



Insights: Indicators of a Thriving Workplace

Superfriend®

What we will cover today

The latest Indicators of a Thriving Workplace Survey

- What's new
- 5 Domains
- Industry ranking

Psychosocial Hazards

- Impact of workload
- Remote work

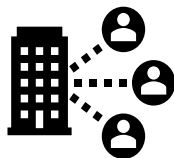
Actionable Insights

- What do workers say?
- What does the evidence say?

Aim: provide a national benchmark for workplace mental health



9947 respondents



19 industries



Weighted using latest ABS statistics to
represent Australian workforce

Domains of a Thriving Workplace

SuperFriend's 5 Domains



CONNECTEDNESS

78.5

SAFETY

76.1

LEADERSHIP

71.4

WORK DESIGN

70.1

CAPABILITY

67.9

Insights to guide action



Thriving Workplace Scores by Industry

Industry	Score
Information Media and Telecommunications	77.8
Arts and Recreation Services	77.0
Financial and Insurance Services	76.4
Manufacturing	75.8
Electricity, Gas, Water and Waste Services	75.6
Construction	75.5
Professional, Scientific and Technical Services	74.9
Agriculture, Forestry and Fishing	74.7
Rental, Hiring and Real Estate Services	73.0
Transport, Postal and Warehousing	73.0
Administrative and Support Services	72.9
Retail Trade	72.8
Wholesale Trade	72.7
Mining	71.5
Public Administration and Safety	71.2
Accommodation and Food Services	70.6
Health Care and Social Assistance	70.2
Education and Training	70.2
Other Services	69.1

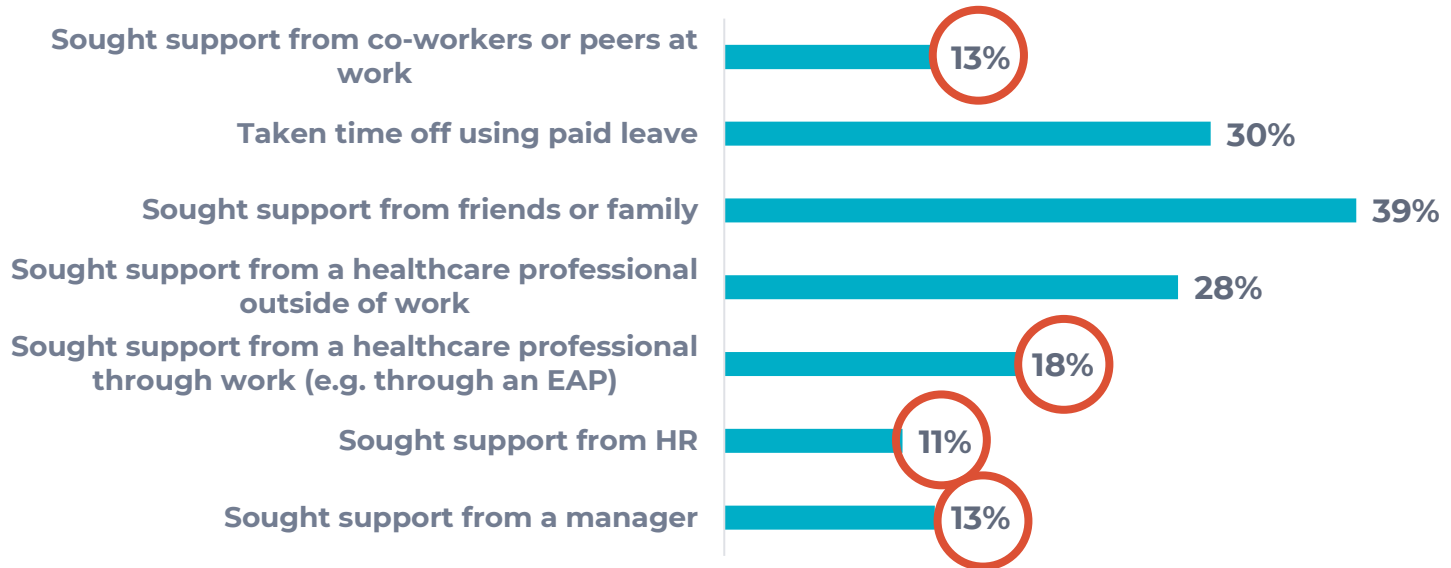
72.8

CONNECTEDNESS

CONNECTEDNESS refers to the quality of interpersonal relationships in the workplace.

High quality connections are characterised by mutual respect, trust and collaboration. This can be seen when workers support each other to succeed and there is a sense of belonging.

Actions taken to support mental health over the past 12 months



CONNECTED
NESS

Actionable insights



We have a **very supportive** workplace and all employees and employers are connected and open. **Mental health days** are allowed and encouraged to support everyone's mental health.

Allowing people to talk. Sounds silly but only 10 years ago no one at work would even consider saying they had a problem for fear of ridicule or the bosses thinking you were skiving.



Superfriend

SAFETY

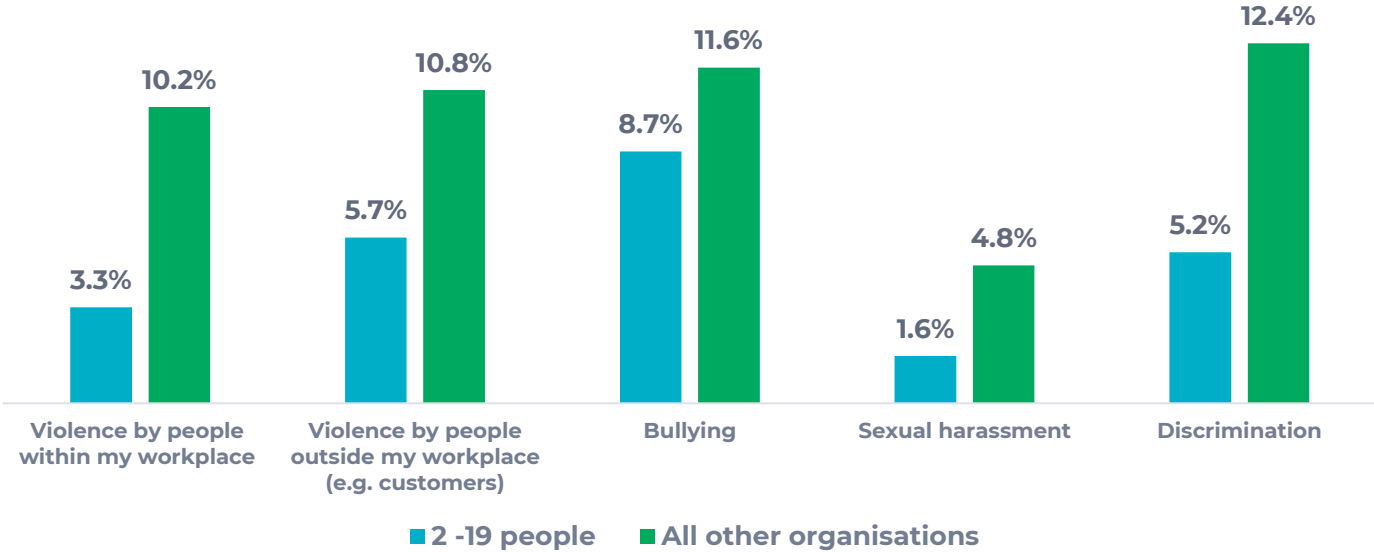


Superfriend

SAFETY describes the processes put in action to protect personal safety so that workplaces are free from harassment, bullying, discrimination and violence.

These processes provide proactive support and promote positive social interactions.

Experience of Negative Events



Actionable insights

SAFETY

We get plenty of paid **time off to recoup** following a post traumatic event, we have **therapists** available to talk and work through stress... We have a **clear plan in play** and we look after one another to keep safety a priority

It's quite sad that our company has **so many written policies** and procedures / training videos / PPE to help with physical safety, but **mental health is not even talked about.**

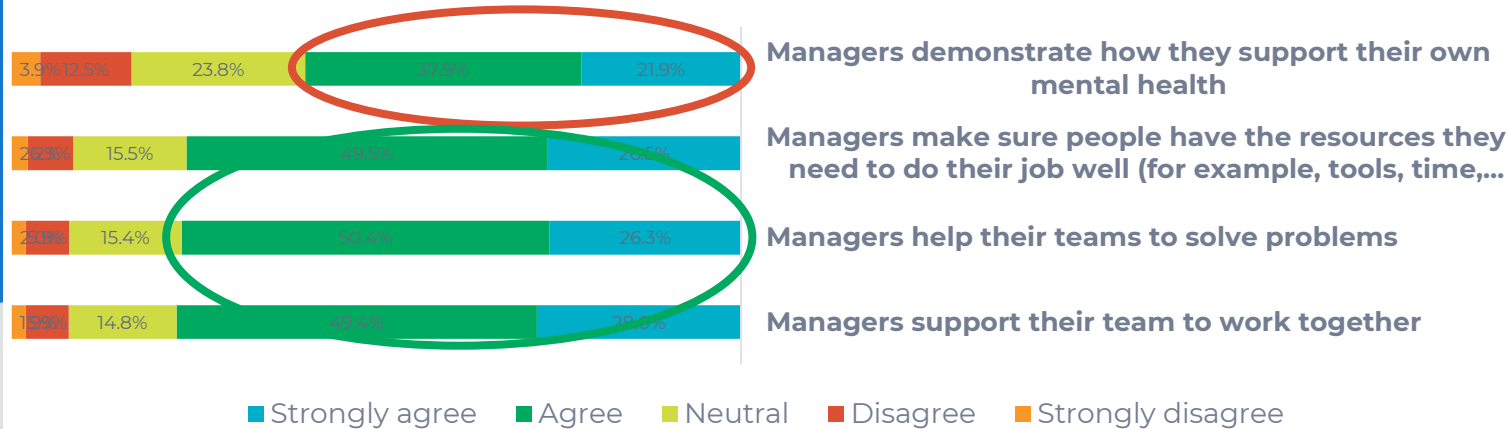


Superfriend[®]

LEADERSHIP

LEADERSHIP comprises how managers enable their teams to achieve shared organisational goals.

This includes modelling positive behaviours, providing feedback for growth and nurturing a culture where workers can utilise their strengths.



LEADERSHIP

Actionable insights

We had a good leadership team that continually would call us and check in with us to **see how we were coping** and make sure we were ok and **not talk about work**.

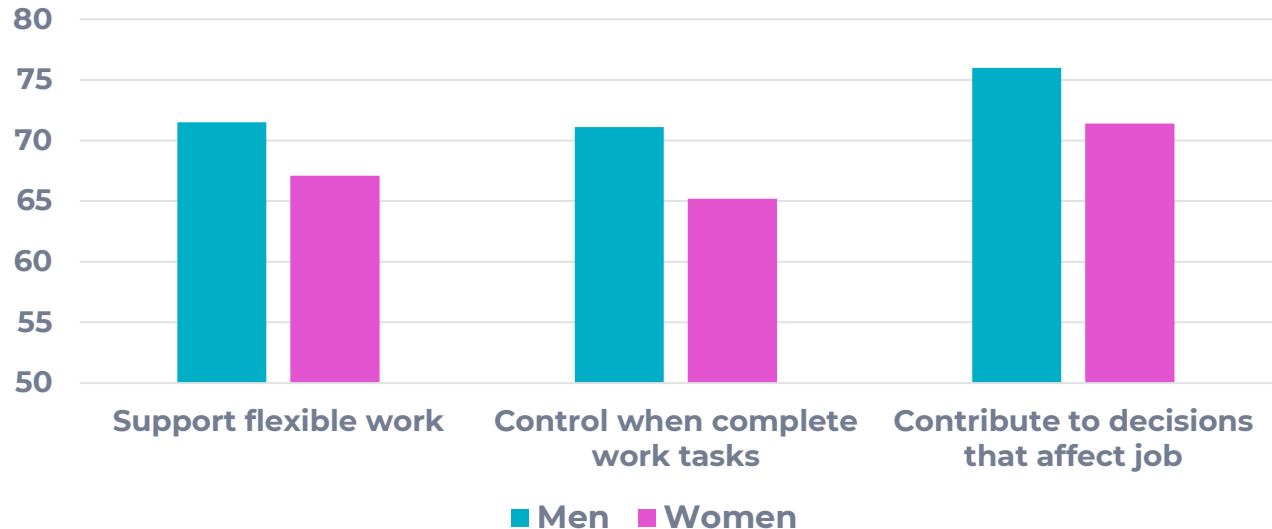
They have **replaced** the previous management team but then proceeded to do very little to **restore** the mental health of previous workers, or to **maintain** that of the current workers.

WORK DESIGN

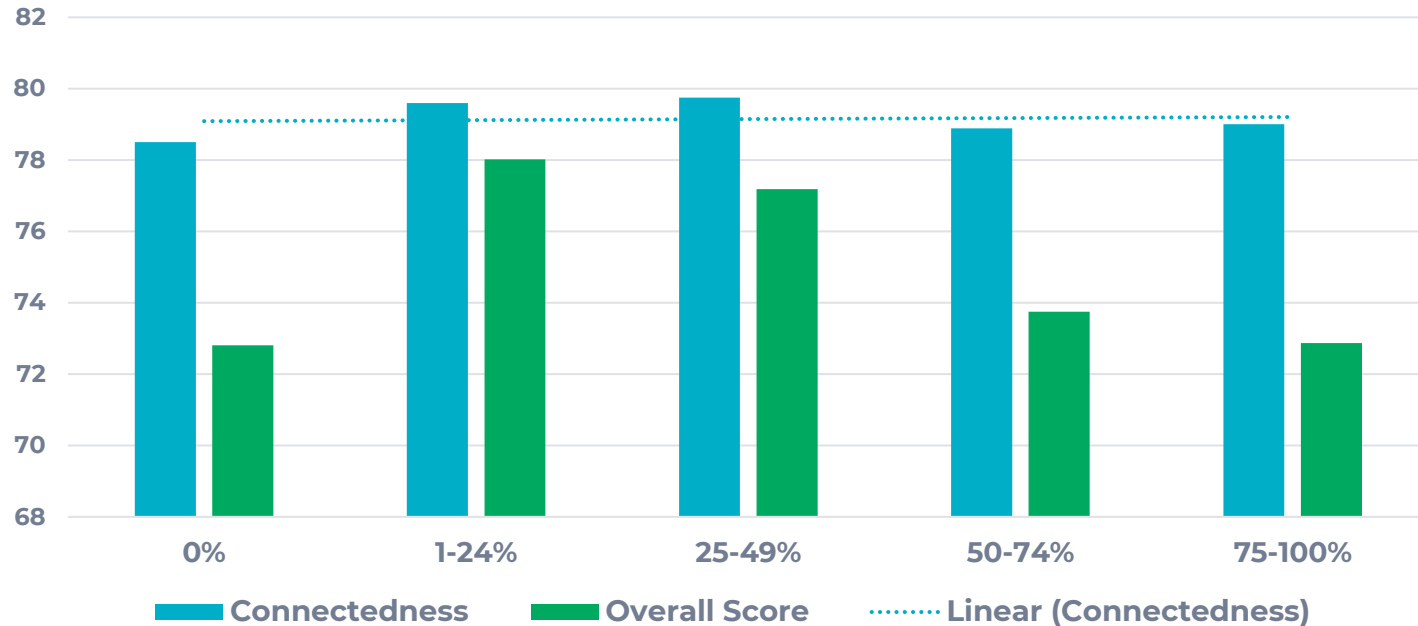
WORK DESIGN is the way that roles, tasks and responsibilities are organised.

Stronger engagement occurs when workers are empowered to shape the way that they work. This promotes a balance between work and individual preferences.

Elements of work design



Proportion of time working from home didn't impact connectedness but did impact overall Thriving



WORK
DESIGN

Actionable insights

WORK DESIGN

Remote work has been reduced and many benefits that once made them a **provider of choice** have been removed.

They're also very flexible when it comes to shifts, as long as you don't abuse it. Having a **sense of control** over the time you work does take away a lot of stress.



CAPABILITY

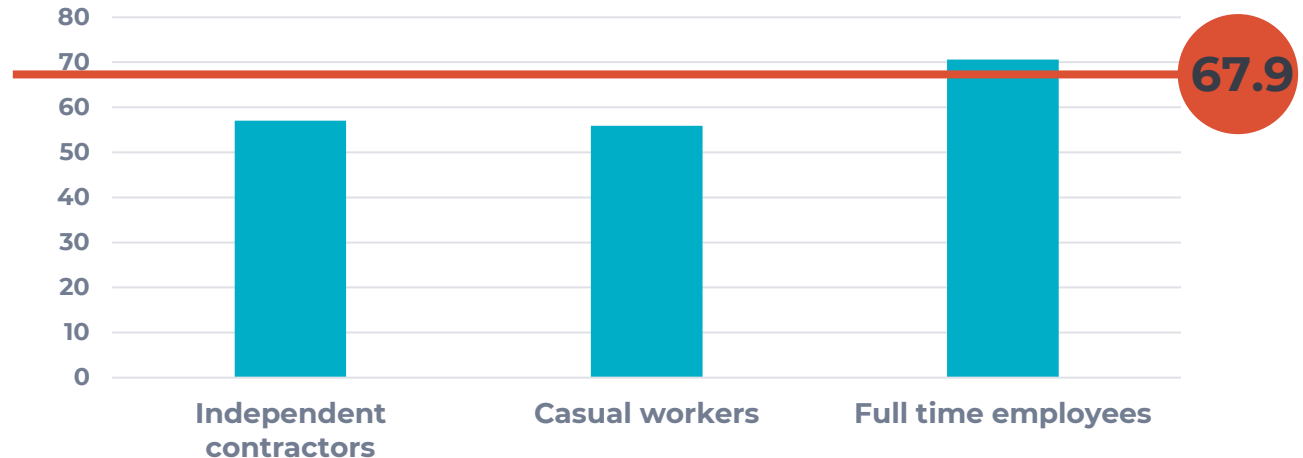
CAPABILITY is about equipping the workplace with skills and resources to support mental health.

It involves putting policies into action to minimise risks, respond to harm, and promote the positives that support good mental health and wellbeing for all.



Superfriend

Capability score



Actionable insights

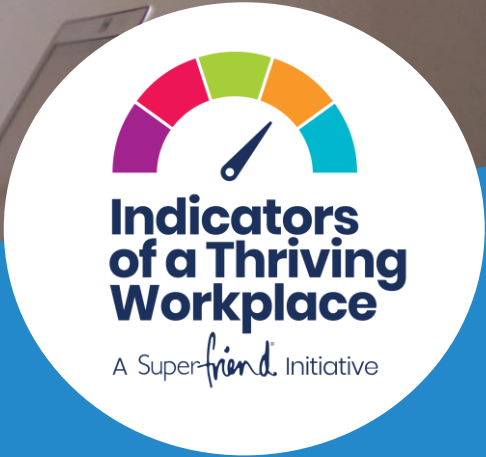
CAPABILITY

When we go to jobs that are traumatic or suit a certain criteria we are placed on a mental health watch where a supervisor will **check in on us** and make sure we are doing okay

Employees are **only directed** to helplines and reporting services rather than offered actual help. Traumatic events are undermined... No support for stress related issues



Superfriend



Psychosocial Hazards

Superfriend®

PSYCHOSOCIAL HAZARDS

Psychosocial Hazard

Inappropriate workload

Low recognition

Poor change management

Poor management support

Low job control

Traumatic events

Poor role clarity

Poor working environment

Poor workplace relationships



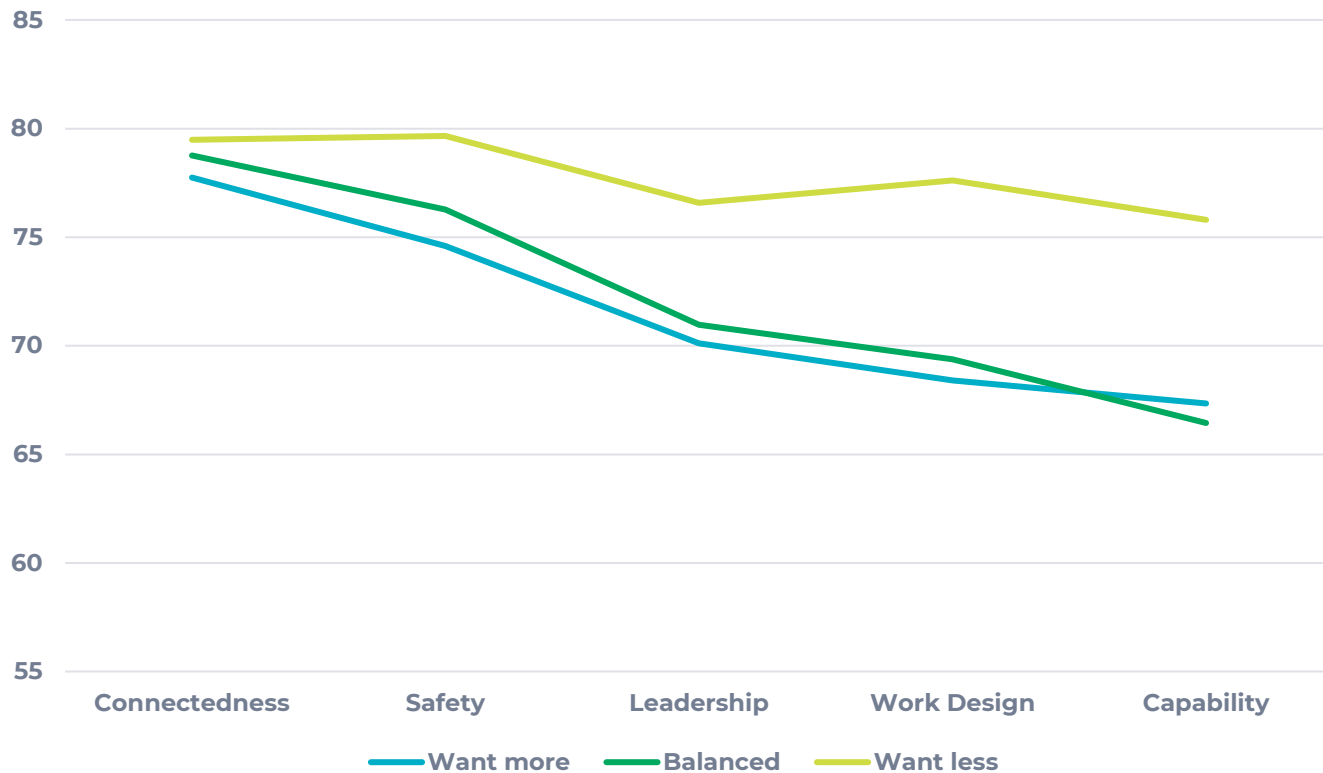
**WORST
RATING**



**BETTER
RATING**

Remote work

Working from home and Domain scores





Workplace actions

Superfriend®

What the most mentally healthy workplace would look like



More people would be allocated to **shifts in busy hours** of the day, there would be often held **team meetings** discussing any changes, discussing how the previous week or fortnight went, there would be proper **introduction of resources** and open **chats about mental health**. It would make everyone feel more heard and comfortable

What the most mentally healthy workplace would look like



I imagine, my future employer to offer the following:

- 1) the **management** is honest, transparent and provides clear reasoning behind their decisions;
- 2) **health and safety** at workplace is the priority, and sufficient resources are allocated to facilitate that;
- 3) opportunities to participate in **trainings** to gather novel knowledge are available to everyone;
- 4) post-pandemic **flexibility** of working hours becomes a permanent feature

What the most mentally healthy workplace would look like



- 1) The ability to receive **mental health consultation** during and after working hours.
- 2) The ability to have **open conversations** about workplace struggles **without any repercussions**.
- 3) Where colleagues are friendly towards one another and **able to talk** about things that are non work related.

What the most mentally healthy workplace would look like



Access to **counsellors, mental health days off. Training** associated with supporting staff with their mental health. Ability to work **hours/location** where you feel the best/most convenient. **Enough staff** to cover the work so people aren't stressed about deadlines.

Summary

- **SuperFriend has conducted our widest ever survey of Australian workplaces**
- **Our Domains provide an interpretable summary of a wide range of information**
- **The Domains reflect the shift from defining the problem to taking action**
- **This presentation has briefly touched the surface of the insights available**
- **Don't be afraid to look beyond compliance!**

Contact SuperFriend

Stay in the loop about SuperFriend's research updates and/or contact us for more info:

- Website: www.superfriend.com.au
- LinkedIn: www.linkedin.com/company/superfriend/
- Email: info@superfriend.com.au



Scan here for our
latest ITW report!