

# Worker wellbeing

Sianne Hodge, Program Manager, NADA

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## Acknowledgement of Country



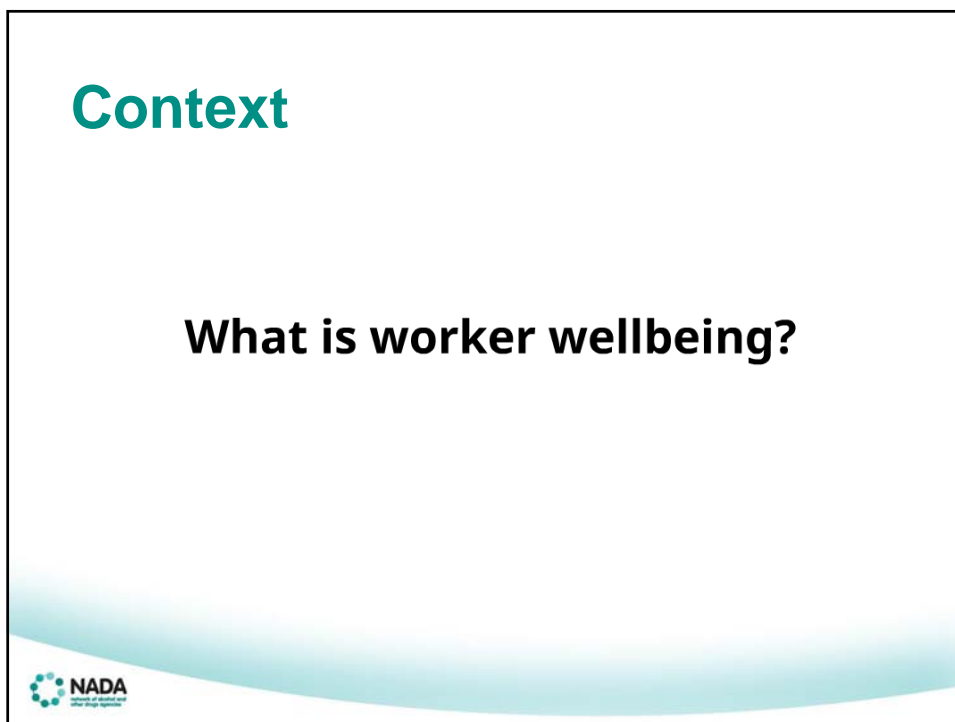
I proudly acknowledge Aboriginal and Torres Strait Islander people as the Traditional Custodians of the lands upon which I live, walk and work and pay my respects to Elders past, present and emerging.



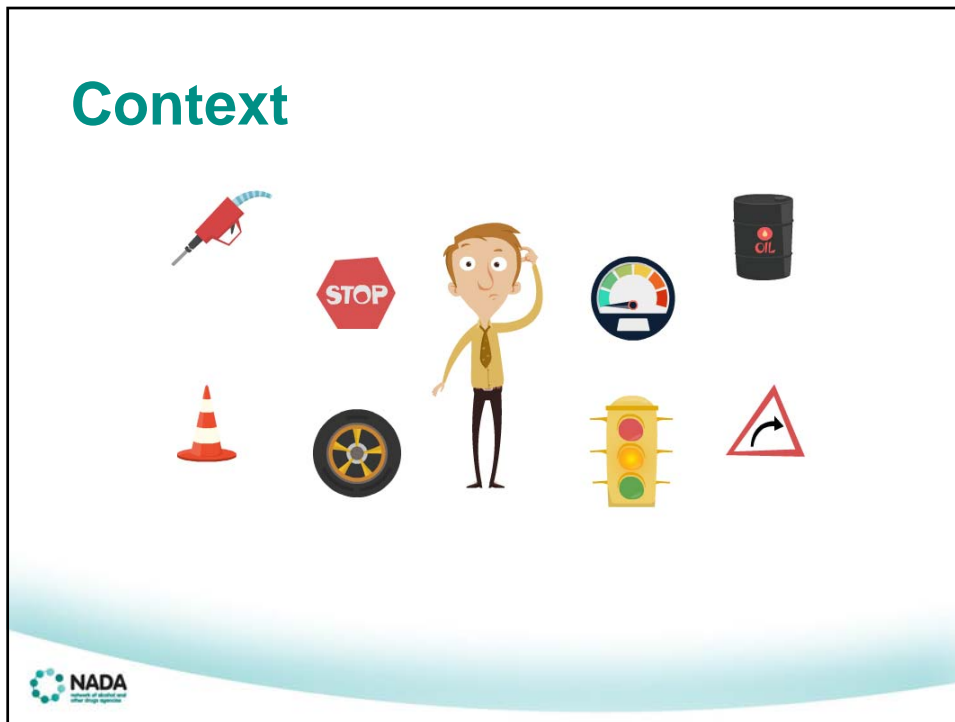
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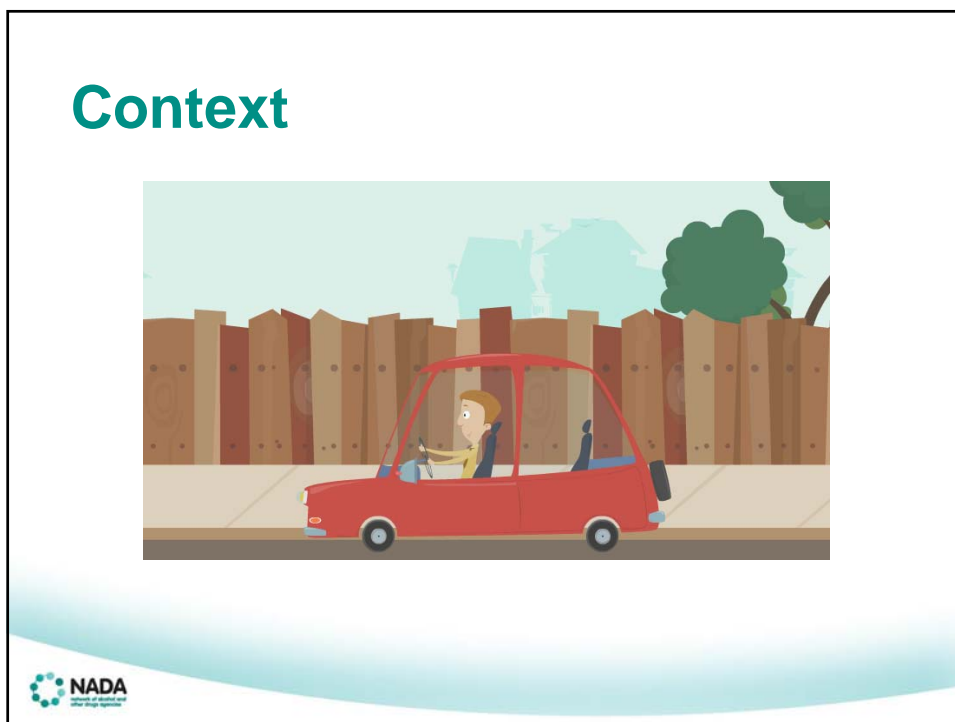
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## Context



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## Context



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## Context



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## Context

### Burnout

Recognised and included in the ICD-11 by the WHO as a syndrome resulting from chronic workplace stress that has not been successfully managed.

Characterized by three dimensions:

- 1) feelings of energy depletion or exhaustion;
- 2) increased mental distance from one's job, or feelings of negativism or cynicism related to one's job; and,
- 3) reduced professional efficacy.



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# Context


## The ABCs of self-care




The slide features a white background with a light blue curved gradient at the bottom. The word "Context" is written in a teal font at the top left. The title "The ABCs of self-care" is centered in a bold black font. In the bottom left corner, there is a small logo for NADA (National Association of Dietitians Australia) consisting of a green circular icon and the text "NADA" above "National Association of Dietitians Australia".

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# Context



## Awareness



The slide features a white background with a light blue curved gradient at the bottom. The word "Context" is written in a teal font at the top left. In the center, there is a cartoon illustration of a man with brown hair, wearing a yellow shirt and black tie, holding a magnifying glass over his eye. Below the illustration, the word "Awareness" is written in a bold black font. In the bottom left corner, there is a small logo for NADA (National Association of Dietitians Australia) consisting of a green circular icon and the text "NADA" above "National Association of Dietitians Australia".

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## Context



**Balance**



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## Context



**Connection**



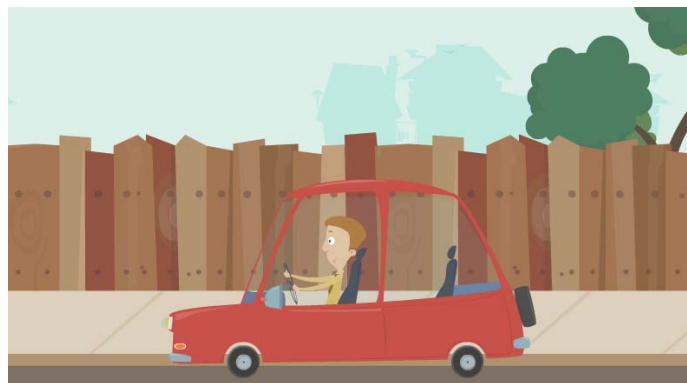
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# Context



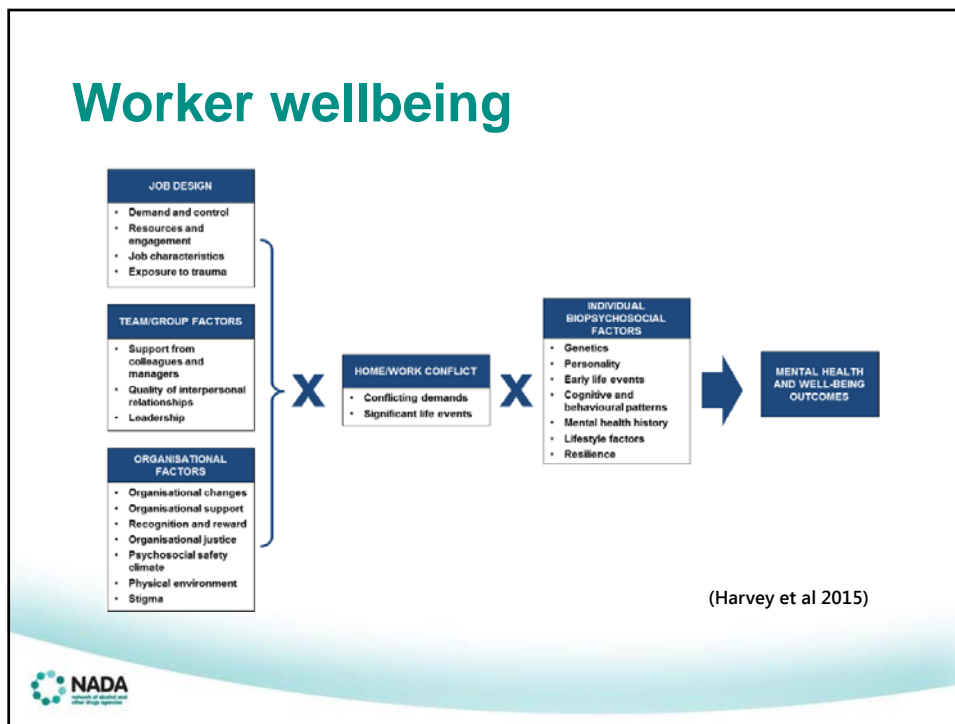
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# Context



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## Workplace wellbeing

Relative effectiveness	Intervention level	Goal	Example strategies and corresponding activities	
Most effective ↓ Least effective	Primary	Promotion: Eliminate or reduce job-related stressors and increase protective factors	Reduce job demands	Increase time or other resource allocation to complete job tasks
			Increase job control	Provide breaks from client-based work
			Strengthen relationships and supports	Increase worker involvement in work planning and decision making
	Secondary	Protection: Alter perceptions and responses to job-related stressors		Assess and integrate employee needs into planning of work schedules
				Assess and integrate employee needs to optimise supervisory social support
				Create clear promotion pathways
Tertiary	Support: Provide support to workers experiencing job-related illness	Alter responses to job stressors	Provide mindfulness training	
		Improve coping and resilience	Provide stress management training	
		Detect stress symptoms and intervene early	Conduct wellbeing checks and assess and respond to results at a group level	
		Treat job-related stress illness	Provide access to counselling and EAP	
		Support workers to return to work	Include modification of job stressors in RTW plans	

(adapted from LaMontagne & Keegel 2010)

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## Project description

- In 2017, NADA commissioned NCETA to survey the AOD workforce in NSW.
- Key research questions included:
  - i. What is the demographic and professional profile of NGO AOD workers in NSW?
  - ii. To what extent are they supported to perform their roles?
  - iii. To what extent are they satisfied working in the NGO AOD sector?

(Kostadinov et al, 2018)

The NADA logo is located in the bottom left corner of the slide.

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# Methods

## Recruitment

- NGO AOD workers in NSW
- Snowball sampling method

## Data collection

- Customised online survey
- Hosted on SurveyMonkey
- Administered Sep - Nov 2017

**Wellbeing of the workforce**

Do you work in the AOD/addiction sector?

Complete our survey to help us learn about you, your workplace, and your sense of wellbeing.

Worker wellbeing is receiving increasing attention. However, little is known about the wellbeing status of the AOD/addiction workforce.

Matus Raki (Addiction Workforce Development, New Zealand), NADA (Network of Alcohol and other Drug Agencies, NSW peak body organisation for NAO) and NCETA (The National Centre for Education and Training on Addiction, Australia) are working in collaboration to examine worker wellbeing, quality of life and resilience, and associated contributory factors.

We would like you to complete an anonymous online survey which will take about 20-30 minutes. A paper version can be made available from the contacts below.

The survey can be accessed here: [www.surveymonkey.com/s/WorkerWellbeingSurvey](https://www.surveymonkey.com/s/WorkerWellbeingSurvey) or by following the QR code.

Additional information can be found on our website: [www.matusraki.org.nz](http://www.matusraki.org.nz), [www.nada.org.au](http://www.nada.org.au), or by contacting the researchers: [kate.brown@matusraki.org.nz](mailto:kate.brown@matusraki.org.nz), [info@nada.org.au](mailto:info@nada.org.au).

This survey will be available until end October. All participants will have the chance to go in the draw to win an iPad mini.

Thank you for your interest.

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# Methods

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
Engagement	Utrecht work engagement scale	Quality of leadership	8
		Vigour	6
Burnout	Shirom-Melamed burnout measure	Dedication	5
		Absorption	6
		Physical fatigue	6
Resilience	Brief resilience scale	Emotional exhaustion	3
		Cognitive weariness	5
		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
Feedback	Knowledge of performance scale	n/a	2
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
Negative workplace experiences			3
Satisfaction working in NGO sector			1
Work-life balance			3
Self-rated health			1
Healthy behaviours			11

(Roche et al 2018)

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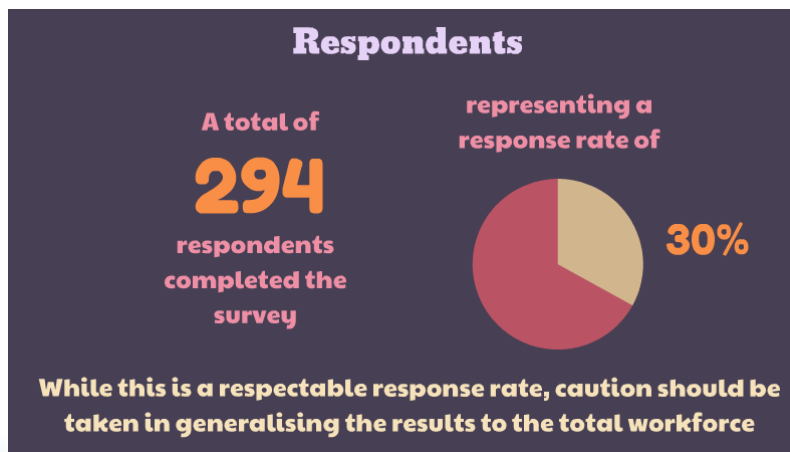


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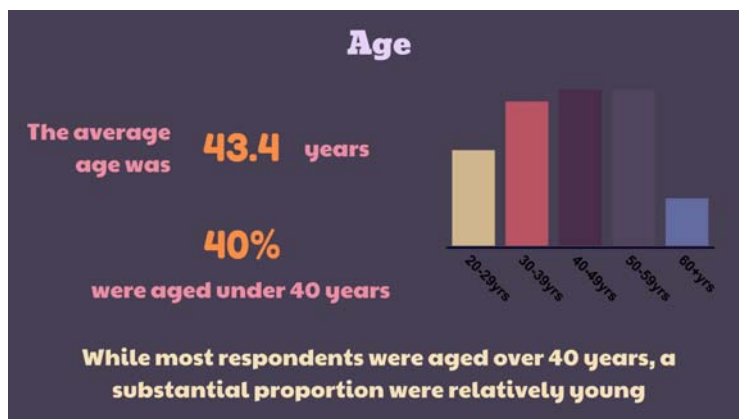
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## Results



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## Results



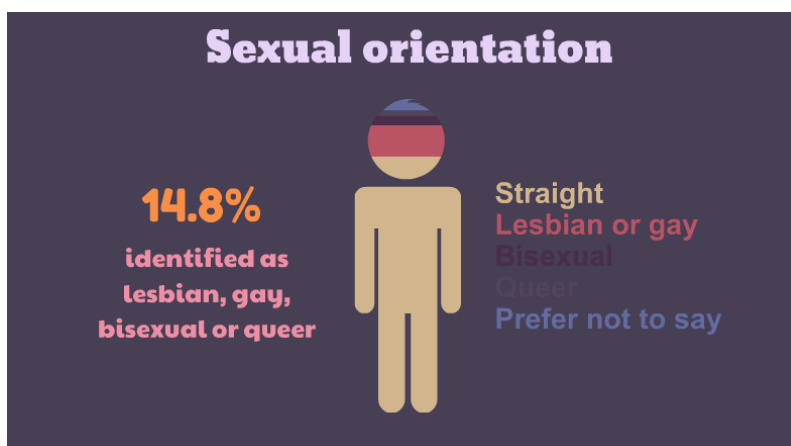
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## Results

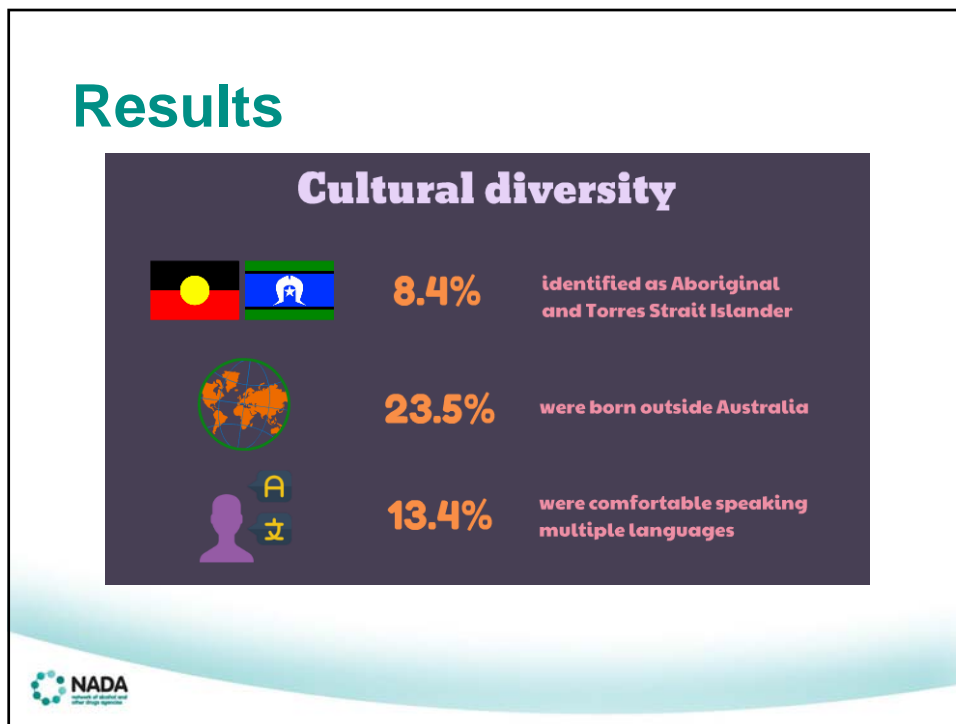


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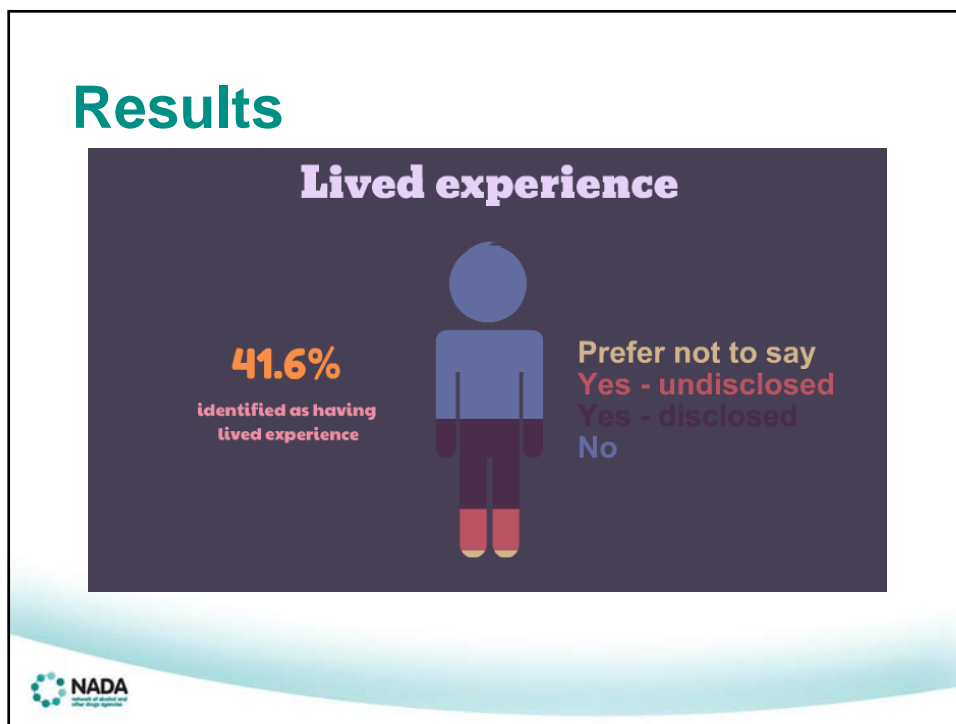
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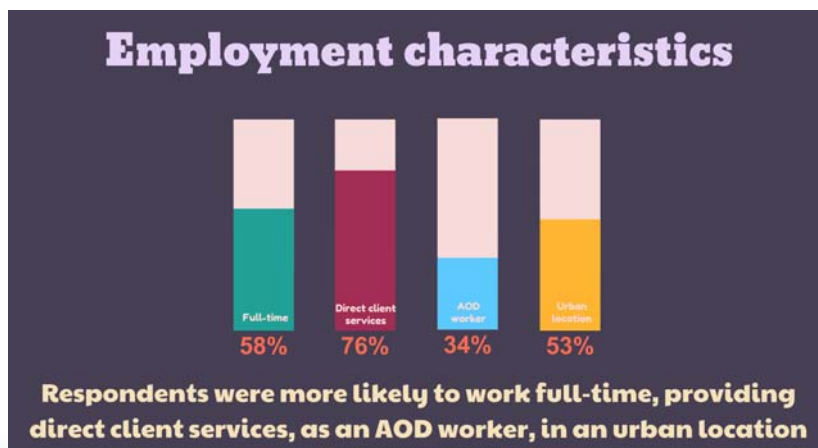


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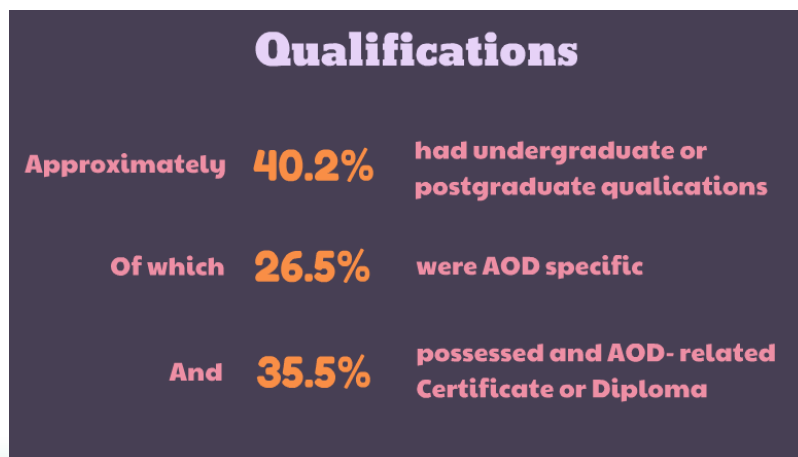
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## Results



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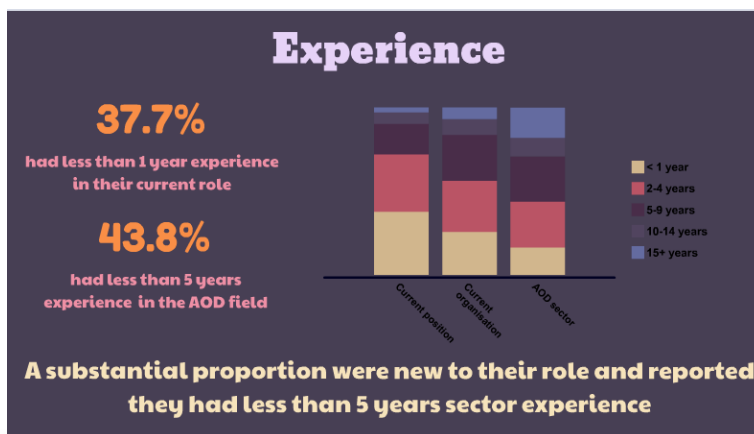
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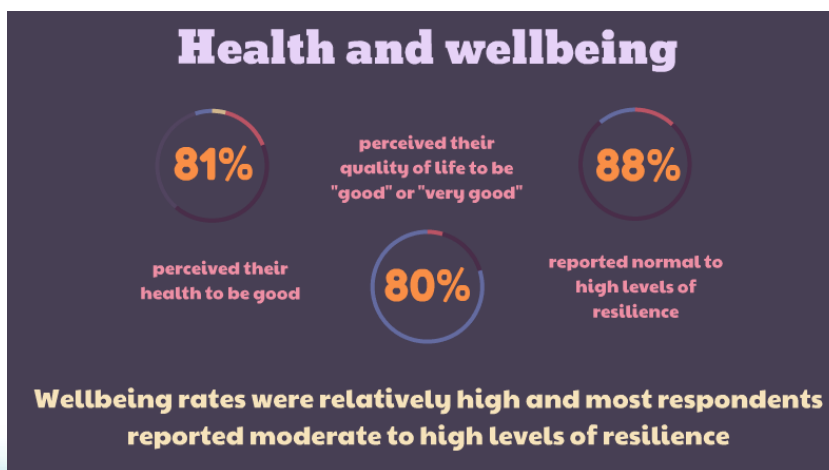


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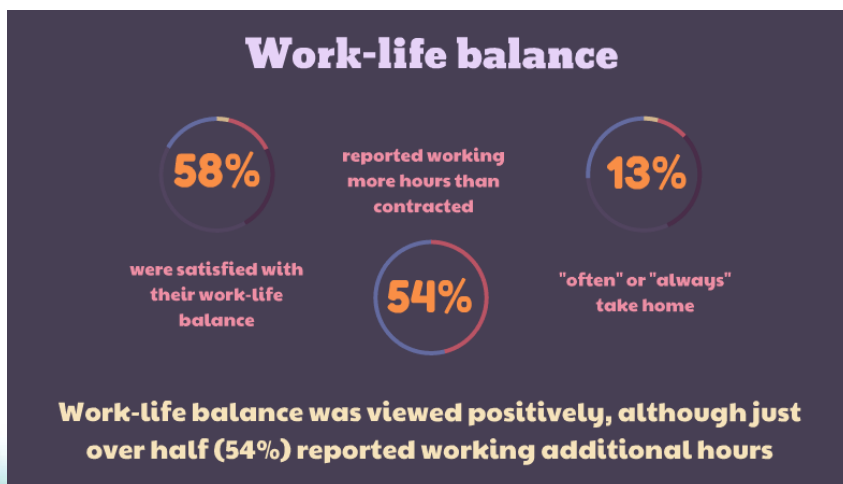
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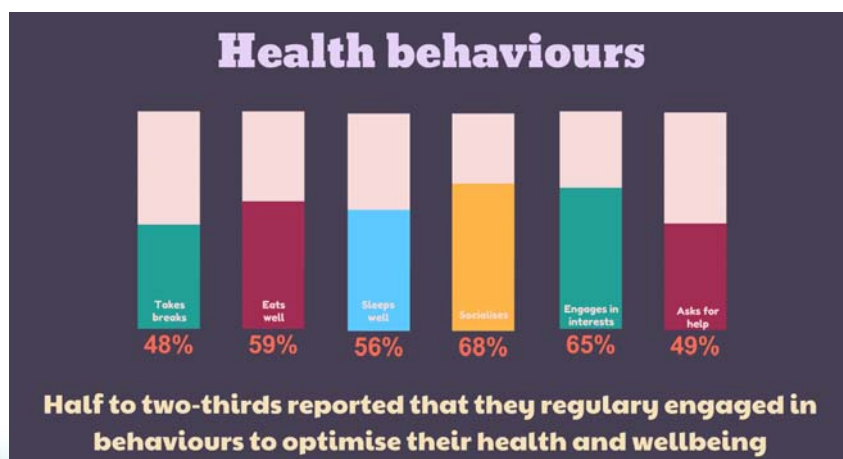
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## Results



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## Results



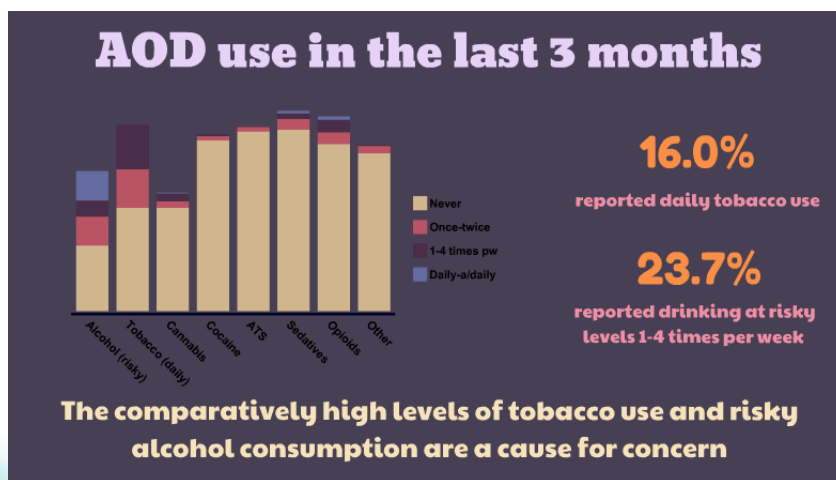
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## Results

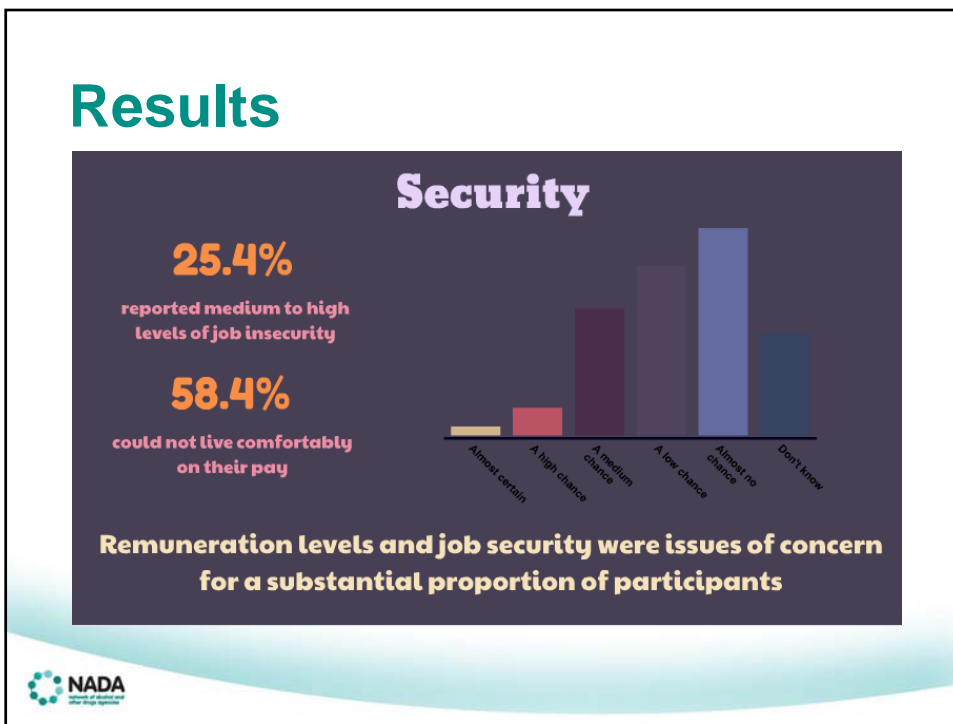


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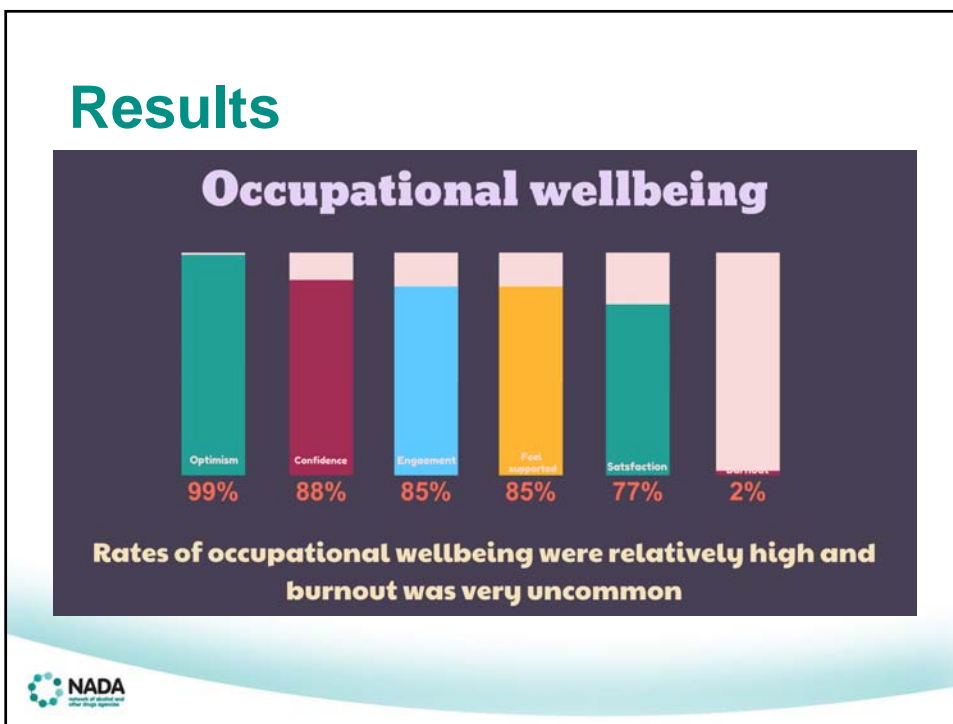
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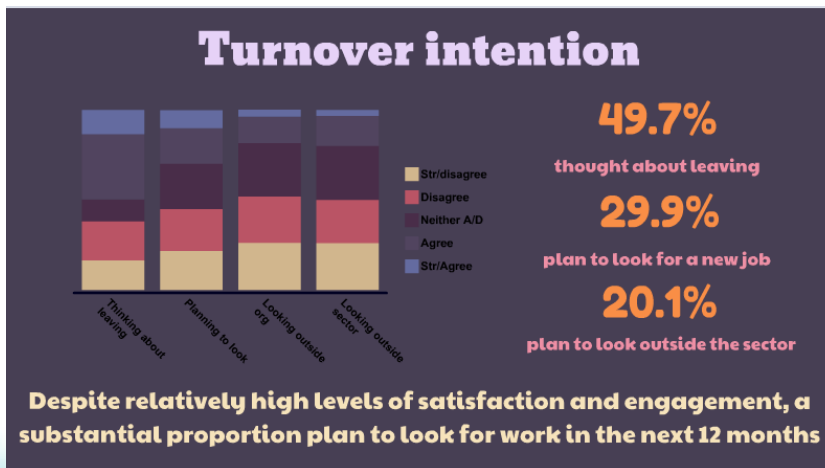


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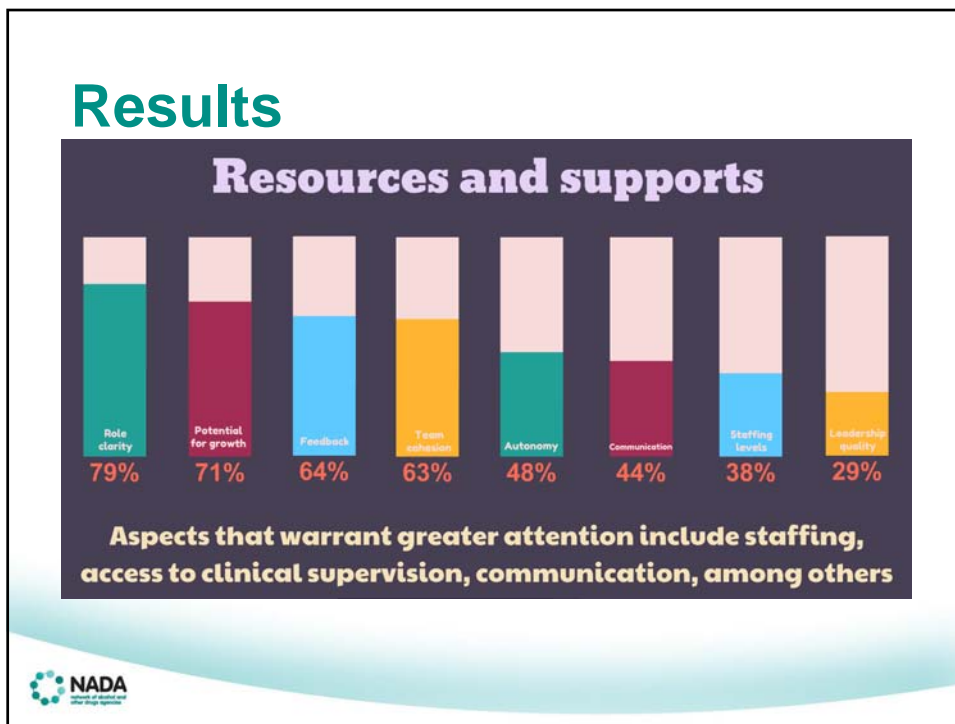


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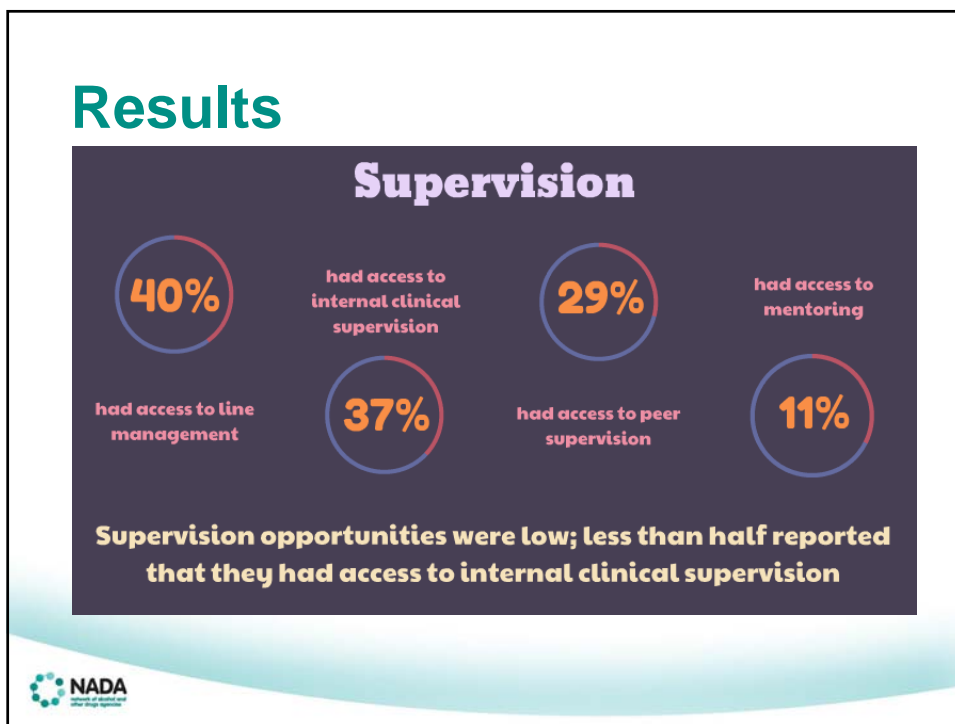
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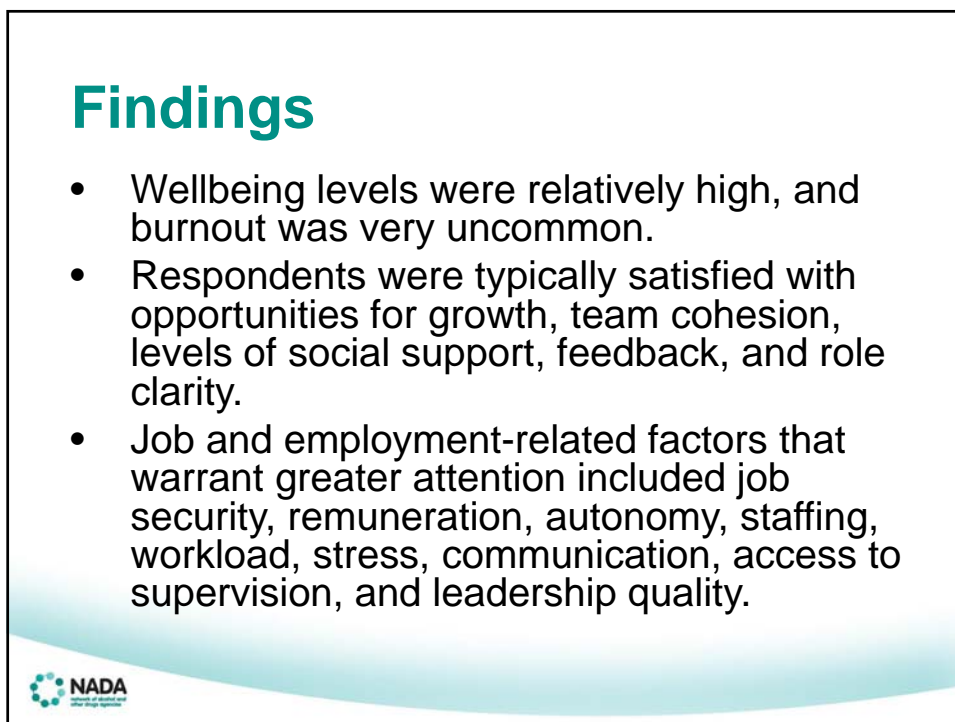
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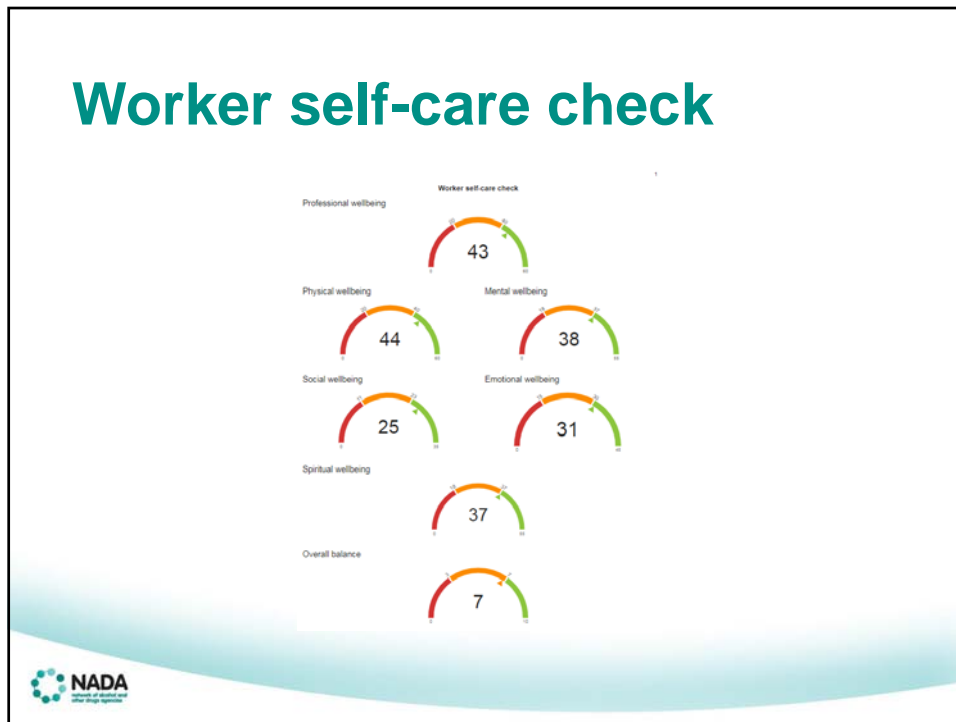
## Worker self-care check

- Designed to help workers identify whether there's is an imbalance in the areas in which they practice self-care
- Asks respondents to look for patterns in your responses.
  - Are you more active in some areas but ignore others?
  - Were there activities on the list that made you think 'I've never thought of that'?



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## Where are you focusing your efforts?

Relative effectiveness	Intervention level	Goal	Example strategies and corresponding activities	
Most effective ↓ Least effective	Primary	Promotion: Eliminate or reduce job-related stressors and increase protective factors	Reduce job demands	Increase time or other resource allocation to complete job tasks
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**NADA**  
National Association of Dietitians and Nutritionists

(adapted from LaMontagne & Keegel 2010)

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# Resources

Resource	Description
How are you going (poster, PDF)	Developed in partnership with the Centre for Rural and Remote Mental Health, this resource encourages workers to check-in to see where they're at regularly.
The ABCs of self-care (poster, PDF)	This resource promotes the ABCs of self-care—a framework that promotes awareness, balance, and connection as being key to preventing work-induced stress and trauma.
Worker self-care check (online survey)	Complete this survey to assess your current self-care practice. The survey is designed to help workers identify whether there's an imbalance in the areas in which they practice self-care.
Professional quality of life scale (online survey)	While the ProQol isn't intended as a diagnostic tool, how you score will provide a guide on how likely you are experiencing compassion fatigue, burnout and secondary traumatic stress so that you can take steps to protect and nurture your health and wellbeing.
Workplace wellbeing health check (online survey)	Targeted at managers and supervisors, this survey has been developed to help respondents understand organisational factors that can affect worker wellbeing.
Workplace wellbeing policy (policy, DOCX)	Workplace wellbeing programs offer a wide range of benefits. This template is intended as a starting point to help organisations articulate their workplace wellbeing policy.



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# Acknowledgements



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## Project partners



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## Questions



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## Contact me

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