



**Professional support survey of
Targeted Earlier Intervention Program
funded organisations**

Key findings paper

August 2020

info@fams.asn.au

Background

In July 2020, organisations funded under the Targeted Earlier Intervention Program were invited to participate in a survey about professional support in the sector. Participation was entirely voluntary, and the information provided in the survey kept strictly confidential.

The survey was designed to help Fams better understand:

- what professional support is available within TEI-funded organisations; and
- what professional support TEI-funded services need.

Where possible, the survey was completed by more than one person within an organisation to obtain a wide range of thoughts and experiences.

Given the increased demands on the TEI workforce as a result of COVID-19, we sincerely appreciate the time found by the 383 respondents to complete the professional support survey.

We undertook to share findings with the Fams Network, DCJ and our peak colleagues. Below is a summary of the key findings. The general findings of the survey are at the end of this paper.

Together, we will use these results to begin to build a professional development and support strategy for the TEI workforce.

Key findings from views of Chief Executive Officers and Managers

A total of 133 CEOs/Managers completed the survey, accounting for 35.6% of all respondents (see Table 3).

The majority of CEOs/Managers stated their organisation had an annual budget for professional support (see Table 4). Organisations were most likely to have an annual budget for professional development and training (71.8%) and internal professional support (71.8%). By comparison, only 46.8% said they had a budget for external professional support and only 45.2% said they have a budget for an Employee Assistance Program (EAP). A small minority, 12.9%, said they did not have an annual budget for any professional support.

The majority of CEOs/Managers stated that their organisation currently provides professional support to its workforce (see Table 5). Organisations were most likely to offer internal professional support (83.6%), professional development and training (77.1%). By comparison, only 55.7% provided external professional support and only 50.8% offered an EAP. A minority, 8.2% (10), said they did not provide professional support to their staff.

The most common barrier CEOs/Managers identified to providing staff with professional support was that it is too expensive and organisations cannot afford it (54.8%). However, as stated above, only 8.2% of CEOs/Managers said their organisations did not provide professional support to their staff.

A minority of CEOs/Managers stated that relevant support was not available in their community, either because they are in rural/regional areas (16.5%) and/or because there are not enough providers available (13.9%). A fifth of CEOs/Managers, 22.6%, stated there were no barriers to providing professional support.

Key findings from views of staff members (team leaders, front line workers, operational staff etc.)

A total of 241 workers complete the survey, accounting for 64.4% of all respondents. These workers include team leaders, supervisors, frontline service delivery staff and operational support staff.

The majority of staff members stated that their organisation provides professional support (see Table 10). Staff were most likely to say their organisation provided internal professional support (75.5%), professional development and training (60.5%) and an EAP (56.2%).

There are large disparities between responses from CEOs/Managers and staff members. This could indicate that staff members do not know about professional support that is available (see Tables 5 and 10). For example, 83.6% of CEOs/Managers said their organisation provides internal professional support. However, only 75.5% of staff members said the same thing. Further, 55.7% of CEOs/Managers said their organisation provides external professional support. Only 35.6% of staff members said the same thing.

This could, however, also be a result of different people within an organisation completing the survey and/or different understandings of what professional support is or looks like.

Staff members also identified the cost of professional support as the largest barrier to access it (48.1%) (see Table 15). Almost a third (30%) of staff members stated there were no barriers. Similar to CEOs, a minority of staff members stated that relevant support was not available in their community, either because they are in rural/regional areas (12.9%) and/or because there are not enough providers available (8.1%). A minority of staff members (12.8%) also stated they do not know what support is available or who to talk to about professional support.

The majority of staff members said the professional support they have access to meets most or all of their needs (see table 13). About 8% of staff members said the support they have access to does not meet any of their needs. About 20% of staff members said the support they have access to meets some of their needs.

Key findings related to re-contracting

Of the survey respondents, 43.7% (141) stated that their organisation had agreed to transition to more intensive service delivery in the new TEI program (see Table 16).

The majority of respondents stated they need additional professional support to deliver these more intensive services (47.7%) (see Table 21). When asked what kind of additional professional support was needed, self-care and wellbeing training (53.3%), vicarious trauma training (51.7%) and mental health training (48.3%) were the most common responses (see Table 22).

Services were most likely to have been asked to transition to Program Activity 4: Targeted Support (89.3%), compared to Program Activity 5: Intensive or Specialist Support (30.5%) (see Table 17). Of those services asked to transition to Program Activity 4, the top 3 service types were family capacity building (70.1%), parenting programs (70.1%) and information/advice/referral (75.2%) (see Table 18). Of those services asked to transition to Program Activity 5, the top 3 service types were family capacity building (75.0%), information/advice/referral (58.3%), and counselling (47.2%) (see Table 19).

Questions for all respondents

1. Total number of survey respondents: 383

2. Which District do you operate in:

DCJ District	% (n)
CC + Hunter	15.7 (61)
FWMWNSW	11.6 (45)
ISSNSW	9.5 (37)
NEMNCNNSW	15.7 (61)
WSNBM	21.9 (85)
SWS	10.3 (40)
SSESNS	16.2 (63)
Total	(374)

Note: Multiple responses allowed.

3. What is your current role in your organisation?

Current Role	% (n)
CEO, Manager	35.6 (133)
Team Leader, Supervisor	22.5 (84)
Front line service delivery with clients	36.6 (137)
Operations support role	5.3 (20)
Total	100 (374)

Questions for CEOs only

4. What professional support does your organisation have an annual budget for?

Professional support with annual budget	% (n)
None	12.9 (16)
Employee Assistance Program	45.2 (56)
Internal professional support	71.8 (89)
External professional support	46.8 (58)
Professional development and training	71.8 (89)
I don't know	0.8 (1)
Other	3.2 (4)
Total number of respondents n=124	

Note: Multiple responses allowed.

5. What professional support does your organisation provide?

Professional support provided	% (n)
None	8.2 (10)
Employee Assistance Program	50.8 (62)
Internal professional support	83.6 (102)
External professional support	55.7 (68)
Professional development and training	77.1 (94)
I don't know	1.6 (2)
Other	3.3 (4)
Total number of respondents n=122	

Note: Multiple responses allowed.

6. What kind of internal professional support does your organisation provide?

Internal professional support provided	% (n)
Informal supervision	77.3 (75)
Individual supervision	89.7 (87)
Group supervision	49.5 (48)
Peer supervision	45.4 (44)
Cultural supervision	18.6 (18)
Total number of respondents n=97	

Note: Multiple responses allowed.

7. What kind of external professional support does your organisation provide?

External professional support provided	% (n)
Group supervision	36.7 (22)
Peer supervision	20.0 (12)
Cultural supervision	15.0 (9)
Clinical supervision	80.0 (48)
Total number of respondents n=60	

Note: Multiple responses allowed.

8. What kind of professional development or training does your organisation provide?

Professional development or training provided	% (n)
Cultural competency	86.1 (68)
Vicarious trauma	64.6 (51)
Mental health	78.5 (62)
Domestic violence	63.3 (50)
Drug and alcohol	46.8 (37)
Self-care and wellbeing	75.9 (60)
Total number of respondents n=79	

Note: Multiple responses allowed.

9. What barriers prevent you from providing your staff with professional support?

Barriers to providing professional support	% (n)
None	22.6 (26)
It's too expensive and my organisation can't afford it	54.8 (63)
It's not a priority	0.0 (0)
I don't know what support my staff need	0.9 (1)
There are not enough support providers available	13.9 (16)
Relevant professional support is not available in regional/rural areas	16.5 (19)
Other	24.4 (28)
Total number of respondents n=115	

Note: Multiple responses allowed.

Questions for staff members only

10. What professional support does your organisation provide?

Professional support provided	% (n)
None	3.9 (9)
Employee Assistance Program	56.2 (131)
Internal professional support	75.5 (176)
External professional support	35.6 (83)
Professional development and training	60.5 (141)
I don't know	1.7 (4)
Other	6.9 (4)
Total number of respondents n=233	

Note: Multiple responses allowed.

11. What kind of internal professional support does your organisation provide?

Internal professional support provided	% (n)
Informal supervision	66.9 (105)
Individual supervision	84.7 (133)
Group supervision	39.5 (62)
Peer supervision	35.0 (55)
Cultural supervision	13.4 (21)
Total number of respondents n=157	

Note: Multiple responses allowed.

12. What kind of external professional support does your organisation provide?

External professional support provided	% (n)
Group supervision	39.1 (27)
Peer supervision	13.0 (9)
Cultural supervision	11.6 (8)
Clinical supervision	76.8 (53)
Total number of respondents n= 69	

Note: Multiple responses allowed.

13. What kind of professional development or training does your organisation provide?

Professional development or training provided	% (n)
Cultural competency	72.8 (91)
Vicarious trauma	47.2 (59)
Mental health	70.4 (88)
Domestic violence	63.2 (79)
Drug and alcohol	34.4 (43)
Self-care and wellbeing	72.0 (90)
Total number of respondents n= 125	

Note: Multiple responses allowed.

14. How would you describe your access to professional support?

Professional support	The support I have access to...					Total
	does not meet any of my needs	meets some of my needs	meets most of my needs	meets all of my needs	N/A	
% (n)						
Employee Assistance Program	9.0 (18)	20.0 (40)	21.5 (43)	22.5 (45)	27.0 (54)	100 (200)
Internal professional support	8.9 (18)	25.6 (52)	30.5 (62)	29.1 (59)	5.9 (12)	100 (203)
External professional support	12.0 (23)	17.3 (33)	21.5 (41)	19.9 (38)	29.3 (56)	100 (191)
Professional development and training	5.0 (1)	30.2 (60)	37.7 (75)	23.6 (47)	3.5 (7)	100 (199)

15. What barriers prevent you from accessing the professional support you need?

Barriers to accessing professional support	% (n)
None	30.0 (63)
It's too expensive and my organisation doesn't have a budget for it	48.1 (101)
My organisation doesn't think it's a priority	12.4 (26)
There are not enough providers available	8.1 (26)
Relevant professional support is not available in regional/rural areas	12.9 (27)
I don't know what is available in my organisation	9.5 (20)
I don't know who to talk to access professional support	3.3 (7)
Other	12.4 (26)
Total number of respondents n=210	

Note: Multiple responses allowed.

Questions related to re-contracting

16. Has your organisation agreed to transition to more intensive service delivery in the new TEI program?

	% (n)
Yes	43.7 (141)
No	33.1 (107)
I don't know	23.2 (75)
Total	100 (323)

17. What more intensive TEI program activities has your organisation agreed to deliver?

Program Activities	% (n)
Program Activity 4: Targeted Support	89.3 (117)
Program Activity 5: Intensive or Specialist Support	30.5 (40)
Total	100 (131)

18. For Program Activity 4, what more intensive service types has your organisation agreed to deliver?

Service types	% (n)
Counselling	32.5 (38)
Education and skills training	59.8 (70)
Family capacity building	70.1 (82)
Indigenous supported playgroups	14.5 (17)
Indigenous social participation	34.2 (40)
Information/advice/referral	75.2 (88)
Intake/assessment	62.4 (73)
Material aid	26.5 (31)
Mentoring/peer support	27.4 (32)
Parenting programs	70.1 (82)
Supported playgroups	39.3 (46)

Total number of respondents n=117

Note: Multiple responses allowed.

19. For Program Activity 5, what more intensive service types has your organisation agreed to deliver.

Service types	% (n)
Counselling	47.2 (17)
Education and skills training	27.8 (10)
Family capacity building	75.0 (27)
Information advice and referrals	58.3 (21)
Specialist support	25.8 (21)

Total number of respondents n=36

Note: Multiple responses allowed.

20. Do you need additional professional support to deliver these more intensive services?

	% (n)
Yes	47.7 (63)
No	28.0 (37)
I don't know	24.2 (32)
Total	100 (132)

21. What kind of additional professional support do you need?

Additional professional support	% (n)
Informal supervision	21.7 (13)
Individual supervision	36.7 (22)
Group supervision	30.0 (18)
Peer supervision	25.0 (15)
Cultural supervision	28.3 (17)
Clinical supervision	45.0 (27)
Cultural competency	41.7 (25)
Vicarious trauma	51.7 (31)
Mental health	48.3 (29)
Domestic violence	43.3 (26)
Drug and alcohol	33.3 (20)
Self-care and wellbeing	53.3 (32)
Total number of respondents n= 60	

Note: Multiple responses allowed.