

# TRANSPORT, POSTAL AND WAREHOUSING

## 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 TRANSPORT, POSTAL AND WAREHOUSING WORKFORCE

The industry's overall index score (59.3) is substantially lower than the national score (62.7). Every domain score fell short of the national result, with notably lower levels of agreement about whether people care about each other (-8.6pp~ below the national average) and are highly engaged with their work (-7.4pp).

The proportion of transport, postal and warehousing workers currently experiencing a mental health condition is well below average (-2.9pp), although there is far less optimism that workplace mental health and wellbeing will improve in the foreseeable future (-7.3pp). People working in the industry also enjoy their jobs a little less than those in other industries (-1.5pp) and are less likely to rate their employer as among the best in its industry at creating and sustaining mental health and wellbeing for its employees (-1.8pp).

**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



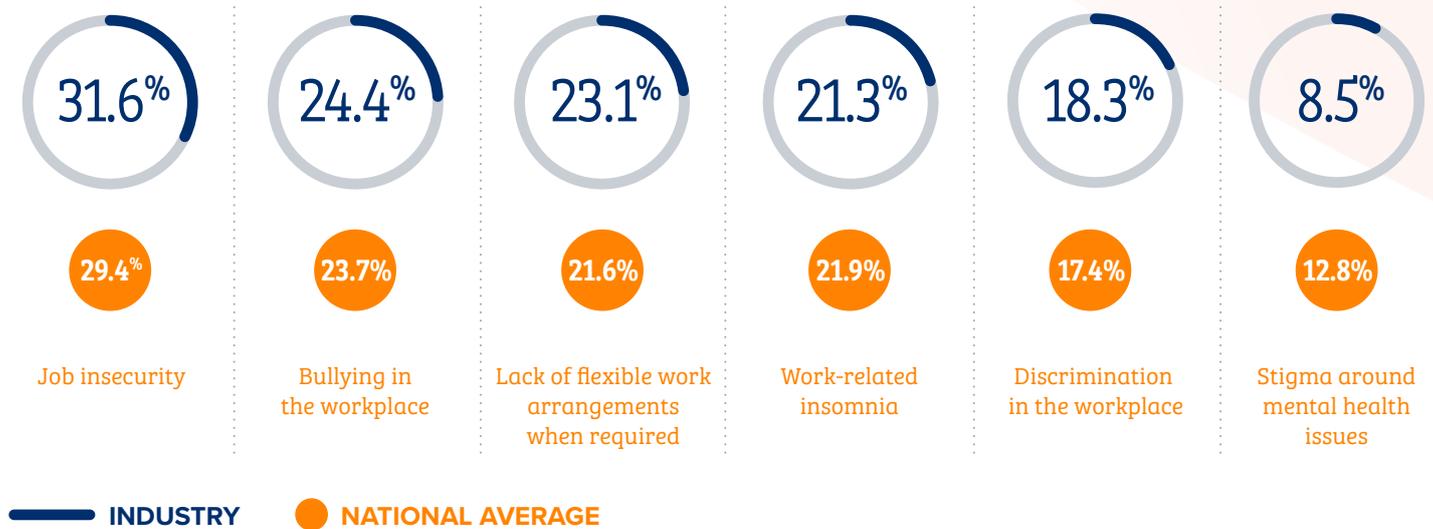
### Biggest opportunities to achieve thriving workplaces



● INDUSTRY ○ NATIONAL AVERAGE

## MENTAL HEALTH ISSUES EXPERIENCED AT WORK

Transport, postal and warehousing workers are more likely than the average working Australian to experience job insecurity, bullying and lack of flexible work arrangements.



*"I live alone [and] work alone on the road as a subcontractor and face challenges daily dealing with the host company's strict safety procedures when on their site but get no support when raising safety issues that I face when delivering their products away from their site. Within the past week I have been abused, assaulted and had near misses [due to] the host company's careless attitude towards my safety and the way my truck is loaded."*

*"[I'm] disappointed with the lack of direction in my workplace and the handling of... bullying by those they put in charge of workers on the floor."*

*"My workplace is trying to become better [and is] running Mental [Health] First Aid courses for staff. But upper management are bullies and nothing can be done to stop them."*

*"Devious and unfair allocation of extra hours."*

*"Rampant, mind-numbing, pointless government bureaucracy."*

## WHAT IS PREVENTING EMPLOYERS FROM TAKING ACTION?

Lack of appropriate skills among managers is considered the biggest barrier by far in the industry and is well above the national average (+5.2pp). In contrast, lack of time is less of an issue than in every other industry (-10.5pp).



INDUSTRY NATIONAL AVERAGE

*"When people with mental health [issues] go to get help, no one takes ownership. They just refer the person to another person that can help and say 'try this person.' [There's] no accountability to help."*

*"When someone is having a problem, it is hard to find anybody who will put their hand up to help. It is something people are not trained for in my company. Managers try their best, but are at a loss."*

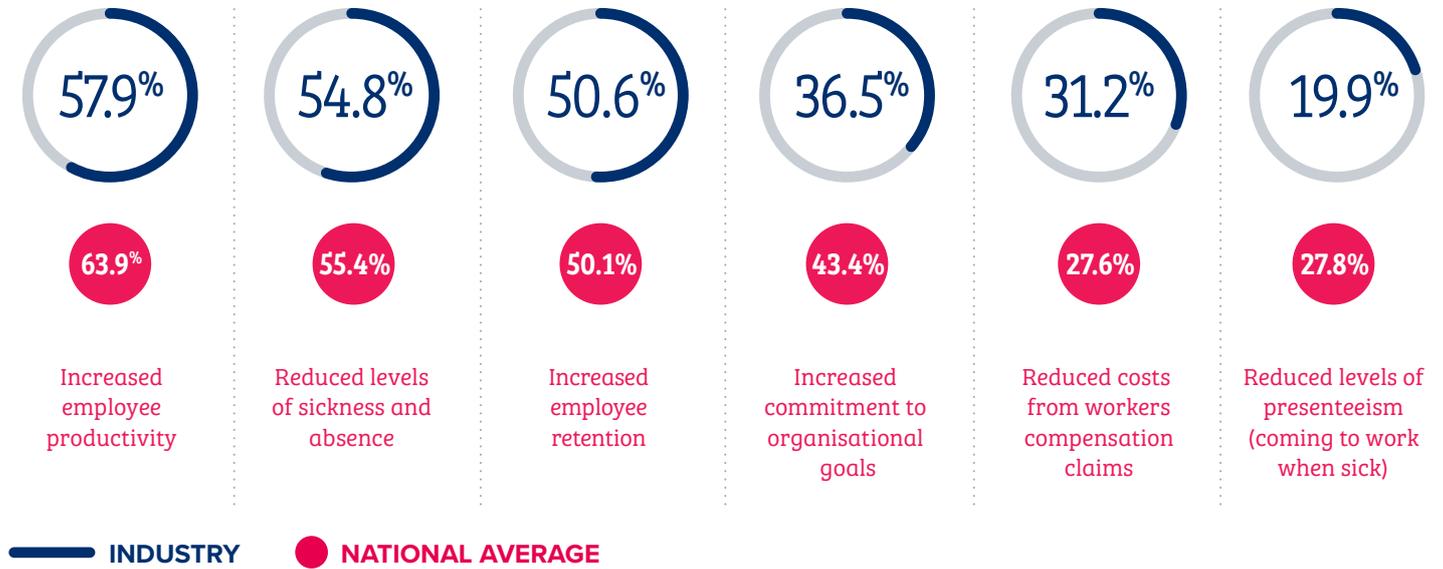
*"My employer should not be a manager, ever, due to the lack of understanding and compassion in regards to any employee with mental health issues."*

*"[There's a] fear of retribution around naming factors contributing to stress overload."*

*"The company pays lip service to mental health but local management don't practice it."*

# BENEFITS OF INVESTING IN WORKPLACE MENTAL HEALTH AND WELLBEING

While the proportion of workers who mentioned improved productivity as the main benefit of investing in mental health and wellbeing was well below the national average (-6.0pp), the transport, postal and warehousing industry is more likely than most to benefit from reduced workers compensation claim costs (+3.6pp).



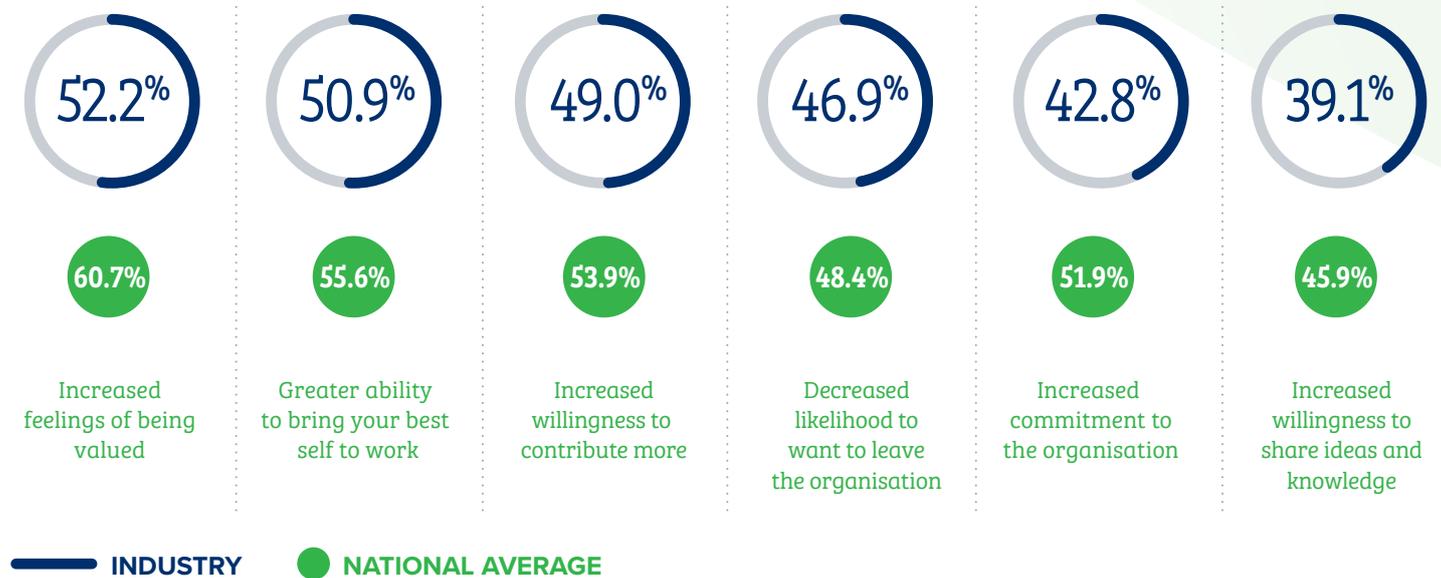
*“Increased employee job satisfaction levels.”*

*“Mental health days should be in all workplaces. 5 days a year or more if required.”*



## HOW DO INDIVIDUALS BENEFIT?

People working in the transport, postal and warehousing industry are likely to feel more valued if their workplace invests in mental health and wellbeing, albeit less than the average working Australian (-8.6pp).



*“Feeling good about myself and having higher self-esteem.”*

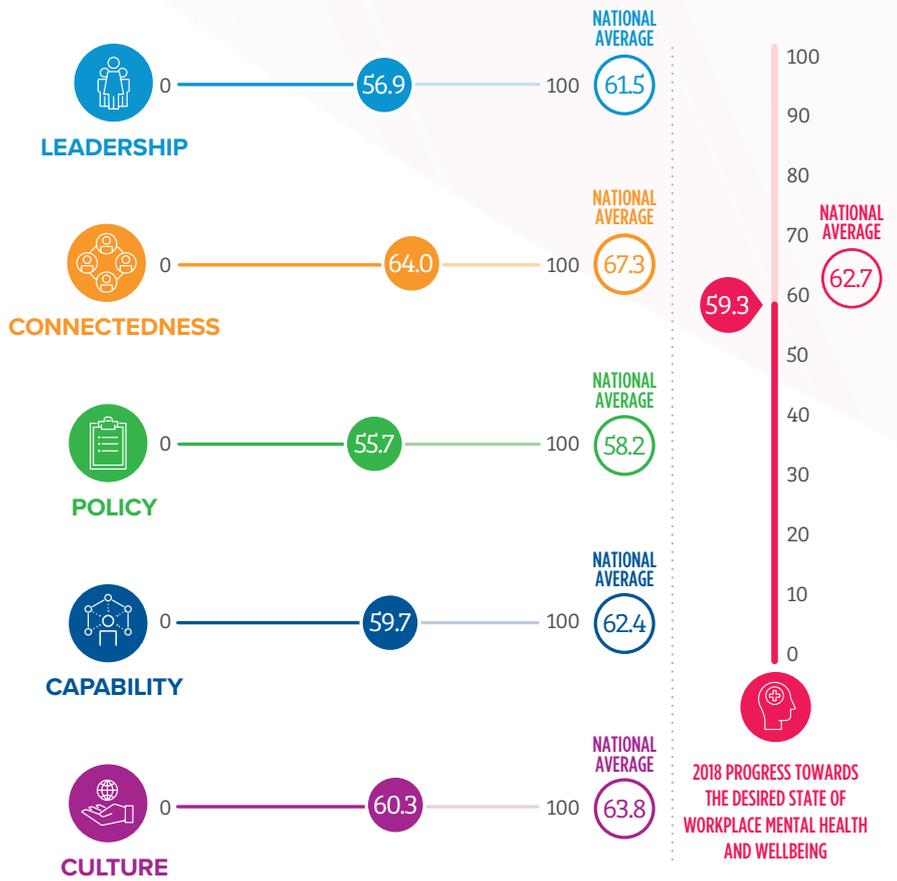
*“Increased productivity and output, contributing to a sense of accomplishment.”*

*“Less stress.”*

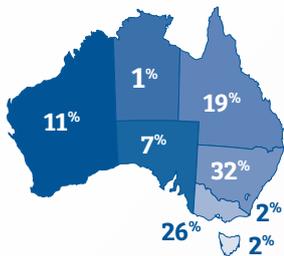


# ARE WE THERE YET?

The 2018 results show that people working in the transport, postal and warehousing industry have substantially lower overall perceptions and experiences of their workplace compared to the national index scores for every domain, particularly in terms of leadership (-4.6 points lower).



## PRIMARY PLACE OF WORK



## INDUSTRY



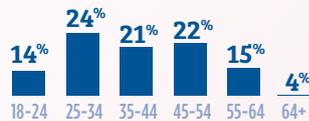
## PARTICIPANTS



## GENDER



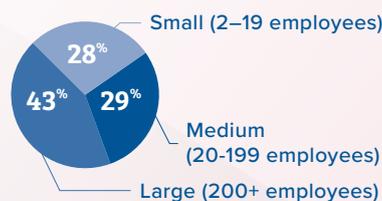
## AGE



## 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.

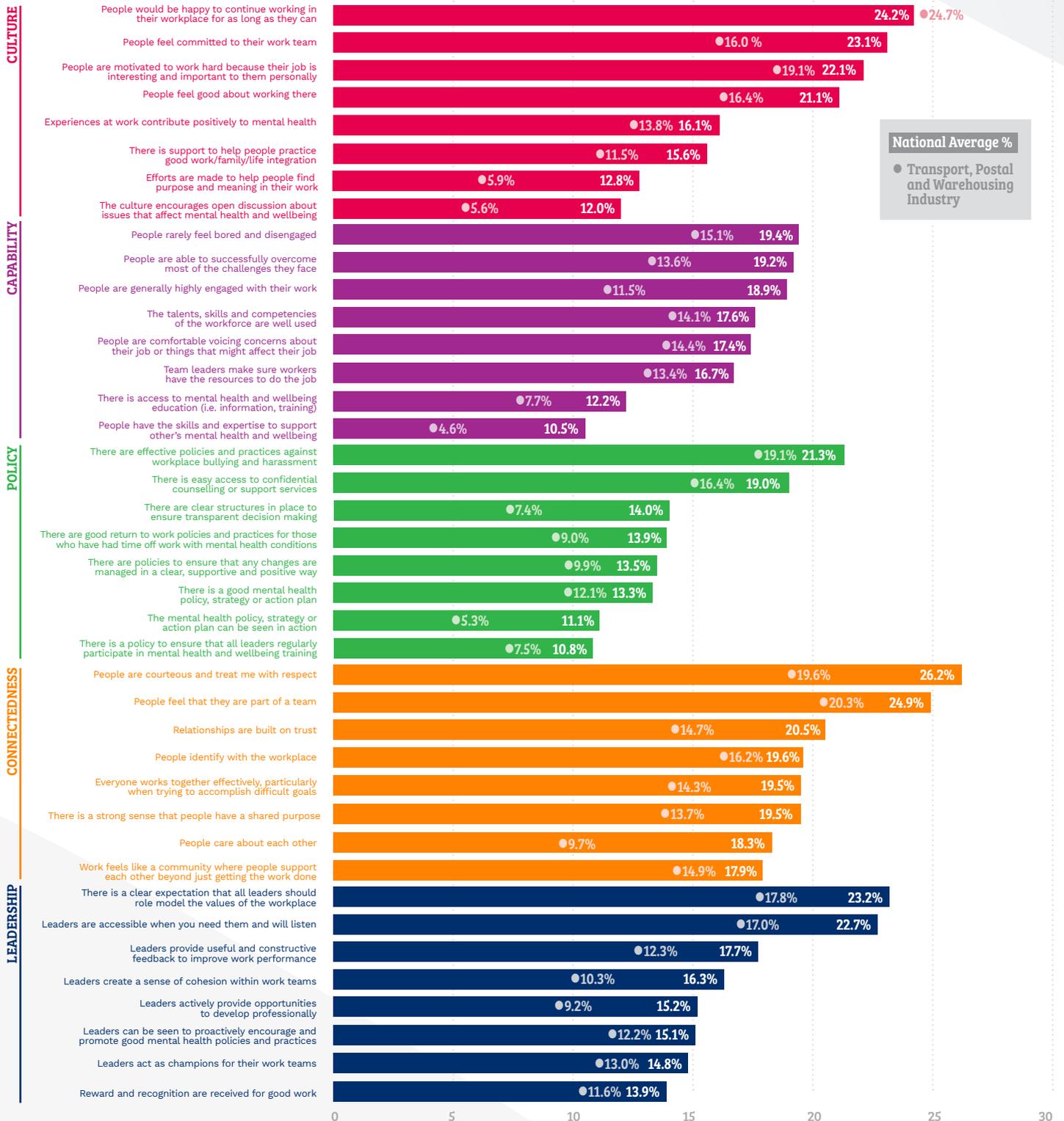
This report is based on responses from 245 people working in the transport, postal and warehousing industry.

DOWNLOAD THE NATIONAL REPORT:

[superfriend.com.au/resources/indicators-of-a-thriving-workplace-2018/](http://superfriend.com.au/resources/indicators-of-a-thriving-workplace-2018/)

# ARE WORKPLACES THRIVING IN THE TRANSPORT, POSTAL AND WAREHOUSING 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 transport, postal and warehousing industry is falling behind the national average for every indicator except one: People would be happy to continue working in their workplace for as long as they can (+0.5pp).



*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](http://superfriend.com.au)**



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