Workforce survey of consumer workers / peer workers in mental health services

This survey is designed to explore the workplace experiences of individuals with lived experience of mental illness and recovery who work in designated peer worker / consumer worker roles. This will help to understand the enjoyable and challenging aspects of these roles and to make recommendations that might improve the workplace experiences of peer workers / consumer workers.

While we recognise that many people who work in the mental health system have their own experience of mental illness and recovery (and often use this as an aspect of their role), this study is particularly interested in exploring the experiences and perspectives of individuals who are working in identified peer / consumer roles.

This questionnaire will take approximately 30 minutes to complete.

Your participation in this project is entirely voluntary. Your choice to participate or not will have no impact on your relationships with others in the organisation.

IN(CLUSION CRITERIA					
posi	you currently employed in an identified pation. That is, a position where "lived exportion" (or another similar criterion) is a specific patient.	erienc	e of mental illness an		Yes	□ No
Do	ou work in Australia?				Yes	□ No
•	ou answered " Yes " to both questions, pleaks for your interest, but you are not eligible	-	•		either c	luestion,
INI	FORMATION ABOUT YOU					
Wh	at is your gender / gender identity?	?				
Wh	at is your age? 25 or under □ 26-30 51-60 □ 61-70		31-40	41-50 I'd rathe	r not say	ý
<i>Wh</i> □ □ □	ich state / territory do you work in Australian Capital Territory Northern Territory South Australia Victoria		New South Wales Queensland Tasmania Western Australia			
	he location where you work: Metropolitan Rural		Regional Remote			

INFORMATION ABOUT YOUR CURRENT PEER / CONSUMER WORKER POSITION

(If you happen to have more than one role, please respond in terms of thinking about your "primary" or "main" role. If your experiences in different roles are very different, we would love it if you would be so kind as to complete the survey for each of your roles).

-	our position in a government, non-government / community managed
org	anisation or in the private sector?
	Government Health Services (e.g., NSW Health, Qld Health, SA Health etc)
	Non-government / community managed organisation
	Private sector
	Other (please describe):
TX/1	entique ou compant a paiti que titla (ma atenta d'accompany accompany accompany)?
vv n	eat is your current position title (as stated on your employment contract)?
Doc	es this position title reflect your job role accurately? ☐ Yes ☐ No
	If no, please describe why:
	, 100 p 100
	er the last 3 months, how many hours per week (on average) hours re you paid for?
Ova	er the last 3 months, how many hours per week (on average) hours
	you actually work?
In t	terms of your current working hours, would you say:
	I would prefer to work more hours
	My working hours are about right
	I would prefer to work fewer hours
	If you answered that you would prefer to work more hours or fewer hours, please briefly explain the reasons below
	expuin ine reasons velow

	Permanent Temporary / Fixed-term contra Casual I don't know	ct			
	Totally / almost totally community but some in About an even split between community inpatient but some community / almost totally inpatient	nity- npatio mmi mun	based ent work unity and inpatient ity work	nmunity s	ervices?
	I work with only other peer / constraints of work with mainly other peer / workers I work about an even mix of per I work with mainly clinicians / workers I work with only clinicians / maments:	onsui / cons eer / c men	mer workers sumer workers and a consumer workers an tal health workers an	few clinici	s / mental health workers
Ho	w long have you been work Less than 1 year 6-10 years	ing	<i>in your <u>current</u> po</i> 1-2 years 11-20 years	eer / cons	sumer worker role? 3-5 years Over 20 years
	total, how long have you we Less than 1 year 6-10 years	orke	d in peer / consun 1-2 years 11-20 years	ner worke	e r roles? 3-5 years Over 20 years

ye you we Yes No	orked in other (non peer / consumer worker) roles in mental health?
If yes, w	hat was that role / were those roles (if you've held several other positions)?
	rd to your previous role/s, would you say that they were: tuite similar to my role as a peer / consumer worker ort of similar, sort of different tuite different to my role as a peer / consumer worker
	employed prior to coming in to your current position?
Yes	 No → If no, how long had you been out of work prior to this position? If yes, what was your previous position? As described in the previous question Other (please describe): Why did you decide to leave that position?
	Yes No If yes, w In regan Q Q Any con

Please continue onto the next page

QUESTIONS ABOUT YOUR CURRENT POSITION

Overall, on a scale of 1 to 10, how satisfied are you with your current job? (Circle the most appropriate number)

circle your response	1	2	3	4	5	6	7	8	9	10
	Very				Neither	satisfie	d			Very
	dissati	isfied			nor dis	satisfied	l		S	satisfied

Please indicate how important each one of these factors were in you deciding to apply for your current position

	Not applicable	Not at all important	Somewhat important	Quite important	Extremely important
Challenging / Interesting work					
Did not like previous position					
For career progression					
I needed / wanted a job					
Job fit with my expertise / skill set / qualifications					
Location					
New experiences / something different					
Passion for peer support / mental health					
Physical health focus					
Support recovery / recovery oriented practice					
Team work					
To build on previous experiences / Improve skills					
To demonstrate recovery					
To improve mental health system / make a difference					
To reduce stigma / discrimination					
To support my own recovery					
Using my lived experience to support others					
Wanted to work in mental health / the health system					
Working conditions (e.g., working hours, job security, work-life balance)					
Other (please describe):					
Other (please describe):					
Other (please describe):					
Other (please describe):					

Please indicate how positive each of the following aspects are in relation to your current job

	Not at all positive	A little bit positive	Moderately positive	Quite positive	Very positive
Autonomy					
Building the peer workforce					
Changing culture					
Connecting with consumers					
Educating others					
Empowered to deliver meaningful support					
Enjoyable, interesting or challenging work					
Flexibility					
Helping people have a voice and have their needs met					
Innovation and service improvement					
Making a difference					
Meaningful work					
Mutuality					
Pay					
Positive culture / team relationships					
Role valued by others / Pride in role					
Self-development and learning					
Support from manager / service					
Supporting my own recovery					
Supporting others' recovery					
Using my skills and qualifications					
Variety					
Other (please describe):					
Other (please describe):					
Other (please describe):					
Other (please describe):					

Please indicate how negative each of the following aspects are in relation to your current job

	Not at all negative	A little bit negative	Moderately negative	Quite negative	Very negative
Attitudes of clinicians / Workplace culture					
Distress about the treatment of consumers in the service					
Emotional challenges / Supporting consumers experiencing high levels of distress					
High workload / unrealistic expectations					
Isolation/ exclusion					
Job instability / insecurity					
Lack of career path / opportunities for advancement					
Lack of engagement by consumers					
Lack of peer workers / small workforce / high turnover					
Lack of role clarity					
Lack of understanding of the role					
Limitations in scope of role					
Organisational structures - meetings / mandatory training					
Organisational structures - Travel / Location					
Physical work environment					
Poor management					
Poor pay / Lack of parity in pay / Not enough working hours					
Poor team dynamics					
Powerless to raise issues					
Qualifications not valued					
Reporting lines / lack of appropriate supervision					
Role not valued by others					
Stigma and discrimination / Bullying					
Workplace structures preventing optimal practice					
Other (please describe):					
Other (please describe):					
Other (please describe):					
Other (please describe):					

The next questions are related to whether you are currently considering leaving your current position.

		Yes	Unsure	No
Ian	n actively looking for another job			
As	soon as I can find another job, I will quit			
I of	en think about quitting my job			
If y	ou are considering quitting, what are the n	nain reasons i	for this?	
На	FORMATION ABOUT YOUR SUPPOR ve you completed peer-specific training or k all that apply)? Certificate IV in Mental Health Peer Work Certificate IV in Mental Health	·		er training
片	Intentional Peer Support			
Н	Purposeful storytelling A health professional qualification (please specif	v if you are com	nfortable doing	so):
	Other (please specify below)			
<i>Wh</i>	A Senior Peer Worker / Consumer worker Another peer worker / consumer worker at the sa A mental health worker who is not a peer worker Other (please specify below):	me level as I an	1	om?
Ш	I do not receive Professional Development Super	vision		

	v	you with your current Professional Development Supervision
	<i>angements</i> Very satisfied	
H	Satisfied	
H		d nor dissatisfied
H	Dissatisfied	a nor dissurished
H	Very dissatisfie	d
H	•	(I don't receive Professional Development Supervision)
Plea	se comment on	(1 doi: t receive 1 rolessional Development Supervision)
	rating:	
Ho	w satisfied are	you with your current access to training and other professional
	-	ortunities (not including Professional Development Supervision)?
	Very satisfied	remained (not incoming 2 rejessional 2 everspinent supervision).
	Satisfied	
	Neither satisfied	d nor dissatisfied
	Dissatisfied	
	Very dissatisfie	d
Plea	se comment on	
this	rating:	
Ho	w satisfied are	you with your current opportunities for career progression?
	Very satisfied	you wan your carrent opportunities for eareer progression.
	Satisfied	
	Neither satisfied	d nor dissatisfied
	Dissatisfied	
$\overline{\Box}$	Very dissatisfie	d
Plea	se comment on	
this	rating:	

The next questions are related to your perception of a variety of characteristics of your current position

The first set of questions relate to **your manager**. In this survey, a "manager" is the person who monitors your work performance, approves leave and authorises your pay. If you do not have a manager, please select "I do not have a manager" and move on to the next question.

	I do not have a manager. Please move on to the next question. (Please tick the box and then move on to the next question)							
		Strongly disagree	Disagree	Neutral	Agree	Strongly Agree		
My ac	chievements are recognised by my manager							
	anager is concerned about the welfare of the people ork for them.							
My m	anager inspires me to do my best work							
My m proble	anager uses their influence to help me solve ems							
The next set of questions relate to your Professional Development Supervisor " is the person who supports you to reflect on your work and assist you to apply your lived experience in a purposeful way in your role. If you do not have a Professional Development Supervisor, please select "I do not have a Professional Development Supervisor" and move on to the next question. If your supervisor is the same person as your manager, please select "My Professional Development Supervisor is the same person as my manager" and then move on to the next question. I do not have a Professional Development Supervisor. (Please tick the box and then move on to the next question.) My Professional Development Supervisor is the same person as my manager. (Please tick the box and then move on to the next question.)								
		Strongly disagree	Disagree	Neutral	Agree	Strongly Agree		
My ac	chievements are recognised by my supervisor							
My supervisor is concerned about the welfare of the people that work for them								
My su	pervisor inspires me to do my best work							
My su proble	pervisor uses their influence to help me solve ems							

Please rate your level of agreement with each of the following statements in relation to your current position: Strongly Strongly disagree Disagree Neutral Agree Agree The job requires me to keep track of more than one thing П П П П П at a time My work requires a lot of concentration П П П П The job gives me a chance to use my personal initiative П П or judgment in carrying out the work П Only the management decides what everybody has to do П My work is emotionally demanding The job gives me considerable opportunity for П П П П П independence and freedom in how I do the work П П П П I always have enough time to perform my tasks I receive feedback on my performance from other people П П П П П in my organization (such as my manager or coworkers) I get enough feedback about the quality of my П П П П П performance My colleagues are willing to give me help if I ask for it П My job is physically taxing It is physically taxing for me to get used to my working П П П П П times My achievements are recognised by my colleagues П П П П My performance is rewarded properly The job allows me to make my own decisions about how П П П to schedule my work My working hours allow me to meet my family and П П personal obligations My physical working conditions – climate, light, noise, П П П П П design of the working place, and material - are alright П My job requires working very hard or very fast П I feel my job is secure My contact with persons to whom I offer services is П П demanding I have good relationships with my colleagues If you would like to explain any of your responses to the items above, please do so in the box below:

The final set of questions is related to your feelings about your current work.

	Strongly disagree	Disagree	Agree	Strongly agree			
I always find new and interesting aspects in my work.							
There are days when I feel tired before I arrive at work.							
It happens more and more often that I talk about my work in a negative way.							
After work, I tend to need more time than in the past in order to relax and feel better.							
I can tolerate the pressure of my work very well.							
Lately, I tend to think less at work and do my job almost mechanically.							
I find my work to be a positive challenge.							
During my work, I often feel emotionally drained.							
Over time, one can become disconnected from this type of work.							
After working, I have enough energy for my leisure activities.							
Sometimes I feel sickened by my work tasks.							
After my work, I usually feel worn out and weary.							
This is the only type of work that I can imagine myself doing.							
Usually, I can manage the amount of my work well.							
I feel more and more engaged in my work.							
When I work, I usually feel energized.							
If you would like to explain any of your responses to the items above, please do so in the box below:							

If you have any final comments about your overall experiences in your peer worker / consumers worker position, please list these in the box below.	

Thank you for completing this questionnaire.

If completing this questionnaire has raised any issues which are concerning or that you would like to discuss, you can access free, professional and strictly confidential counselling and support services through the Employee Assistance Program at your workplace or Lifeline on 13 11 14.