

# HEALTH CARE AND SOCIAL ASSISTANCE

## 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 HEALTH CARE AND SOCIAL ASSISTANCE WORKFORCE

The industry's overall index score (63.2) is slightly higher than the national score (62.7). Every domain score exceeded the national result except for the leadership domain, partly due to the lower levels of agreement that reward and recognition are received for good work (-1.0pp~ below the national average).

The proportion of employees finding their job highly stressful is above the national average (+6.8pp), although the proportion currently experiencing a mental health condition is only slightly above average (+1.2pp). Despite the associated stress, a high proportion plan to definitely stay with their current employer over the next 12 months (+4.6pp).

**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

NATIONAL AVERAGE



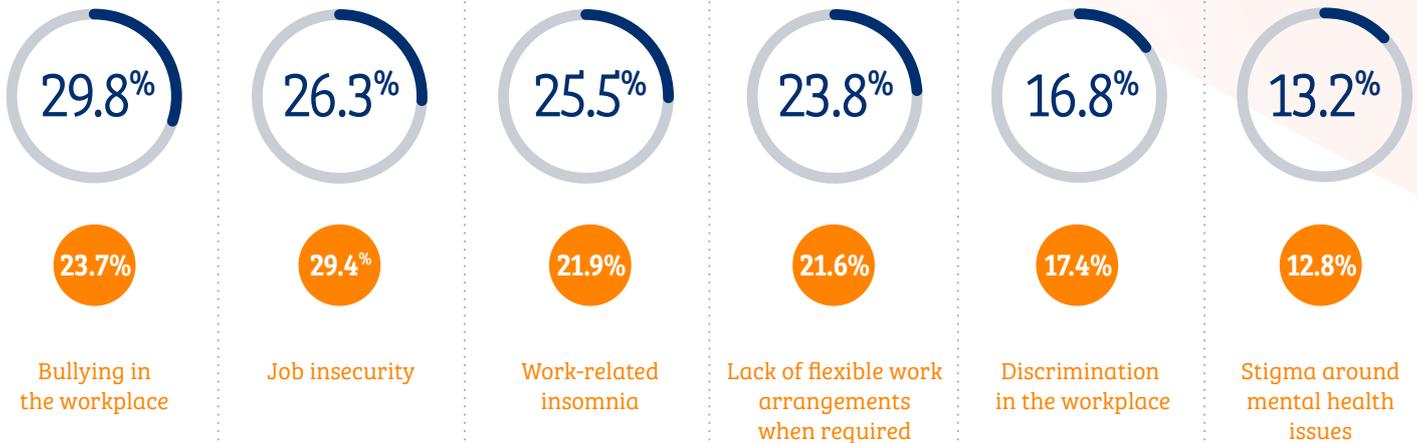
### Biggest opportunities to achieve thriving workplaces



● INDUSTRY ○ NATIONAL AVERAGE

## MENTAL HEALTH ISSUES EXPERIENCED AT WORK

Health care and social assistance workers are far more likely to experience workplace bullying and work-related insomnia (+6.1pp and +3.1pp above the national average respectively), but job insecurity is less of an issue (-3.1pp).



— INDUSTRY    ● NATIONAL AVERAGE

*“In my workplace, the people I directly report to are great and very supportive. It is the higher management that they report to who are bullies. They preach ‘no bullying’ but display bullying behaviour constantly such as yelling, being aggressive, and dismissive towards staff. I doubt that they will be pulled up on this as they are [at the] top of the food chain.”*

*“I am a registered nurse who works in a large regional public hospital. Workplace stress, workload and patient violence are really a major concern and can have adverse effects on anyone’s mental or physical health.”*

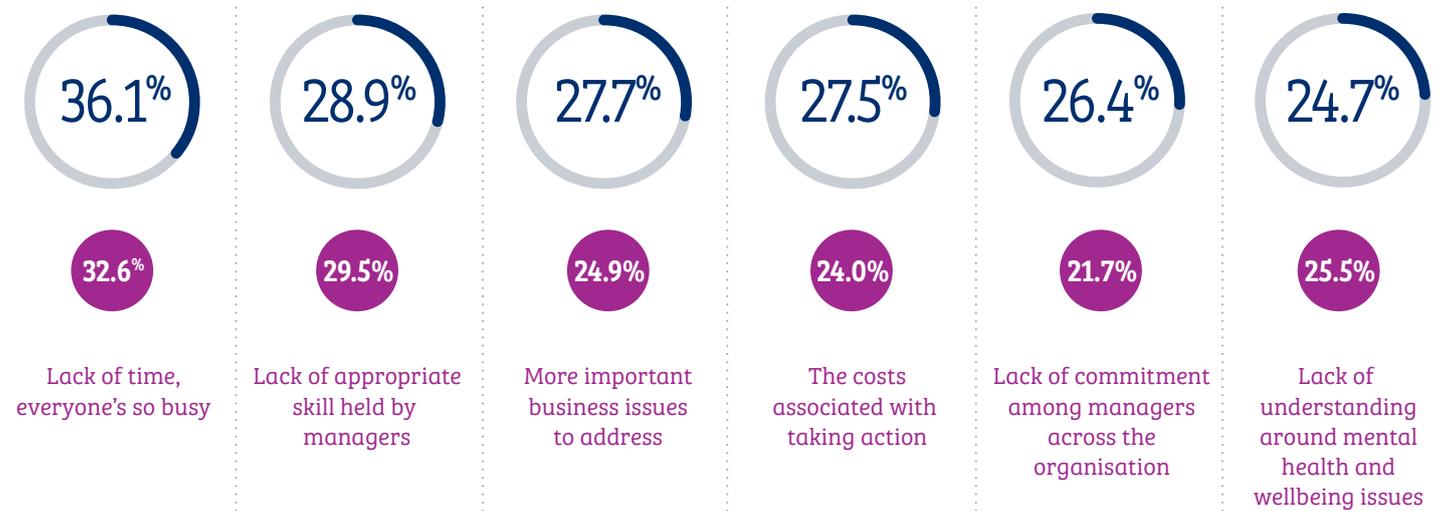
*“Unfortunately, the cold hard truth is [that] accurately seeking mental health treatment may endanger your professional career. Until this can be solved not much will change.”*

*“I work within a community mental health organisation hence I have great supports within the workplace and there is no stigma around mental health issues.”*



## WHAT IS PREVENTING EMPLOYERS FROM TAKING ACTION?

Lack of time is considered the biggest barrier in the industry (+3.5pp higher than the national average). People working in health care and social assistance also believe that the costs associated with taking action and a lack of managerial commitment are much stronger barriers to investing in mental health and wellbeing than in other industries (+3.4pp and +4.7pp respectively).



INDUSTRY NATIONAL AVERAGE

*"Poor communication skills in my immediate managerial group means that it's quite difficult to go to them in times of stress, as they may be wonderfully supportive or possibly quite the opposite."*

*"People don't want to admit that they have a mental health issue as it is seen as affecting their work so they don't disclose the information to managers."*

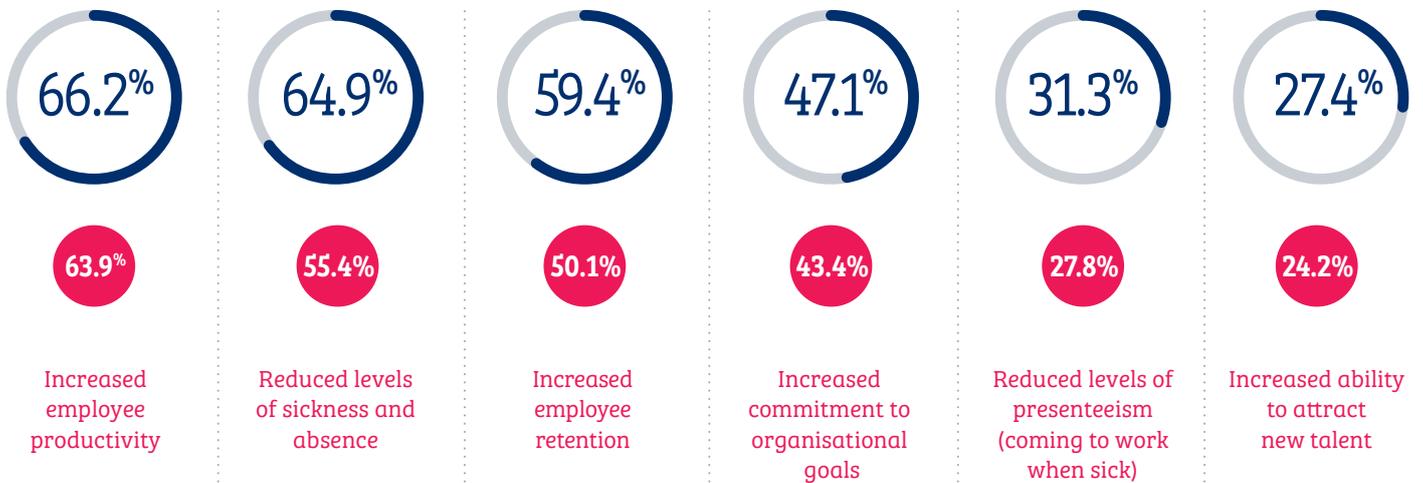
*"Mental health is too hard: it's easier to sack the employee and replace them."*

*"I work for a leading provider of disability services who utterly fail to grasp the concept of employee mental health."*



## BENEFITS OF INVESTING IN WORKPLACE MENTAL HEALTH AND WELLBEING

While the proportion of workers who mentioned better productivity as the main benefit of investing in mental health and wellbeing was above than the national average (+2.3pp), the industry is more likely than most to benefit from reduced levels of sickness/absence and increased retention (+9.5pp and +9.3pp respectively).



INDUSTRY NATIONAL AVERAGE

*"I think most employers are just not equipped or [sufficiently] educated to deal with mental health issues and therefore most of the time would not even think to relate a productivity issue or absenteeism issue to a potential mental health crisis."*

*"Mental health should always come first because when someone is happy and healthy mentally, they can put forth their best work and best possible efforts."*

*"Creates an excellent staff culture."*

*"Having staff who are able to be flexible and supportive and work well in a team because they are able to think better and respond better when they are not overwhelmed and stressed."*

*"Increased ability to challenge non-productive and/or disadvantageous circumstances and practices."*

## HOW DO INDIVIDUALS BENEFIT?

People working in the health care and social assistance industry are likely to feel more valued if their workplace invests in mental health and wellbeing, far more so than the average working Australian (+7.9pp). Similarly, they are far more likely to bring their best self to work (+11.3pp) and make a greater contribution while they're there (+9.4pp).



*"Better patient outcomes."*

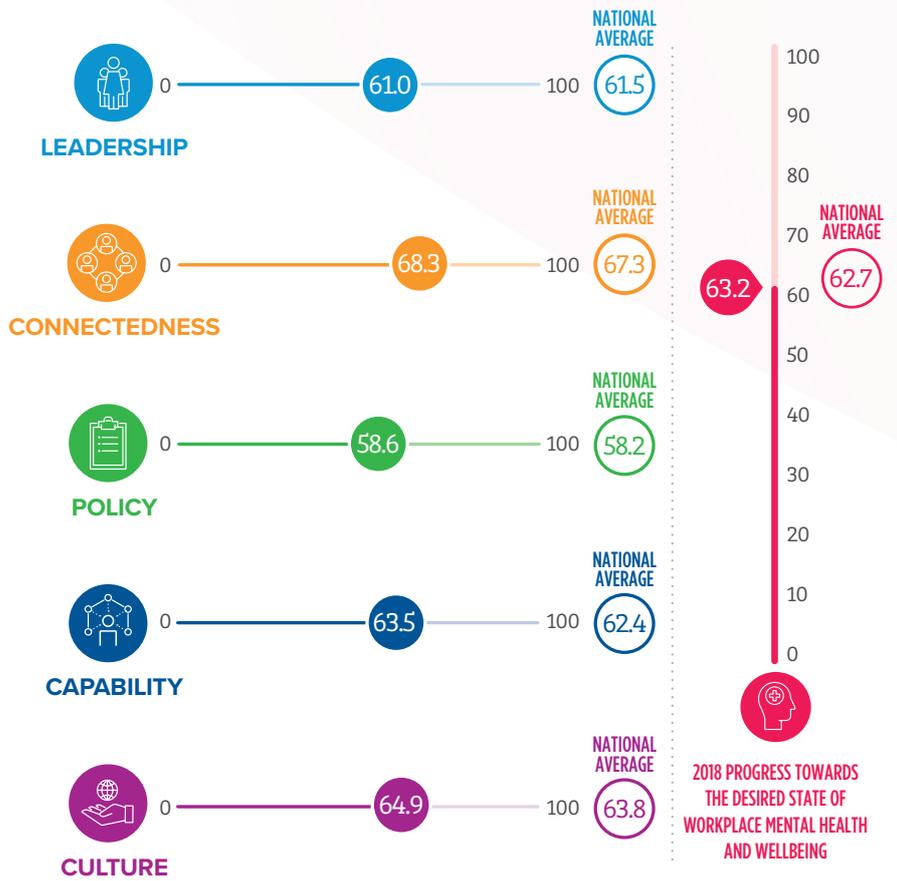
*"Improved resilience."*

*"Feeling safe and secure in the workplace."*

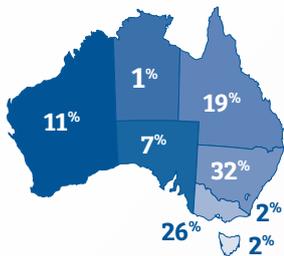


# ARE WE THERE YET?

The 2018 results show that people working in the health care and social assistance industry have higher overall perceptions and experiences of their workplace compared to the national index scores for every domain except leadership.



## PRIMARY PLACE OF WORK



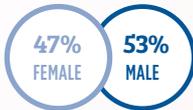
## INDUSTRY



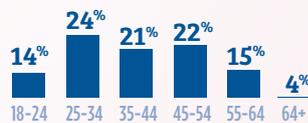
## PARTICIPANTS



## GENDER



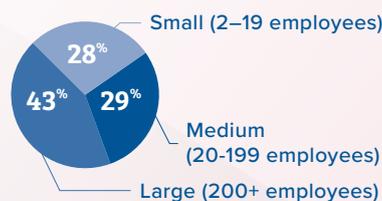
## AGE



## 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.

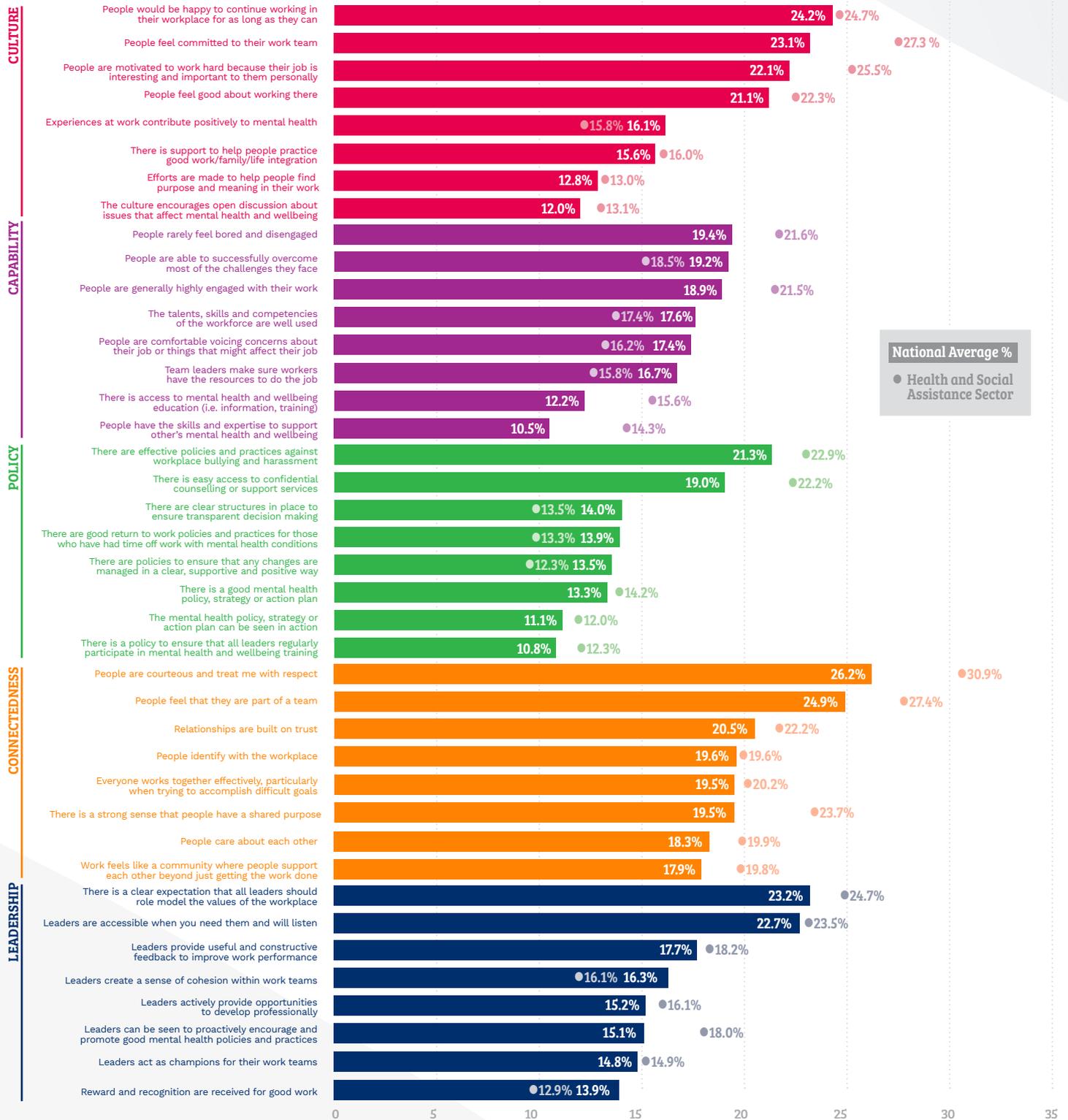
This report is based on responses from 614 people working in the health care and social assistance industry.

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 HEALTH CARE AND SOCIAL ASSISTANCE 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 health care and social assistance industry is having plenty of success on 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](http://superfriend.com.au)***



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