
Member survey on stress, burnout and workloads

About this survey

The Financial & Consumer Rights Council (FCRC) is surveying Victorian financial counsellors on the issues of stress, burnout and workloads.

With the demand for financial counselling services increasing, along with the increase of complex casework, the risks of burnout and vicarious trauma for FCs is becoming a concern for the sector.

It is hoped that the data collected through this survey will assist us to address these risks, as well as to develop support mechanisms and guidelines on caseloads for FCs.

We encourage all Victorian FCs to respond with their experience in current (or recent) employment.

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Demographics

1. Name (optional):

2. Gender (optional):

Female

Male

* 3. Are you currently employed as a financial counsellor?

Yes

No

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Responding to the survey questions

The questions in this survey refer to the respondents' current role as an FC. As you have indicated that you are not currently employed as a financial counsellor, we would like to invite you to answer the questions based on how you would have responded while still in your most recent FC role.

* 4. Please identify the date you last worked in the role.

Date / Time

DD/MM/YYYY

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Demographics

* 5. Where are you primarily based?

- Metropolitan area
- Regional/rural area

* 6. Years of practice as an FC:

* 7. Hours per week working as an FC:

8. Would you like to work more hours as an FC?

- Yes
- No

9. If you are working **part-time**, is it for self-care reasons?

- Yes
- No

10. If you answered **yes** to the above question, please provide any additional comments you have:

* 11. How many agencies are you currently employed by as an FC?

- 1
- 2
- 3

Please note: If you are employed by more than one agency, you will have an opportunity to respond in relation to each of your roles.

* 12. Do you work in a...

- Generalist role
- Specialist role
- Mix of roles

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Demographics

* 13. Based on your previous answer, please identify what portion of a full-time position (FTE) you are employed in each role (e.g. one day per week would be 0.2 FTE):

Generalist

Specialist

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Demographics

* 14. What type of specialist role do you hold?

- Gambling
- Family Violence
- Other (please specify)

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Demographics

Please answer the following questions in relation to your primary employer.

15. Name of agency employer (optional):

* 16. How many sites do you work from?

* 17. I am...

- the only financial counsellor in my agency
- the only financial counsellor at my work site, but there are others in my agency
- part of a team of financial counsellors at my work site

* 18. Years at current employer:

* 19. Funding source for position:

- Consumer Affairs Victoria
- Victorian Responsible Gambling Foundation
- Department of Social Services
- Other

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Workloads

Please answer the following questions in relation to your primary employer.

* 20. Please indicate approx. % of time spent on any of the duties listed below.

	%
Casework	<input type="text"/>
Intake	<input type="text"/>
Management	<input type="text"/>
Professional Supervision	<input type="text"/>
Outreach	<input type="text"/>
Financial literacy/education	<input type="text"/>
Training	<input type="text"/>
Other	<input type="text"/>

* 21. Number of cases currently open and active:

* 22. In the last 12 months, what has been the peak number of simultaneously open cases in your name?

* 23. In the last 12 months, what has been the smallest number of cases simultaneously open in your name?

* 24. In the last 12 months, the average complexity of cases has...

- Increased
- Decreased
- Stayed the same
- N/A

* 25. In the last two years, the average complexity of cases has...

- Increased
- Decreased
- Stayed the same
- N/A

26. Please provide any additional comments you have regarding casework complexity:

* 27. How many hours per week would you estimate working beyond your formally paid/employed hours?

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Workload and stress

Please answer the following questions in relation to your primary employer.

* 28. How would you rate your current workload?

Light	Medium	Heavy	Unsustainably heavy
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 29. How long has it been at that level? *(Please indicate in years + months)*

* 30. If the workload has changed in the last two years, what has it changed from?

Lighter	Well balanced	Heavier	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 31. What would an ideal workload look like to you in terms of case load size, assuming the current level of casework complexity stays the same? *(Please indicate a number of cases)*

* 32. What would an ideal workload look like to you in terms of the proportion of case work and other duties? *(Please indicate a percentage for each duty, including casework)*

* 33. What level of work-related stress are you currently experiencing? *(Please indicate using the scale, where 1 is negligible and 4 is significant and 5 is unsustainable)*

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 34. Have these levels of stress Increased/Decreased/Stayed the same over the last 12 months?

- Increased
- Decreased
- Stayed the same

* 35. Have these levels of stress Increased/Decreased/Stayed the same over the last two years?

- Increased
- Decreased
- Stayed the same
- N/A

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Workload and stress

* 36. Based on the level of stress you indicated experiencing, is the stress having an impact on your job performance?

- Yes
- No

37. If so, in what ways?

* 38. Based on the level of stress you indicated experiencing, is the stress having an impact on your personal life?

- Yes
- No

39. If so, in what ways?

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Other employers

* 40. Would you like to answer questions in relation to another agency you are employed with?

- Yes
- No

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Demographics

Please answer the following questions in relation to your secondary employer.

41. Name of agency employer (optional):

42. How many sites do you work from?

43. I am...

- the only financial counsellor in my agency
- the only financial counsellor at my work site, but there are others in my agency
- part of a team of financial counsellors at my work site

44. Years at current employer:

45. Funding source for position:

- Consumer Affairs Victoria
- Victorian Responsible Gambling Foundation
- Department of Social Services
- Other

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Workloads

Please answer the following questions in relation to your secondary employer.

46. Please indicate approx. % of time spent on any of the duties listed below.

	%
Casework	<input type="text"/>
Intake	<input type="text"/>
Management	<input type="text"/>
Professional Supervision	<input type="text"/>
Outreach	<input type="text"/>
Financial literacy/education	<input type="text"/>
Training	<input type="text"/>
Other	<input type="text"/>

47. Number of cases currently open and active:

48. In the last 12 months, what has been the peak number of simultaneously open cases in your name?

49. In the last 12 months, what has been the smallest number of cases simultaneously open in your name?

50. In the last 12 months, the average complexity of cases has...

- Increased
- Decreased
- Stayed the same

51. In the last two years, the average complexity of cases has...

- Increased
- Decreased
- Stayed the same
- N/A

52. Please provide any additional comments you have regarding casework complexity:

53. How many hours per week would you estimate working beyond your formally paid/employed hours?

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Workload and stress

Please answer the following questions in relation to your secondary employer.

54. How would you rate your current workload?

Light	Medium	Heavy	Unsustainably heavy
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

55. How long has it been at that level? *(Please indicate in years + months)*

56. If the workload has changed in the last two years, what has it changed from?

Lighter	Well balanced	Heavier	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

57. What would an ideal workload look like to you in terms of case load size, assuming the current level of casework complexity stays the same? *(Please indicate a number of cases)*

58. What would an ideal workload look like to you in terms of the proportion of case work and other duties?
(Please indicate a percentage for each duty, including casework)

59. What level of work-related stress are you currently experiencing? (Please indicate using the scale, where 1 is negligible and 4 is significant and 5 is unsustainable)

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

60. Have these levels of stress Increased/Decreased/Stayed the same over the last 12 months?

- Increased
- Decreased
- Stayed the same

61. Have these levels of stress Increased/Decreased/Stayed the same over the last two years?

- Increased
- Decreased
- Stayed the same
- N/A

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Workload and stress

62. Based on the level of stress you indicated experiencing, is the stress having an impact on your job performance?

- Yes
- No

63. If so, in what ways?

64. Based on the level of stress you indicated experiencing, is the stress having an impact on your personal life?

- Yes
- No

65. If so, in what ways?

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Other employers

* 66. Would you like to answer questions in relation to another agency you are employed with?

- Yes
- No

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Demographics

Please answer the following questions in relation to your secondary employer.

67. Name of agency employer (optional):

68. How many sites do you work from?

69. I am...

- the only financial counsellor in my agency
- the only financial counsellor at my work site, but there are others in my agency
- part of a team of financial counsellors at my work site

70. Years at current employer:

71. Funding source for position:

- Consumer Affairs Victoria
- Victorian Responsible Gambling Foundation
- Department of Social Services
- Other

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Workloads

Please answer the following questions in relation to your secondary employer.

72. Please indicate approx. % of time spent on any of the duties listed below.

	%
Casework	<input type="text"/>
Intake	<input type="text"/>
Management	<input type="text"/>
Professional Supervision	<input type="text"/>
Outreach	<input type="text"/>
Financial literacy/education	<input type="text"/>
Training	<input type="text"/>
Other	<input type="text"/>

73. Number of cases currently open and active:

74. In the last 12 months, what has been the peak number of simultaneously open cases in your name?

75. In the last 12 months, what has been the smallest number of cases simultaneously open in your name?

76. In the last 12 months, the average complexity of cases has...

- Increased
- Decreased
- Stayed the same

77. In the last two years, the average complexity of cases has...

- Increased
- Decreased
- Stayed the same
- N/A

78. Please provide any additional comments you have regarding casework complexity:

79. How many hours per week would you estimate working beyond your formally paid/employed hours?

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Workload and stress

Please answer the following questions in relation to your secondary employer.

80. How would you rate your current workload?

Light	Medium	Heavy	Unsustainably heavy
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

81. How long has it been at that level? *(Please indicate in years + months)*

82. If the workload has changed in the last two years, what has it changed from?

Lighter	Well balanced	Heavier	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

83. What would an ideal workload look like to you in terms of case load size, assuming the current level of casework complexity stays the same? *(Please indicate a number of cases)*

84. What would an ideal workload look like to you in terms of the proportion of case work and other duties? *(Please indicate a percentage for each duty, including casework)*

85. What level of work-related stress are you currently experiencing? *(Please indicate using the scale, where 1 is negligible and 4 is significant and 5 is unsustainable)*

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

86. Have these levels of stress Increased/Decreased/Stayed the same over the last 12 months?

- Increased
- Decreased
- Stayed the same

87. Have these levels of stress Increased/Decreased/Stayed the same over the last two years?

- Increased
- Decreased
- Stayed the same
- N/A

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Workload and stress

88. Based on the level of stress you indicated experiencing, is the stress having an impact on your job performance?

- Yes
- No

89. If so, in what ways?

90. Based on the level of stress you indicated experiencing, is the stress having an impact on your personal life?

- Yes
- No

91. If so, in what ways?

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Workload and stress

92. What do you regard as the major stressors in your FC role(s)?

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2	<div style="border: 1px solid black; height: 20px;"></div>
3	<div style="border: 1px solid black; height: 20px;"></div>
4	<div style="border: 1px solid black; height: 20px;"></div>
5	<div style="border: 1px solid black; height: 20px;"></div>

* 93. Have you experienced vicarious trauma as an FC?

- Yes
- No

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Workload and stress

* 94. Have you most recently experienced this trauma in the last two years?

- Yes
- No

* 95. Are you still experiencing vicarious trauma?

- Yes
- No

96. Any other comments regarding vicarious trauma:

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Workload and stress

* 97. As you have not experienced vicarious trauma at this point in time, are you concerned about risk of exposure to vicarious trauma?

- Yes
- No

98. Any other comments regarding vicarious trauma:

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Workload and stress

* 99. What level of work-related stress have you observed in colleagues/peers? (Please indicate using the scale, where 1 is negligible and 4 is significant and 5 is unsustainable)

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 100. Have these levels of stress Increased/Decreased/Stayed the same over the last 12 months?

- Increased
- Decreased
- Stayed the same

* 101. Have these levels of stress Increased/Decreased/Stayed the same over the last two years?

- Increased
- Decreased
- Stayed the same
- N/A

102. What do you regard as the major stressors affecting your colleagues/peers?

1	<input type="text"/>
2	<input type="text"/>
3	<input type="text"/>
4	<input type="text"/>
5	<input type="text"/>

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Support

103. What workplace supports does your employer(s) provide to assist you in managing workload and stress?

1	
2	
3	
4	
5	

* 104. On a scale from 1 to 5, how would you rate these supports, where 1 is ineffective and 5 is highly effective?

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

105. Please provide any comments you have in relation to the adequacy of these supports:

* 106. In the last 12 months, I have felt able to attend professional body meetings (networks, working groups)...

Never	Occasionally	Sometimes	Most of the time	All the time
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

107. If you felt unable to attend meetings, what factors have prevented you from attending (e.g. employer objection, work pressures, transport, client demands)?

1	
2	
3	
4	

* 108. Would you like to receive support from FCRC in regards to the risks of stress, trauma or burnout?

Yes
 No

109. If yes, what types of support would you like FCRC to provide? (e.g. training, mentorship, counselling)?

1

2

3

4

5

110. Please provide any additional comments you may have in regards to the role of the peak body in supporting FCs:

* 111. Have you accessed any Employer Assistance Programs (EAP) in the last 12 months?

Yes

No

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Employer Assistance Programs

* 112. How many EAP sessions does your employer provide free of charge?

0

3

1

4+

2

Not sure

* 113. Did your need for the EAP service exceed the number of free sessions provided by your employer?

Yes

No

114. Please provide any additional comments you may have regarding EAP:

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Burnout

* 115. On a scale from 1 to 5, how likely are you to leave your employment within the next six months, where 1 is highly unlikely and 5 is highly likely?

1 2 3 4 5

* 116. On a scale from 1 to 5, how likely are you to leave the sector, where 1 is highly unlikely and 5 is highly likely?

1 2 3 4 5

117. If you are contemplating departure from your employer and/or the sector, how important to this decision are workload and stress issues, on a scale from 1 to 5 where 1 is 'not at all important' and 5 is 'extremely important'?

1 2 3 4 5

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Professional supervisors

* 118. Are you currently practicing as a Professional Supervisor for financial counsellors?

Yes

No

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Professional supervisors

* 119. In your role as a Professional Supervisor, what level of stress or trauma symptoms have you witnessed among your supervisees?

- None at all
- A little
- A moderate amount
- A lot

* 120. How has this level changed in the last 12 months?

- Increased
- Decreased
- Stayed the same

121. What do you believe to be the factors that have contributed to supervisee stress or trauma?

1	<input type="text"/>
2	<input type="text"/>
3	<input type="text"/>
4	<input type="text"/>
5	<input type="text"/>

* 122. On a scale of 1 to 5, as a supervisor how adequate do you feel your skills/training are to deal with these issues?

1	2	3	4	5
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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Final comments

123. Please provide any other comments you have in relation to the issues in this survey: