last year, have you experienced....?

Stigmatising responses to people who use drugs from services **outside** the AoD field



Stigmatising responses to people who use drugs from services **within** the AoD field



**86%** of workers feel optimistic that their team / organisation can promote and display **positive attitudes and behaviours** towards people who experience harm related to AoD.



**85%** of workers hold **positive or very positive overall attitudes** towards those who experience harm related to their use of AoD.

**88%** of workers **feel a sense of responsibility to reflect on their attitudes, beliefs and behaviours** towards people who experience harm related to their AOD use.



**71%** of workers are **unlikely or extremely unlikely** to advise a close friend or relative who has been treated for AoD to **not tell anyone** else about it.

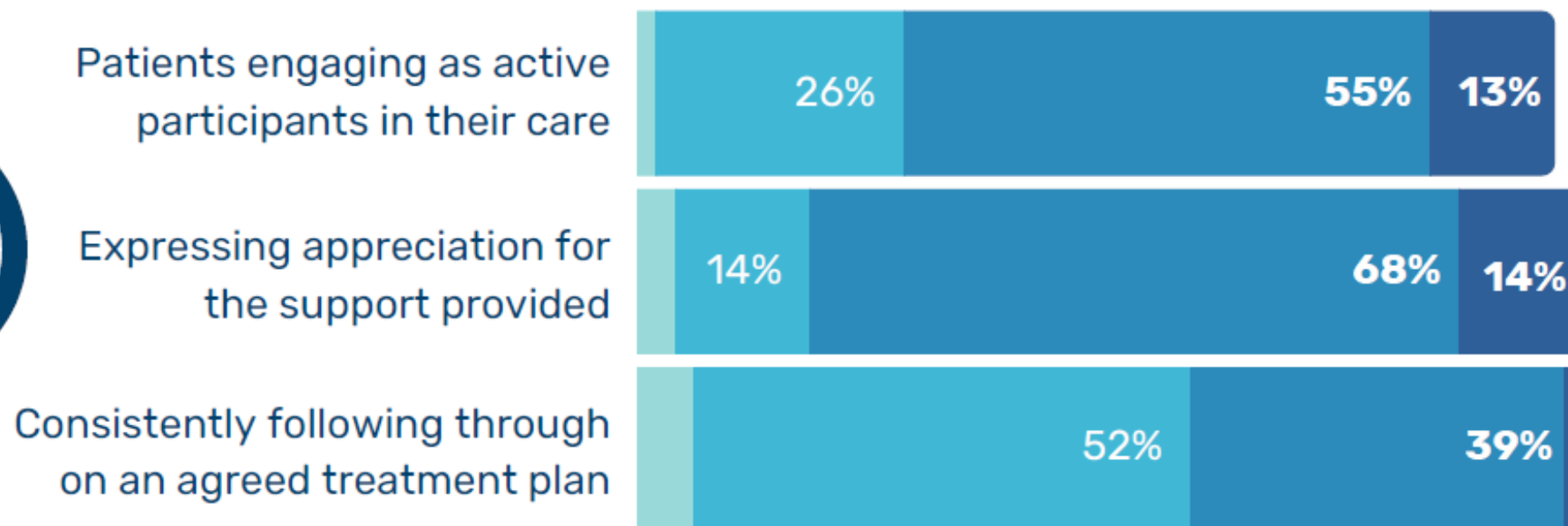
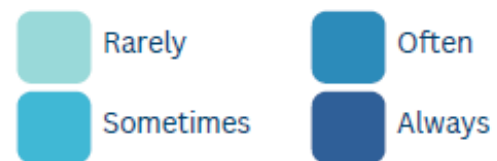


**48%** have completed **anti stigma training**

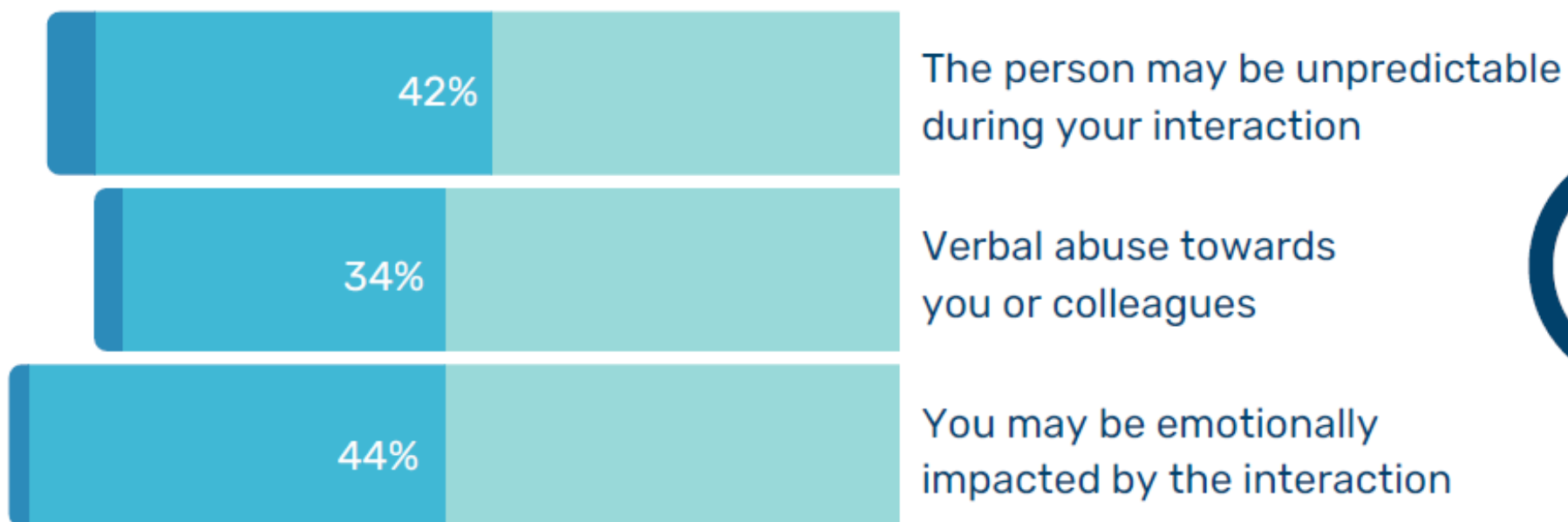


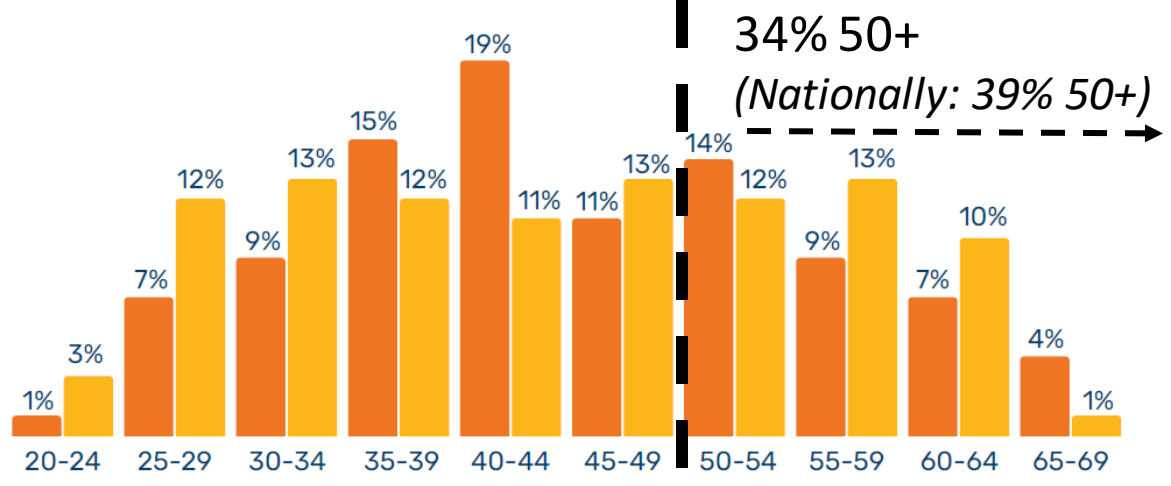
# POSITIVE AND NEGATIVE CLIENT EXPERIENCES

## How frequently do you experience...?

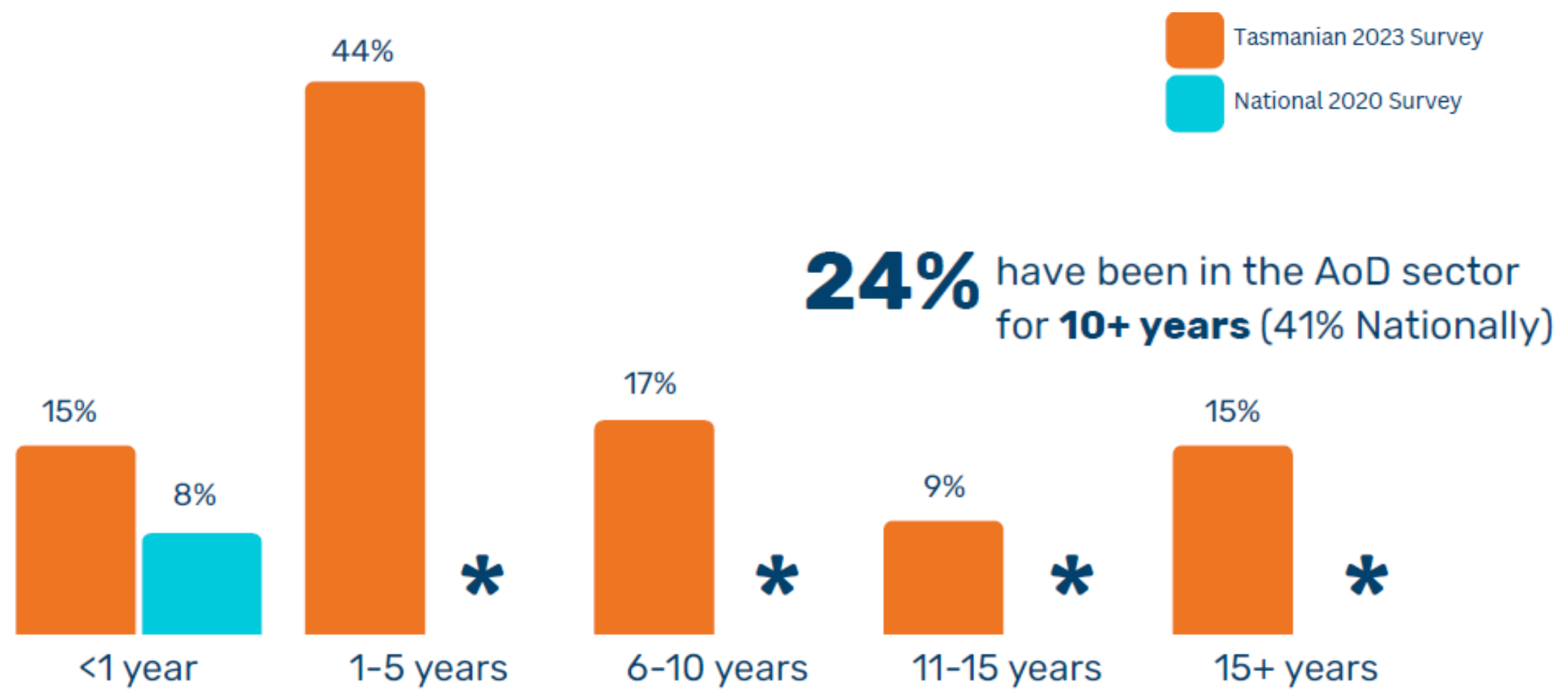


## How frequently are you concerned that...?





## YEARS OF EXPERIENCE



**24%** have been in the AoD sector for **10+ years** (41% Nationally)

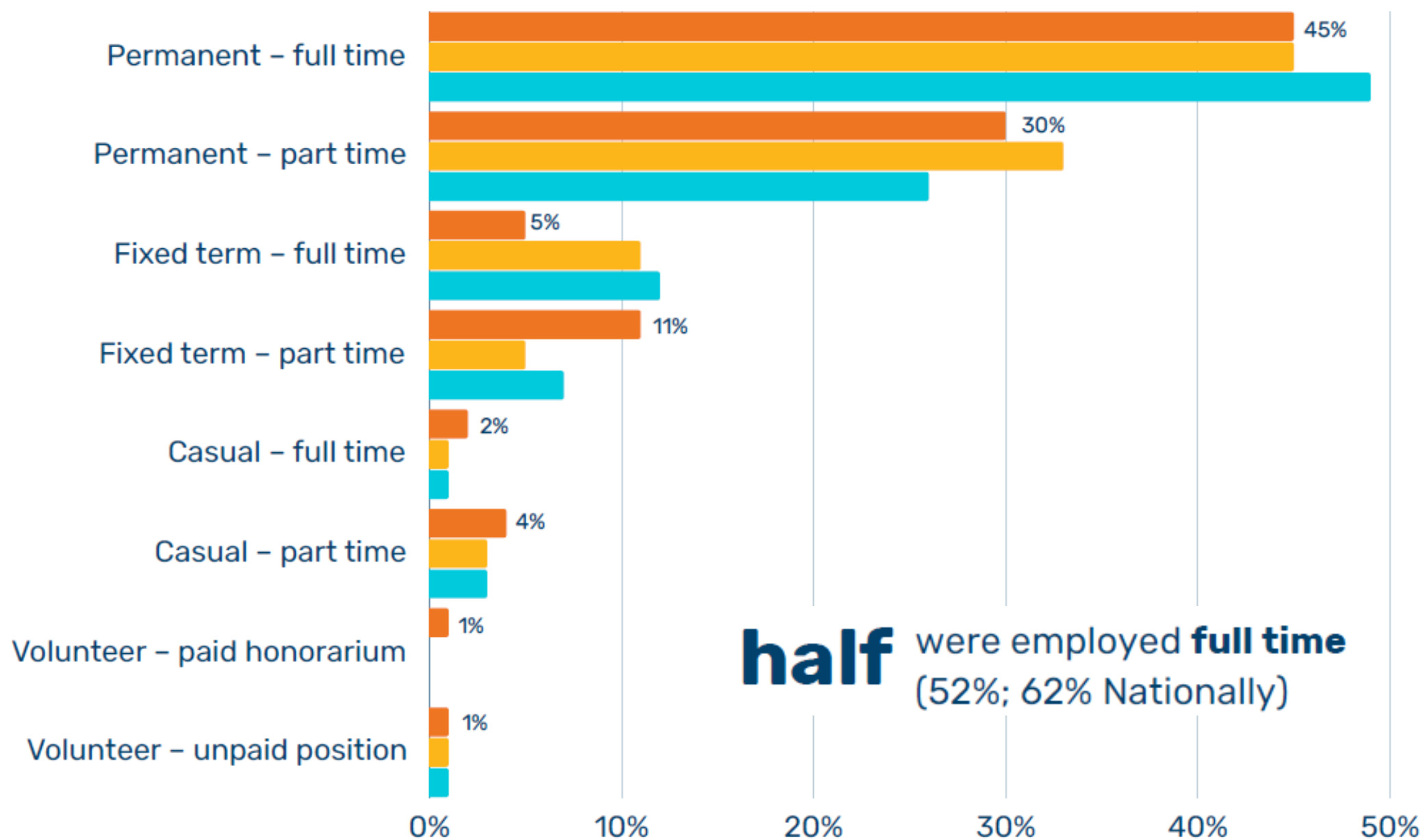
**15%** are **new** to the AoD sector (<1 year; 8% Nationally)



# CURRENT EMPLOYMENT STATUS



**3 in 4** workers have permanent contracts (75%; 75% Nationally)



**half** were employed full time (52%; 62% Nationally)

■ Tasmanian 2023 Survey (n=198)  
■ Tasmanian 2020 Survey (n=151)  
■ National 2020 Survey (n=1382)

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## OVER THE NEXT 2 YEARS, WORKERS ANTICIPATE THAT...



## JOB SECURITY



**8%** agree or strongly agree that they think they might lose their job in the near future (10% Nationally)

# RETAINING & EXPANDING THE WORKFORCE



**73%** of managers reported that it was **slightly challenging or moderately challenging to retain staff** in ATOD positions



**40%** of managers reported that it was **very challenging or extremely challenging to recruit new staff** to ATOD positions

## RECRUITMENT

**13%** On average, managers reported they needed to fill of their ATOD roles in the past year to cover vacant positions

In the next 12 months, managers anticipate needing **25%** to fill of their current ATOD positions



On average... **11%** of ATOD roles were currently vacant

If funding was no issue, on average services would like to expand their services by **82%** of their current size to meet demand

"Funding agreements that reflect the true cost of employing staff in an environment where minimum wage increases, increases to superannuation as well as cost pressures on operational budgets - means in real terms reductions to staff/FTE."



87%

of managers (n=13) reported that inflation, cost indexation gaps or increases in other costs impacted their organisation in the last 12 months.

WHAT HAS BEEN IMPACTED IN THE LAST YEAR

**60%** of managers reported cutting staff hours

**60%** of managers reported delayed hiring

**60%** of managers reported making cuts in non-service delivery areas

**47%** of managers reported making cuts in professional development budgets



**40%** of managers reported making cuts in other staff training costs

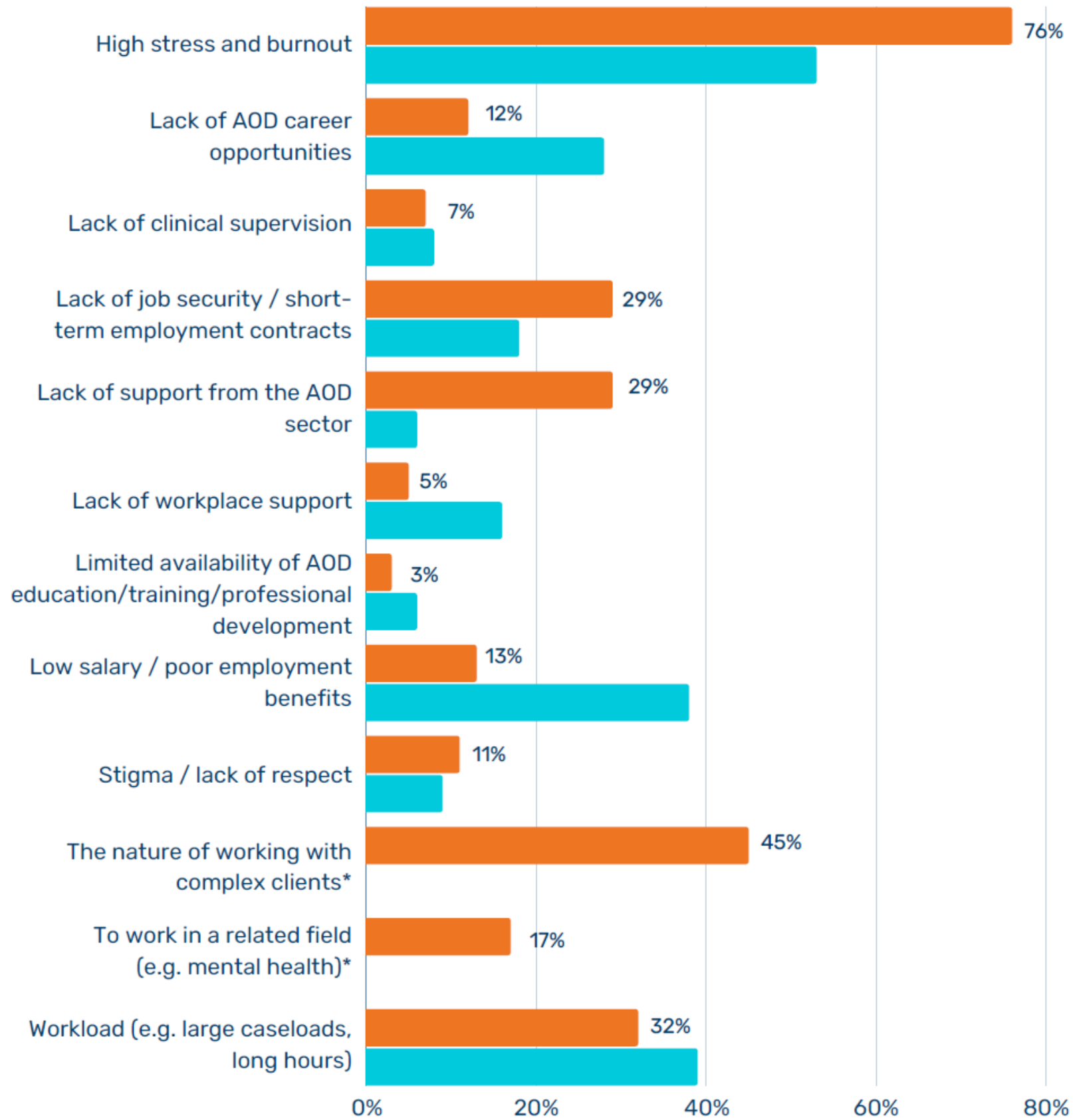
"It is causing us to interrogate our long term feasibility. The potential loss of additional project funds would put enormous stress on core funding to prop up operational costs."

"The current costs associated with inadequate indexation and assurances re this means that staffing numbers or operating hours across programs will have to decrease which will result in fewer clients and fewer client outcomes being met."

"The short-term contracts at all levels of government and the delays to contracting is causing significant organisational impact to both operations and good organisational governance."

"...if base payments don't increase next year, there will be cuts. We have 2 positions in vacancy control and 1 that we are delaying but the impact is really being felt. Very hard to find clinicians who will work for the wages we can offer."

**REASONS AOD WORKERS BELIEVE AOD PROFESSIONALS LEAVE THE SECTOR..**

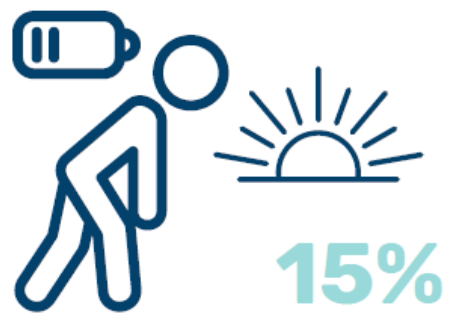


**TOP 3**



"Staff work in very demanding roles, they are faced regularly with client trauma, client sickness or death and due to the nature of the work sometimes find it hard to see changes in clients Aod usage."


**BURNOUT**



**15%**  
often or always feel exhausted in the morning at the thought of another day at work  
(11% in TAS 2020; 21% Nationally)

**1 in 10**

feel **burnt out** because of their work to a **high** or **very high** degree  
(8% Tas 2020; 13% Nationally)



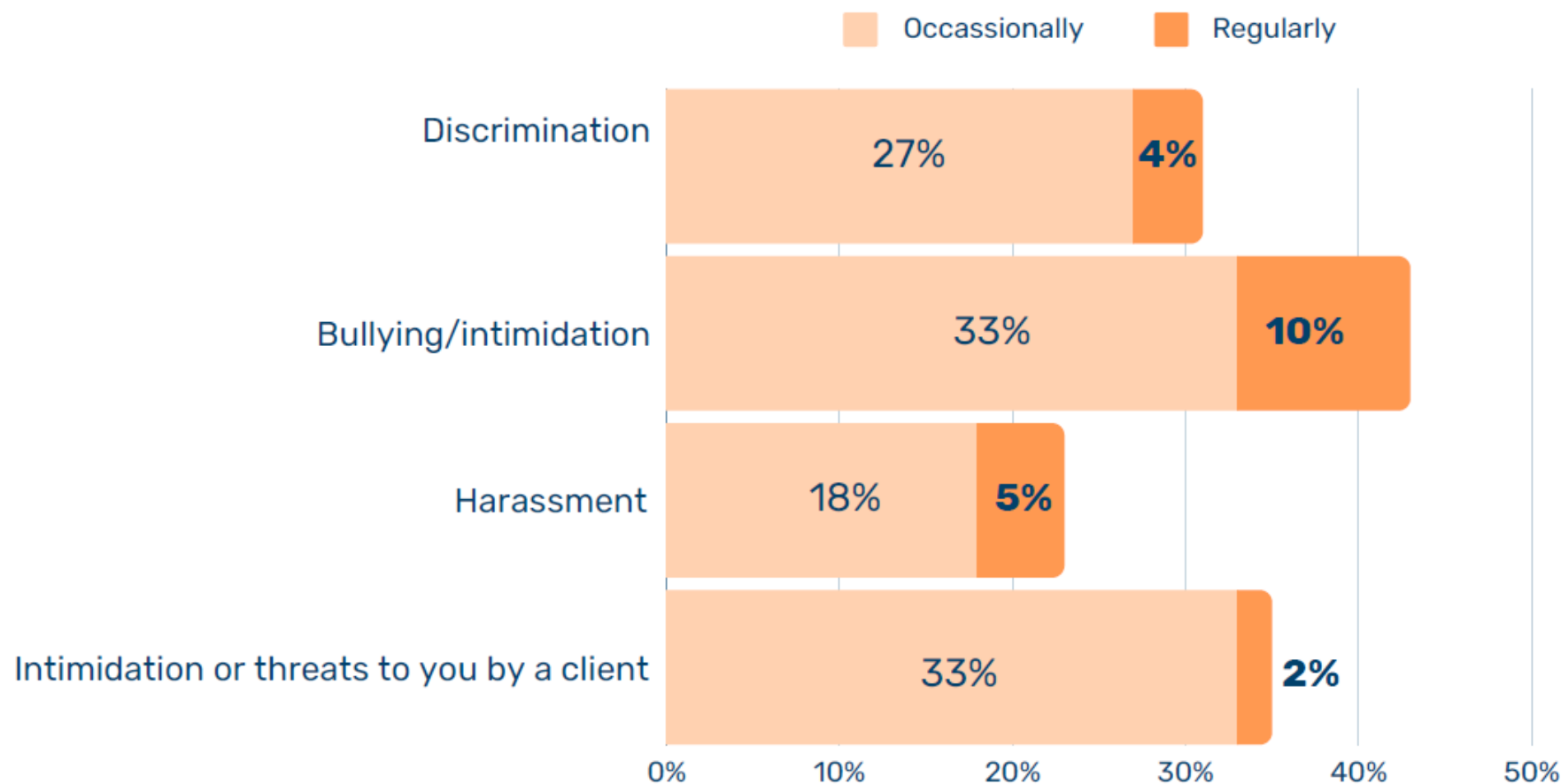
**WORK INTENSITY**

**2 in 5**

agree or strongly agree that they have **constant time pressure** due to a heavy workload  
(42%; 58% Nationally)



**IN THE PAST 12 MONTHS, WORKERS HAVE EXPERIENCED . . .**



“More needs to be done to **celebrate the workers in this sector**, to promote improved self-care strategies and to encourage and promote team building activities.”



**90%**

feel they experience **adequate support** in difficult situations  
(70% Nationally)

# WHAT ATTRACTS STAFF TO THE SECTOR?



JOB SATISFACTION



87%

are **satisfied** or **completely satisfied** with their job (81% Nationally)

WORK MEANING



97%

agree or **strongly agree** that the work they do is **meaningful** to them (93% Nationally)



75%

agree or **strongly agree** that their **working times can be flexible** to meet their needs (63% Nationally)



88%

reported their **health** as **good, very good** or **excellent** (82% Nationally)

WORK ESTEEM: RESPECT & SUPPORT



90%

agree or **strongly agree** that they **receive the respect they deserve** from **their superior** or a respective relevant person (73% Nationally)

77%

agree or **strongly agree** that they **receive the respect and prestige they deserve** considering their efforts and achievements (61% Nationally)

93%

rated their **quality of life** as **good** or **very good** (81% Nationally)





# WORKERS

## WHAT SHOULD ORGANISATIONS DO TO BETTER SUPPORT YOUR WORK?

### REDUCTION OF REDUNDANCY & INEFFICIENCIES, PARTICULARLY IN RELATION TO ADMINISTRATIVE & COMPLIANCE TASKS

Reduce meetings & mandatory training on basic skills, streamline processes and upgrade technology

### ENHANCED PROFESSIONAL DEVELOPMENT

More opportunities for growth & learning  
More support for new employees and when working with new complex demographics

### IMPROVING WORKPLACE CULTURE & COMMUNICATION

Better recognition for the valuable work being done to support & motivate  
Increased focus on respectful workplace environment and less tolerance for discrimination, favouritism, bullying and burnt out staff

### MANAGEMENT & DECISION-MAKING

Need for more inclusive and transparent approaches

### ENHANCING EMPLOYEE SUPPORT & BENEFITS

More mental health support, flexible work to improve work/life balance

### COLLABORATION & COMMUNITY ENGAGEMENT

Need for more collaboration within and between organisations to enhance service delivery

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# MANAGERS

## BIGGEST CHALLENGES FOR THE SECTOR?

### FUNDING & RESOURCES ALLOCATION

Sustainability, funding that reflects real costs

### STAFF CHALLENGES

Retention & managing burnout / challenging work

### PLANNING & STRATEGY CONSTRAINTS

Short term funding hampers planning

### TRAINING & PROFESSIONAL DEVELOPMENT

Need for increased availability (at right price)  
Need to increase self-care / support for staff

### STIGMA

Need for increased education to improve decisions & increased role for lived experience voices

### ACCESSIBILITY & EQUITY OF SERVICES

Need for integration and new collaborative models to improve accessibility

### SYSTEM IMPROVEMENT & INNOVATION

Benchmarked service costs, developing new service frameworks, investment in evidence based approaches