

PROFESSIONAL, SCIENTIFIC AND TECHNICAL SERVICES

PROFILE REPORT

The 2018 **Indicators of a Thriving Workplace** survey measures the **current state** against the **desired state** of a thriving or mentally healthy workplace, by asking people currently employed about their experience in their workplace.



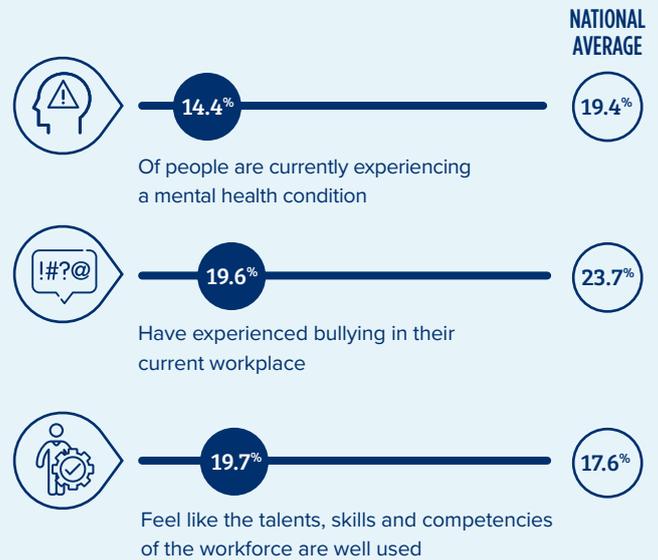
A SNAPSHOT OF MENTAL HEALTH AND WELLBEING IN AUSTRALIA'S PROFESSIONAL, SCIENTIFIC AND TECHNICAL SERVICES WORKFORCE

The industry's overall index score (65.4) is higher than the national score (62.7). Every domain score exceeded the national result, particularly the leadership and connectedness domains which were the highest scores recorded for any industry. Looking at specific areas of overachievement, people strongly feel that they are part of a team (+5.1pp~ above the national average) and identify with their workplace (+2.5pp). People in this industry are also more likely to work together effectively, particularly when trying to accomplish difficult goals (+2.4pp).

The proportion of employees finding their job highly stressful is above the national average (+4.4pp). Despite this, a much higher proportion of people enjoy doing their jobs (+5.6pp) and consider their workplace to be among the best in its industry at creating and sustaining positive mental health and wellbeing for employees (+5.2pp). Encouragingly, the proportion of people currently experiencing a mental health condition is well below the national average (-4.9pp).

IMPORTANT NOTE: The index methodology was revised in early 2019 to provide a more robust view of workplace mental health and wellbeing, and is based on all responses from 'strongly agree' to 'strongly disagree'. The national index scores in this report have been recalculated to ensure ongoing comparability with profile-specific index scores.

~ pp denotes percentage points



Biggest opportunities to achieve thriving workplaces



● INDUSTRY ○ NATIONAL AVERAGE

MENTAL HEALTH ISSUES EXPERIENCED AT WORK

Professional, scientific and technical services workers are far less likely to experience bullying and discrimination in the workplace, and there appears to be less stigma around mental health issues in the industry.



“There is no real commitment to improving mental health in this country – it’s all tokenism. The stigma is still really there. As one manager said, it’s not like a broken leg, you can’t see it. A workmate [took their own life] last week and management just ran for cover as she had lodged bullying complaints. It was all dismissed as being solely related to her condition. Another colleague had come out of a Perth clinic after an attempt. On his first day back, he was advised that they had already been generous in their assistance and that any more sick leave would be unauthorised and his employment terminated. According to HR, this was all OK as it was legal, and they had advised him that he could access our Employee Assistance Program (in his own time).”

“Employers are discriminating (favouring some over others), bullying and threatening, and have the power to sack you at any time. This... has an impact on one’s mental state and work productivity.”

“I have not disclosed my mental health issues to my current employer as I was sacked previously when my employer at the time found out about them.”

“Managers are turning a blind eye to hurtful things taking place.”

WHAT IS PREVENTING EMPLOYERS FROM TAKING ACTION?

Lack of time is considered the biggest barrier in the industry (+2.5pp higher than the national average), along with the perception that there are more important business issues to address (+2.0pp).



— INDUSTRY ● NATIONAL AVERAGE

"[There's a] lack of understanding of what employee roles and mental health issues are, and a lack of care in the face of profitability."

"It's difficult to identify mental health issues in the office. Treatment may be simple, but not knowing where to look is the biggest problem as we are not trained to do this."

"[There's a] lack of competent and effective mental health organisations."

"There's no real concern for mental health, just the need to be seen as having ticked the box [by] having policies."

BENEFITS OF INVESTING IN WORKPLACE MENTAL HEALTH AND WELLBEING

The proportion of workers who mentioned better productivity and retention as the main benefits of investing in mental health and wellbeing was substantially higher than the national average (+3.8pp and +4.6pp respectively).



“Increased customer satisfaction.”

“Less conflict in the workplace.”

“Reduction in suicides.”



HOW DO INDIVIDUALS BENEFIT?

People working in the professional, scientific and technical services industry are likely to feel more valued if their workplace invests in mental health and wellbeing, but to a lesser extent than the average working Australian (-3.9pp).



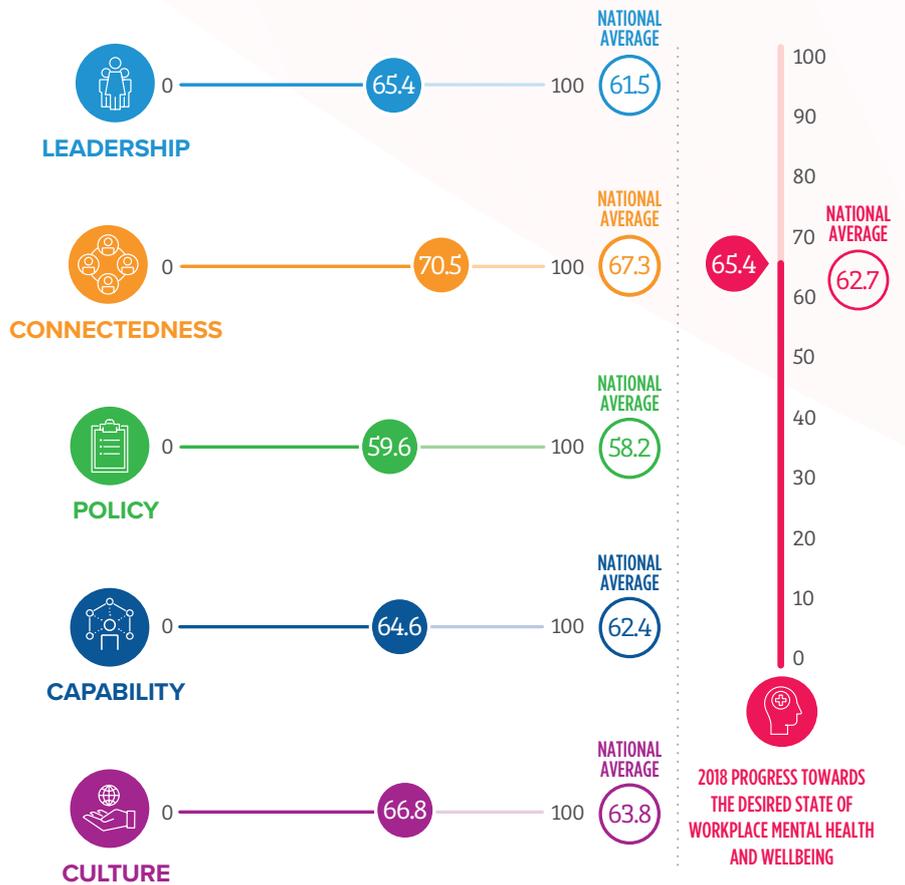
“Increased respect for the business and its leaders for their efforts and recognition of mental health.”

“A workplace which is a pleasure to work in.”

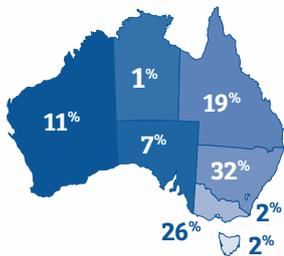


ARE WE THERE YET?

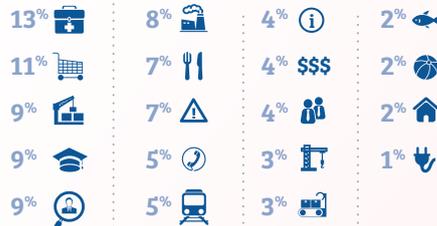
The 2018 results show that people working in the professional, scientific and technical services industry have higher overall perceptions and experiences of their workplace compared to the national index scores. The industry performed best in the culture and connectedness domains.



PRIMARY PLACE OF WORK



INDUSTRY



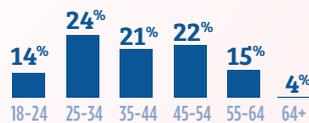
PARTICIPANTS

5,047

GENDER

47% FEMALE
53% MALE

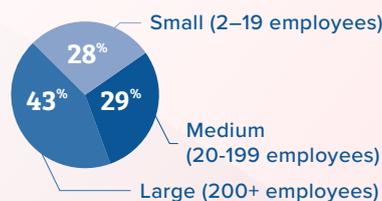
AGE



WORK ROLE



WORK ROLE



ABOUT THIS SURVEY

The aim of the Indicators of a Thriving Workplace survey is to measure the current state against the desired state of a thriving or mentally healthy workplace, by asking people currently employed about their experience in their workplace. The survey was completed online by 5,047 working Australians in July 2018, and asked respondents to rate the extent to which each of the scientifically-validated 40 characteristics of a mentally healthy workplace are present in their own workplace using a 6-point scale: 'strongly agree' to 'strongly disagree' and 'don't know'. The survey also asked questions about people's perceptions, attitudes and experiences in relation to workplace mental health and wellbeing.

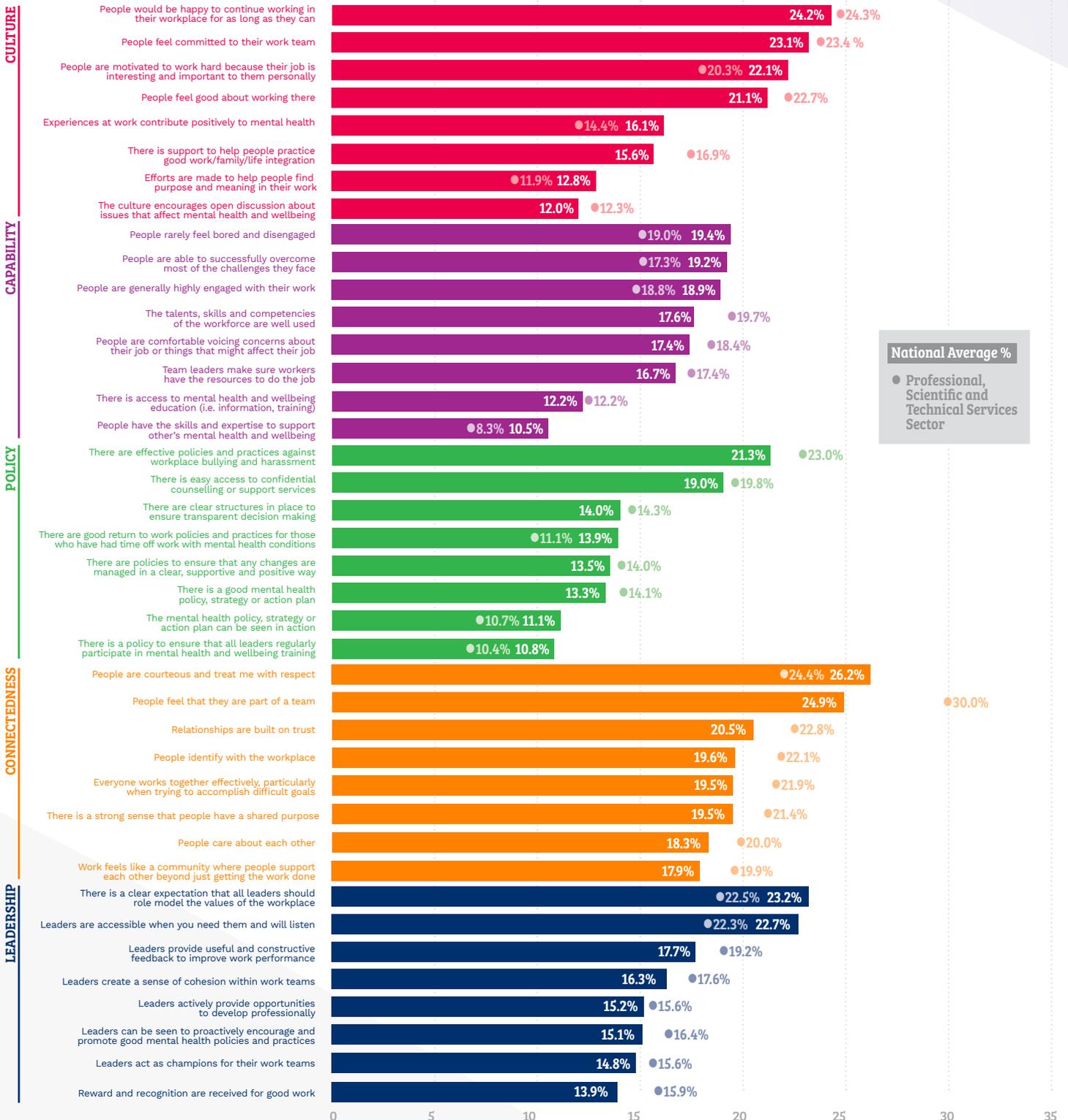
This report is based on responses from 384 people working in the professional, scientific and technical services industry.

DOWNLOAD THE NATIONAL REPORT:

superfriend.com.au/resources/indicators-of-a-thriving-workplace-2018/

ARE WORKPLACES THRIVING IN THE PROFESSIONAL, SCIENTIFIC AND TECHNICAL SERVICES SECTOR?

The 40 indicators of thriving workplaces are characteristics that optimise employees' mental health and ability to succeed at work. The following chart shows the proportion of respondents who 'strongly agree' with each indicator. The results below highlight that the professional, scientific and technical services industry is having plenty of success in the journey to achieving thriving workplaces across all five domains.



SuperFriend advocates for, equips and empowers profit-to-member superannuation funds and insurers to achieve mentally healthy workplaces for their staff and members.

Can you imagine an Australia where all workplaces are mentally healthy? That's our vision. Pure and simple.

You can find more information about workplace mental health and wellbeing solutions, free resources, and sign up to our regular newsletter at superfriend.com.au



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