



**Mental
Health
Council**
OF TASMANIA

www.mhct.org

Mental Health Peer Workforce Mapping Survey 2019

Survey Report
Mental Health Council of Tasmania
July 2019

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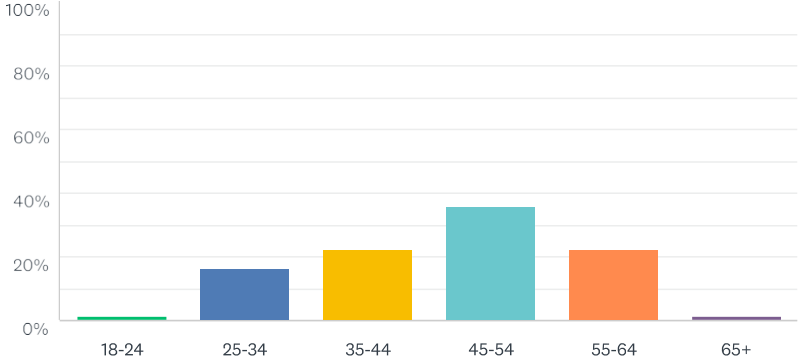
Peer workers help to improve consumer and carer experiences of the mental health system. To encourage and increase the engagement of peer workers around the state, the Mental Health Council of Tasmania (MHCT) is developing a Peer Workforce Development Strategy.

As part of this strategy development, MHCT conducted a survey to better understand the size and nature of both the professional and volunteer mental health peer workforce in Tasmania.

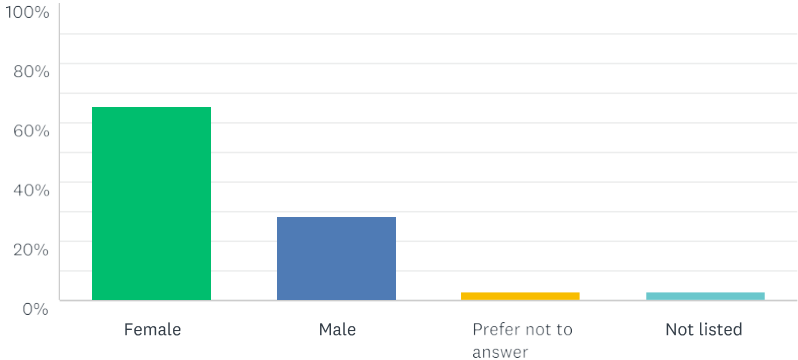
This survey provided an opportunity for the Tasmanian mental health sector and wider community sector to provide valuable data and information about its peer workforce. The survey targeted peer workers, managers and employers of peer workers, as well as organisations interested in employing peer workers. The data and insights gathered will be used to help inform the Peer Workforce Development Strategy.

The survey was conducted over a three-week period at the end of June and early July 2019 with 67 responses received. Following is a summary of the survey responses. These responses are the views of survey respondents and are not necessarily the views of MHCT.

Q1. What is your age bracket?

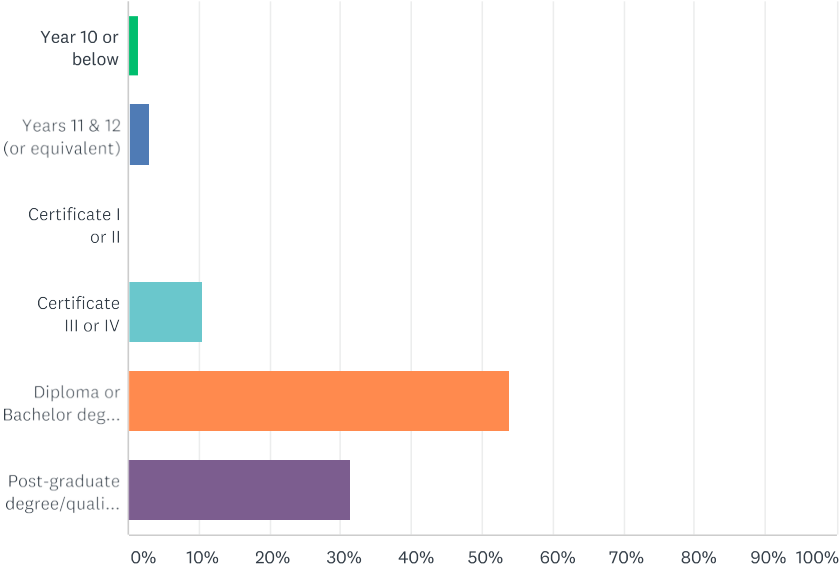


Q2. Which gender identity best describes you?

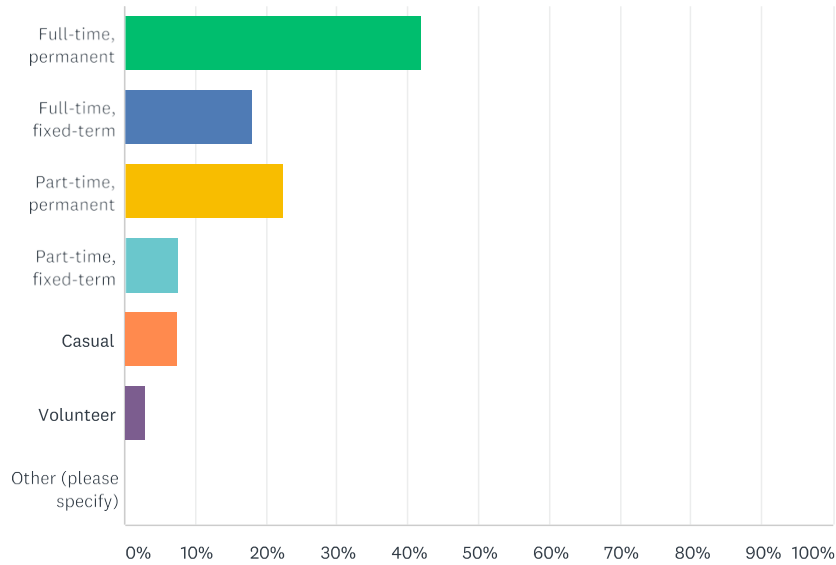


#	NOT LISTED
1	non binary
2	Gender non-binary

Q3. What is the highest level of education you have completed?



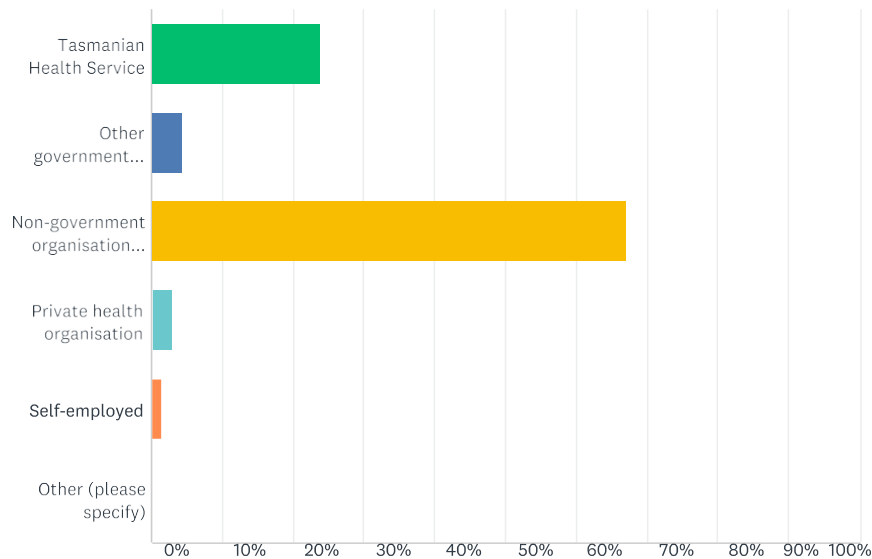
Q4. Is your employment:



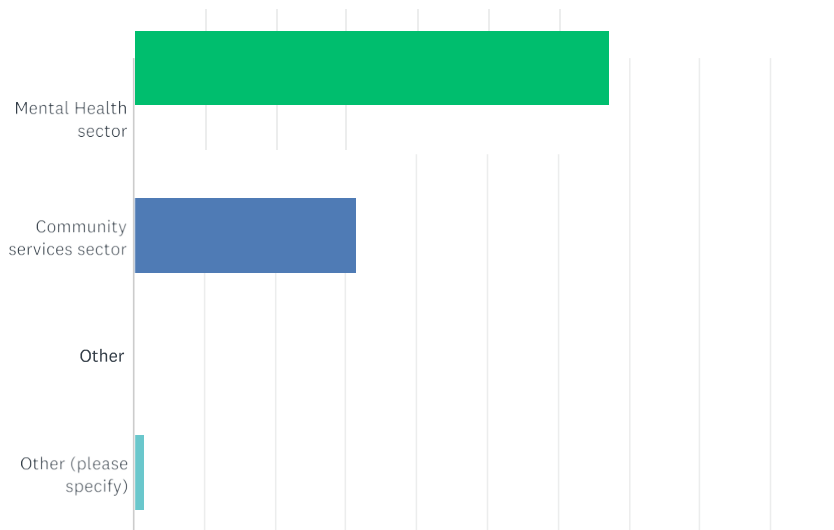
Q5. Which of the following statements best describes you?

ANSWER CHOICES	RESPONSES
I disclose in my workplace having a personal lived experience of mental ill-health as either a consumer or carer.	43.28%
I have a personal lived experience of mental ill-health, but do not disclose this in my workplace.	14.93%
I don't identify as having a personal lived experience of mental ill-health.	35.82%
I prefer not to answer.	5.97%

Q6. What type of organisation are you employed in?



Q7. Which sector best represents the organisation you work in?



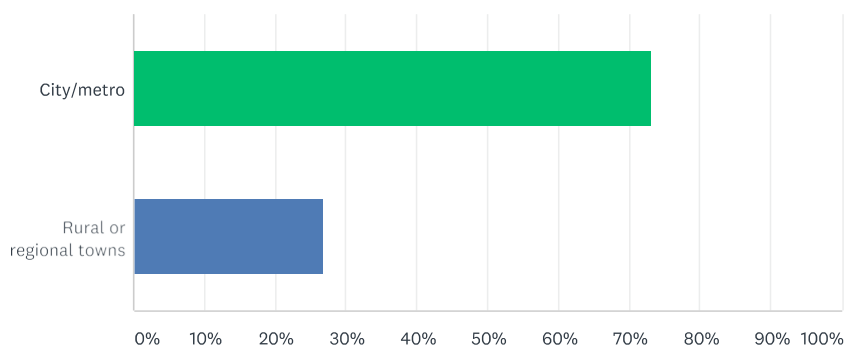
Q8. How many people does your organisation employ?

ANSWER CHOICES	RESPONSES
1-5	5.97%
6-10	4.48%
11-20	11.94%
21-50	11.94%
51-200	28.36%
>200	37.31%

Q9. In what region do you work most of the time:

ANSWER CHOICES	RESPONSES
Southern and South-east Tasmania	67.16%
Northern and North-east Tasmania	10.45%
North-west Tasmania and West Coast	13.43%
Statewide	8.96%

Q10. In what area do you work most of the time:



Q11. Does this statement reflect your vision for a peer workforce over the next five years?

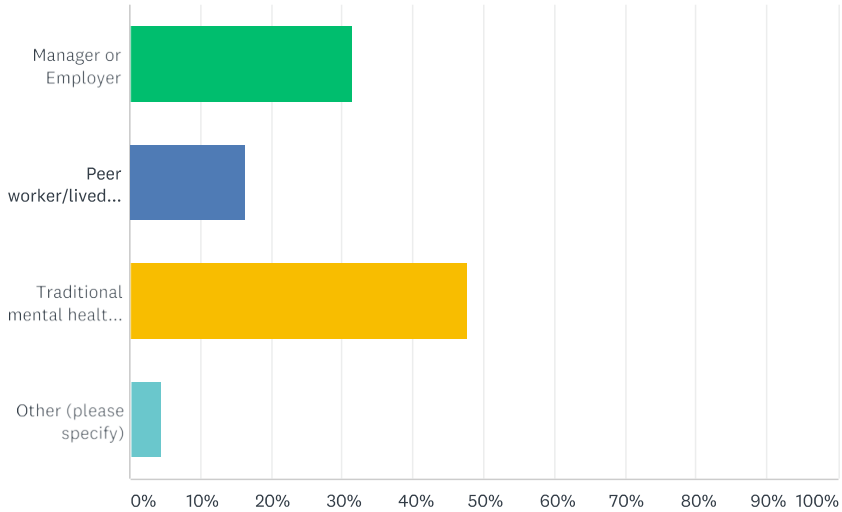
To grow a professional, dedicated peer workforce in Tasmania that supports better outcomes, promotes recovery within organisations and delivers benefits to the mental health system.

ANSWER CHOICES	RESPONSES
Yes	85%
No	3%
Unsure	12%

Q12. What would you change in this vision statement?

Feedback suggested the vision statement have a greater focus on people rather than organisations or systems and the inclusion of additional terms and values such as development, integration, training, hope, empowerment and organisational change.

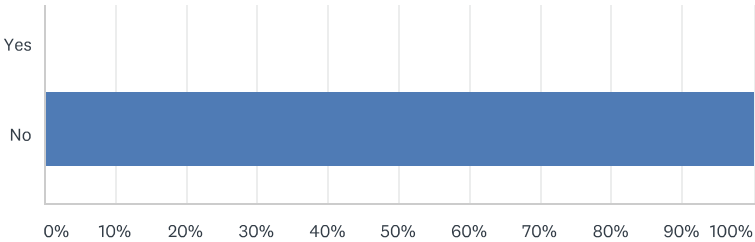
Q13. Which of the following statements best describes the role you are currently employed in?



#	OTHER (PLEASE SPECIFY)
1	office coordinator
2	Education
3	Board

The following questions were asked of Managers/Employers:

Q14. Are you employed as a peer worker?



Q15 If yes, what type of peer worker are you employed as?

No matching responses.

Q16 What level of management is your role?

ANSWER CHOICES	RESPONSES	
Executive management (e.g. CEO, Director)	0%	0
Middle management (e.g. line/region manager)	47%	7
Lower management (e.g. supervisor, team leader)	53%	8
Other (please specify)	0%	0
TOTAL		15

Q17 How many staff do you manage/employ?

ANSWER CHOICES	RESPONSES	
1	7%	1
2-5	20%	3
6-10	13%	2
11-20	40%	6
21-50	13%	2
50+	7%	1
TOTAL		15

Q18. Of the staff that you manage/employ, how many are peer workers?

Median response was 1-2 staff.

Q19. Of these peer workers, how many are:

ANSWER CHOICES	RESPONSES	
Dedicated peer work positions?	100%	11
Traditional roles that provide some peer support?	0%	0

Q20. Of these peer worker positions, how many are:

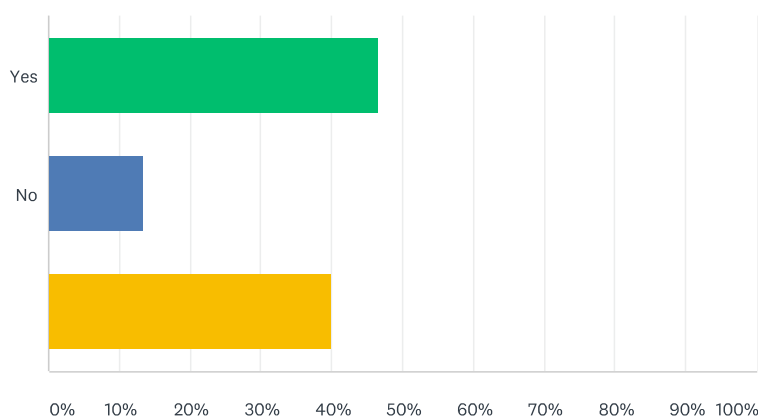
ANSWER CHOICES	RESPONSES	
Paid?	91%	10
Unpaid/volunteer?	9%	1

Q21. Can you provide a brief description of the peer worker roles, such as the day-to-day tasks and duties?

Responses included:

- case management
- community engagement
- NDIS eligibility assistance
- home visits
- joint appointments
- share stories of recovery
- support and advice
- multidisciplinary teams.

Q22. Do you plan to employ additional peer workers in the future?



Q23. If yes, how many dedicated peer workers do you plan to employ:

ANSWER CHOICES	RESPONSES	
Within the next 12 months?	100%	8
Within the next 1-2 years?	75%	6
Within the next 3-5 years?	75%	6

Q24. If you are planning to employ additional peer workers, what types of roles are you considering employing them in?

Responses included: case management, community engagement, support work, care coordination.

Q25. What are the challenges to implementing or expanding a dedicated peer workforce in your organisation?

ANSWER CHOICES	RESPONSES	
Concerns from staff about having peer workers as colleagues.	18.75%	3
Discrimination or lack of acceptance of peer workers within the traditional workforce.	18.75%	3
Negative attitudes to a peer workforce.	18.75%	3
Stigma around mental illness.	18.75%	3
Boundary issues in relation to peer workers' relationships with other staff and disclosure of personal information.	31.25%	5
Lack of clarity about peer worker roles, job titles and position descriptions.	50.00%	8
Lack of education and training for the traditional workforce about the nature and benefits of peer worker roles.	31.25%	5
Education, qualifications and training required for peer workers.	18.75%	3
Availability of clinical or relevant supervision.	37.50%	6
Organisation's culture is not supportive of peer workers.	12.50%	2
Lack of organisational leadership to champion and support a peer workforce.	25.00%	4
Lack of understanding about ongoing support needs.	6.25%	1
Insufficient resources to support a peer workforce, such as access to training, mentoring, workplace flexibility and management support for peer workers.	50.00%	8
Other (please specify)	18.75%	3

#	OTHER (PLEASE SPECIFY)
1	I do not have any concerns, we have had peer workers for about ten years and have good processes in place.
2	no problems identified. THS in full support.
3	Funding contracts that specify specific professional qualifications and do not promote peer workforce

Q26. What organisational changes or additional supports are needed for your organisation to employ more dedicated peer workers?

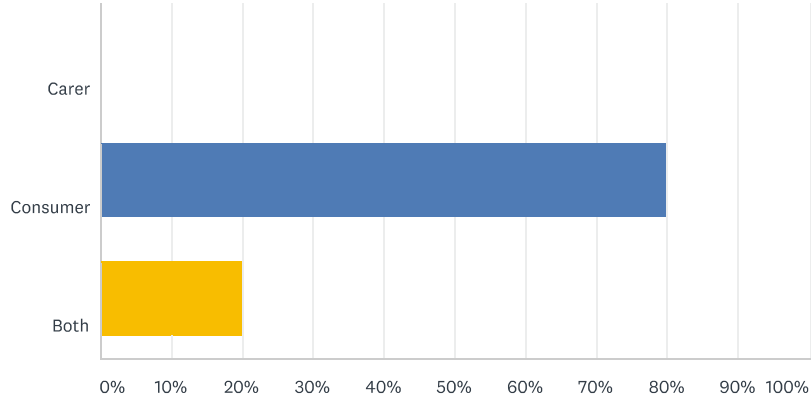
#	RESPONSES
	More Supervision and support in relation to career development / progression
	employing suitable persons for the role has been the biggest issue from an organisational perspective- a number of positions are vacant.
	More discussion at a senior level
	was like introducing a new discipline.
	Funding, Specific guidelines
	Senior Peer workers to provide leadership and support to those peer workers employed in the service,
	Clarity on what level of risk/ responsibility for clients a peer worker is qualified to take on. i.e. have they been prepared to work with clients on the same level as other workers with Cert IV Mental Health?
	education for the organisation and existing workforce
	Money to employ and support peer workers

Q27. To what extent do you agree with the following statements:

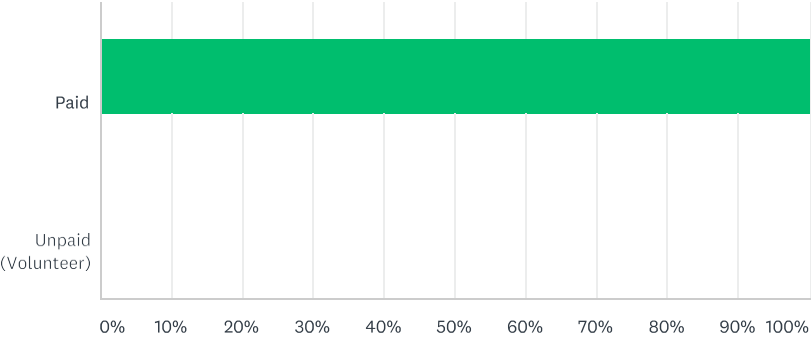
	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	TOTAL
I can describe and define the work roles of dedicated peer workers.	25% 4	50% 8	18.75% 3	6.25% 1	0% 0	16
I understand how dedicated peer worker roles are unique and different from traditional mental health roles.	43.75% 7	50% 8	0% 0	6.25% 1	0% 0	16
My organisation understands the benefits and value of a dedicated peer workforce.	25% 4	43.75% 7	18.75% 3	6.25% 1	6.25% 1	16

The following questions were asked of Peer Workers:

Q28. What type of peer worker are you employed as?



Q29. Is your role:



Q30. How long have you been employed in your current peer work role?

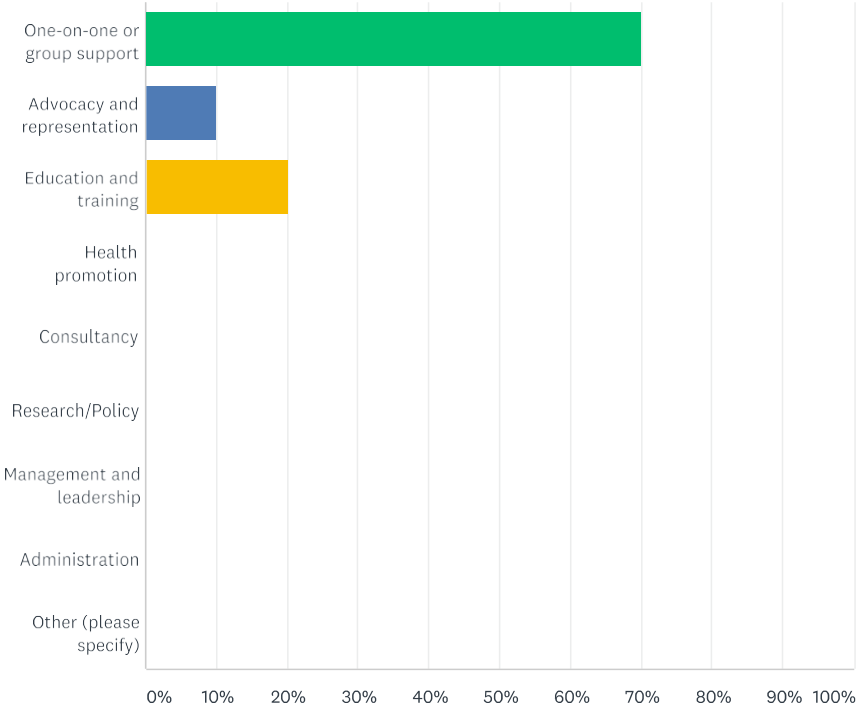
Responses ranged from two months to 16 years, with most having been employed for a year or less.

Q31. What is your job title?

Responses included:

- Peer Worker
- Peer Support Worker
- Intentional Peer Support Worker
- Facilitator
- Community Support Worker
- Team Leader.

Q32. What is the main function/role of your position?

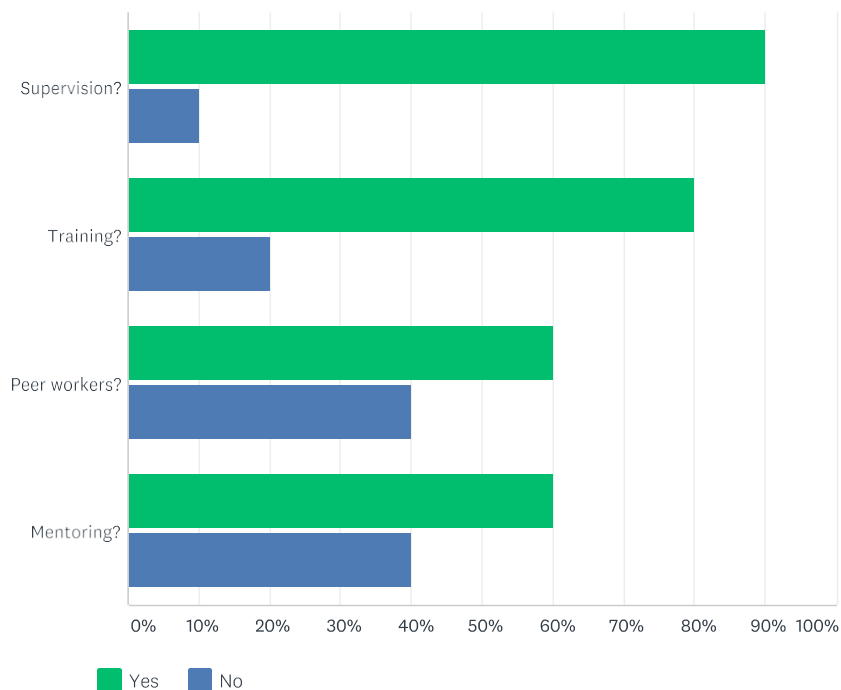


Q33. Can you provide a brief description of your day-to-day tasks and duties?

Responses included:

- facilitating peer support groups
- one-on-one support
- group programs
- rural outreach work
- education and training
- case management
- counselling
- advocacy
- research and policy
- client visits.

Q34. Are you supported in your peer worker role with access to:



Q35. What (if any) peer work-specific training, courses or qualifications have you undertaken?

Responses included:

- Mental Health First Aid
- Certificate IV in Mental Health Peer Work
- Intentional Peer Support Training
- short courses and networking sessions.

Q36. What attracted you to working in a peer worker role?

Responses included:

- assisting others with recovery process
- using lived experience to benefit others
- give meaning to a horrible experience,
- support and connect with others with mental illness,
- empower consumers
- expertise and unique role,
- a different type of challenge
- contribute to recovery.

Q37. In relation to your current role as a peer worker, to what extent do you agree with the following statements:

	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	N/A	TOTAL
I have experienced or observed negative attitudes towards peer workers.	10% 1	20% 2	0% 0	20% 2	50% 5	0% 0	10
I have experienced or observed stigma around mental illness.	30% 3	30% 3	10% 1	10% 1	20% 2	0% 0	10
I have experienced boundary issues in relation to my relationships with other staff, consumers/carers, or disclosure of personal information.	0% 0	30% 3	10% 1	20% 2	40% 4	0% 0	10
I am clear about my role and duties as a peer worker and the relevance of my lived experience within the workplace.	40% 4	30% 3	10% 1	10% 1	0% 0	10% 1	10
My manager/supervisor is clear about the duties and responsibilities of my peer worker role.	20% 2	10% 1	40% 4	20% 2	0% 0	10% 1	10
My colleagues in traditional work roles are clear about my duties as a peer worker and the expectations of my peer role.	0% 0	40% 4	30% 3	20% 2	0% 0	10% 1	10
My colleagues in traditional work roles assist me in my peer work duties.	30% 3	40% 4	20% 2	10% 1	0% 0	0% 0	10
My peer work role is accepted and respected by my colleagues in traditional work roles.	40% 4	40% 4	10% 1	10% 1	0% 0	0% 0	10
I have the flexibility I need to manage my work.	60% 6	20% 2	10% 1	0% 0	10% 1	0% 0	10
I have adequate support from my manager to perform my peer role.	50% 5	30% 3	0% 0	10% 1	0% 0	10% 1	10
I have access to ongoing training, supervision and other mechanisms to support me in my peer role.	30% 3	40% 4	0% 0	20% 2	0% 0	10% 1	10
There are leaders/champions in my organisation who promote and support the benefits of a peer workforce.	40% 4	20% 2	30% 3	0% 0	0% 0	10% 1	10

The following questions were asked of all respondents:

Q38. To what extent do you agree with the following statements:

	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	N/A	TOTAL
I understand how lived experience/peer worker roles are different from traditional workplace roles.	28.57% 10	62.86% 22	2.86% 1	5.71% 2	0% 0	0% 0	35
I can see the value of lived experience/peer worker roles and how it complements what I do in my work role.	42.86% 15	45.71% 16	11.43% 4	0% 0	0% 0	0% 0	35
My organisation understands the benefits and value of a lived experience/peer workforce.	22.86% 8	45.71% 16	22.86% 8	5.71% 2	2.86% 1	0% 0	35

Q39. To what extent do you agree with the following statements:

	STRONGLY AGREE	AGREE	NEITHER AGREE NOR DISAGREE	DISAGREE	STRONGLY DISAGREE	N/A	TOTAL
In my organisation, employees in traditional workplace roles and employees in peer work roles, work well together.	16.67% 10	38.33% 23	21.67% 13	8.33% 5	0% 0	15.00% 9	60
My organisation is actively committed to creating or expanding peer work roles.	20.00% 12	45.00% 27	20.00% 12	5.00% 3	3.33% 2	6.67% 4	60
My organisation openly communicates about the importance of peer work roles.	16.95% 10	30.51% 18	25.42% 15	15.25% 9	5.08% 3	6.78% 4	59
My organisation offers education and training programs to help understand the nature and benefits of peer work roles.	8.47% 5	23.73% 14	30.51% 18	23.73% 14	6.78% 4	6.78% 4	59
organisation offers equal access to relevant training for workers in both traditional roles and in peer work roles.	20.69% 12	31.03% 18	18.97% 11	10.34% 6	5.17% 3	13.79% 8	58
My organisation has the right culture to establish or expand a peer workforce.	21.67% 13	46.67% 28	13.33% 8	6.67% 4	6.67% 4	5.00% 3	60
Employing people in peer work roles increases overall focus on recovery within organisations.	31.67% 19	48.33% 29	13.33% 8	3.33% 2	0% 0	3.33% 2	60
Peer work roles help to encourage a more person-centred focus.	40.68% 24	37.29% 22	16.95% 10	3.39% 2	0% 0	1.69% 1	59
Peer work roles help to support better outcomes for service users.	41.67% 25	38.33% 23	18.33% 11	1.67% 1	0% 0	0% 0	60