



NCETA
*Australia's National Research Centre
on AOD Workforce Development*



The New Zealand addictions workforce: Characteristics & wellbeing

Developed for Matua Ra*̄*ki

By

The National Centre for Education and Training on
Addiction (NCETA), Flinders University

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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; Indigenous workers; community groups; mental health workers; police officers; and employers and employee groups. The Centre 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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Executive summary

In June 2017, the National Centre for Education and Training on Addiction (NCETA) was commissioned by Network of Alcohol and Other Drugs Agencies (NADA) and Matua Rāki to conduct a comprehensive survey of the alcohol and other drugs (AOD) / addictions workforces in New South Wales (NSW) and New Zealand (NZ). This report presents the results from the NZ survey (findings from the NSW component are presented separately).

The survey was designed to:

- a) Map the demographic and professional profile of addiction workers in NZ
- b) Examine the current state of worker wellbeing in the addictions sector.

Background

A survey of addiction workers was conducted which resulted in a sample of 349 participants. The survey sought to map the demographic profile of addictions workers and gauge the level of health and wellbeing of the addictions workforce. The project aimed to inform future capacity building activities and policy decisions, and to support individuals and organisations to meet the needs of their clients.

A purpose-designed online survey was co-designed with Matua Rāki and NADA that contained 72 questions which examined the personal and professional characteristics of respondents, the structure of the organisations within which they worked, and the prevalence of individual and workplace factors known to influence levels of wellbeing. A set of established scales were also included to ensure comparable and reliable data was obtained.

The survey was administered between September and November 2017. To be eligible to participate respondents needed to be a worker in the addictions sector in NZ.

Results

Workforce profile

Most respondents were women (71%), and aged 40-59 years (60%) and 16% were over 60 years of age. The majority (87%) were employed full time, with approximately half (56%) working in urban locations. Most (59%) had been in their current role for less than five years and 17% had



been in their current role for one year or less. Approximately one third had less than 5 years' experience in the addictions (36%) or mental health (30%) sectors.

Most respondents (61%) had an addictions-related undergraduate or post-graduate qualification and professional registration with at least one body (83%). The majority (83%) indicated that they had access to internal and / or external supervision, but only 12% reported having mentoring / coaching opportunities.

A high level of job insecurity was reported: a fifth believed that there was a medium-high chance that they would lose their job in the next 12 months for reasons beyond their control.

Health and wellbeing

Most respondents perceived their own health to be at least "good" (71%) and substantial proportions reported regularly undertaking healthy activities. The drugs most commonly used in the past three months were alcohol (63%), tobacco (18%), sedatives (10%), and prescription drugs (10%). With the exception of alcohol, the majority of participants reported not having used drugs in the past three months.

Most respondents reported positive quality of life (66%) and moderate-high levels of resilience (84%), engagement (79%), job satisfaction (69%), and confidence (90%), with burnout rare (3%). Work-related factors such as social support, job feedback, job clarity, team cohesion, autonomy and positive relationships were also favourable.

However, a considerable proportion of respondents felt that workloads were too high, and found their job to be stressful (53%) and cognitively demanding (53%). Many also reported dissatisfaction with remuneration levels. Regular bullying / intimidation was reported by 13% and discrimination by 9%.

Discussion and conclusions

This survey found that rates of personal health and wellbeing in the NZ addictions workforce were generally high, although many reported job insecurity and dissatisfaction with some aspects of working conditions.

These findings highlight a range of workforce development strategies that could be implemented to support and retain this workforce (especially those who are relatively inexperienced), stabilise their employment and improve working conditions to optimise client service provision.



Introduction

Background and rationale

Mapping the current workforce is important in a rapidly evolving and continually changing field such as the addictions sector. Addiction workers come from a diverse array of personal and professional backgrounds, and operate in a wide range of capacities and organisations. Policy and planning decisions require accurate and up-to-date data regarding the characteristics of individuals employed in the addictions workforce, as well as the roles they perform. Furthermore, personal characteristics and working conditions play an important role in levels of health and wellbeing. Research and workplace programs focussing on worker wellbeing should therefore be informed by current workforce and organisational data. However, to-date such information has been limited, despite calls for continued collection of high quality workforce data^{1, 2}.

Understanding the wellbeing (or lack thereof) of the workforce is also an imperative. Worker wellbeing has been broadly characterised as “flourishing employees achieving their full potential for both their own benefit and that of the organisation”³. Importantly, worker wellbeing is more than simply the absence of negative circumstances. It also includes positive features related to the physical, material, social, and emotional dimensions of workers’ lives, as well as characteristics of the workplace such as job security, work engagement, work/life balance and remuneration³.

Worker wellbeing has been the subject of increasing interest in recent years. Organisations are becoming aware of the importance of enhancing and maintaining worker wellbeing, not only from a humanistic perspective but also due to legal and fiscal imperatives. In New Zealand, organisations have a responsibility to safeguard the health of their employees under the Health and Safety Act at Work Act (2015)⁴. There is also a substantial body of literature demonstrating the productivity and profitability costs associated with unwell workers, or alternatively the economic benefits of promoting employee wellbeing⁵⁻⁸. Similarly, the influence of stress on workers is increasingly recognised^{9, 10}, with many workplaces implementing initiatives (e.g., employee assistance programs (EAPs)) to ameliorate the impact of work-related and personal stressors on employees.

In the addictions sector, ensuring high levels of wellbeing in the workforce is particularly important¹¹. Alcohol and other drugs place a large burden on society, and contribute to a



substantial proportion of illness, disease, injury and death^{12, 13}. In order to prevent and respond to addiction-related harm, a highly effective addictions workforce is critical^{14, 15}. As research has demonstrated that healthcare worker wellbeing can influence patient outcomes¹⁶⁻²⁰, workforce welfare has been recognised as an essential component of high quality service provision^{21, 22}.

However, due to the nature of their work, addiction workers may be vulnerable to poor wellbeing²³. Working in the addictions field can be highly rewarding, and many workers report high levels of job satisfaction from helping people, participating in “meaningful” work, and making a positive contribution to society²⁴. Nevertheless, addiction workers may also experience considerable work-related demands and challenges²². The demands inherent in the nature of AOD-related work are further compounded by increasing levels of client complexity in combination with reduced funding and resources²⁵. These factors have the potential to lead to burnout and poor wellbeing in the workforce.

One study found that key stressors for addiction workers were concerns about:

- Whether their work is making a difference
- Whether they have the necessary skills and are effective in their role
- Whether their work is valued and adequately remunerated
- Workplace conflict
- Lack of supervisory and collegial support
- Job uncertainty²⁶.

To inform this survey, NCETA initially undertook a literature review²¹ to identify factors that impact addiction workers’ wellbeing and the challenges they confronted in their contemporary work roles.

Factors identified included:

- Difficulties recruiting and retaining staff in the context of a worldwide shortage of health and welfare workers
- The need to work across sectors (e.g., primary care, corrections, social services)
- Recurring service restructuring
- Outcomes - (rather than inputs- or outputs-) focussed funding
- Increased occupational exposure to violence
- Stigma associated with providing services to AOD clients
- Lack of resourcing for professional development and upskilling
- Management being inadequately trained and supported to carry out their role



- Pay disparities depending on occupation / professional title and employment in different sectors
- Insufficient co-worker and line manager support and absent / limited clinical supervision
- Qualifications that have become increasingly academic and less applied, challenging the 'work readiness' of students / those new to the workforce
- Broadening scope of care to include addressing the social determinants of AOD use
- Increasing complexity of client care (e.g., new substances and patterns of use, increasing awareness of multiple morbidities, emphasis on family sensitive practice, influx of elderly clients with additional needs, need for cultural competence, increasing consumer input)²¹.

The review concluded that despite these risk factors, the wellbeing of the addictions workforce has not been extensively studied. Furthermore, existing research tends to focus on the narrow concept of psychological wellbeing, rather than a broader conceptualisation of wellbeing that encompasses health and organisational factors²¹. The current study sought to address these limitations in the extant literature, and extends the findings of the literature review. It also builds on previous studies of the addictions workforce in NZ, such as that conducted by Matua Rakī in 2011²⁷.

Current study

Strategies to maintain and enhance the wellbeing of addiction workers are crucial, in order to fulfil duty of care obligations, improve organisational functioning, and support client engagement and outcomes. Consequently, it is important to examine the characteristics of addiction workers and their employing organisations, as well as their working conditions and current levels of health and wellbeing.

To address these issues, a survey of addiction workers in NZ and non-government (NGO) AOD workers in NSW and was conducted to examine: a) the demographic and organisational profile of addiction workers and workplaces; and b) the prevalence of personal characteristics and external factors which are known to influence levels of wellbeing.

The current report presents the findings of the NZ survey; NSW results are discussed in a separate report.



Methodology

Survey development

A custom online survey was developed to gather information on the demographic and professional characteristics of respondents, as well as their levels of health and wellbeing. The survey was co-designed in collaboration between NCETA, Matua Rāki and NADA project staff. A preliminary version of the survey was pilot tested by non-project staff at all organisations, and subsequently refined to improve the clarity of instruction and questions, and to reduce length.

Ethics approval to conduct the survey was granted by the Social and Behavioural Research Ethics Committee (SBREC) at Flinders University. Approval from the NZ Health and Disability Ethics Committee was unnecessary as the project was deemed to be out of scope; however approval was obtained from each relevant District Health Board.

Survey instrument

The final instrument contained a total of 72 multiple-response and open-ended questions assessing participants' demographic information, organisational characteristics, health and wellbeing. The majority of questions were developed specifically for the current study, however 13 validated scales were also included to examine wellbeing levels. The full survey took approximately 30 minutes to complete.

The constructs assessed in the survey are summarised in **Table 1**, **Table 2**, and **Table 3**. A full copy of the questionnaire is provided in Appendix A.



Table 1. Demographic characteristics assessed in survey

| | | |
|----------------------|-------------------------|---|
| • Age | • Household composition | • Ease of 'being yourself' |
| • Gender | • Household income | • Presence of / adjustments for disability |
| • Sexual orientation | • Dependents | • Lived experience of AOD use / gambling / mental health problems |
| • Country of birth | • Ethnicity | • Impact of family member's AOD use / gambling / mental health problems |
| • Years in NZ | • Languages spoken | |

Table 2. Organisational characteristics assessed in survey

| | | |
|-------------------------|----------------------------|--|
| • Geographical location | • Primary clients | • Workplace wellbeing initiatives |
| • Rurality | • Service delivery type | • Likelihood of job loss |
| • Services provided | • Years of experience | • Supervision opportunities |
| • Type of organisation | • Qualifications | • Satisfaction with supervision |
| • Contract type | • Activities performed | • Affiliations |
| • Hours per week | • Perceptions of support | • Professional development opportunities |
| • Role | • Satisfaction with salary | |



Table 3. Measures assessing health and wellbeing in survey

| Validated health and wellbeing measures | | | |
|---|--|-----------------------|-----------------|
| Construct | Tool | Included Subscales | Number of Items |
| Job demands/ support/ resources | Copenhagen psychosocial questionnaire | Cognitive demands | 9 |
| | | Emotional demands | 4 |
| Organisational factors | Texas Christian University organisational readiness for change | Staffing | 6 |
| | | Growth | 5 |
| | | Communication | 5 |
| | | Stress | 5 |
| | | Satisfaction | 6 |
| | | Cohesion | 6 |
| | Autonomy | 5 | |
| | Copenhagen psychosocial questionnaire | Quality of leadership | 8 |
| Engagement | Utrecht work engagement scale | Vigour | 6 |
| | | Dedication | 5 |
| | | Absorption | 6 |
| Burnout | Shirom-Melamed burnout measure | Physical fatigue | 6 |
| | | Emotional exhaustion | 3 |
| | | Cognitive weariness | 5 |
| Resilience | Brief resilience scale | n/a | 6 |
| Therapeutic optimism | Therapeutic optimism scale | n/a | 10 |
| Role ambiguity | Role ambiguity scale | n/a | 2 |
| Social support | Brief job stress questionnaire | n/a | 9 |
| Workload | Workload scale | n/a | 3 |
| Turnover | Turnover intention scale | n/a | 4 |
| AOD use | ASSIST-FC | n/a | 16 |
| Quality of life | EUROHIS-QOL 8-Item Index | n/a | 8 |
| Non-validated wellbeing measures (developed for this survey) | | | |
| Occupational self-efficacy | | | 1 |
| Workplace experiences | | | 3 |
| Work/life balance | | | 1 |
| Self-rated health | | | 3 |
| Healthy behaviours | | | 1 |
| Job feedback | | | 11 |

N/A=Tool does not include stand-alone subscales



Recruitment

Email invitations to participate in the survey were sent to the Matua Raki and Addiction Practitioners' Association Aotearoa New Zealand registration databases, which contain contact details for the NZ addictions workforce. Individuals who received the email were encouraged to disseminate the invitation to their staff and / or colleagues. A poster advertising the study was also attached to the email, and the receiver requested to place it in a location visible to staff members. A letter of invitation was additionally mailed to addictions service providers in NZ and the study advertised on the Matua Raki website, at training events and other forums. In recognition of respondents' time and contribution, they were given the chance to go in the draw to win an iPad mini.

Data collection

The survey was available for completion on SurveyMonkey from September to November 2017. Although pen-and-paper copies were offered to participants without internet access, no participants utilised this option.

Data analysis

Raw data were exported from SurveyMonkey into SPSS. Scores for validated scales were calculated according to relevant scoring manuals. Participants' responses were excluded from scales if they had not answered all items for that scale. Frequency analyses were conducted to examine the proportion of participants who endorsed each response category.



Results

A total of 349 respondents from NZ completed the survey, 51 of whom identified as Māori. Surveys conducted in 2014 by Te Pou and Matua Rāki found that the addictions workforce in NZ comprised approximately 1,771 individuals²⁸, of whom 22% identified as Māori²⁹. As such, it can be estimated that this survey represents the views of approximately one-fifth of the total addictions workforce, and 13% of the Māori addictions workforce¹. While this is a respectable response rate for a self-report survey of this kind, caution should be utilised in generalising the current results, particularly to Māori workers who are under-represented in the results.

Workforce profile

Demographic characteristics

Most respondents were female (71%) (Table 4), aged 40-59 years (60%) (Table 5), and heterosexual (84%) (Table 6). Slightly over two-thirds were born in New Zealand (70%) (Table 7), and most were of NZ European / Pakeha ancestry (60%) (Table 8). Sixteen percent identified as Māori (Table 8). The majority of respondents were comfortable speaking English (88%), with 7% speaking Te Reo Māori and 11% another language (Table 9). The largest proportion (26%) had a household income of \$50,001 - \$75,000 (Table 10), and reported that there were typically two other adults (35%) (Table 11) and no children (38%) (Table 12) dependent upon the income. Correspondingly, the largest proportion of respondents reported living with their partner / spouse and children (36%), followed by with their partner / spouse only (33%) (Table 13). Most did not identify as having a disability (90%) (Table 14); of those who did have a disability, 18% adjusted their work practices to accommodate it (Table 15).

Large proportions of respondents reported that they had a lived experience of AOD use (37%) and mental health (33%), with 2% reporting a lived experience of gambling. Lived experience of AOD use was more likely to be disclosed to the workplace than lived experience of mental health or gambling (Table 16). Between one-in-five and once-in-six respondents also reported that their

¹ Please note that the Te Pou and Matua Rāki surveys did not capture 100% of the workforce, and as such these calculations are indicative only.



life was regularly negatively impacted by a family member's AOD use (11%) or mental health (16%) (Table 17).

Table 4 Gender

| Gender | N | % |
|-------------------|------------|--------------|
| Male | 75 | 25.2 |
| Female | 212 | 71.1 |
| Transgender | 0 | 0.0 |
| Non Binary | 2 | 0.7 |
| Prefer not to say | 9 | 3.0 |
| Total | 298 | 100.0 |

Table 5 Age

| Age Group | N | % |
|--------------|------------|--------------|
| 20-29 years | 22 | 8.8 |
| 30-39 years | 38 | 15.2 |
| 40-49 years | 69 | 27.6 |
| 50-59 years | 80 | 32.0 |
| 60+ years | 41 | 16.4 |
| Total | 250 | 100.0 |

Table 6 Sexual orientation

| Sexual orientation | N | % |
|-------------------------|------------|--------------|
| Straight / heterosexual | 249 | 84.1 |
| Rainbow ¹ | 21 | 7.1 |
| Prefer not to say | 22 | 7.4 |
| Other | 4 | 1.4 |
| Total | 296 | 100.0 |

Rainbow may or may not include lesbian, gay, queer, bisexual, takatāpui, fa'afafine, MVPFAFF

Table 7 Country of birth

| Country | N | % |
|--------------|------------|--------------|
| New Zealand | 207 | 69.9 |
| Other | 89 | 30.1 |
| Total | 296 | 100.0 |

Table 8 Ethnicity

| Ethnicity | N | % |
|----------------------|-----|------|
| NZ European / Pakeha | 197 | 59.9 |
| Māori | 51 | 15.5 |
| Pasifika | 17 | 5.2 |
| Asian | 11 | 3.3 |
| British | 29 | 8.8 |
| Other European | 16 | 4.9 |
| Other | 30 | 9.1 |

Note: Respondents could select more than one ethnicity. Percentages are based on n=329 which includes all survey participants who selected their location as NZ and answered an additional question.



Table 9 Language(s) spoken

| Language | N | % |
|--------------|-----|------|
| English | 290 | 88.1 |
| Te Reo Māori | 22 | 6.7 |
| Other | 35 | 10.6 |

Note: Respondents could select more than one language. Percentages are based on n=329 which includes all survey participants who selected their location as NZ and answered an additional question.

Table 10 Gross household income

| Household income | N | % |
|-----------------------|------------|--------------|
| Less than \$25,000 | 1 | 0.3 |
| \$25,001 - \$50,000 | 30 | 10.1 |
| \$50,001 - \$75,000 | 77 | 25.9 |
| \$75,001 - \$100,000 | 32 | 10.8 |
| \$100,001 - \$125,000 | 48 | 16.2 |
| \$125,001 - \$150,000 | 30 | 10.1 |
| \$150,001 - \$175,000 | 14 | 4.7 |
| \$175,001 - \$200,000 | 11 | 3.7 |
| More than \$200,000 | 13 | 4.4 |
| Don't know | 8 | 2.7 |
| Prefer not to say | 33 | 11.1 |
| Total | 297 | 100.0 |

Table 11 Number of other adults¹ dependent on household income

| Number of other adults | N | % |
|------------------------|------------|--------------|
| 0 | 87 | 32.0 |
| 1 | 65 | 23.9 |
| 2 | 94 | 34.6 |
| 3 | 16 | 5.9 |
| 4 | 7 | 2.6 |
| 5 | 3 | 1.1 |
| 6 | 0 | 0.0 |
| Total | 272 | 100.0 |

¹ Excluding respondent.

Table 12 Number of children dependent on household income

| Number of children | N | % |
|--------------------|------------|--------------|
| 0 | 82 | 38.3 |
| 1 | 57 | 26.6 |
| 2 | 56 | 26.2 |
| 3 | 15 | 7.0 |
| 4 | 2 | 0.9 |
| 5 | 1 | 0.5 |
| 6 | 1 | 0.5 |
| Total | 214 | 100.0 |



Table 13 Household composition

| Household composition | N | % |
|----------------------------------|------------|------------|
| Alone | 26 | 8.8 |
| With partner/spouse only | 99 | 33.4 |
| With partner/spouse and children | 106 | 35.8 |
| With children only | 31 | 10.5 |
| With friends | 5 | 1.7 |
| With flatmates | 14 | 4.7 |
| Other | 15 | 5.1 |
| Total | 296 | 100 |

Table 14 Respondents who identify as having a disability

| Identification | N | % |
|--|------------|--------------|
| Do not identify as having a disability | 262 | 89.7 |
| Identify as having a disability | 25 | 8.6 |
| Prefer not to say | 5 | 1.7 |
| Total | 292 | 100.0 |

Table 15 Work practices adjusted by self and / or colleagues to accommodate disability

| Adjustment made for disability | N | % |
|--------------------------------|-----------|--------------|
| Yes | 8 | 18.2 |
| No | 29 | 65.9 |
| Unsure | 2 | 4.5 |
| Prefer not to say | 5 | 11.4 |
| Total | 44 | 100.0 |

Table 16 Lived experience

| Lived experience | N | % | |
|--------------------------------------|----------------------------|------|------|
| No | 129 | 43.3 | |
| Yes - AOD lived experience | Disclosed to workplace | 84 | 28.2 |
| | Not disclosed to workplace | 25 | 8.4 |
| Yes - gambling lived experience | Disclosed to workplace | 4 | 1.3 |
| | Not disclosed to workplace | 3 | 1.0 |
| Yes - mental health lived experience | Disclosed to workplace | 55 | 18.5 |
| | Not disclosed to workplace | 43 | 14.4 |
| Prefer not to say | 13 | 4.4 | |

Table 17 Respondent's life negatively impacted by family member's AOD use, gambling, or mental health

| Negatively impacting life | AOD Use | | Gambling | | Mental Health | |
|---------------------------|---------|------|----------|------|---------------|------|
| | N | % | N | % | N | % |
| No - Never | 155 | 64.9 | 169 | 90.4 | 113 | 50.9 |
| Yes - occasionally | 58 | 24.3 | 14 | 7.5 | 70 | 31.5 |
| Yes - regularly | 25 | 10.5 | 2 | 1.1 | 36 | 16.2 |
| Prefer not to say | 1 | 0.4 | 2 | 1.1 | 3 | 1.4 |



Workplace-related characteristics

Respondents came from locations across NZ. Approximately half (56%) were employed in urban locations, with a further 44% located in combined rural/urban or rural areas (**Table 19**). The organisations within which respondents worked were typically non-Government organisations (54%) or district health boards (41%) (**Table 20**), and addressed alcohol and other drug issues (95%) (**Table 21**) in the adult population (57%) (**Table 22**). Organisations primarily provided community / outpatient therapeutic services (71) and aftercare / continuing care (55%), as did respondents (39% and 29%, respectively). The least common service provided by both organisations and respondents was telehealth (**Table 23**).

The majority of respondents were employed on a full-time basis (87%) (**Table 24**). Most had less than 5 years' experience in their current position (59%), and approximately one third had less than 5 years' experience in the addictions sector (36%) and the mental health sector (30%) (**Table 25**). Almost one-in-five (17%) reported that they had been in their current role for one year or less (**Table 25**). The overwhelming majority of participants had an addictions-related qualification (95%) - most commonly undergraduate degree (15%), post graduate certificate (23%) or post graduate diploma (16%) (**Table 26**) – and professional registration with at least one body (88%) (**Table 27**).

The most commonly reported work role was addiction / CEP practitioner (36%) followed by manager / team leader (14%) and nurse (12%) (**Table 28**). Less than half (41%) reported spending “most” or “all” of their time face-to-face with clients, with a quarter (25%) reporting that “most” or “all” of their time was spent on paperwork or administrative duties (**Table 29**).

Working Conditions

Most respondents (60%) reported that pay in their organisation was equal to or higher than other comparable organisations. However, a minority believed that: their organisation paid good salaries (24%), they could live comfortably on their pay (34%), were paid enough for the work they did (16%), and were fairly paid compared to other people in their organisation (31%) (**Table 30**).

The majority of respondents reported that their workplace had an employee assistance program (60%) and that they were provided with support for professional development (57%). Flexible work practices (44%), laptop / mobile / vehicle use (44%) and recognition of additional time worked (42%) were also relatively common (**Table 31**).



A number of professional development systems were reported to be in place, including clinical supervision (67%), in-house training programs (60%), study / conference leave (55%) and performance reviews and feedback (55%) (Table 32).

A substantial proportion reported that they had access to supervision opportunities, most commonly external clinical supervision (45%) and line management (42%) (Table 33). Supervision was typically accessed relatively frequently, with most (>50%) participants receiving all supervision types at least once a month. However, a considerable number of participants reported accessing mentoring (18%) and cultural supervision (19%) just once a year or less (Table 34).

Dissatisfaction with the amount of supervision received was relatively high (12-26%), but quality of supervision was generally positively perceived. The exception to this was mentoring, with was perceived to be of “poor” quality by almost a quarter (22%) of respondents (Table 34).

Most respondents felt supported to undertake their role (77%) (Table 35), and that they could “be themselves” at work (60%) (Table 36). However, a fifth (21%) believed that there was at least a medium chance that they would lose their job in the next 12 months for a reason beyond their control (Table 37).

Table 18 Geographical location of workplace

| DHB Region | N | % |
|--------------------|------------|--------------|
| Northland | 11 | 3.4 |
| Waitemata | 48 | 14.6 |
| Auckland | 30 | 9.1 |
| Counties Manukau | 20 | 6.1 |
| Bay of Plenty | 27 | 8.2 |
| Tairāwhiti | 7 | 2.1 |
| Waikato | 31 | 9.5 |
| Lakes | 6 | 1.8 |
| Taranaki | 16 | 4.9 |
| Hawkes Bay | 5 | 1.5 |
| Whanganui | 4 | 1.2 |
| MidCentral | 13 | 4.0 |
| Wairarapa | 3 | 0.9 |
| Hutt Valley | 7 | 2.1 |
| Capital and Coast | 39 | 11.9 |
| Nelson Marlborough | 6 | 1.8 |
| West Coast | 1 | 0.3 |
| Canterbury | 34 | 10.4 |
| South Canterbury | 5 | 1.5 |
| Southern | 15 | 4.6 |
| Total | 328 | 100.0 |



Table 19 Rurality of workplace

| Rurality | N | % |
|------------------------|------------|------------|
| Urban | 180 | 56.3 |
| Rural | 22 | 6.9 |
| Combined rural / urban | 118 | 36.9 |
| Total | 320 | 100 |

Table 20 Type of organisation

| Organisation type | N | % |
|-----------------------------------|------------|--------------|
| Non-government organisation (NGO) | 174 | 53.9 |
| District Health Board (DHB) | 133 | 41.2 |
| Primary health setting (eg PHO) | 4 | 1.2 |
| Education / training provider | 1 | 0.3 |
| Private practice | 4 | 1.2 |
| Other | 7 | 2.2 |
| Total | 323 | 100.0 |

Table 21 Issues primarily addressed by organisation

| Issue | N | % |
|-------------------------|------------|--------------|
| Alcohol and other drugs | 304 | 94.7 |
| Gambling | 17 | 5.3 |
| Total | 321 | 100.0 |

Table 22 Main client type

| | N | % |
|------------------------------------|------------|--------------|
| Older People Population | 4 | 1.2 |
| Adult Population | 185 | 57.3 |
| Infant, Child and Youth Population | 28 | 8.7 |
| Mixed Population | 94 | 29.1 |
| Other | 12 | 3.7 |
| Total | 323 | 100.0 |



Table 23 Service delivery types provided by the respondent / their organisation

| Service delivery type | Organisation | | Respondent | |
|---|--------------|------|------------|------|
| | N | % | N | % |
| Aftercare/Continuing care | 182 | 55.3 | 95 | 28.9 |
| Community/Outpatient therapeutic services | 233 | 70.8 | 128 | 38.9 |
| Consumer driven/Peer led service | 90 | 27.4 | 24 | 7.3 |
| Drug treatment unit (DTU) | 72 | 21.9 | 16 | 4.9 |
| Education/Training | 161 | 48.9 | 91 | 27.7 |
| Health promotion | 137 | 41.6 | 73 | 22.2 |
| Kaupapa Māori service | 115 | 35.0 | 29 | 8.8 |
| Other cultural service | 67 | 20.4 | 12 | 3.6 |
| Opioid substitution treatment (OST, OTS) | 107 | 32.5 | 44 | 13.4 |
| Research | 37 | 11.2 | 15 | 4.6 |
| Residential treatment | 82 | 24.9 | 18 | 5.5 |
| Single session screening and assessment (eg SPOE) | 97 | 29.5 | 46 | 14.0 |
| Telehealth | 15 | 4.6 | 4 | 1.2 |
| Withdrawal management | 129 | 39.2 | 67 | 20.4 |
| Other | 17 | 5.2 | 15 | 4.6 |

Note: Percentages are based on n=329 which includes all survey participants who selected their location as NZ and answered an additional question.

Table 24 Employment status

| Employment status | N | % |
|----------------------|------------|--------------|
| Full time (30hrs+pw) | 284 | 87.1 |
| Part time | 40 | 12.3 |
| Student / intern | 1 | 0.3 |
| Other | 1 | 0.3 |
| Total | 326 | 100.0 |

Table 25 Years of experience

| Years' experience | Addictions sector | | Mental health sector | | Current position | |
|--------------------------------|-------------------|--------------|----------------------|--------------|------------------|--------------|
| | N | % | N | % | N | % |
| Nil | 5 | 1.7 | 8 | 3.7 | 4 | 1.6 |
| Less than 6 months | 12 | 4.0 | 8 | 3.7 | 19 | 7.5 |
| 6 months to 1 year | 8 | 2.7 | 8 | 3.7 | 21 | 8.3 |
| 1 year to less than 2 years | 27 | 9.1 | 18 | 8.3 | 41 | 16.3 |
| 2 years to less than 5 years | 54 | 18.1 | 23 | 10.6 | 64 | 25.4 |
| 5 years to less than 10 years | 80 | 26.8 | 45 | 20.8 | 51 | 20.2 |
| 10 years to less than 20 years | 74 | 24.8 | 69 | 31.9 | 41 | 16.3 |
| 20+ years | 38 | 12.8 | 37 | 17.1 | 11 | 4.4 |
| Total | 298 | 100.0 | 216 | 100.0 | 252 | 100.0 |



Table 26 Highest qualification received

| Qualification | Addictions related | | Not addictions related | |
|-----------------------------------|--------------------|--------------|------------------------|--------------|
| | N | % | N | % |
| Nil | 14 | 5.1 | 6 | 2.7 |
| High school/College qualification | 4 | 1.5 | 10 | 4.4 |
| Accredited short course | 18 | 6.6 | 3 | 1.3 |
| Certificate L1-5 | 18 | 6.6 | 9 | 4.0 |
| Diploma | 13 | 4.7 | 19 | 8.4 |
| Graduate Certificate | 17 | 6.2 | 5 | 2.2 |
| Graduate Diploma | 16 | 5.8 | 19 | 8.4 |
| Undergraduate Degree | 41 | 15.0 | 61 | 27.0 |
| Post Graduate Certificate | 63 | 23.0 | 21 | 9.3 |
| Post Graduate Diploma | 44 | 16.1 | 30 | 13.3 |
| Masters Degree | 13 | 4.7 | 31 | 13.7 |
| PhD/Doctoral Degree | 5 | 1.8 | 5 | 2.2 |
| Other | 8 | 2.9 | 7 | 3.1 |
| Total | 274 | 100.0 | 226 | 100.0 |

Table 27 Professional bodies with which respondents are registered / affiliated

| Professional bodies | Professional registration status | | Member only/inactive status | |
|--|----------------------------------|------|-----------------------------|-----|
| | N | % | N | % |
| Nil | 39 | 11.9 | 25 | 7.6 |
| dapaanz | 134 | 40.7 | 30 | 9.1 |
| NZAC - NZ Association of Counsellors | 36 | 10.9 | 5 | 1.5 |
| NCNZ - Nursing Council of NZ | 57 | 17.3 | 4 | 1.2 |
| Te Ao Maramatanga | 4 | 1.2 | 2 | 0.6 |
| DANA - Drug and Alcohol Nurses Australasia | 6 | 1.8 | 4 | 1.2 |
| ANZASW - Aotearoa NZ Association for Social Workers | 6 | 1.8 | 6 | 1.8 |
| SWRB - Social Workers Registration Board | 17 | 5.2 | 4 | 1.2 |
| NZ Psychologists Board | 4 | 1.2 | 2 | 0.6 |
| RANZCP- Royal Australian and NZ College of Psychiatrists | 8 | 2.4 | 0 | 0.0 |

Note: Percentages are based on n=329 which includes all survey participants who selected their location as NZ and answered an additional question.



Table 28 Primary work role

| Role description | Primary role | |
|----------------------------------|--------------|------|
| | N | % |
| Addiction / CEP practitioner | 119 | 36.2 |
| Administrator | 5 | 1.5 |
| Consumer advisor | 3 | 0.9 |
| Counsellor | 22 | 6.7 |
| Cultural advice / support | 0 | 0.0 |
| Educator / Trainer | 6 | 1.8 |
| Family / Whānau worker | 3 | 0.9 |
| Manager / Team Leader | 47 | 14.3 |
| Medical Officer / GP | 8 | 2.4 |
| Nurse | 39 | 11.9 |
| Occupational Therapist | 1 | 0.3 |
| Peer Support Worker | 12 | 3.6 |
| Psychologist | 3 | 0.9 |
| Psychiatrist | 6 | 1.8 |
| Researcher / Quality / Evaluator | 4 | 1.2 |
| Social Worker | 8 | 2.4 |
| Whānau ora worker | 1 | 0.3 |
| Youth Worker | 3 | 0.9 |
| Other | NA | |

Note: Percentages are based on n=329 which includes all survey participants who selected their location as NZ and answered an additional question.

Table 29 Time spent on work duties

| Proportion of time spent on... | Face to face with clients | | Paperwork / Admin | | Liaising / Networking | | Training / Education | | Research / Quality / Evaluation | | Other | |
|--------------------------------|---------------------------|--------------|-------------------|--------------|-----------------------|--------------|----------------------|--------------|---------------------------------|--------------|-----------|--------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| None | 12 | 4.1 | 1 | 0.3 | 7 | 2.8 | 17 | 7.4 | 54 | 30.7 | 19 | 32.8 |
| Some | 78 | 26.8 | 99 | 34.0 | 176 | 70.4 | 170 | 73.9 | 103 | 58.5 | 30 | 51.7 |
| About half | 82 | 28.2 | 119 | 40.9 | 35 | 14.0 | 24 | 10.4 | 8 | 4.5 | 4 | 6.9 |
| Most | 94 | 32.3 | 62 | 21.3 | 24 | 9.6 | 14 | 6.1 | 9 | 5.1 | 4 | 6.9 |
| All | 25 | 8.6 | 10 | 3.4 | 8 | 3.2 | 5 | 2.2 | 2 | 1.1 | 1 | 1.7 |
| Total | 291 | 100.0 | 291 | 100.0 | 250 | 100.0 | 230 | 100.0 | 176 | 100.0 | 58 | 100.0 |

Table 30 Satisfaction with salary

| To what extent... | Does your org pay good salaries? | | Can you live comfortably on your pay? | | Are you paid enough for the work you do? | | Are you fairly paid compared to other people in your org? | | Is pay in your org lower than in comparable orgs? | |
|-------------------|----------------------------------|--------------|---------------------------------------|--------------|--|--------------|---|--------------|---|--------------|
| | N | % | N | % | N | % | N | % | N | % |
| Never | 86 | 29.2 | 49 | 16.7 | 153 | 51.9 | 85 | 29.3 | 61 | 21.5 |
| Sometimes | 139 | 47.1 | 143 | 48.8 | 95 | 32.2 | 116 | 40.0 | 109 | 38.4 |
| Often | 59 | 20.0 | 71 | 24.2 | 27 | 9.2 | 61 | 21.0 | 49 | 17.3 |
| Always | 11 | 3.7 | 30 | 10.2 | 20 | 6.8 | 28 | 9.7 | 65 | 22.9 |
| Total | 295 | 100.0 | 293 | 100.0 | 295 | 100.0 | 290 | 100.0 | 284 | 100.0 |



Table 31 Practices / initiatives provided by employer to support employees' work

| Practices / initiatives | N | % |
|--|-----|------|
| Recognition of additional time worked (e.g. TIL, overtime) | 137 | 41.6 |
| Flexible work practices (e.g. start/end times, work from home, unpaid leave) | 144 | 43.8 |
| Annual salary increments (not related to performance) | 85 | 25.8 |
| Laptop/mobile/vehicle use | 144 | 43.8 |
| Employee assistance program (access to support when needed) | 198 | 60.2 |
| Support for professional development (e.g. study leave, fees paid, conferences etc.) | 186 | 56.5 |
| Long service leave (or other recognition of service) | 116 | 35.3 |
| None | 9 | 2.7 |
| Don't know | 10 | 3.0 |
| Other | 20 | 6.1 |

Note: Percentages are based on n=329 which includes all survey participants who selected their location as NZ and answered an additional question.

Table 32 Training / professional development systems in place in respondents' organisation

| Training / professional development | N | % |
|---|-----|------|
| No formal systems in place | 22 | 6.7 |
| Unsure of what systems are in place | 21 | 6.4 |
| Study / conference leave | 181 | 55.0 |
| Financial assistance for education / training | 144 | 43.8 |
| In-house training programs | 198 | 60.2 |
| Clinical supervision | 220 | 66.9 |
| Performance reviews and feedback | 180 | 54.7 |
| Mentoring / coaching | 83 | 25.2 |
| Other | 12 | 3.6 |

Note: Percentages are based on n=329 which includes all survey participants who selected their location as NZ and answered an additional question.

Table 33 Supervision opportunities to which respondents have access

| Supervision opportunities | N | % |
|-------------------------------|-----|------|
| Internal clinical supervision | 124 | 37.7 |
| External clinical supervision | 148 | 45.0 |
| Line management | 137 | 41.6 |
| Peer supervision | 123 | 37.4 |
| Mentoring / coaching | 40 | 12.2 |
| Cultural supervision | 85 | 25.8 |
| Not applicable | 6 | 1.8 |



Table 34 Use of and satisfaction with supervision

| | Internal ¹ | | External ² | | Line ³ | | Peer ⁴ | | Mentoring ⁵ | | Cultural ⁶ | |
|---|-----------------------|--------------|-----------------------|--------------|-------------------|--------------|-------------------|--------------|------------------------|--------------|-----------------------|--------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Frequency of access to supervision | | | | | | | | | | | | |
| Fortnightly or more | 35 | 26.3 | 17 | 10.6 | 49 | 30.8 | 66 | 49.6 | 17 | 28.3 | 16 | 16.8 |
| Every month | 72 | 54.1 | 127 | 78.9 | 66 | 41.5 | 43 | 32.3 | 21 | 35.0 | 33 | 34.7 |
| Every 3 months | 13 | 9.8 | 9 | 5.6 | 23 | 14.5 | 11 | 8.3 | 9 | 15.0 | 19 | 20.0 |
| Every 6 months | 2 | 1.5 | 2 | 1.2 | 6 | 3.8 | 4 | 3.0 | 2 | 3.3 | 9 | 9.5 |
| Once a year or less | 11 | 8.3 | 6 | 3.7 | 15 | 9.4 | 9 | 6.8 | 11 | 18.3 | 18 | 18.9 |
| Total | 133 | 100.0 | 161 | 100.0 | 159 | 100.0 | 133 | 100.0 | 60 | 100.0 | 95 | 100.0 |
| Satisfaction with amount of supervision received | | | | | | | | | | | | |
| Quite dissatisfied | 34 | 21.4 | 29 | 16.8 | 34 | 18.9 | 17 | 11.5 | 22 | 25.6 | 24 | 21.4 |
| Indifferent / mildly dissatisfied | 25 | 15.7 | 13 | 7.5 | 31 | 17.2 | 25 | 16.9 | 21 | 24.4 | 18 | 16.1 |
| Mostly satisfied | 45 | 28.3 | 45 | 26.0 | 56 | 31.1 | 47 | 31.8 | 23 | 26.7 | 30 | 26.8 |
| Very satisfied | 55 | 34.6 | 86 | 49.7 | 59 | 32.8 | 59 | 39.9 | 20 | 23.3 | 40 | 35.7 |
| Total | 159 | 100.0 | 173 | 100.0 | 180 | 100.0 | 148 | 100.0 | 86 | 100.0 | 112 | 100.0 |
| Quality of supervision received | | | | | | | | | | | | |
| Poor | 18 | 12.3 | 4 | 2.5 | 28 | 16.4 | 8 | 6.1 | 14 | 22.2 | 14 | 15.1 |
| Fair | 33 | 22.6 | 6 | 3.8 | 37 | 21.6 | 21 | 15.9 | 8 | 12.7 | 17 | 18.3 |
| Good | 45 | 30.8 | 43 | 27.0 | 60 | 35.1 | 54 | 40.9 | 25 | 39.7 | 31 | 33.3 |
| Excellent | 50 | 34.2 | 106 | 66.7 | 46 | 26.9 | 49 | 37.1 | 16 | 25.4 | 31 | 33.3 |
| Total | 146 | 100.0 | 159 | 100.0 | 171 | 100.0 | 132 | 100.0 | 63 | 100.0 | 93 | 100.0 |

1. Internal clinical supervision 2. External clinical supervision 3. Line management 4. Peer supervision 5. Mentoring / coaching 6. Cultural supervision



Table 35 Perception of support

| Do you feel supported to undertake your role? | N | % |
|---|------------|--------------|
| Yes | 182 | 76.5 |
| No | 56 | 23.5 |
| Total | 238 | 100.0 |

Table 36 Perceived ease of “being yourself”

| How easy is it to be yourself... | In New Zealand? | | At work? | |
|----------------------------------|-----------------|--------------|------------|--------------|
| | N | % | N | % |
| Very easy | 125 | 42.8 | 88 | 33.0 |
| Easy | 74 | 25.3 | 72 | 27.0 |
| Neither easy nor hard | 71 | 24.3 | 72 | 27.0 |
| Hard | 21 | 7.2 | 30 | 11.2 |
| Very hard | 1 | 0.3 | 5 | 1.9 |
| Total | 292 | 100.0 | 267 | 100.0 |

Table 37 Perceived likelihood of respondents’ losing their job in the next 12 months for a reason beyond their control

| Chance of losing job | N | % |
|----------------------|------------|--------------|
| Almost certain | 5 | 2.0 |
| A high chance | 12 | 4.8 |
| A medium chance | 35 | 14.1 |
| A low chance | 61 | 24.6 |
| Almost no chance | 91 | 36.7 |
| Don’t know | 44 | 17.7 |
| Total | 248 | 100.0 |



Worker wellbeing

Health

Most respondents perceived their health to be “good”, “very good”, or “excellent” (71%) (**Table 38**). Approximately half to three-quarters reported that they regularly engaged in healthy behaviours such as taking breaks, engaging in learning activities, exercising, eating well, sleeping enough, and socialising (**Table 41, Table 42**). However, taking “time out”, participating in the community, taking notice / practising mindfulness, taking sick leave and asking for help when needed were somewhat less frequently reported (**Table 41, Table 42**).

The drugs most commonly used in the past three months were alcohol (63%), tobacco (18%), sedatives (10%), and prescription pain medication / heroin / opioids (10%) (**Table 39**). With the exception of alcohol, the majority of participants reported never using drugs in the past three months. However, at least weekly tobacco use, risky drinking, and prescription pain medication / heroin / opioid use was reported by 14%, 9% and 8% of the sample, respectively (**Table 39**). Few respondents reported that a friend, relative, or someone else had expressed concern about their substance use; where this had occurred, it was typically for tobacco (17%) or alcohol (13%) (**Table 40**).

Table 38 Self-assessed health status

| General health rating | N | % |
|-----------------------|------------|--------------|
| Poor | 7 | 2.9 |
| Fair | 62 | 25.7 |
| Good | 90 | 37.3 |
| Very good | 66 | 27.4 |
| Excellent | 16 | 6.6 |
| Total | 241 | 100.0 |



Table 39 Frequency of AOD use

| Substance | In the past 3 months, how often have you used the following substances? N (%) | | | | |
|---|---|-------------|---------------|--------------------|-----------------------|
| | N | Never | Once or twice | 1-4 times per week | Daily or almost daily |
| Tobacco | 244 | 201 (82.4) | 10 (4.1) | 12 (4.9) | 21 (8.6) |
| Alcohol | 243 | 90 (37.0) | 59 (24.3) | 88 (36.2) | 6 (2.5) |
| Alcohol - risky drinking levels ¹ | 241 | 171 (71.0) | 48 (19.9) | 21 (8.7) | 1 (0.4) |
| Cannabis | 242 | 226 (93.4) | 10 (4.1) | 4 (1.7) | 2 (0.8) |
| Cocaine | 241 | 241 (100.0) | 0 (0.0) | 0 (0.0) | 0 (0.0) |
| ATS | 242 | 240 (99.2) | 1 (0.4) | 1 (0.4) | 0 (0.0) |
| Sedatives | 240 | 217 (90.4) | 13 (5.4) | 9 (3.8) | 1 (0.4) |
| Prescription pain medication or heroin or opioids | 241 | 217 (90.0) | 10 (4.1) | 7 (2.9) | 7 (2.9) |
| Other | 241 | 239 (99.2) | 2 (0.8) | 0 (0.0) | 0 (0.0) |

¹ 5 (male) / 4 (female) or more drinks on one occasion

Table 40 Severity of AOD use

| Substance | Has a friend, relative or anyone else ever expressed concern about your use of any of the substances below? N (%) | | | | |
|---|---|------------|------------|---------------------------|-----------------------------------|
| | N | NA | No, never | Yes, in the past 3 months | Yes, but not in the past 3 months |
| Tobacco | 243 | 152 (62.6) | 51 (21.0) | 15 (6.2) | 25 (10.3) |
| Alcohol | 242 | 82 (33.9) | 128 (52.9) | 3 (1.2) | 29 (12.0) |
| Cannabis | 240 | 163 (67.9) | 61 (25.4) | 1 (0.4) | 15 (6.3) |
| Cocaine | 239 | 192 (80.3) | 44 (18.4) | 0 (0.0) | 3 (1.3) |
| ATS | 237 | 187 (78.9) | 42 (17.7) | 1 (0.4) | 7 (3.0) |
| Sedatives | 237 | 181 (76.4) | 47 (19.8) | 3 (1.3) | 6 (2.5) |
| Prescription pain medication or heroin or opioids | 238 | 180 (75.6) | 49 (20.6) | 2 (0.8) | 7 (2.9) |
| Other | 238 | 187 (78.6) | 44 (18.5) | 0 (0.0) | 7 (2.9) |



Table 41 Health behaviours

| How often do you... | Exercise ¹ | | Eat Well ² | | Sleep ³ | | Recharge ⁴ | | Socialise ⁵ | | Participate ⁶ | | Meditate ⁷ | | Ask for help ⁸ | |
|---------------------|-----------------------|--------------|-----------------------|--------------|--------------------|--------------|-----------------------|--------------|------------------------|--------------|--------------------------|--------------|-----------------------|--------------|---------------------------|--------------|
| | N | % | N | % | N | % | N | % | N | % | N | % | N | % | N | % |
| Never | 11 | 4.5 | 5 | 2.1 | 3 | 1.2 | 7 | 2.9 | 0 | 0.0 | 17 | 7.0 | 10 | 4.1 | 7 | 2.9 |
| Rarely | 41 | 16.8 | 21 | 8.6 | 34 | 14.0 | 52 | 21.3 | 9 | 3.7 | 68 | 27.9 | 44 | 18.1 | 46 | 18.9 |
| Sometimes | 75 | 30.7 | 62 | 25.5 | 71 | 29.2 | 102 | 41.8 | 51 | 20.9 | 87 | 35.7 | 91 | 37.4 | 96 | 39.3 |
| Often | 86 | 35.2 | 112 | 46.1 | 107 | 44.0 | 70 | 28.7 | 127 | 52.0 | 57 | 23.4 | 77 | 31.7 | 68 | 27.9 |
| Always | 31 | 12.7 | 43 | 17.7 | 28 | 11.5 | 13 | 5.3 | 57 | 23.4 | 15 | 6.1 | 21 | 8.6 | 27 | 11.1 |
| Total | 244 | 100.0 | 243 | 100.0 | 243 | 100.0 | 244 | 100.0 | 244 | 100.0 | 244 | 100.0 | 243 | 100.0 | 244 | 100.0 |

1. Do 30 minutes or more of moderate intensity activity, 2. Eat 5+ servings of fruit and vegetables, 3. Get a good night's sleep, 4. Take time out, 5. Spend time with people you care about, 6. Participate in the community, 7. Take notice / practice mindfulness, 8. Ask for help when you need it

Table 42 Work-related health behaviours

| How often do you... | Take breaks during the work day | | Take time off when sick | | Engage in learning opportunities | |
|---------------------|---------------------------------|--------------|-------------------------|--------------|----------------------------------|--------------|
| | N | % | N | % | N | % |
| Never | 6 | 2.5 | 3 | 1.2 | 2 | 0.8 |
| Rarely | 45 | 18.5 | 73 | 29.9 | 27 | 11.2 |
| Sometimes | 81 | 33.3 | 101 | 41.4 | 95 | 39.3 |
| Often | 75 | 30.9 | 46 | 18.9 | 104 | 43.0 |
| Always | 36 | 14.8 | 21 | 8.6 | 14 | 5.8 |
| Total | 243 | 100.0 | 244 | 100.0 | 242 | 100.0 |



Wellbeing

Individual wellbeing

In general, most respondents reported high levels of wellbeing. Quality of life was reported to be good / very good by 66% of respondents (**Table 43**). Normal / high levels of resilience were evident in 84% of respondents (**Table 44**) and burn out was uncommon (3%) (**Table 45**). Most respondents reported that they frequently (i.e., weekly or more often) felt a sense of vigour, dedication, and absorption – all indicators of engagement – about their work (79%) (**Table 46**).

Approximately half (54%) were optimistic that their work could make a meaningful difference to clients with half (46%) “neither agreeing nor disagreeing” that their work could make a difference (**Table 47**). However, more than half (57%) had thought about leaving their job, with a third (33%) planning to look for a new job over the next 12 months and almost a quarter (22%) planning to look for a new job outside the AOD field (**Table 48**).

Organisational factors

Most respondents were satisfied with their job (69%), and were positive about the potential for growth (61%) and staff cohesion (59%) within their workplace. However, fewer were positive about staff levels (25%), communication (30%), and workplace autonomy (44%), and over half (53%) perceived their work to be stressful (**Table 49**). Similarly, although respondents’ jobs were not typically perceived as overly emotionally demanding, high levels of cognitive demands were reported by over half the respondents (53%) (**Table 50**).

Workloads were also perceived to be too high by approximately one third – one half of respondents (**Table 51**). Work / life balance was viewed positively by approximately half of respondents, and most “rarely” or “never” took work home or were interrupted by work at home (**Table 52**). However, over a quarter (28%) reported being “very dissatisfied” or “dissatisfied” with their work / life balance (**Table 53**), one fifth (19%) “always” or “often” took work home (**Table 52**) and more than half worked 1-10 hours more per week than contracted. Voluntary work was also common. Almost one in five (18%) reported spending no time on social / recreational / cultural activities (**Table 54**).

High levels of support were frequently reported from co-workers (65%) and family / friends (85%), but support was somewhat less commonly received from supervisors (43%) (**Table 55**).



Leadership quality appeared to be quite diverse, with 29% reporting high quality leadership, 35% reporting average quality, and 36% reporting low quality (**Table 56**).

Most respondents were satisfied with the level of feedback they received on their performance (**Table 57**), clearly understood what their role involved (**Table 58**), and believed they had the skills necessary to work effectively (**Table 59**).

A number of negative workplace experiences were reported to be “regular” occurrences. Approximately half the respondents reported regularly experiencing work overload (49%) and understaffing (57%), with smaller proportions reporting regular burnout (13%), bullying / intimidation (13%) and discrimination (9%). Regular harassment was reported by just 5% of respondents (**Table 60**).

Counterbalancing this, a large proportion of respondents also reported positive workplace factors such as team cohesion (49%), autonomy (54%) and positive relationships (72%) (**Table 61**).

A summary of respondents’ scores on the validated wellbeing scales can be found in **Table 62**.

Table 43 Quality of life (QOL)

| | N | % |
|-----------------------|------------|--------------|
| Very poor / poor | 10 | 4.2 |
| Neither poor nor good | 71 | 29.8 |
| Good / very good | 157 | 66.0 |
| Total | 238 | 100.0 |

Table 44 Resilience (BRS)

| | N | % |
|--------------|------------|--------------|
| Low | 44 | 15.9 |
| Normal | 201 | 72.6 |
| High | 32 | 11.6 |
| Total | 277 | 100.0 |



Table 45 Burnout (SMBM)

| | Physical Fatigue | | Emotional Exhaustion | | Cognitive Weariness | | Total | |
|----------------|------------------|--------------|----------------------|--------------|---------------------|--------------|------------|--------------|
| | N | % | N | % | N | % | N | % |
| Not burned out | 213 | 87.7 | 232 | 93.5 | 236 | 99.6 | 221 | 96.9 |
| Burned out | 30 | 12.3 | 16 | 6.5 | 1 | 0.4 | 7 | 3.1 |
| Total | 243 | 100.0 | 248 | 100.0 | 237 | 100.0 | 228 | 100.0 |

Table 46 Work engagement (UWES)

| | Vigour | | Dedication | | Absorption | | Total | |
|--|------------|--------------|------------|--------------|------------|--------------|------------|--------------|
| | N | % | N | % | N | % | N | % |
| A few times a year or less (including never) | 1 | 0.4 | 0 | 0.0 | 2 | 0.8 | 1 | 0.4 |
| Once or a few times a month | 53 | 21.8 | 37 | 15.0 | 73 | 29.9 | 49 | 20.7 |
| Once or a few times a week | 175 | 72.0 | 161 | 65.2 | 163 | 66.8 | 178 | 75.1 |
| Every day | 14 | 5.8 | 49 | 19.8 | 6 | 2.5 | 9 | 3.8 |
| Total | 243 | 100.0 | 247 | 100.0 | 244 | 100.0 | 237 | 100.0 |

Table 47 Therapeutic optimism (TOS)

| Response options ¹ | N | % |
|-------------------------------|------------|--------------|
| Disagree | 0 | 0.0 |
| Neither agree nor disagree | 129 | 46.1 |
| Agree | 151 | 53.9 |
| Total | 280 | 100.0 |

1. Extent to which participants agree with scale items assessing therapeutic optimism (e.g. “clinicians have the capacity to positively influence outcomes for people with AOD disorders”). For all items see Q109 of the survey (Appendix A).

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Table 48 Turnover intentions (TIS)

| | I have thought about leaving my job | | I plan to look for a new job over the next 12 months | | I intend to search for a new job within the addictions field but outside my current org | | I intend to search for a new job outside the addictions field | |
|----------------------------|-------------------------------------|--------------|--|--------------|---|--------------|---|--------------|
| | N | % | N | % | N | % | N | % |
| Strongly disagree | 32 | 13.0 | 38 | 15.4 | 52 | 21.4 | 58 | 23.8 |
| Disagree | 43 | 17.5 | 59 | 24.0 | 64 | 26.3 | 67 | 27.5 |
| Neither agree nor disagree | 31 | 12.6 | 68 | 27.6 | 68 | 28.0 | 66 | 27.0 |
| Agree | 97 | 39.4 | 44 | 17.9 | 33 | 13.6 | 35 | 14.3 |
| Strongly agree | 43 | 17.5 | 37 | 15.0 | 26 | 10.7 | 18 | 7.4 |
| Total | 246 | 100.0 | 246 | 100.0 | 243 | 100.0 | 244 | 100.0 |

Table 49 Characteristics of respondents' workplace (ORC)

| Response options ¹ | Staffing | | Growth | | Communication | | Stress | | Satisfaction | | Cohesion | | Autonomy | |
|-------------------------------|------------|--------------|------------|--------------|---------------|--------------|------------|--------------|--------------|--------------|------------|--------------|------------|--------------|
| | N | % | N | % | N | % | N | % | N | % | N | % | N | % |
| Disagree | 57 | 21.5 | 22 | 7.8 | 84 | 31.8 | 42 | 16.1 | 10 | 4.1 | 31 | 12.0 | 52 | 19.6 |
| Neither agree nor disagree | 142 | 53.6 | 88 | 31.2 | 102 | 38.6 | 80 | 30.7 | 67 | 27.2 | 76 | 29.5 | 97 | 36.6 |
| Agree | 66 | 24.9 | 172 | 61.0 | 78 | 29.5 | 139 | 53.3 | 169 | 68.7 | 151 | 58.5 | 116 | 43.8 |
| Total | 265 | 100.0 | 282 | 100.0 | 264 | 100.0 | 261 | 100.0 | 246 | 100.0 | 258 | 100.0 | 265 | 100.0 |

1. Extent to which participants agree with scale items assessing the relevant construct (i.e. staffing / growth / communication / stress / satisfaction / cohesion / autonomy). For all items see Qs 112, 113, 114, 115, 116, 130 of the survey (Appendix A).



Table 50 Job Demands (COPSOQ)

| | Cognitive Demands | | Emotional Demands | |
|--------------|-------------------|--------------|-------------------|--------------|
| | N | % | N | % |
| Low | 9 | 3.2 | 140 | 47.3 |
| Average | 124 | 43.8 | 136 | 45.9 |
| High | 150 | 53.0 | 20 | 6.8 |
| Total | 283 | 100.0 | 296 | 100.0 |

Table 51 Workload

| | I have too much work to do everything well | | I never have enough time to get everything done | | The amount of work asked to do is fair | |
|----------------------------|--|--------------|---|--------------|--|--------------|
| | N | % | N | % | N | % |
| Strongly disagree | 6 | 2.4 | 8 | 3.2 | 18 | 7.2 |
| Disagree | 47 | 19.0 | 37 | 15.0 | 50 | 20.0 |
| Neither agree nor disagree | 80 | 32.3 | 70 | 28.3 | 97 | 38.8 |
| Agree | 78 | 31.5 | 95 | 38.5 | 77 | 30.8 |
| Strongly agree | 37 | 14.9 | 37 | 15.0 | 8 | 3.2 |
| Total | 248 | 100.0 | 247 | 100.0 | 250 | 100.0 |

Table 52 Work / life balance

| How often... | Do you take work home? | | Are you interrupted at home by work? | |
|--------------|------------------------|--------------|--------------------------------------|--------------|
| | N | % | N | % |
| Always | 11 | 4.5 | 3 | 1.2 |
| Often | 36 | 14.6 | 20 | 8.1 |
| Sometimes | 58 | 23.5 | 42 | 17.1 |
| Rarely | 76 | 30.8 | 91 | 37.0 |
| Never | 66 | 26.7 | 90 | 36.6 |
| Total | 247 | 100.0 | 246 | 100.0 |

Table 53 Satisfaction with work-life balance

| Satisfaction level | N | % |
|------------------------------------|------------|--------------|
| Very dissatisfied | 16 | 6.4 |
| Dissatisfied | 53 | 21.3 |
| Neither dissatisfied nor satisfied | 63 | 25.3 |
| Satisfied | 88 | 35.3 |
| Very satisfied | 29 | 11.6 |
| Total | 249 | 100.0 |

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Table 54 Hours spent on work / personal activities

| Hours | Hours per week spent on... | | | | | | | | | | | | | |
|--------------|--|--------------|--|--------------|--|--------------|-------------------------------------|--------------|---|--------------|--|--------------|----------------------|--------------|
| | Work additional hours (current organisation) | | Other paid employment (addictions related) | | Other paid employment (non-addictions related) | | Voluntary work (addictions related) | | Voluntary work (non-addictions related) | | Social / recreational /cultural activities | | Family / Whānau time | |
| | N | % | N | % | N | % | N | % | N | % | N | % | N | % |
| Nil | 93 | 38.8 | 180 | 85.3 | 185 | 89.8 | 181 | 85.4 | 163 | 78.4 | 39 | 17.5 | 9 | 4.0 |
| 1-10 hrs | 134 | 55.8 | 17 | 8.1 | 16 | 7.8 | 31 | 14.6 | 44 | 21.2 | 136 | 61.0 | 54 | 24.0 |
| 11-20 hrs | 5 | 2.1 | 4 | 1.9 | 4 | 1.9 | 0 | 0.0 | 0 | 0.0 | 44 | 19.7 | 65 | 28.9 |
| 21-30 hrs | 2 | 0.8 | 5 | 2.4 | 1 | 0.5 | 0 | 0.0 | 0 | 0.0 | 2 | 0.9 | 33 | 14.7 |
| 31-40 hrs | 4 | 1.7 | 5 | 2.4 | 0 | 0.0 | 0 | 0.0 | 1 | 0.5 | 0 | 0.0 | 32 | 14.2 |
| 41-50 hrs | 2 | 0.8 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 12 | 5.3 |
| 51-60 hrs | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 1 | 0.4 | 4 | 1.8 |
| 61+ hrs | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 0 | 0.0 | 1 | 0.4 | 16 | 7.1 |
| Total | 240 | 100.0 | 211 | 100.0 | 206 | 100.0 | 212 | 100.0 | 208 | 100.0 | 223 | 100.0 | 225 | 100.0 |



Table 55 Social support (BJSQ)

| | Supervisor Support | | Coworker Support | | Friend / Family Support | |
|--------------|--------------------|--------------|------------------|--------------|-------------------------|--------------|
| | N | % | N | % | N | % |
| Low | 35 | 13.6 | 11 | 4.2 | 1 | 0.4 |
| Moderate | 111 | 43.0 | 80 | 30.9 | 37 | 14.2 |
| High | 112 | 43.4 | 168 | 64.9 | 223 | 85.4 |
| Total | 258 | 100.0 | 259 | 100.0 | 261 | 100.0 |

Table 56 Leadership quality (COPSOQ)

| | N | % |
|--------------|------------|--------------|
| Low | 94 | 36.0 |
| Average | 91 | 34.9 |
| High | 76 | 29.1 |
| Total | 261 | 100.0 |

Table 57 Job feedback

| | I seldom know whether I'm doing my job well or poorly | | In my job I know what is expected of me | |
|----------------------------|---|--------------|---|--------------|
| | N | % | N | % |
| Strongly disagree | 32 | 11.9 | 4 | 1.5 |
| Disagree | 126 | 47.0 | 11 | 4.1 |
| Neither agree nor disagree | 56 | 20.9 | 26 | 9.7 |
| Agree | 43 | 16.0 | 151 | 56.1 |
| Strongly agree | 11 | 4.1 | 77 | 28.6 |
| Total | 268 | 100.0 | 269 | 100.0 |

Table 58 Role ambiguity (RAS)

| | Most of the time I know what I have to do in my job | | In my job I know exactly what is expected of me | |
|----------------------------|---|--------------|---|--------------|
| | N | % | N | % |
| Strongly disagree | 2 | 0.7 | 4 | 1.5 |
| Disagree | 9 | 3.3 | 13 | 4.8 |
| Neither agree nor disagree | 9 | 3.3 | 37 | 13.8 |
| Agree | 139 | 51.7 | 141 | 52.4 |
| Strongly agree | 110 | 40.9 | 74 | 27.5 |
| Total | 269 | 100.0 | 269 | 100.0 |



Table 59 Occupational self-efficacy

| I am confident that I have the necessary skills and knowledge to do my job effectively | N | % |
|---|------------|--------------|
| Strongly disagree | 6 | 2.1 |
| Disagree | 11 | 3.9 |
| Neither agree nor disagree | 12 | 4.2 |
| Agree | 138 | 48.4 |
| Strongly agree | 118 | 41.4 |
| Total | 285 | 100.0 |

Table 60 Negative workplace experiences

| Frequency | Harassment | | Discrimination | | Bullying / intimidation | | Burnout | | Work overload | | Understaffing | |
|------------------|-------------------|--------------|-----------------------|--------------|--------------------------------|--------------|----------------|--------------|----------------------|--------------|----------------------|--------------|
| | N | % | N | % | N | % | N | % | N | % | N | % |
| Never | 150 | 55.6 | 135 | 50.0 | 105 | 38.9 | 54 | 19.9 | 12 | 4.4 | 13 | 4.8 |
| Occasionally | 106 | 39.3 | 110 | 40.7 | 129 | 47.8 | 181 | 66.8 | 127 | 46.7 | 103 | 38.0 |
| Regularly | 14 | 5.2 | 25 | 9.3 | 36 | 13.3 | 36 | 13.3 | 133 | 48.9 | 155 | 57.2 |
| Total | 270 | 100.0 | 270 | 100.0 | 270 | 100.0 | 271 | 100.0 | 272 | 100.0 | 271 | 100.0 |

Table 61 Positive workplace experiences

| Frequency | Team cohesion | | Autonomy | | Positive relationships | |
|------------------|----------------------|--------------|-----------------|--------------|-------------------------------|--------------|
| | N | % | N | % | N | % |
| Never | 20 | 7.4 | 18 | 6.6 | 8 | 3.0 |
| Occasionally | 119 | 44.1 | 106 | 39.0 | 68 | 25.1 |
| Regularly | 131 | 48.5 | 148 | 54.4 | 195 | 72.0 |
| Total | 270 | 100.0 | 272 | 100.0 | 271 | 100.0 |



Table 62 Summary of scores on validated wellbeing scales (Please refer to Appendix B for information on scoring and interpretation)

| Scale / Subscale | | N | Mean | SD | Median | Mode |
|------------------|-----------------------|-----|------|------|--------|-------------------|
| BJSQ | Supervisor support | 258 | 8.1 | 2.6 | 8.0 | 6.0 |
| | Co-worker support | 259 | 9.0 | 2.1 | 9.0 | 9.0 |
| | Friend/family support | 261 | 10.4 | 1.8 | 11.0 | 12.0 |
| BRS | | 277 | 3.6 | 0.7 | 3.7 | 4.0 |
| COPSOQ | Quality leadership | 261 | 55.0 | 28.0 | 56.3 | 71.9 |
| | Cognitive demands | 283 | 74.0 | 14.4 | 75.0 | 75.0 ^a |
| | Emotional demands | 296 | 48.5 | 15.8 | 50.0 | 50.0 |
| ORC | Staffing | 265 | 29.9 | 6.8 | 30.0 | 30.0 |
| | Growth | 282 | 36.1 | 7.4 | 38.0 | 38.0 |
| | Communication | 264 | 29.3 | 8.8 | 30.0 | 34.0 |
| | Stress | 261 | 35.0 | 8.7 | 36.0 | 40.0 |
| | Satisfaction | 246 | 37.6 | 7.2 | 38.3 | 38.3 |
| | Cohesion | 258 | 34.2 | 7.9 | 35.0 | 36.7 |
| | Autonomy | 265 | 32.1 | 8.0 | 34.0 | 38.0 |
| SMBM | Physical fatigue | 243 | 3.7 | 1.5 | 3.7 | 3.8 |
| | Emotional exhaustion | 248 | 3.0 | 1.4 | 3.0 | 4.0 |
| | Cognitive weariness | 237 | 2.5 | 1.1 | 2.4 | 1.0 |
| | Total | 228 | 3.1 | 1.2 | 3.1 | 3.1 ^a |
| UWES | Vigour | 243 | 4.1 | 1.0 | 4.2 | 4.3 |
| | Dedication | 247 | 4.6 | 1.0 | 4.8 | 5.0 |
| | Absorption | 244 | 3.9 | 0.9 | 4.0 | 4.3 |
| | Total | 237 | 4.2 | 0.9 | 4.3 | 4.1 ^a |
| TOS | | 280 | 34.8 | 3.3 | 35.0 | 36.0 |
| QOL | | 238 | 3.7 | 0.6 | 3.8 | 3.9 |
| RAS | | 269 | 3.7 | 1.5 | 4.0 | 4.0 |
| WS | | 247 | 9.8 | 2.6 | 10.0 | 9.0 |
| TIS | | 241 | 2.9 | 1.1 | 3.0 | 2.0 |

Notes: ^a Multiple modes exist. The smallest value is shown.

BJSQ=Brief Job Stress Questionnaire

BRS=Brief Resilience Scale

COPSOQ= Copenhagen Psychosocial Questionnaire

ORC=Organisational Readiness to Change

SMBM=Shirom-Melamed Burnout Measure

UWES=Utrecht Work Engagement Scale

QOL= EUROQOLHIS-8 Item Quality of Life Scale

TOS=Therapeutic Optimism Scale

RAS=Role Ambiguity Scale

WS=Workload Scale

TIS=Turnover Intention Scale



Discussion

The NZ addictions workforce

This survey was developed and co-designed with Matua Rāki and NADA to assess a range of features related to the addictions workforce in NZ and NSW Australia. Only the NZ results were presented above (the NSW results are presented elsewhere).

Results highlighted the diverse nature of the NZ addictions workforce. Almost a third of workers were born overseas, and a fifth identified as LGBTI. Lived experience of both AOD and mental health problems were very common, although not always disclosed to the workplace. Sixteen percent of respondents identified as Māori. These results underscore the importance of inclusive workplace cultures and policies; given that 9% of respondents reported “regularly” experiencing discrimination and 41% “occasionally”, further work in this regard may be warranted.

High levels of AOD inexperience were also apparent among many respondents, with more than half reporting less than 5 years’ experience in their current position and almost a fifth reporting that they had been in their role for one year or less. Around a third had less than five years’ experience in the mental health / addictions sectors. By contrast, only a relatively small proportion of respondents were aged less than 30 years. This suggests that inexperience in this context may not infer that it is young people entering the workforce for the first time, but rather older workers moving between organisations and industries. Nonetheless, workplace practices and initiatives to support these inexperienced workers are a priority.

Clinical supervision and mentoring in particular are important strategies to assist less experienced workers^{25, 26}. Although most respondents reported accessing the former relatively frequently and being satisfied with its quality, access to and quality of the latter could be improved. The amount and quality of cultural supervision were also perceived to be lacking by a substantial number of respondents. This is a concerning finding, given the importance of a culturally competent workforce as emphasised in previous research³⁰⁻³².

Although respondents were relatively positive about their job, concerns about adequate remuneration and job security were apparent. Most respondents felt that they could not live comfortably on their pay, and that they were not paid enough for the work that they did. Compounding this, a fifth believed that there was at least a medium chance that they would lose



their job in the next year for a reason beyond their control. Addressing job insecurity is an issue of pivotal concern for the stability of the addictions sector.

Health and wellbeing

Health and wellbeing among the NZ addictions workforce were generally reported to be positive. Most respondents perceived their own health to be good. Substantial proportions reported regularly undertaking healthy activities. These positive results notwithstanding, the relatively high levels of tobacco use, alcohol consumption and pharmaceutical drug use may warrant attention. The rates of smoking and risky drinking reported in the current study are noteworthy given the demographic composition of the workforce - i.e., largely middle-aged women who do not traditionally have the highest rates of substance use³³. The current data do not allow for inferences to be made regarding the factors which may underlie these findings. Future research could explore whether, for example, job stressors or pre-existing personal characteristics may play a role. In the meantime, organisations are encouraged to implement programs / initiatives to support workers to reduce or cease their consumption.

Most respondents also reported a positive quality of life and moderate-high levels of resilience, engagement, job satisfaction, and confidence, with burnout very rare. These results indicate that personal wellbeing levels among addiction workers in NZ are relatively high, and broadly accord with similar conclusions in the extant literature²¹. Further research is needed to examine the specific factors underlying these results, and specifically the relative influence of personality (i.e., natural levels of resilience and optimism that would manifest in any job) vs. external factors (i.e., working conditions). Should it transpire that the present findings are due largely to the former, workplace programs and initiatives could be implemented to improve the latter and further increase worker wellbeing.

The present data indicate that several aspects of working conditions are perceived positively by workers. Specifically, respondents were typically satisfied with level of social support from co-workers and colleagues, opportunities for growth, staff cohesion, job feedback, and job clarity. However, several other aspects of their work life and roles were perceived less positively.

A relatively large proportion of respondents felt that staffing and communication were unsatisfactory, leadership was poor quality, workloads were too high, some experienced bullying, and a substantial proportion believed their job to be stressful and cognitively demanding. As noted above, remuneration levels and job security were also issues of concern for a substantial



proportion of participants. Many of these factors have previously been noted as substantial challenges facing the addictions workforce³⁴.

There is an ostensible contradiction between the level of personal wellbeing reported by respondents and the dissatisfaction apparent with some aspects of their job. More than two-thirds reported being satisfied with their job, and yet more than half had thought about leaving. It is feasible that workers gain considerable personal reward and fulfilment from their role, and that this acts as a “buffer” to maintain wellbeing even in the face of challenging working conditions. Those whose personalities are less resilient may also simply leave the sector; this selection effect may result in only the most robust workers remaining. Alternatively, workers may find their job rewarding yet plan to leave due to high levels of job insecurity.

Further research investigating the relationship between personal characteristics, working conditions, and worker wellbeing would assist in shedding light on this complex association.

Implications for policy and practice

Encouragingly, most of the features of the workplace about which participants reported dissatisfaction are amenable to change. These included organisational communication, workplace bullying, staffing levels, workload, stress, remuneration, and job security. Some of these are relatively straight-forward to address, while others will require more concerted effort and resources. However, all highlight opportunities for organisational capacity building and have the potential to be improved through targeted initiatives, programs, and policies.

While there have been few studies examining worker wellbeing strategies specifically in the context of the AOD sector, research indicates that organisational initiatives to improve worker wellbeing can be effective. These include:

- Worker wellbeing policies
- Multifaceted health promotion programs
- Programs to enhance worker resilience
- Effective clinical supervision
- Ensuring that organisations are well managed
- Encouraging help-seeking behaviours in the workplace
- Programs to prevent and reduce stress and burnout
- Encouraging individual self-care approaches.



More detail about these approaches can be found in Nicholas et al.'s (2017) literature review²¹ which was undertaken to inform this study.

This study also highlighted the considerable diversity of the addictions workforce. The specific health and wellbeing needs of workers are likely to vary considerably between occupation and demographic groups, and particularly between organisations. Likewise, different workplaces will have different resources, supports, and constraints in regard to implementing wellbeing programs. It is therefore advisable for organisations to conduct thorough needs-analyses for their own workforces in order to inform the implementation of future wellbeing initiatives.

The large proportion of young and inexperienced workers who are very new to their AOD roles flags the need for specific workplace supports and interventions designed to ensure that such workers are retained within the AOD sector and are protected from high levels of stress and burnout that might contribute to workforce loss.

Conclusion

The findings from this survey indicate that levels of health and wellbeing in the NZ addictions workforce are generally high. However, while respondents reported positive personal wellbeing and job satisfaction, dissatisfaction was also expressed with some aspects of the working environment.

There is scope to implement policies and practices to address the workplace factors identified in this study as potentially problematic. In cases where resources or practical constraints disallow large-scale organisation-level strategies, smaller scale initiatives to address working conditions should be considered.



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Appendix A: Survey

Please note that the question numbers below do not begin at 1 because the questions for the NSW portion of the survey (not shown here) appeared first on the survey. (NZ participants did **not** see the NSW questions when completing the survey and vice versa).

75. Which DHB region are you based in?(NB these are in order of North to South)

- Northland
- Waitemata
- Auckland
- Counties Manukau
- Bay of Plenty
- Tairāwhiti
- Waikato
- Lakes
- Taranaki
- Hawkes Bay
- Whanganui
- MidCentral
- Wairarapa
- Hutt Valley
- Capital and Coast
- Nelson Marlborough
- West Coast
- Canterbury
- South Canterbury
- Southern



76. Would you describe the area in which you work as:

- Urban
- Rural
- Combined rural / urban

77. Do you primarily provide services for:

- Alcohol and other drugs
- Gambling

78. Do you work for an:

- Non government organisation (NGO)
- District Health Board (DHB)
- Primary health setting (eg PHO)
- Education / training provider
- Private practice
- Other (please specify)

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79. Please indicate which service delivery type (select all that apply)

| | Your organisation provides | You personally provide |
|---|----------------------------|--------------------------|
| Aftercare/Continuing care | <input type="checkbox"/> | <input type="checkbox"/> |
| Community/Outpatient therapeutic services | <input type="checkbox"/> | <input type="checkbox"/> |
| Consumer driven/Peer led service | <input type="checkbox"/> | <input type="checkbox"/> |
| Drug treatment unit (DTU) | <input type="checkbox"/> | <input type="checkbox"/> |
| Education/Training | <input type="checkbox"/> | <input type="checkbox"/> |
| Health promotion | <input type="checkbox"/> | <input type="checkbox"/> |
| Kaupapa Māori service | <input type="checkbox"/> | <input type="checkbox"/> |
| Other cultural service | <input type="checkbox"/> | <input type="checkbox"/> |
| Opioid substitution treatment (OST, OTS) | <input type="checkbox"/> | <input type="checkbox"/> |
| Research | <input type="checkbox"/> | <input type="checkbox"/> |
| Residential treatment | <input type="checkbox"/> | <input type="checkbox"/> |
| Single session screening and assessment (eg SPOE) | <input type="checkbox"/> | <input type="checkbox"/> |
| Telehealth | <input type="checkbox"/> | <input type="checkbox"/> |
| Withdrawal management | <input type="checkbox"/> | <input type="checkbox"/> |
| Other (please specify below) | <input type="checkbox"/> | <input type="checkbox"/> |

Other



80. Is your primary target population:

- Older People Population
- Adult Population
- Infant, Child and Youth Population
- Mixed Population
- Other (please specify)

81. What is your current employment status?

- Full time (30hrs+pw)
- Part time
- Voluntary
- Student / intern
- Other (please specify)



82. Which of the following best describes your current role(s):

| | Primary role (chose one) | Secondary role (chose one-if appropriate) |
|----------------------------------|--------------------------|---|
| Addiction / CEP practitioner | <input type="radio"/> | <input type="radio"/> |
| Administrator | <input type="radio"/> | <input type="radio"/> |
| Consumer advisor | <input type="radio"/> | <input type="radio"/> |
| Counsellor | <input type="radio"/> | <input type="radio"/> |
| Cultural advice / support | <input type="radio"/> | <input type="radio"/> |
| Educator / Trainer | <input type="radio"/> | <input type="radio"/> |
| Family / Whānau worker | <input type="radio"/> | <input type="radio"/> |
| Manager / Team Leader | <input type="radio"/> | <input type="radio"/> |
| Medical Officer / GP | <input type="radio"/> | <input type="radio"/> |
| Nurse | <input type="radio"/> | <input type="radio"/> |
| Occupational Therapist | <input type="radio"/> | <input type="radio"/> |
| Peer Support Worker | <input type="radio"/> | <input type="radio"/> |
| Psychologist | <input type="radio"/> | <input type="radio"/> |
| Psychiatrist | <input type="radio"/> | <input type="radio"/> |
| Researcher / Quality / Evaluator | <input type="radio"/> | <input type="radio"/> |
| Social Worker | <input type="radio"/> | <input type="radio"/> |
| Whānau ora worker | <input type="radio"/> | <input type="radio"/> |
| Youth Worker | <input type="radio"/> | <input type="radio"/> |

Other (please specify)

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83. Approximately how much of your work is:

| | None | Some | About half | Most | All |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Face-to-face with clients / tāngata whai ora | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Paperwork / administration | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Working across services / liaising and networking | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Training and education | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Research / quality / evaluation | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Other | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Other (please specify)

84. Please indicate how often each of the following applies to you:

| | Never / hardly ever | Seldom | Sometimes | Often | Always |
|--|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Do you have to keep your eyes on lots of things while you work? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Does your work require that you remember a lot of things? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Does your work demand that you are good at coming up with new ideas? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Does your work require you to make quick decisions? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Does your work require you to make difficult decisions? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you have to make decisions of great importance to your place of work? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you have a responsible job? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Does your work require a wide knowledge? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| How often do you have to deal with difficult problems in your work? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

85. Please indicate how often each of the following applies to you:

| | Never / hardly ever | Seldom | Sometimes | Often | Always |
|--|------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Does your work put you in emotionally disturbing situations? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Is your work emotionally demanding? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you get emotionally involved in your work? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Does your work require that you get personally involved? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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86. How many years experience do you have working in:

| | Addiction sector | Mental health sector | Your current position |
|--------------------------------|--------------------------|--------------------------|--------------------------|
| Nil | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Less than 6 months | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 months to 1 year | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 1 year to less than 2 years | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 years to less than 5 years | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 years to less than 10 years | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10 years to less than 20 years | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 20 years + | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Other (please specify)

87. What is the highest qualification you have attained that is:

| | Addiction related | Not addiction related |
|-----------------------------------|--------------------------|--------------------------|
| Nil | <input type="checkbox"/> | <input type="checkbox"/> |
| High school/College qualification | <input type="checkbox"/> | <input type="checkbox"/> |
| Accredited short course | <input type="checkbox"/> | <input type="checkbox"/> |
| Certificate L1-5 | <input type="checkbox"/> | <input type="checkbox"/> |
| Diploma | <input type="checkbox"/> | <input type="checkbox"/> |
| Graduate Certificate | <input type="checkbox"/> | <input type="checkbox"/> |
| Graduate Diploma | <input type="checkbox"/> | <input type="checkbox"/> |
| Undergraduate Degree | <input type="checkbox"/> | <input type="checkbox"/> |
| Post Graduate Certificate | <input type="checkbox"/> | <input type="checkbox"/> |
| Post Graduate Diploma | <input type="checkbox"/> | <input type="checkbox"/> |
| Masters Degree | <input type="checkbox"/> | <input type="checkbox"/> |
| PhD/Doctoral Degree | <input type="checkbox"/> | <input type="checkbox"/> |
| Other | <input type="checkbox"/> | <input type="checkbox"/> |

Other (please specify)



88. Which of the following professional bodies are you affiliated with? (Select all that apply)

| | Professional registration status | Member only/inactive status |
|--|----------------------------------|-----------------------------|
| nil | <input type="checkbox"/> | <input type="checkbox"/> |
| dapaanz | <input type="checkbox"/> | <input type="checkbox"/> |
| NZAC - NZ Association of Counsellors | <input type="checkbox"/> | <input type="checkbox"/> |
| NCNZ - Nursing Council of NZ | <input type="checkbox"/> | <input type="checkbox"/> |
| Te Ao Maramatanga | <input type="checkbox"/> | <input type="checkbox"/> |
| DANA - Drug and Alcohol Nurses Australasia | <input type="checkbox"/> | <input type="checkbox"/> |
| ANZASW - Aotearoa NZ Association for Social Workers | <input type="checkbox"/> | <input type="checkbox"/> |
| SWRB - Social Workers Registration Board | <input type="checkbox"/> | <input type="checkbox"/> |
| NZ Psychologists Board | <input type="checkbox"/> | <input type="checkbox"/> |
| RANZCP- Royal Australian and NZ College of Psychiatrists | <input type="checkbox"/> | <input type="checkbox"/> |

Other (please specify)

89. What is your age?

Prefer not to say

Age in years:

90. How do you identify your sex / gender? (Select all that apply)

- Male
- Female
- Non-binary / gender diverse
- Prefer to not say

Other preferred identity:



91. Do you identify as:

- Straight / heterosexual
- Rainbow (which may/may not include: lesbian, gay, queer, bisexual, takatāpui, fa'afafine, MVPFAFF)
- Prefer not to say

Other (please specify)

92. Which country were you born in?

- New Zealand
- Other (please specify)

93. If you were born in another country, how many years have you lived in New Zealand?(Please enter a single whole number)

94. Which ethnic groups do you belong to?(Select all that apply)

- New Zealand European/Pakeha
- Māori
- Pasifika
- Asian
- British
- Other European
- Other (please specify)



95. What languages are you comfortable speaking? (Select all that apply)

- English
- Te Reo Māori
- Other (please specify)

96. What is your living arrangement?

- Alone
- With partner/spouse only
- With partner/spouse and children
- With children only
- With friends
- With flatmates
- Other (please specify)

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97. What is the annual gross household income - from all sources, before tax or anything was taken out of it?

- Less than \$25,000
- \$25,001 - \$50,000
- \$50,001 - \$75,000
- \$75,001 - \$100,000
- \$100,001 - \$125,000
- \$125,001 - \$150,000
- \$150,001 - \$175,000
- \$175,001 - \$200,000
- More than \$200,000
- Don't know
- Prefer not to say

98. How many people do you live with that are dependent on the household income?(Enter '0' if nil or N/A)

Adults:

Children:

99. To what extent...

| | Never | Sometimes | Often | Always |
|---|-----------------------|-----------------------|-----------------------|-----------------------|
| Do you think that your organisation pays good salaries? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Can you live comfortably on your pay? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you think you are paid enough for the work that you do? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you think that you are fairly paid in comparison with other people in your organisation? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Do you think that the pay in your organisation is lower than the remuneration paid in comparable organisations? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

100. Do you identify as having a disability?

- No
- Yes
- Prefer not to say

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101. If you identify as having a disability, do you / your colleagues adjust work practices to accommodate your disability?

- N/A
- No
- Unsure
- Prefer not to say
- Yes (please specify)

102. Do you identify as having "lived experience"? (i.e. have you experienced problematic AOD use, gambling or mental health issues for which you may or may not have sought treatment or support) (Select all that apply)

- No
- Yes - AOD lived experience and have disclosed this in the workplace
- Yes - AOD lived experienced and have not disclosed this in the workplace
- Yes - gambling lived experience and have disclosed this in the workplace
- Yes - gambling lived experienced and have not disclosed this in the workplace
- Yes - mental health lived experience and have disclosed this in the workplace
- Yes - mental health lived experienced and have not disclosed this in the workplace
- Prefer not to say

103. If you identify as having lived experience, is this currently negatively impacting your life?

| | No - never | Yes - occasionally | Yes - regularly | Prefer not to say | Not applicable |
|---------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| AOD use | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Gambling | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Mental health | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

104. Is a family member's AOD use, gambling or mental health currently impacting your life?

| | No - never | Yes - occasionally | Yes - regularly | Prefer not to say | Not applicable |
|---------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| AOD use | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Gambling | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Mental health | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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105. People in New Zealand have different lifestyles, cultures, and beliefs that express their identity. How easy or hard is it for you to be yourself:

| | Very easy | Easy | Neither easy nor hard | Hard | Very hard |
|-----------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| In New Zealand? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| At work? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

106. I am confident that I have the necessary skills and knowledge to do my job effectively.

Strongly disagree Disagree Neither agree nor disagree Agree Strongly agree

107. Please indicate the extent to which you agree with each of the following statements:

| | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree |
|---|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|
| My organisation encourages and supports professional growth | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| You read about new ideas and techniques related to your duties each month | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| You have enough opportunities to keep your professional skills up-to-date | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| You regularly read professional articles or books related to your job | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| You do a good job of routinely updating and improving your skills | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

108. Please indicate the extent to which you agree with each of the following statements:

| | Strongly disagree | Disagree | Neutral | Agree | Strongly agree |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| I tend to bounce back quickly after hard times | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I have a hard time making it through stressful events | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| It does not take me long to recover from a stressful event | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| It is hard for me to snap back when something bad happens | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I usually come through difficult times with little trouble | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I tend to take a long time to get over set-backs in my life | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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109. Please indicate the extent to which you agree with each of the following statements:

| | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree | N/A |
|---|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|-----------------------|
| Clinicians have the capacity to positively influence outcomes for people with AOD/addiction disorders | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| There is little that can be done to help many people with AOD/addiction disorders | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| My contribution to positive outcomes is insignificant in comparison to other treatments, for example, medications | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I can make a positive difference to outcomes for most people with AOD/addiction disorders | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Positive outcomes are directly related to the quality of clinician skills and knowledge | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| There are always new skills and knowledge I can acquire to improve my work | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The outcome of AOD/addiction disorders is not significantly affected by clinician interventions | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| With my assistance most people with AOD/addiction disorders will recover | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Often there is little I can do to help people with their AOD/addiction disorders | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Even the most challenging clients can benefit from my intervention | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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110. Have you experienced any of the following in the workplace?

| | Never | Occasionally | Regularly |
|------------------------|-----------------------|-----------------------|-----------------------|
| Harassment | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Discrimination | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Bullying/intimidation | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Burnout | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Team cohesion | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Work overload | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Autonomy | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Positive relationships | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Understaffing | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

111. Please indicate the extent to which you agree with each of the following statements:

| | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree |
|---|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|
| Most of the time I know what I have to do in my job | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| In my job I know exactly what is expected of me | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I seldom know whether I'm doing my job well or poorly | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| In my job I know what is expected of me | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

112. Please indicate the extent to which you agree with each of the following statements:

| | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree |
|---|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|
| Staff here have the skills they need to do their jobs | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| More support staff are needed for getting tasks completed | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Frequent staff turnover here is a problem | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Staff here usually have enough time to complete assigned duties | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| There are enough staff here to meet organisational needs | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Staff here are qualified for their duties | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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113. Please indicate the extent to which you agree with each of the following statements:

| | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree |
|---|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|
| Ideas or suggestions from staff get a fair hearing from management | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The formal and informal communication channels here work fine | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The staff here are kept well informed by management | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| More open discussions about issues would be helpful | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Staff members here always feel free to ask questions and express their concerns | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

114. Please indicate the extent to which you agree with each of the following statements:

| | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree |
|--|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|
| You have too many pressures to do your job effectively | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The staff here often shows signs of stress and strain | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| You feel a lot of stress here | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The heavy workload reduces staff effectiveness | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Staff frustration is common here | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

115. Please indicate the extent to which you agree with each of the following statements:

| | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree |
|---|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|
| Staff here all get along very well | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| There is too much friction among staff members | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The staff here work together effectively as a team | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Staff here are always quick to help one another when needed | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Mutual trust and cooperation among staff here are strong | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Some staff members do not do their fair share of work | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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116. Please indicate the extent to which you agree with each of the following statements:

| | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree |
|--|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|
| Too many staff decisions have to be reviewed by someone else | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Management here fully trust your professional judgement | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Staff members are given broad authority in carrying out their duties | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Staff here are free to try out different ideas or techniques | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| There are too many rules and limitations here | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

117. To what extent would you say that your line manager....

| | To a very small extent | To a small extent | Somewhat | To a large extent | To a very large extent |
|--|------------------------|-----------------------|-----------------------|-----------------------|------------------------|
| Appreciates the staff and shows consideration for the individual? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Makes sure that the individual member of staff has good development opportunities? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Gives high priority to further training and personnel planning? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Gives high priority to job satisfaction? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Is good at work planning? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Is good at allocating work? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Is good at solving conflicts? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Is good at communicating with the staff? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |



118. How freely can you talk with the following people?

| | Extremely | Very much | Somewhat | Not at all |
|---|-----------------------|-----------------------|-----------------------|-----------------------|
| Superiors, managers, team leaders, etc. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Co-workers | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Spouse, family, friends, etc. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

119. How well will the following people listen to you when you ask for advice on personal matters?

| | Extremely | Very much | Somewhat | Not at all |
|---|-----------------------|-----------------------|-----------------------|-----------------------|
| Superiors, managers, team leaders, etc. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Co-workers | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Spouse, family, friends, etc. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

120. How reliable are the following people when you are troubled?

| | Extremely | Very much | Somewhat | Not at all |
|---------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Superiors, managers, team leaders etc | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Co-workers | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Spouse, family, friends, etc. | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

121. What practices / initiatives are provided by your employer to support your work?(Select all that apply)

- Recognition of additional time worked (e.g. TIL, overtime)
- Flexible work practices (e.g. start/end times, work from home, unpaid leave)
- Annual salary increments (not related to performance)
- Laptop/mobile/vehicle use
- Employee assistance program (access to support when needed)
- Support for professional development (e.g. study leave, fees paid, conferences etc)
- Long service leave (or other recognition of service)
- None
- I don't know
- Other (please specify)



122. What training and professional development systems are in place in your organisation that you are aware of? (Select all that apply)

- No formal systems in place
- Unsure of what systems are in place
- Study / conference leave
- Financial assistance for education / training
- In-house training programs
- Clinical supervision
- Performance reviews and feedback
- Mentoring / coaching
- Other (please specify)

123. Which of these supervision opportunities do you have access to?(Select all that apply)

- Internal clinical supervision
- External clinical supervision
- Line management
- Peer supervision
- Mentoring / coaching
- Cultural supervision
- Not applicable

124. How **frequently** do you access the following supervision opportunities?

| | Fortnightly or more | Once a month | Once every 3 months | Once every 6 months | Once a year or less | N/A |
|-------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Internal clinical supervision | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| External clinical supervision | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Line management | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Peer supervision | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Mentoring / coaching | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Cultural supervision | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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125. How satisfied are you with the amount of supervision you have received?

| | Quite dissatisfied | Indifferent or mildly dissatisfied | Mostly satisfied | Very satisfied | N/A |
|-------------------------------|-----------------------|------------------------------------|-----------------------|-----------------------|-----------------------|
| Internal clinical supervision | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| External clinical supervision | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Line management | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Peer supervision | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Mentoring / coaching | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Cultural supervision | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

126. How would you rate the quality of supervision you have received?

| | Poor | Fair | Good | Excellent | N/A |
|-------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Internal clinical supervision | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| External clinical supervision | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Line management | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Peer supervision | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Mentoring / coaching | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Cultural supervision | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |



127. Please indicate the extent to which you agree with each of the following statements:

| | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree |
|---|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|
| I have too much work to do everything well | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I never seem to have enough time to get everything done | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| The amount of work I am asked to do is fair | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

128. The following 17 statements are about how you feel at work. Please read each statement carefully and decide if you ever feel this way about your job.

| | Never | Almost never (a few times a year or less) | Rarely (once a month or less) | Sometimes (a few times a month) | Often (once a week) | Very often (a few times a week) | Always (every day) |
|--|-----------------------|---|-------------------------------|---------------------------------|-----------------------|---------------------------------|-----------------------|
| At my work, I feel bursting with energy | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I find the work that I do full of meaning and purpose | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Time flies when I'm working | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| At my job, I feel strong and vigorous | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I am enthusiastic about my job | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| When I am working, I forget everything else around me | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| My job inspires me | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| When I get up in the morning, I feel like going to work | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I feel happy when I am working intensely | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I am proud of the work that I do | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I am immersed in my work | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I can continue working for very long periods at a time | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| To me, my job is challenging | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I get carried away when I'm working | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| At my job, I am very resilient, mentally | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| It is difficult to detach myself from my job | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| At my work I always persevere, even when things do not go well | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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129. Below are a number of statements that describe different feelings that you may feel at work. Please indicate how often, **in the past 30 workdays**, you have felt each of the following feelings:

| | Never or almost never | Very infrequently | Quite infrequently | Sometimes | Quite frequently | Very frequently | Always or almost always |
|---|-----------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-------------------------------|
| I feel tired | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I have no energy for going to work in the morning | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I feel physically drained | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I feel fed up | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I feel like my "batteries" are "dead" | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I feel burned out | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| My thinking process is slow | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I have difficulty concentrating | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I feel I'm not thinking clearly | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I feel I'm not focused in my thinking | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I have difficulty thinking about complex things | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I feel I am unable to be sensitive to the needs of coworkers and clients | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I feel I am not capable of investing emotionally in coworkers and clients | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I feel I am not capable of being sympathetic to co-workers and clients | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

130. Please indicate the extent to which you agree with each of the following statements:

| | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree |
|---|-----------------------|-----------------------|-------------------------------|-----------------------|-----------------------|
| You are satisfied with your present job | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| You would like to find a job somewhere else | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| You feel appreciated for the job you do | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| You like the people you work with | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| You give high value to the work you do here | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| You are proud to tell others where you work | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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131. Please indicate the extent to which you agree with each of the following statements:

| | Strongly disagree | Disagree | Neither agree nor disagree | Agree | Strongly agree |
|---|-----------------------|-----------------------|----------------------------|-----------------------|-----------------------|
| I have thought about leaving my job | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I plan to look for a new job over the next 12 months | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I intend to search for a new job within the AOD / addiction field but outside my current organisation | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| I intend to search for a new job outside the AOD / addiction field | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

132. In the next 12 months, what is the chance that you could lose your job for a reason that is beyond your control?

Almost certain
 A high chance
 A medium chance
 A low chance
 Almost no chance
 Don't know

133. Please indicate how often you:

| | Always | Often | Sometimes | Rarely | Never |
|---------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Take work home | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Are interrupted at home by work | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |



134. Approximately how many hours per week do you spend on:(enter '0' if nil or N/A)

Working additional hours at your current place of employment (e.g. paid overtime, time in lieu):

Other paid employment (AOD/addiction related):

Other paid employment (non-AOD/addiction related):

Voluntary work (AOD/addiction related):

Voluntary work (non-AOD/addiction related):

Social / recreational / cultural activities:

Time with family / Whānau:

135. Overall, how satisfied or dissatisfied are you with the balance between your work and other aspects of your life (such as time with your family or leisure)?

- Very dissatisfied
- Dissatisfied
- Neither dissatisfied nor satisfied
- Satisfied
- Very satisfied

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136. In general, would you say your health is:

| Poor | Fair | Good | Very good | Excellent |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

137. How often do you:

| | Never | Rarely | Sometimes | Often | Always |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Do 30 mins or more of moderate intensity activity? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Eat 5+ servings of fruit and vegetables | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Get as good night's sleep | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Take breaks during the work day (e.g. for lunch, exercise, between appointments) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Take time off when sick | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Take time out (e.g. go on a trip, go to the beach) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Spend time with people you care about | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Participate in community (e.g. social, voluntary activities) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Take notice / practice mindfulness | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Engage in learning opportunities | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Ask for help when you need it | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

138. How satisfied are you...

| | Very dissatisfied | Dissatisfied | Neither satisfied nor dissatisfied | Satisfied | Very satisfied |
|--|-----------------------|-----------------------|------------------------------------|-----------------------|-----------------------|
| With your health? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| With your ability to perform your daily living activities? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| With yourself? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| With your personal relationships? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| With the conditions of your living place? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

139. Do you have enough...

| | Not at all | A little | Moderately | Mostly | Completely |
|---------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Energy for everyday life? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Money to meet your needs? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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140. In the past three months, how often have you used the following substances:

| | Never | Once or twice | 1-3 times per month | 1-4 times per week | Daily or almost daily |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Tobacco (such as cigarettes, snuff, chewing tobacco, cigars etc) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Alcoholic beverages (such as beer, wine, hard liquor, etc) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Alcoholic beverages - Q2. How often have you had 5 (male)/ 4 (female) or more drinks on one occasion? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Marijuana (cannabis, pot, grass, reefer, weed, ganja, hash, chronic, blunts etc) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Cocaine or Crack (coke, blow, snow, flake, toot, rock etc) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Amphetamine-type stimulants (such as Ritalin, Concerta, Adderall, diet pills, uppers, methamphetamine, speed, crystal meth, P, ice, glass, fire, crank etc) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Sedatives or sleeping pills (such as valium, Ativan, Xanax, Halcion, Librium, Rohynol, Serepax, Seconal, Phenobarbital, GHB, Ketamin, downers, tranquilisers, sedatives, hypnotics etc) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Prescription pain medication or Heroin or opioids (such as fentanyl, oxycodone, Oxycontin, Percocet, hydrocone, Vicodin, methadone, buprenorphine, codeine, Darvon, Dilaudid, Demerol, Tylenol, morphine, poppies, poppy seeds etc) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Other (Ecstasy, Molly, MDMA, Hallucinogens, Inhalants etc) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

141. Has a friend or relative or anyone else ever expressed concern about your use of the substances you just mentioned?

| | Not applicable (have not used that substance) | No, never | Yes, in the past 3 months | Yes, but not in the past 3 months |
|--|---|-----------------------|---------------------------|-----------------------------------|
| Tobacco (such as cigarettes, snuff, chewing tobacco, cigars etc) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Alcoholic beverages (such as beer, wine, hard liquor, etc) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Marijuana (cannabis, pot, grass, reefer, weed, ganja, hash, chronic, blunts etc) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Cocaine or Crack (coke, blow, snow, flake, toot, rock etc) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Amphetamine-type stimulants (such as Ritalin, Concerta, Adderall, diet pills, uppers, methamphetamine, speed, crystal meth, P, ice, glass, fire, crank etc) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Sedatives or sleeping pills (such as valium, Ativan, Xanax, Halcion, Librium, Rohynol, Serepax, Seconal, Phenobarbital, GHB, Ketamin, downers, tranquilisers, sedatives, hypnotics etc) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Prescription pain medication or Heroin or opioids (such as fentanyl, oxycodone, Oxycontin, Percocet, hydrocone, Vicodin, methadone, buprenorphine, codeine, Darvon, Dilaudid, Demerol, Tylenol, morphine, poppies, poppy seeds etc) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Other (Ecstasy, Molly, MDMA, Hallucinogens, Inhalants etc) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

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142. How would you rate your quality of life?

Very poor Poor Neither poor nor good Good Very good

143. In general, do you feel supported to undertake your role?

Yes

No

Comments:

144. Is there anything else you would like to tell us to help us better understand the health and wellbeing of the AOD / addiction workforce?

145. Do you have any suggestions on how we could better support the health and wellbeing of the AOD / addiction workforce?



Appendix B: Scoring of scales

Brief Job Stress Questionnaire (BJSQ)

- Survey questions 47-49
- 3 subscales:
 - Superior support
 - Co-worker support
 - Friend and family support
- Scores for each subscale range from 3 – 12 (high score = high social support)
- Scoring guidelines:
 - 3 – 5 = low support
 - 6 – 8 = moderate support
 - 9 – 12 = high support

Brief Resilience Scale (BRS)

- Survey question 37
- Total score
- Scores range from 1 – 6 (high score = high resilience)
- Scoring guidelines²:
 - 1.00 – 2.99: low resilience
 - 3.00 – 4.30: normal resilience
 - 4.31 – 6.00: high resilience

Copenhagen Psychosocial Questionnaire (COPSOQ)

- Survey questions 29, 30, 46
- 3 subscales:
 - Quality of leadership
 - Cognitive demands
 - Emotional demands
- Scores range from 0 – 100 (high score = high values on the respective subscale)
- Scoring guidelines:
 - 0.00 – 49.99: low
 - 50.00 – 74.00: average
 - 75.00 – 100.00: high

² As per: Smith, B., Dalen, J., Wiggins, K., Tooley, E. Christopher, P. & Bernard, J. (2008). The Brief Resilience Scale: Assessing the Ability to Bounce Back. *International Journal of Behavioral Medicine*, 15, 194-200.



Texas Christian University Organisational Readiness for Change (ORC)

- Survey questions 36, 40, 41, 42, 43, 44, 58
- 7 subscales:
 - Staffing
 - Growth
 - Communication
 - Stress
 - Satisfaction
 - Cohesion
 - Autonomy
- Scores range from 10-50 (high score = high values on the respective subscale)
- Scoring guidelines:
 - 10.00 – 24.99: Agree
 - 25.00 – 34.99: Neither agree nor disagree
 - 35.00 – 50.00: Agree

Shirom-Melamed Burnout Measure (SMBM)

- Survey question 57
- 3 subscales plus total burnout score
 - Physical fatigue
 - Emotional exhaustion
 - Cognitive weariness
- Scores for each subscale range from 1 – 7 (high score = high values on the respective subscale)
- Total score computed by averaging item scores
- Scoring guidelines³:
 - 1.00 – 5.49: not burned out
 - 5.5 – 7.00: burned out

Utrecht Work Engagement Scale (UWES)

- Survey question 56
- 3 subscales plus total score
 - Vigour
 - Dedication
 - Absorption
- Scores for each scale range between 0-6 (high score = high values on the respective subscale)

³ As per: Bianchi, R., & Schonfeld, I.S. (2016). Burnout is associated with a depressive cognitive style. *Personality and Individual Differences, 100*,1-5.



- Total score computed by averaging item scores
- Scoring guidelines:
 - 0.00 – 1.49: Engaged a few times a year (including never)
 - 1.50 – 3.49: Engaged once or a few times a month
 - 3.50 – 5.49: Engaged once or a few times a week
 - 5.50 – 6.00: Engaged every day

Quality of Life (QOL)

- Survey questions 69, 70, 71
- 8 items
- Scores for each item range from 1 – 5 (high score = high quality of life)
- Total score computed by averaging item scores
- Scoring guidelines:
 - 1 – 2.49 = very poor / poor quality of life
 - 2.5 – 3.49 = neither good nor poor quality of life
 - 3.5 – 5.0 = good / very good quality of life

Therapeutic Optimism Scale (TOS)

- Survey question 38
- Total score
- Scores range from 10-50 (high scores = high optimism)
- Scoring guidelines:
 - 10.00 – 24.99: Disagree
 - 25.00 – 24.99: Neither agree nor disagree
 - 35.00 – 50.00: Agree

Role Ambiguity Scale (RAS)

- Survey question 39
- Two items
- Scores range from 2 – 10 (high score = high role ambiguity)

Workload Scale (WS)

- Survey question 55
- Three items
- Scores range from 3 – 15 (high score = high workload)

Turnover Intentions Scale (TIS)

- Survey question 60
- Four items
- Scores range from 4 – 20 (high score = high turnover intention)