

headspace clinical programs workforce



headspace®
National Youth Mental Health Foundation

In late 2014 staff working in the headspace clinical programs were invited to take part in a consultation process.

The purpose of the consultation was so **headspace** could better understand who the workforce are, what attracts them and motivates them to work at **headspace**, what their perceptions of the work and the organisation are, and how satisfied they are with different elements of their work. This feedback will help the organisation to better support staff and continue to improve our services.

The information and insights gained from this consultation has led to the development of two infographics about what the workforce looks like, and what they say about working at **headspace**.

How we collected the data

Most of the data presented in the infographics was collected through the following staff consultation activities:

Online survey

The online survey was open from 10 November 2014 to 5 January 2015. The survey took approximately 15 minutes to complete and included a combination of multiple choice and open text questions.

Survey participants were all staff working in the clinical programs. That is, all staff working in:

- a **headspace** centre
- **eheadspace**
- **headspace** School Support
- the **headspace** Youth Early Psychosis Program

715 staff completed the survey (580 in full, 135 partially), representing an estimated 45% of all staff working in the clinical programs.

Face-to-face consultation

Data collection was carried out between November 2014 and January 2015. This phase involved 132 staff participating across seventeen focus, including both online and in-person focus groups. Additional phone interviews were carried out with two staff members who were not able to attend a focus group, and were identified as a gap in the demographic of participants.

Staff from all the clinical programs participated in the face-to-face consultation, as well as key staff from **headspace** National Office who support the clinical programs.

Organisational reporting

Limited official organisational data is collected about the workforce in the clinical programs.

The workforce size numbers are the only figures taken from organisational data available through the **headspace** payroll system and finance tool used to collect workforce data from **headspace** centres. Workforce size figures are the most up-to-date figures available at the end of the 2014-15 Financial Year.

Where possible organisational demographic data has been compared with demographic data collected through the staff survey, to test whether the survey sample is comparable to the actual workforce population. High level comparisons show the survey sample is statistically similar, so it would be reasonable to assume survey averages would be similar to averages present in the workforce population.