

## Alcohol and other Drug Sector Guide to Worker Wellbeing Resources



Worker wellbeing is integral to quality service provision. Worker wellbeing is an individual, organisational and economic issue that impacts employment retention, organisational functioning, client engagement and treatment outcomes.

Due to the often stressful and emotional nature of their work, alcohol and other drug workers can be vulnerable to workplace stress, burnout, secondary traumatic stress or vicarious trauma<sup>1</sup>. Supporting worker wellbeing is particularly important in the current alcohol and other drug sector environment characterised by increasingly complex practice, changing funding environments, resource challenges, and the need for culturally sensitive practice and quality service standards. Supporting individual workers' physical and mental health is critically important, not only for the individual, also for maintaining a healthy workplace.<sup>2</sup>

Contemporary approaches to worker wellbeing acknowledge the multiple determinants of wellbeing and consider organisational supports and impacts. Systemic approaches that support healthier workplaces may include having a clear organisational mission statement, regular line management and clinical/practice supervision, and worker wellbeing policies. Systemic approaches enhance and sustain worker wellbeing for longer periods than individual support alone.<sup>3</sup>

WANADA encourages the use of the Employee Assistance Program (EAP) available to member services for employees and their immediate family members.

This guide to resources includes user friendly tools chosen for their brevity to support the health of workers and organisations (see *Appendix A and Appendix B*).

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<sup>1</sup> Roche, A., Kostadinov, V., Hodge, S., Duraisingam, V., McEntee, A., Pidd, K., & Nicholas, R. (2018). *Characteristics and Wellbeing of the NSW non-government AOD workforce. A report to the Network of Alcohol and Other Drug Agencies (NADA)*. National Centre for Education and Training on Addiction (NCETA), Flinders University, South Australia

<sup>2</sup> Western Australian Network of Alcohol and other Drug Agencies (WANADA) (2017). *Comprehensive Alcohol and other Drug Workforce Development in Western Australia*. WANADA, Perth

<sup>3</sup> Nicholas, R., Duraisingam, V., Roche, A., Braye, K., & Hodge, S. (2017). *Enhancing Alcohol and Other Drug Workers' Wellbeing: A literature review*. National Centre for Education and Training on Addiction (NCETA), Flinders University, South Australia

## Alcohol and other Drug and Human Services Standard

WANADA's Alcohol and other Drug and Human Services Standard is a quality management system standard against which alcohol and other drug services can achieve certification. The recently released standard includes Worker and Team Development and Worker Health, Safety and Wellbeing performance objectives.



*Photo by Deniz Altindas on Unsplash*

The performance objectives include systemic approaches to worker wellbeing and individual worker supports. The Alcohol and other Drug and Human Services Standard can be accessed via WANADA's website or the link below (see *performance objectives 4.2 and 4.3*).

[http://www.wanada.org.au/index.php?option=com\\_docman&view=download&alias=247-alcohol-and-other-drug-and-human-services-standard&category\\_slug=standard-on-culturally-secure-practice&Itemid=265](http://www.wanada.org.au/index.php?option=com_docman&view=download&alias=247-alcohol-and-other-drug-and-human-services-standard&category_slug=standard-on-culturally-secure-practice&Itemid=265)

## A health and wellbeing initiative for Western Australian alcohol and other drug services

A Nutrition and Health Promotion volunteer at WANADA developed, implemented and evaluated a worker wellbeing project with six alcohol and other drug service sites in Western Australia.

The project was developed in consultation with service managers and identified champions. A champion to promote the project was integral to the project success.

### Key Findings

At the conclusion of the project, implementation of worker wellbeing activities resulted in:

- 16% decrease in compassion fatigue
- workers who made decisions more confidently
- workers who enjoyed daily activities more than previously
- greater awareness of wellbeing at work

Encouragingly, wellbeing activities were short in duration and easily incorporated into the day of the worker (See *Appendix D: Worker Wellbeing Activities*).

Results show that even relatively small changes in health habits can have a positive impact.

## Alcohol and other Drug Sector Guide to individual and organisational wellbeing resources.

Please see *Appendix C: Recommended Reading* for alcohol and other drug sector worker wellbeing reports

### Individual worker wellbeing resources

NADA worker wellbeing resources - <https://www.nada.org.au/resources/worker-wellbeing/>

Summary or resource	Length	Link to resource
<p><b>How are you going poster</b></p> <ul style="list-style-type: none"> <li>A visual wellbeing poster to easily identify feelings and tips on strategies and supports</li> </ul>	Print 1 page	<a href="https://www.nada.org.au/wp-content/uploads/2018/09/HowAreYou_Infographic_Final-updated.pdf">https://www.nada.org.au/wp-content/uploads/2018/09/HowAreYou_Infographic_Final-updated.pdf</a>
<p><b>The ABC's of self-care poster</b></p> <ul style="list-style-type: none"> <li>Provides tips for workers and organisations on worker wellbeing</li> </ul>	Print 1 page	<a href="https://www.nada.org.au/wp-content/uploads/2019/05/worker-wellbeing-abc.pdf">https://www.nada.org.au/wp-content/uploads/2019/05/worker-wellbeing-abc.pdf</a>
<p><b>Worker self-care check</b></p> <p>A professional wellbeing survey covering the domains: psychological, social, emotional, and spiritual wellbeing</p> <ul style="list-style-type: none"> <li>An option to include your own indicators of wellbeing</li> <li>Your total professional wellbeing score is provided with comprehensive information on what you can do to improve your professional wellbeing</li> <li>There is an option to receive an individualised confidential report of results</li> </ul> <p>The survey links to a self-care plan</p>	<p>Online survey (38 questions) estimated 5 to 10 mins completion</p> <p>Print 1 page Self-care plan</p>	<p><a href="https://survey.au1.qualtrics.com/jfe/form/SV_cC0sUwiBkwzQz4N">https://survey.au1.qualtrics.com/jfe/form/SV_cC0sUwiBkwzQz4N</a></p> <p><a href="https://www.nada.org.au/wp-content/uploads/2019/05/Handout-self-care-plan.pdf">https://www.nada.org.au/wp-content/uploads/2019/05/Handout-self-care-plan.pdf</a></p>
<p><b>Professional Quality of Life (ProQOL)</b></p> <p>A validated and reliable measure of compassion satisfaction/fatigue, burnout and secondary traumatic stress</p> <ul style="list-style-type: none"> <li>Provides a score for each domain and a description of the results relative to norms</li> </ul>	Online survey (30 questions) estimated 5 mins completion	<a href="https://survey.au1.qualtrics.com/jfe/form/SV_eKwDjGQ48zafOOp">https://survey.au1.qualtrics.com/jfe/form/SV_eKwDjGQ48zafOOp</a>

**Mind Tools:** <https://www.mindtools.com>

Summary or resource	Length	Link to resource
<b>Burnout Self-Test</b> <ul style="list-style-type: none"> <li>An informal quick test that, while not validated, is useful as an indicator and links to a validated tool that can be purchased</li> <li>Provides a score and categorises results (none, a little, caution for burnout, risk of severe burnout and severe burnout)</li> </ul>	Online survey (15 questions) estimated time less than 5 mins	<a href="https://www.mindtools.com/pages/article/newTCS_08.htm">https://www.mindtools.com/pages/article/newTCS_08.htm</a>

**Professional Quality of Life Measure website:** <https://proqol.org/>

<b>PRoQOL</b> <ul style="list-style-type: none"> <li>A measure of compassion satisfaction/fatigue, burnout and secondary traumatic stress</li> <li>Provides a score for each domain and the category (low, moderate, high)</li> </ul>	Print 3 pages (30 questions)	<a href="https://proqol.org/uploads/ProQOL_5_English_Self-Score.pdf">https://proqol.org/uploads/ProQOL_5_English_Self-Score.pdf</a>
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**NAADAC The Association for Addiction Professionals:** <https://www.naadac.org/>

<b>Secondary Traumatic Stress Scale (STSS)</b> <ul style="list-style-type: none"> <li>Measures intrusion, avoidance and arousal</li> <li>Scoring - higher total scores indicate a higher frequency of symptoms: Below 28 – little or no STS; 28 to 37 - mild STS; 38 to 43 – moderate STS; 44 to 48 – high STS; 49+n – severe STS</li> </ul>	Print 1 page (17 questions) online research article	<a href="https://www.naadac.org/assets/2416/sharon_foley_ac15_militarycultureho2.pdf">https://www.naadac.org/assets/2416/sharon_foley_ac15_militarycultureho2.pdf</a> <a href="https://www.frontiersin.org/articles/10.3389/fpsy.2019.00191/full">https://www.frontiersin.org/articles/10.3389/fpsy.2019.00191/full</a>
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**Black Dog Institute:** <https://blackdoginstitute.org.au/>

<b>Workplace Mental Health Toolkit</b> <ul style="list-style-type: none"> <li>Information on mental health and wellbeing including stress, anxiety and depression</li> <li>Includes an online depression self-test that links to the Black Dog Institute Clinic. The clinic covers information on eating behaviour, alcohol use, obsessive and repetitive behaviours, traumatic experience, unusual experiences and intense highs</li> <li>Includes staying well tips and links to resources</li> </ul>	Online resource (18 pages)	<a href="https://blackdoginstitute.org.au/docs/default-source/education-resources/black-dog-institute-mental-health-toolkit-2017.pdf">https://blackdoginstitute.org.au/docs/default-source/education-resources/black-dog-institute-mental-health-toolkit-2017.pdf</a>
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## Organisational Wellbeing Resources

National Centre for Education and Training on Addiction (NCETA) – <http://nceta.flinders.edu.au/>

Summary or resource	Length	Link to resource
<p><b>A Workforce Development Checklist for the AOD field</b></p> <ul style="list-style-type: none"> <li>• Outlines a systemic approach to organisational change to build the capacity of alcohol and other drug workers and support worker wellbeing</li> <li>• Includes a 40-question checklist focused on organisational factors including worker support and wellbeing</li> </ul>	<p>A 4 page information booklet</p> <p>40 question checklist</p>	<p><a href="http://nceta.flinders.edu.au/files/9712/5548/2895/EN382.pdf">http://nceta.flinders.edu.au/files/9712/5548/2895/EN382.pdf</a></p>
<p><b>An Indigenous Workforce Development Checklist for the AOD field</b></p> <ul style="list-style-type: none"> <li>• An Indigenous specific brochure to assist Indigenous workers and organisations to address worker wellbeing</li> <li>• Includes two checklists – one for Indigenous alcohol and other drug workers in Indigenous organisations, the other for Indigenous workers in non-Indigenous organisations</li> </ul>	<p>A brochure</p> <p>2x 40 question checklists</p>	<p><a href="http://nceta.flinders.edu.au/files/1512/9800/6355/EN425%20Bates%20et%20al%202010.pdf">http://nceta.flinders.edu.au/files/1512/9800/6355/EN425%20Bates%20et%20al%202010.pdf</a></p>

Network of Alcohol and other Drug agencies (NADA) worker wellbeing resources - <https://www.nada.org.au/resources/worker-wellbeing/>

<p><b>Workplace Wellbeing Health Check</b></p> <p>Targeted at managers and supervisors</p> <ul style="list-style-type: none"> <li>• Covers role clarity, role overload, cognitive demands, emotional demands, relationships, job control, growth, support, feedback and change management</li> <li>• There is an option to receive an individualised confidential report of results</li> <li>• Comprehensive information on how to improve each above-mentioned area at the conclusion of the survey</li> </ul>	<p>Online survey for managers and supervisors (39 questions) estimated 5-10 mins completion</p>	<p><a href="https://survey.au1.qualtrics.com/jfe/form/SV_822KQlgFViZ1oJn">https://survey.au1.qualtrics.com/jfe/form/SV_822KQlgFViZ1oJn</a></p>
<p><b>Workplace Wellbeing Policy</b></p> <p>A template of a workplace wellbeing policy</p>	<p>Downloadable from the webpage</p>	<p><a href="https://www.nada.org.au/resources/worker-wellbeing/">https://www.nada.org.au/resources/worker-wellbeing/</a></p>

## Recommended Reading

National Centre for Education and Training on Addiction (NCETA) – <http://nceta.flinders.edu.au/>

Summary or resource	Length	Link to resource
<p><b>Indigenous Alcohol and Drug Workforce Challenges: A literature review of issues related to Indigenous AOD workers' wellbeing, stress and burnout</b></p> <ul style="list-style-type: none"> <li>• Demographics of Indigenous Alcohol and other Drug Workers</li> <li>• Aboriginal cultural considerations and determinants of health</li> <li>• Key areas of concern that impact on Indigenous alcohol and other drug workers' wellbeing</li> </ul>	A 58-page report	<a href="http://nceta.flinders.edu.au/files/7413/3290/9943/EN441_Gleadle_2010.pdf">http://nceta.flinders.edu.au/files/7413/3290/9943/EN441_Gleadle_2010.pdf</a>
<p><b>Stories of Resilience: Indigenous AOD Workers' Wellbeing, Stress and Burnout</b></p> <ul style="list-style-type: none"> <li>• Views of Indigenous alcohol and other drug workers across Australia on worker wellbeing</li> <li>• A summary for frontline workers, managers and funders/policy makers on how to make use of the report material</li> </ul>	A 150-page report	<a href="http://nceta.flinders.edu.au/files/8613/3290/7777/EN439_Roche_2010.pdf">http://nceta.flinders.edu.au/files/8613/3290/7777/EN439_Roche_2010.pdf</a>

Network of Alcohol and other Drug Agencies (NADA) worker wellbeing resources - <https://www.nada.org.au/resources/worker-wellbeing/>

<p><b>Enhancing Alcohol and other Drug Workers' Wellbeing: A literature review</b></p> <ul style="list-style-type: none"> <li>• A comprehensive literature review covering employer's responsibilities, challenges of working in the alcohol and other drug sector, vulnerable groups of alcohol and other drug workers most at risk of burnout, factors impacting stress and burnout, the difference between stress and burnout, clinical supervision, programs to prevent and reduce stress and burnout, programs to enhance resilience and planning and evaluating worker wellbeing programs.</li> </ul>	A 57-page report	<a href="https://www.nada.org.au/wp-content/uploads/2018/09/NADA-Worker-welfare-lit-review-Final-Version.pdf">https://www.nada.org.au/wp-content/uploads/2018/09/NADA-Worker-welfare-lit-review-Final-Version.pdf</a>
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If you have come across a worker wellbeing tool or resource that you would like to share please let us know by emailing: [projects@wanada.org.au](mailto:projects@wanada.org.au) or calling WANADA on 6557 9400.

## Worker Wellbeing Activities

This list was created by workers for the Worker Wellbeing Project. You are encouraged to make your own list that suits individual preferences and the work culture.

Activity	Mon	Tue	Wed	Thur	Fri	Sat	Sun
Ate 2 pieces of fruit							
Ate 5 different types of vegetables							
2 breathing/ meditation activities							
30 minutes of extracurricular activity e.g. gardening, playing with kids in park, walking the dog							
Spent lunch break outside							
Spent lunch break without phone							
Read a book before bed instead of looking at a phone							
Completed 10 repetitions of an exercise such as 10 star jumps, 10 push ups, 10 sit ups, 10 lunges ect.							
Participated in a walking meeting							
Did 10 000 steps in a day							
Swapped a beverage for water							
Had a healthy snack at work break time							
Went for a 10-15 minute walk							
Worked out at the gym e.g. weights, class, running							
Asked if a colleague was ok							
Has a group lunch with all staff members							
Had lunch with all staff or team members							
Routinely undertake a wellbeing assessment (see Appendix A)							