

Mentally Healthy Workplaces in NSW: Re-execution of benchmarking tool survey among NSW employers, supervisors and the workforce



Prepared for: SafeWork NSW (SWNSW 672095)

Contacts: Harish Kunju

I&R Consultants: David Donnelly, Sally Faedda, Fiona Mclean, Eric Wu, Danica Jobson

Reference: J2974

Date: September 2022

SEC=Confidential

Report inclusions

1) Project overview and approach	3
2) executive summary.....	14
3) mentally healthy performance ratings.....	34
3a) management ratings.....	35
3b) supervisor ratings	41
3b) worker ratings	46
4) Mental health experience.....	51
4a) Management perceptions.....	52
4b) Supervisor perceptions.....	64
4c) worker experiences.....	77
worker mental health in the last 12 months.....	78
Ongoing impact of COVID-19 on workplaces	89
5a) Management Portion of the workforce still working from home	90
5b) workers (supervisors and non-supervisors)	95
6) Appendix.....	100

1) Project overview and approach



NSW Mentally Healthy Workplaces Strategy 2018–22

The Need

- Nearly one in six Australian workers experience a significant level of mental ill-health in a four-week period ([NSW Mentally healthy workplaces strategy 2018–22](#))
- If unaddressed, this can have long-term impacts on an individual's mental health, quality of life and financial independence, which can in turn impact their family and the community.
- One third of adult life is spent at work and the workplace can prevent mental ill-health and promote recovery or, conversely, cause or exacerbate mental illness.
- The rising expenditure related to workplace mental health is largely attributed to treatment, rather than prevention.
- The workplace presents a unique opportunity to reduce the impact and severity of mental ill-health in NSW. Mentally healthy workplaces achieve better mental health outcomes and experience returns of up to four dollars for every dollar invested and additional benefits, such as improved staff retention, increased productivity and more engaged workers.

The strategy

- The NSW Government's vision is to ensure NSW workplaces take effective action to create mentally healthy workplaces to enable "healthy, safe and productive working lives".
- The strategy aimed to have more than 90,000 NSW businesses taking effective action by 2022 to create mentally healthy workplaces, with the target of a 30% reduction in serious workplace illness and injuries outlined in the Work health and safety (WHS) Roadmap for NSW 2022.
- Ultimately, the outcomes being sought include:
 1. Increased awareness and understanding of mentally healthy workplaces
 2. Increased capability and awareness of NSW employers to create mentally healthy workplaces
 3. Improved NSW workers' perception that their workplaces are safer and healthier
 4. Better promoted, preserved and restored social connections within the workplace and community
 5. Improved productivity, due to reduction in absenteeism and presenteeism, improved recovery at work outcomes and employer cost savings.

The 2017 benchmark study

In collaboration with mental health experts, advocates and Instinct and Reason, SafeWork NSW developed the mentally healthy workplaces in NSW benchmarking tool (BMT) — a tool that measured the capability of **employers** to create mentally healthy workplaces, identified the initiatives most needed, and enabled future evaluation of the success of the NSW Mentally Healthy Workplaces Strategy. The 2017 BMT surveyed 2,000 NSW workplace employers to establish baseline metrics (workers were not surveyed in the 2017 study), with the results indicating NSW workplaces were widely distributed across five capability segments to prevent and manage mental health at work. These are listed below with the distribution of workplaces.

Five mental health capability segments in NSW

Mental health capability segment	Segment description
Integrated & Sustained	Mental health is everyone’s responsibility. Mental health specific systems, policies and procedures are integrated and embedded in the workplace. Interventions are tailored to each work group. Improvement in mental health in the workplace is visible and continuous.
Effective Action	Ongoing leadership commitment (work design, culture, financial) with prevention focus. Universal mental health systems, policies and processes support evidence-informed interventions at the workplace level, targeted at identified risks.
Limited Action	The workplace recognises its responsibility to manage workplace mental health risks and issues. Generic mental health systems, policies and processes with reactive, optional or unconnected interventions.
Intention	General WHS systems, policies and processes with limited, ad hoc or outsourced psychosocial support services.
Basic awareness	The workplace views mental health as an individual’s responsibility. General WHS systems, policies and processes only.

2017 benchmark results (September 2017)

Mental health capability segment	Benchmark results September 2017
Integrated and Sustained	8.8% of workplaces: 8.4% small, 10.3% medium, 15.4% large.
Effective action	13.6% of workplaces: 13.7% small, 13.0% medium, 15.4% large.
Limited action	29.4% of workplaces: 28.5% small, 33.3% medium, 30.8% large
Intention	29.3% of workplaces: 28.8% small, 31.2% medium, 30.8% large
Basic awareness	19.1% of workplaces: 20.7% small, 12.2% medium, 7.6% large

*Businesses are defined by: Small 0 to 20 employees, Medium 21 to 199 employees, Large 200+ employees

The study was piloted and validated in 2020

- The 2022 evaluation builds upon a 2020 re-execution and mid-term evaluation, and the results of the 2017 mentally healthy benchmarking tool (BMT).
- The BMT was validated through a qualitative and quantitative pilot study in 2020. This was to ensure the BMT was understandable to workers and accurate in describing the performance of the workplace in being a mentally healthy place to work.
- By getting these two elements right, the BMT incorporates and compares the employer and worker perspectives to measure the current mental health capability status of the workplace.
- **The 2020 validation pilot study confirmed the BMT measured the important factors** by establishing that a relationship exists between positive workplace behaviours (the workplace attributes measured in the benchmark) and a genuinely mentally healthy workplace. The healthy workplace outcomes were identified and then included in the pilot test validation survey. The results showed that the segments, based on worker and employer views about the actual state of the workplace, correlate with better mental health workplace outcomes and, as such, the BMT was validated.
- **The validation pilot study also designed and tested a worker survey** that incorporated workers views while ensuring they were able to accurately complete the BMT survey (ensuring they understood the questions and could answer them). The pilot study showed that the worker results were consistent with the employer BMT. The existing BMT was found to be ambiguous and unclear in parts for workers who were not exposed to policies, training, vision, or what managers receive by way of training. As such, section D and E scales were revised to a yes or no, while section B and C had the scale terminology revised.

2020 Approach

Step 1

Conducted 36 expert interviews qualitatively 25th June 2020 to 29th July 2020 to establish face validity/content to enhance the survey in line with union reps, senior health and safety reps and workers exposed and engaged with issues related to a mentally healthy workplace.

Outcome:

- **Implemented a Yes/No** scale for Sections D & E
- **Revised** Likert-type semantic scale to enhance understanding and suitability to workers
- **Deleted** ambiguous and repetitive statements
- **Simplified** wording and terminology
- Added **experience** of mental health events and more attitudinal statements
- Added **COVID-19** questions

Step 2

- Revised survey was undertaken between 4th and 14th September 2020 with worker and employer samples
- Achieving n=506 workers and n=302 employers
- This established survey validity using robust quantitative techniques and analysis

Outcome: Revisions to survey instrument/s in consultation with SafeWork NSW

Step 3

- Instinct and Reason conducted re-execution surveys in 2020 and 2022
- In 2020, the survey was in field from the 6th of October to the 11th of November 2020 and the sample achieved was n=4002 employers and n=8005 workers

The 2022 re-execution

This report details insights gained from the two BMT surveys: workers and employers.

Objectives

The 2022 mentally healthy re-execution survey aimed to understand whether more NSW businesses were taking effective action to create a mentally healthy workplace

More specifically:

- To identify the NSW workforce's current performance in providing a mentally healthy workplace (MHW) and its capacity for incorporating mental health awareness and initiatives into their workplace health and safety systems and procedures.
- To support NSW workplaces by providing trended data against the 2020 re-execution and 2017 benchmark results to determine progress in achieving more mentally healthy workplaces.
- Provide further analysis by industry and region.

Method

These insights are based on online survey responses from workforces, with the survey developed from SafeWork NSW's benchmarking tool surveys of 2020.

Average length of survey:

- Employer survey: **15 mins 40 secs**
- Worker survey: **16 mins 23 secs**

Timing of fieldwork

- Launched on the 7th of July 2022
- Completed on the 1st of August 2022
- 26 days in field

Sample

4076 NSW employers

8005 NSW workers (comprising 3,107 supervisory role and 4,898 non-supervisory role).

More detail of the worker sample can be found in the [appendix](#).

The four themes and 42 attributes measured for employers

Theme: Policy and processes

POLICIES

1. Has a vision for worker health and wellbeing
2. A workplace health and safety or wellbeing strategy
3. A workplace health and safety strategy that is monitored
4. A health and safety and worker wellbeing policy
5. Key performance indicators for workplace health and safety

PROCESSES

6. Processes for prevention efforts for workplace illnesses and injuries
7. Workplace illness and injury prevention activities informed by organisational data

Theme: Managing risk in the workplace

Risk identification

8. An organisation's safety culture is everyone's responsibility
9. Consults workers to identify workplace risks/hazards (using informal meetings, surveys etc)
10. Designs work to improve safety and wellness outcomes

Work design management

11. Managers proactively identify where there are risks of injury
12. Managers adjust the design of work to minimise risk of injury
13. Managers support and commit to worker safety and wellbeing
14. Managers that cooperate with workers to identify risks to inform workplace health and safety strategies
15. The types of workplace health and safety incidents are measured/recorded

Consultation & engagement

16. Consults workers about health and safety

Consultation reporting

17. Report the safety consultation results to management
18. Report the safety consultation results to workers

Mental health promotion

19. Undertake activities and communications that promote worker health and safety
20. Tailored WHS promotions that relate to risks present in your workplace

Theme: Education and training

Leader training

21. Managers are trained in designing safe workplaces (e.g. designing roles to minimise exposure to psychosocial risks etc)
22. Managers are made aware of the best language and approach when dealing with workplace health
23. Managers are trained in how to prevent and manage stigma around workers' health
24. Managers and workers put their training into practice
25. There is training that builds leaders' capability to prevent and manage the health of workers

Worker training attributes

26. Workers have compulsory induction training
27. Workers have training programs that make them aware of workplace risks
28. Workers have training programs on stigma reduction around ill-health
29. Workers have training programs that build capability to prevent and manage injuries at work
30. Workers are trained in providing support for their fellow workers regarding workplace health and safety

Theme: Support services

Resources & services

31. Workers have access to self-service health tools
32. Workers have access to internal or external support
33. Workers have access to workplace health and safety support services with clinically trained professionals
34. Organisation monitors whether workers use internal or external workplace health and safety support services
35. Workers have access to peer support programs

Promotion & endorsement of support services

36. Resources allocated to prevent incidents and manage safety
37. Information is provided about outsourced support services when requested
38. Managers promote use of support services
39. Managers make it normal for workers to use support services

Quality control attributes

40. Organisation monitors the use of support services
41. Organisation links use of support services to its workplace health and safety KPIs
42. Organisation evaluates the quality of the support services and improves them

The four themes and 42 attributes measured for workers

Policy and processes

Policies

1. There is a vision or strategy for mental health and worker wellbeing
2. There are policies in place for mental health and worker wellbeing
3. There is a measurement system in place for how the workplace is doing on mental health of its workers (use of KPIs)

Processes

4. There are processes to limit mental health risks and stressors in the workplace (e.g. changing work design, rosters, schedules, hours worked, social events etc)
5. There is organisational data on mental health and they act on this to make changes for the better

Theme: Managing risk in the workplace

Risk identification

6. Has a positive mental health culture that is seen as everyone's responsibility
7. Consults with workers to identify workplace pressures and risks (i.e. using informal meetings, surveys, etc)

Work design management

8. Has leaders who proactively identify where there are mental health risks
9. Has managers who think about the workloads, tasks and responsibilities of workers to minimise mental health risks
10. Has managers in place who are easy to talk to and approachable about mental health and worker wellbeing

Consultation & engagement

11. Consults workers about mental health and worker wellbeing

Mental health promotion

12. Undertakes activities and communications that promote mental health and wellbeing (i.e. encouraging us to take walks during lunchtime, meditation sessions etc)
13. Promotes mental health and worker wellbeing at work (e.g. workers are made aware of issues like bullying and harassment, team work is encouraged to reduce stress, conflict resolution is taught etc)

Theme: Education and training

Leader training

14. Leaders are trained to recognise the warning signs of potential mental health issues

Worker training attributes

15. Workers have compulsory induction training when they start on the topic of workplace mental health
16. Workers get training on what are the workplace risks that could lead to poor mental health
17. Workers get training on what they can do to be more capable to manage their mental health
18. Workers are trained in how to provide support for their fellow workers

Theme: Support services

Resources & services

- 19. Organisation gives me access to internally available support services for mental health and worker wellbeing that the organisation has made known to us
- 20. Organisation gives me access to support services outside of this organisation for mental health and worker wellbeing that the organisation has made known to us
- 21. Organisation gives me access to peer support programs
- 22. Organisation gives me access to internally available support services, that are not only trained in mental health, but I have been told I can access for this reason (e.g. First aiders, OHS officers, union reps etc)

Promotion & endorsement of support services

- 23. The organisation has managers who promote the use of support services for mental health

Quality control attributes

- 24. The organisation evaluates and improves the quality of support services it provides

The scales used to measure the themes and attributes

Employer BMT

All four themes and 42 attributes in the employer BMT are measured with the same scale as in 2017. In the employer BMT, the scale and definitions below, were shown as a reference to respondents.

Mental health capability segment	Definition
Integrated & Sustained	Mental health policy that is embedded across the business with tailored and continuous improvements
Effective Action	Targeted and proactive on mental health
Limited Action	Only focuses on mental health when an incident occurs
Intention	Some focus on mental health
Basic Awareness	Little/no focus on mental health

Worker BMT

As with the 2020 re-execution, the existing employer BMT scales were found to be ambiguous and unclear in parts for workers. In section B, policies and process, and in section C, managing risks in the workplace, the following scale was shown to respondents.

Mental health is effectively addressed
Only when a mental health incident happens (mental health has a limited focus)
Discussions to make it happen, but no action (has some focus on mental health)
Don't think that's happening
Don't know/not sure

In section D, education and training, and in section E, support services, the following scale was shown to respondents.

Yes
No
Don't know/not sure

2) executive summary

Progress on achieving mentally healthy workplaces in NSW

Are we meeting the strategy target?

In 2022, 92,933 businesses are taking effective action to create mentally healthy workplaces, surpassing the goal of 90,000. This signifies ongoing leadership commitment (to work design, culture, financial) with a preventative focus, universal mental health systems, and policies and processes that support evidence-based interventions at the workplace at all levels while targeting identified risks.

Significant improvement in mean NSW employer actions since 2017

Year	Mean score out of 5
2017	2.59
2020	2.68
2022	2.79

Businesses taking effective or integrated and sustained action = significant improvement and surpassed goal

There has been a 37.6% increase in the number NSW businesses* in the Effective Action or Integrated & Sustained category since 2017.

Year	Basic-limited	Effective integrated
2022	74.2%	25.8%
2020	76.2%	23.8%
2017	77.7%	22.3%

Progress against goal of 90,000

92,933 NSW businesses are now taking effective action to create mentally healthy workplaces. According to ABS business indicators, there are 360,204 employing businesses in NSW in 2022, up from 319,152 at the end of financial year 2019, and 301,527 at the end of the 2016 financial year.

Year	Number of businesses
2017	65,542
2020	75,958
2022	92,933

What the segment rating tells us

The following segment definitions are provided for reference and equate to the description shown in the employer BMT survey. The complete definitions can be found in the background section.

Mental health capability segment	Definition
Integrated & Sustained	Mental health policy that is embedded across the business with tailored and continuous improvements
Effective Action	Targeted and proactive on mental health
Limited Action	Only focuses on mental health when an incident occurs
Intention	Some focus on mental health
Basic Awareness	Little/no focus on mental health

Employer segments compared to worker segments

2020 rating comparisons using a standardised scoring approach

Following the calibration of the scaling in 2020 across the employer and worker surveys, the results show similar segment outcomes between employer views and worker views. This provides face validity to the survey results. Both results link higher performing segments to a wide range of outcomes that indicate a mentally healthy workplace exists. This pattern was replicated again in 2022.

Year and worker segment	Basic Awareness	Intention	Limited Action	Effective Action	Integrated & Sustained
2022 workers	12.1 (significantly less)	26.0	37.7	16.5	7.7 (significantly less)
2022 employers	14.3	24.7	35.2	18.9	7.0
2020 workers	19.3	29.0	32.3	12.2 (significantly less)	7.3
2020 employers	16.7	29.2	30.2	16.8	7.0

Base: NSW employers (senior management/HR roles); 2022 n=4,076; 2020 n=4,002; 2017 n=2000. NSW workers (supervisors and non-supervisors); 2022 n=8,005; 2020 n=8,005 Significance: two tailed test of difference at a 95 per cent level of confidence.

Survey results generate a score out of 200 for employers and 70 for workers

Mental health capability segment	Employer Score	Worker Score
Integrated & Sustained	>200	70
Effective Action	169-200	60-69
Limited Action	127-168	37-59
Intention	85-126	23-36
Basic Awareness	<84	<22

NB. rounding occurs and numbers may not equal 100%

Employer segments compared to 2017

The COVID-19 years have seen significant and consistent growth in NSW businesses acting to create mentally healthy workplaces.

All segments, except Integrated & Sustained, have shown a statistically significant improvement since 2017 (Effective Action up 5.3%; Limited Action up 5.8%, and the Intention and Basic Awareness segments smaller by 4.6% and 4.7% respectively).

One possible explanation for the Integrated & Sustained segment having reduced since 2017 is that employers are more accurate in their scoring and more critical of their own performance when rating their own organisation because of the rising importance given to mental health and the increasing workplace mental health injury claims.

2022 employer ratings (senior management / HR roles)

Year	Basic Awareness	Intention	Limited Action	Effective Action	Integrated & Sustained
2022 (mean score = 2.79; significantly more than 2017 and 2020)	14.3 (significantly less than 2017 and 2020)	24.7 (significantly less than 2017 and 2020)	35.2 (significantly more than 2017)	18.9 (significantly more than 2017 and 2020)	7.0
2020 (mean score = 2.68)	16.7	29.2	30.2	16.8 (significantly more than 2017)	7.0
2017 (mean score = 2.79)	19.0	29.3	29.4	13.6	8.8

Base: NSW employers (senior management/HR roles); 2022 n=4076; 2020 n=4,002; 2017 n=2,000. Significance: two tailed test of difference at a 95 per cent level of confidence.

Number of businesses

Mental health capability segment	2017 n=	2020 n=	2022 n=
Integrated & Sustained	26,534	22,341	25,037
Effective Action	41,008	53,618	67,924
Limited Action	88,468	96,512	126,749
Intention	88,136	93,256	89,060
Basic Awareness	57,381	53,426	51,435
Total	301,527	319,152	360,204

According to ABS business indicators, there are 360,204 employing businesses in NSW in 2022, up from 319,152 at the end of financial year 2019, and 301,527 at the end of the 2016 financial year)

Worker segments compared to 2020

Workers (like employers) confirm that they have seen significant and consistent growth in NSW workplaces in terms of businesses acting to create mentally healthy workplaces. All segments, including Integrated & Sustained, have grown since 2020 when the first worker survey was conducted.

Effective Action has grown by 4.3%; Limited Action is grown by 5.4%, and the Intention and Basic Awareness segments were consequently smaller by 3% and 7.2% respectively. These are all statistically significant shifts.

2022 worker ratings (supervisors and non-supervisors)

Year	Basic Awareness	Intention	Limited Action	Effective Action	Integrated & Sustained
2020 (mean score = 2.59)	19.3	29.0	32.3	12.2	7.3
2022 (mean score = 2.82)	12.1	26.0	37.7	16.5	7.7

Base: NSW workers (supervisors and non-supervisors); 2022 n=8,005; 2020 n=8,005

Employer segments: business size

Businesses of all sizes are showing improvement in similar ways.

Since 2017, large businesses saw the proportion operating at the Integrated & Sustained level maintained, while Effective Action grew to 23% (up 8%). Limited Action also grew to 37% (up 6%), while Intention fell by 17% to 14%.

Since 2017 medium sized businesses saw the proportion operating at the Integrated & Sustained level fall by 3% while Effective Action grew to 23% (up 10%); Limited Action grew to 37% (up 4% - though not statistically significant). Intention fell by 10% to 21% and Basic Awareness was maintained at 12%.

Since 2017 small businesses have also seen the proportion operating at the Integrated & Sustained level maintained while Effective Action grew to 18% (up 4%). Limited Action also grew to 35% (up 7%) while Intention fell by 3% to 26% and Basic Awareness fell to 15% (down by 6%).

A comparison with 2017 (percentage)

Mental health capability segment	Total NSW 2017	Total NSW 2020	Total NSW 2022	Small businesses 2017	Small businesses 2020	Small businesses 2022	Medium businesses 2017	Medium businesses 2020	Medium businesses 2022	Large businesses 2017	Large businesses 2020	Large businesses 2022
Basic Awareness	19	17	14	21	19	15	12	9	12	8	9	12
Intention	29	29	25	29	31	26	31	23	21	31	19	14
Limited Action	29	30	35	28	29	35	33	34	37	31	28	37
Effective Action	14	17	19	14	14	18	13	26	23	15	32	23
Integrated & Sustained	9	7	7	8	7	7	10	9	7	15	12	14

Effective and integrated scores (percentage and mean)

Scores	Total NSW 2017	Total NSW 2020	Total NSW 2022	Small businesses 2017	Small businesses 2020	Small businesses 2022	Medium businesses 2017	Medium businesses 2020	Medium businesses 2022	Large businesses 2017	Large businesses 2020	Large businesses 2022 L
Percentage	23	24	26	22	21	25	23	35	30	30	44	27
Mean score	2.59	2.68	2.79	2.55	2.59	2.76	2.73	3.04	2.93	2.84	3.20	3.12

Base: NSW employers (senior management / HR roles); 2022 n=4,076 (large n=907, medium n=1,928, small n=1,241); 2020 n=4,002 (large n=885, medium n=1,889, small n=1228); 2017 n=2,000 (large n=430, medium n=770, small n=800)

Employer segments: industry sectors

A comparison with 2017

Agriculture, Forestry and Fishing leads all the industry sectors with a mean segment score of 3.37, well above any other sector. The four target industry sectors have all shown improvement and all are statistically significant except for Information, Media and Telecommunications. (1) Transport, Postal, Information (up 0.61), (2) Media and Telecommunications (up 0.42); (3) Manufacturing (up 0.27) and (4) Professional, Scientific and Tech (up 0.30). Admin & Support, Accommodation and Food services and Health Care & Social Assistance scored lower in 2022 than in 2017.

Industry sector	Basic Awareness %	Intention %	Limited Action %	Effective Action %	Integrated & Sustained %	2022 Mean	2020 Mean	2017 Mean
Agriculture, Forestry & fishing	0	21	39	19	20	3.37	2.68	2.51
Construction	9	18	41	22	10	3.06	2.67	2.55
Electricity, Gas, Water & Waste Services	11	16	46	18	8	2.95	2.61	2.66
Transport, Postal & Warehousing	7	35	26	25	8	2.92	2.80	2.31
Other services (Finance, insurance & other personal)	14	14	46	18	7	2.90	2.84	2.59
Admin & Support Services	13	29	28	22	9	2.85	2.80	2.88
Public Admin & Safety	7	37	32	16	8	2.83	2.46	2.57
Mining	8	38	30	10	13	2.82	2.54	2.75
Wholesale Trade	12	27	37	17	8	2.81	2.42	2.67
Total NSW employers	14	25	35	19	7	2.79	2.68	2.59
Retail Trade	12	28	34	21	5	2.78	2.54	2.72
Health Care & Social Assistance	17	21	38	18	6	2.75	2.86	2.76
Education & Training	19	20	36	15	9	2.75	2.83	2.71
Information Media & Telecommunications	17	25	31	19	8	2.74	2.87	2.31
Arts & Recreation Services	17	22	39	17	6	2.72	2.98	2.71
Rental, Hiring & Real Estate Services (Property)	16	18	48	15	3	2.72	2.39	2.50
Manufacturing	13	32	30	23	2	2.71	2.72	2.44
Accommodation & Food services	19	26	34	15	7	2.66	2.71	2.75
Professional, Scientific & Tech	25	28	27	15	5	2.47	2.65	2.17

Target industries

2017 benchmarking tool data showed four industries (transport, postal and warehousing; Information media and telecommunications; manufacturing; professional, scientific and tech) as being high-risk because they lacked the knowledge or skills to create a mentally healthy workplace. They became a key focus for the strategy between 2017-2020

Employer segments: Sydney Metro vs regional NSW

Employers of regional businesses continue to rate their performance better than their metropolitan counterparts scoring a mean of 2.92 compared to 2.73 for metropolitan based businesses. However, scores for both areas have improved significantly since 2017 (regional up 0.32 and metropolitan businesses scores up 0.17). Certain areas of NSW show significant improvement with Illawarra South Coast leading all regions with a mean score of 3.06 (up 0.44) . Other notable improvements are in the North Coast (up 0.33), NW Metro (up 0.26) and Sydney Metro (up 0.08). Only the Central West fell in a statistically significantly way by (down 0.43).

A comparison with 2017

Region	Basic Awareness %	Intention %	Limited Action %	Effective Action %	Integrated & Sustained %	2022 mean score	2020 mean score	2017 mean score
Total Regional	14	21	34	20	11	2.92	2.77	2.64
Total NSW employers	14	25	35	19	7	2.79	2.68	2.59
Total Sydney Metro	14	27	36	19	5	2.73	2.63	2.56
Illawarra South Coast	11	27	23	24	15	3.06	2.62	
Hunter Central Coast	17	14	35	22	13	3.00	2.77	
North Coast NSW	15	17	41	12	16	2.98	2.65	
New England NSW	12	29	19	31	9	2.95	2.86	
South -Eastern NSW	9	26	39	18	9	2.91	3.05	
Far West	26	9	27	22	15	2.90	2.86	
North West Metro	10	28	36	22	4	2.82	2.56	
Riverina	10	19	53	15	3	2.81	2.52	
Total NSW employers	14	25	35	19	7	2.79	2.68	
Sydney Metro	14	26	36	18	5	2.73	2.65	
Central West	19	31	31	12	7	2.56	2.99	
South West Metro	18	34	29	15	5	2.56	2.54	

Base: NSW employers (senior management / HR roles); 2022 n=4,076; 2020 n=4,002; 2017 n=2000; 2017 n =2,000; samples vary per region

2022 employer metrics vs. 2017

All scores have risen for all the top performing metrics between 2017 and 2022 and these changes are all statistically significant. The largest improvements in the top performing metrics have been in using data to inform prevention activities and tailoring safety promotions to the real workplace risks.

Attribute theme	Best performing metrics in 2022 (mean scores)	2022	2020	2017	SHIFT
Managing risk	Organisation's safety culture is everyone's responsibility	3.72	3.57	3.61	0.11
Policy/process	Processes for prevention efforts for workplace illnesses and injuries	3.72	3.50	3.48	0.24
Managing risk	Consults workers about health & safety	3.70	3.63	3.49	0.21
Managing risk	Report the safety consultation results to management	3.69	3.57	3.49	0.20
Managing risk	Consults workers to identify workplace risks/hazards (using informal meetings, surveys etc)	3.67	3.54	3.49	0.18
Managing risk	Managers support and commit to worker safety and wellbeing	3.66	3.54	3.51	0.15
Managing risk	Managers proactively identify where there are risks of injury	3.66	3.49	3.48	0.17
Managing risk	The types of workplace health and safety incidents are measured/recorded	3.65	3.54	3.53	0.13
Policy/process	Workplace illness and injury prevention activities informed by organisational data	3.65	3.49	3.34	0.31
Managing risk	Designs work to improve safety and wellness outcomes	3.65	3.53	3.41	0.24
Managing risk	Managers that cooperate with workers to identify risks to inform workplace health and safety strategies	3.64	3.55	3.53	0.11
Managing risk	Report the safety consultation results to workers	3.63	3.56	3.44	0.19
Managing risk	Managers adjust the design of work to minimise risk of injury	3.63	3.48	3.52	0.11
Managing risk	Undertake activities and communications that promote worker health and safety	3.62	3.51	3.43	0.19
Education	Workers have compulsory induction training	3.62	3.51	3.39	0.22
Education	Workers have training programs that make them aware of workplace risks	3.59	3.48	3.46	0.13
Managing risk	Tailored workplace health and safety promotions that relate to risks present in your workplace	3.59	3.53	3.31	0.28
Policy/process	A workplace health and safety or wellbeing strategy	3.59	3.49	3.38	0.21
Policy/process	A health and safety and worker wellbeing policy	3.58	3.48	3.41	0.17
Policy/process	A workplace health & safety strategy that is monitored	3.57	3.47	3.37	0.20
Support	Information is provided about outsourced support services when requested	3.57	3.45	3.36	0.21

Base: NSW employers (senior management / HR roles); 2022 n=4,076; 2020 n=4,002; 2017 n=2000; 2017 n =2,000 2022 employer metrics vs. 2017

2022 employer metrics vs. 2017

All scores have also risen for the lower performing metrics between 2017 and 2022 and these changes are also all statistically significant. The largest improvements are in the evaluation of the quality of support services (up 0.38) and in linking support services to KPIs (up 0.36).

Attribute theme	Least performing metrics in 2022 (mean scores)	2022	2020	2017	SHIFT
Policy/process	Key performance indicators for workplace health and safety	3.57	3.42	3.32	0.25
Education	Managers are trained in designing safe workplaces (e.g. designing roles to minimise exposure to psychosocial risks)	3.56	3.46	3.38	0.18
Support	Workers have access to WHS support services with clinically trained professionals	3.55	3.46	3.34	0.21
Education	Managers are made aware of the best language and approach when dealing with workplace health	3.55	3.43	3.43	0.12
Support	Resources allocated to prevent incidents and manage safety	3.55	3.46	3.30	0.25
Education	Workers have training programs that build capability to prevent and manage injuries at work	3.55	3.45	3.42	0.13
Support	Organisation evaluates the quality of the support services and improves them	3.54	3.46	3.17	0.38
Support	Workers have access to internal or external support	3.53	3.49	3.40	0.13
Education	Workers are trained in providing support for their fellow workers regarding workplace health and safety	3.53	3.43	3.24	0.29
Support	Workers have access to self-service health tools	3.52	3.44	3.26	0.27
Education	Managers are trained in how to prevent and manage stigma around workers health	3.52	3.46	3.30	0.22
Support	Organisation links use of support services to its workplace health and safety KPIs	3.51	3.45	3.15	0.36
Education	Managers and workers put their training into practice	3.51	3.48	3.39	0.12
Support	Managers make it normal for workers to use support services	3.50	3.42	3.39	0.12
Policy process	Has a vision for worker health and wellbeing	3.50	3.37	3.41	0.10
Support	Organisation monitors the use of support services	3.50	3.44	3.17	0.33
Education	There is training that builds leaders' capability to prevent and manage the health of workers	3.50	3.45	3.35	0.15
Support	Organisation monitors whether workers use internal or external workplace health and safety support services	3.50	3.42	3.16	0.34
Support	Workers have access to peer support programs	3.49	3.41	3.18	0.31
Support	Managers promote use of support services	3.49	3.46	3.38	0.11
Education	Workers have training programs on stigma reduction around ill-health	3.47	3.40	3.22	0.25

Base: NSW employers (senior management / HR roles); 2022 n=4,076; 2020 n=4,002; 2017 n=2000; 2017: n =2,000
2022 employer metrics with the most positive increases

2022 employer metrics with the most positive increases

Metric	2017 mean score	2020 mean score	2022 mean score (all significantly more than 2017)
QUALITY CONTROL ATTRIBUTES: Organisation evaluates the quality of the support services and improves them	3.17	3.46	3.54
QUALITY CONTROL ATTRIBUTES: Organisation links use of support services to its workplace health and safety KPIs	3.15	3.45	3.51
SUPPORT SERVICES: Organisation monitors whether workers use internal or external WHS support services	3.16	3.42	3.50
SUPPORT SERVICES: Organisation monitors the use of support services	3.17	3.44	3.50
SUPPORT SERVICES: Workers have access to peer support programs	3.18	3.41	3.49
PROCESSES: Workplace illness and injury prevention activities informed by organisational data	3.34	3.49	3.65
EDUCATION/TRAINING: Workers are trained in providing support for their fellow workers regarding WHS	3.24	3.43	3.53
EDUCATION/TRAINING: Tailored WHS promotions that relate to risks present in your workplace	3.31	3.53	3.59

Employer action – I&S: Integrated and Sustained. EA: Effective Action. LA: Limited Action. I: Intention. BA: Basic Awareness. Mean scores shown out of 5. Significance: two tailed test of difference at a 95 per cent level of confidence.

2022 employer metrics with the least movement

Every metric improved in 2022, though some moved less than others.

Metric	2017 mean score	2020 mean score	2022 mean score (all significantly more than 2017)
POLICIES: Has a vision for worker health and wellbeing	3.41	3.37	3.50
MANAGING RISK: Managers adjust the design of work to minimise risk of injury	3.52	3.48	3.63
SUPPORT SERVICES: Managers promote use of support services	3.38	3.46	3.49
MANAGING RISK: Organisation's safety culture is everyone's responsibility	3.61	3.57	3.72
MANAGING RISK: Managers that cooperate with workers to identify risks to inform workplace health and safety strategies	3.53	3.55	3.64
SUPPORT SERVICES: Managers make it normal for workers to use support services	3.39	3.42	3.50
EDUCATION/TRAINING: Managers are made aware of the best language and approach when dealing with workplace health	3.43	3.43	3.55
EDUCATION/TRAINING: Managers and workers put their training into practice	3.39	3.48	3.51

Employer action – I&S: Integrated and Sustained. EA: Effective Action. LA: Limited Action. I: Intention. BA: Basic Awareness. Mean scores shown out of 5. Significance: two tailed test of difference at a 95 per cent level of confidence.

2022 worker segments: industry

Industry	Basic Awareness %	Intention %	Limited Action %	Effective Action %	Integrated & Sustained %	Mean scores 2022	Mean scores 2020
Education & Training	7	21	42	20	9	3.03	2.80
Mining	5	16	58	16	5	3.01	2.49
Electricity, Gas, Water & Waste Services	3	25	49	14	8	2.98	2.67
Arts & Recreation Services	9	28	35	15	14	2.97	2.62
Manufacturing	12	27	29	21	12	2.93	2.65
Construction	11	24	37	18	10	2.90	2.68
Health Care & Social Assistance	9	28	36	20	7	2.88	2.69
Information Media & Telecommunications	9	22	50	14	4	2.82	2.82
Total NSW Workers	12	26	38	17	8	2.82	2.59
Public Admin & Safety	12	26	39	16	7	2.81	2.85
Professional, Scientific & Tech	10	27	40	17	6	2.81	2.52
Transport, Postal & Warehousing	16	17	42	20	5	2.81	2.40
Agriculture, Forestry & fishing	17	25	30	18	10	2.79	2.79
Retail Trade	11	28	41	14	6	2.76	2.54
Wholesale Trade	17	25	33	19	7	2.74	2.71
Admin & Support Services	17	23	38	13	9	2.74	2.50
Accommodation and Food services	14	27	40	13	6	2.71	2.55
Rental, Hiring & Real Estate Services (Property)	15	32	32	13	8	2.66	2.30
Other services (Finance, insurance & other personal)	16	31	33	13	7	2.65	2.34

Rating scales: there is a calibration of the worker survey scale to 'match' the employer survey scale to make comparisons. This normalisation of the scaling of the two overall scores occurs according to:

Mental health capability segment	Employer Score	Worker Score
Integrated & Sustained	>200	70
Effective Action	169-200	60-69
Limited Action	127-168	37-59
Intention	85-126	23-36
Basic Awareness	<84	<22

2020 worker segments: Sydney Metro vs regional NSW

Region	Basic Awareness %	Intention %	Limited Action %	Effective Action %	Integrated & Sustained %	Mean scores 2022	Mean scores 2020
Total Regional (above state mean)	20	30	29	13	8	2.82	2.60
Total Workers	19	29	32	12	7	2.82	2.59
Total Metro (below state mean)	19	28	34	12	7	2.81	2.59
Central West (above state mean)	17	28	35	12	9		
New England NSW (above state mean)	15	40	26	12	7	2.93	2.69
Riverina (above state mean)	23	28	26	16	7	2.91	2.56
Illawarra South Coast (above state mean)	21	32	24	14	9	2.91	2.55
Sydney Metro (above state mean)	19	29	34	11	7	2.88	2.57
Total NSW Workers	19	29	32	12	7	2.83	2.57
South West Metro (below state mean)	19	24	34	13	11	2.82	2.59
North Coast NSW (below state mean)	21	22	34	14	8	2.80	2.72
Hunter Central Coast (below state mean)	16	37	27	11	9	2.79	2.66
South -Eastern NSW (below state mean)	18	23	36	18	5	2.78	2.61
Far West (below state mean)	30	30	25	10	5	2.74	2.69
North West Metro (below state mean)	19	30	34	13	4	2.73	2.32

Rating scales: there is a calibration of the worker survey scale to 'match' the employer survey scale to make comparisons. This normalisation of the scaling of the two overall scores occurs according to:

Mental health capability segment	Employer Score	Worker Score
Integrated & Sustained	>200	70
Effective Action	169-200	60-69
Limited Action	127-168	37-59
Intention	85-126	23-36
Basic Awareness	<84	<22

3) mentally healthy performance ratings

3a) management ratings

Policy and process responses to mental health

Ratings of NSW employers (senior management / HR roles)

NSW employers increasingly rate their organisation's policies and processes regarding mental health well, with significant improvements since 2017 across the 7 different metrics tested that their workplaces can use to manage health and safety. Over three-quarters feel their organisations are taking some action on each metric.

B1. [single response per row] Firstly, how do you rate your organisation's policies and processes regarding mental health?

Statement	Don't know %	Basic awareness %	Intention %	Limited action %	Effective action %	Integrated & Sustained %	Mean score 2022	Mean score 2020	Mean score 2017	Mean score shift
Processes for prevention efforts for workplace illnesses and injuries	3	6	10	16	36	28	3.72	3.50	3.48	0.24
Workplace illness and injury prevention activities informed by organisational data	4	7	10	18	34	26	3.65	3.49	3.38	0.27
A workplace health and safety or wellbeing strategy	4	8	12	18	32	26	3.59	3.49	3.34	0.25
A health and safety and worker wellbeing policy	4	8	11	18	32	26	3.58	3.48	3.41	0.17
A workplace health and safety strategy that is monitored	4	9	10	17	35	25	3.57	3.47	3.37	0.20
Key performance indicators for workplace health and safety	5	9	10	19	34	24	3.57	3.42	3.32	0.25
Has a vision for worker health and wellbeing	3	10	11	19	35	22	3.50	3.37	3.41	0.09

Base: NSW employers (senior management / HR roles); 2022 n=4,076; 2020 n=4,002; 2017 n=2000; 2017 n=2000.

NB: mean results are calculated excluding 'don't know' results

Culture and risk management for mental health

Ratings of NSW employers (senior management / HR roles)

NSW employers are confident, on average, that their workplaces are managing risk to ensure mental health; 80% feel some action has been taken in their workplace to create a culture where safety is everyone's responsibility, and a minority, or 16%, feel there is awareness or intention to implement this. The area with the most room for improvement is tailoring WHS promotions that relate to risks, where 18% report lack of action.

C1. [single response per row] Next, how do you rate the way your organisation manages risk in the workplace to ensure mental health?

Statement	Don't know	Basic awareness	Intention	Limited action	Effective action	Integrated & Sustained	Mean score 2022	Mean score 2020	Mean score 2017	Mean score shift
Organisation's safety culture is everyone's responsibility	3	6	10	18	34	29	3.72	3.57	3.61	0.11
Consults workers about health and safety	3	7	9	18	34	29	3.70	3.63	3.49	0.21
Report the safety consultation results to management	5	6	9	19	35	26	3.69	3.57	3.49	0.20
Consults workers to identify workplace risks/hazards (using informal meetings, surveys etc)	4	7	9	20	34	27	3.67	3.54	3.49	0.18
Managers support and commit to worker safety and wellbeing	3	7	12	16	35	27	3.66	3.54	3.51	0.15
Managers proactively identify where there are risks of injury	3	6	12	17	36	26	3.66	3.49	3.48	0.17
The types of workplace health and safety incidents are measured/recorded	4	7	10	20	32	27	3.65	3.54	3.53	0.13
Designs work to improve safety and wellness outcomes	3	7	9	19	37	24	3.65	3.53	3.41	0.24
Managers that cooperate with workers to identify risks to inform workplace health and safety strategies	3	7	10	17	36	26	3.64	3.55	3.53	0.11
Report the safety consultation results to workers	5	7	10	19	34	25	3.63	3.56	3.44	0.19
Managers adjust the design of work to minimise risk of injury	4	7	10	21	34	25	3.63	3.48	3.52	0.11
Undertake activities and communications that promote worker health and safety	5	8	10	20	33	26	3.62	3.51	3.43	0.19
Tailored workplace health and safety promotions that relate to risks present in your workplace	5	8	10	20	33	24	3.59	3.53	3.31	0.28

Base: NSW employers (senior management / HR roles); 2022 n=4,076; 2020 n=4,002; 2017 n=2000; NB: mean results are calculated excluding 'don't know' results.

Raising awareness and educating about mental health

Ratings of NSW employers (senior management / HR roles)

Employers in senior management and HR roles report their organisations have education and training around mental health matters, for the most part, and that this has significantly improved since 2017.

D1. [single response per row] How do you rate the way your organisation educates and trains mental health matters?

Statement	Don't know %	Basic awareness %	Intention %	Limited action %	Effective action %	Integrated & Sustained %	Mean score 2022	Mean score 2020	Mean score 2017	Mean score shift
Workers have compulsory induction training	6	7	12	18	30	27	3.62	3.51	3.39	0.22
Workers have training programs that make them aware of workplace risks	6	9	10	18	34	25	3.59	3.48	3.46	0.13
Managers are trained in designing safe workplaces (e.g. designing roles to minimise exposure to psychosocial risks etc)	6	8	10	19	34	22	3.56	3.46	3.38	0.18
Managers are made aware of the best language and approach when dealing with workplace health	6	7	10	21	33	22	3.55	3.43	3.43	0.12
Workers have training programs that build capability to prevent and manage injuries at work	6	8	10	21	32	23	3.55	3.45	3.42	0.13
Workers are trained in providing support for their fellow workers regarding workplace health and safety	6	9	11	20	31	23	3.53	3.43	3.24	0.29
Managers are trained in how to prevent and manage stigma around workers health	5	9	11	19	33	23	3.52	3.46	3.0	0.22
Managers and workers put their training into practice	5	8	11	22	32	22	3.51	3.48	3.39	0.12
There is training that builds leaders' capability to prevent and manage the health of workers	6	9	11	20	31	22	3.50	3.45	3.35	0.15
Workers have training programs on stigma reduction around ill health	7	9	12	21	30	22	3.47	3.40	3.22	0.25

Base: NSW employers (senior management / HR roles); 2022 n=4,076; 2020 n=4,002; 2017 n=2000. NB: mean results are calculated excluding 'don't know' results

Support services for mental health

Ratings of NSW employers (senior management / HR roles)

An area for improvement, according to employers, is organisational support services available for mental health; 32% of employers surveyed say their organisation doesn't provide any internal or external support for workers. Additionally, 31% don't feel they have resources to prevent WHS incidents.

E1. [single response per row] How do you rate the way your organisation support services for mental health?

Statement	Don't know %	Basic awareness %	Intention %	Limited action %	Effective action %	Integrated & Sustained %	Mean score 2022	Mean score 2020	Mean score 2017	Mean score shift
Information is provided about outsourced support services when requested	7	11	19	34	22	7	3.57	3.45	3.36	0.21
Workers have access to workplace health and safety support services with clinically trained professionals	8	10	20	31	23	8	3.55	3.46	3.34	0.21
Resources allocated to prevent incidents and manage safety	8	10	21	32	23	6	3.55	3.46	3.30	0.25
Organisation evaluates the quality of the support services and improves them	8	10	19	30	22	11	3.54	3.46	3.17	0.38
Workers have access to internal or external support	8	11	21	31	23	6	3.53	3.49	3.40	0.13
Workers have access to self-service health tools	8	11	19	33	21	8	3.52	3.44	3.26	0.27
Organisation links use of support services to its workplace health and safety KPIs	8	11	19	30	21	11	3.51	3.45	3.15	0.36
Managers make it normal for workers to use support services	8	12	20	31	22	7	3.50	3.42	3.39	0.12
Organisation monitors the use of support services	7	12	19	30	20	11	3.50	3.44	3.17	0.33
Organisation monitors whether workers use internal or external workplace health and safety support services	9	10	20	30	22	9	3.50	3.42	3.16	0.34
Workers have access to peer support programs	8	11	21	29	22	9	3.49	3.41	3.18	0.31
Managers promote use of support services	9	12	19	31	22	8	3.49	3.46	3.38	0.11

Base: NSW employers (senior management / HR roles); 2022 n=4,076; 2020 n=4,002; 2017 n=2000. NB: mean results are calculated excluding 'don't know' results

3b) supervisor ratings

Policy and process responses to mental health

Ratings of NSW supervisors (including team leaders, consultant & other middle management)

Supervisors across NSW organisations, including team leaders, consultants, and other middle management, suggest there is need for more focus on mental health and wellbeing within organisational policies and processes. 17% aren't aware of any policies in place for mental health and worker wellbeing in their workplace.

B1. [single response per row] Firstly, how do you rate your organisation's policies and processes for mental health?

Statement	Don't know %	Don't think so %	Some focus %	Limited focus %	Effectively addressed %	Mean scores 2022	Mean scores 2020	Mean score shift
There are policies in place for mental health and worker wellbeing	4	17	14	27	38	2.91	2.77	0.14
There are processes to limit mental health risks and stressors in the workplace (e.g. changing work design, rosters, schedules, hours worked, social events etc)	4	16	15	26	39	2.91	2.75	0.16
There is a vision or strategy for mental health and worker wellbeing	4	16	15	25	39	2.90	2.72	0.18
There is a measurement system in place for how the workplace is doing on mental health of its workers (use of KPIs)	6	24	13	23	34	2.71	2.59	0.12
There is organisational data on mental health and they act on this to make changes for the better	7	24	14	24	31	2.66	2.52	0.14

Base: NSW team leader, consultant, supervisor, or other middle managerial role; 2022 n=3,107; 2020 n=2,737

NB: mean results are calculated excluding 'don't know' results

Culture and risk management for mental health

Ratings of NSW supervisors (including team leaders, consultant & other middle management)

When it comes to managing risk, NSW supervisors are more optimistic with 45% saying they have effectively addressed the issue of ensuring managers are easy to talk to and approachable. Additionally, 42% surveyed feel they have effectively addressed the need for a positive culture of shared responsibility for mental health in their workplace and that managers now think about the workloads, tasks and responsibilities to minimise health risks.

C1. [single response per row] Next, how do you rate the way your organisation manages risk in the workplace to ensure mental health?

Statement	Don't know %	Don't think so %	Some focus %	Limited focus %	Effectively addressed %	Mean scores 2022	Mean scores 2020	Mean score shift
Has managers in place that are easy to talk to and approachable about mental health and worker wellbeing	3	12	15	25	45	3.07	2.86	0.21
Has a positive mental health culture that is seen as everyone's responsibility	4	14	15	25	42	3.00	2.84	0.16
Consults with workers to identify workplace pressures and risks (i.e. using informal meetings, surveys, etc)	3	13	15	30	39	2.98	2.78	0.2
Has managers that think about the workloads, tasks, and responsibilities of workers to minimise mental health risks	3	15	15	26	42	2.97	2.77	0.20
Promotes mental health and worker wellbeing at work (for example workers are made aware of issues like bullying and harassment, team work is encouraged to reduce stress, conflict resolution is taught etc)	4	16	14	26	40	2.94	2.78	0.16
Has leaders that proactively identify where there are mental health risks	4	18	14	26	38	2.87	2.72	0.15
Consults workers about mental health and worker wellbeing	3	18	15	28	35	2.84	2.73	0.11
Undertakes activities and communications that promote mental health and wellbeing (i.e. encouraging us to take walks during lunchtime, meditation sessions etc)	4	22	15	23	37	2.78	2.69	0.09

Base: NSW team leader, consultant, supervisor, or other middle managerial role; 2022 n=3,107; 2020 n=2,737

NB: mean results are calculated excluding 'don't know' results

Raising awareness and educating about mental health

Ratings of NSW supervisors (including team leaders, consultant & other middle management)

54% of NSW supervisors feel employees in positions similar to theirs are trained to recognise the warning signs of potential mental health issues, a 6.7% increase from 2020. They also report improvement in getting training to understand the workplace risks that lead to poor mental health (48%, up 4.4%). However, there is a decline in the proportion who say that workers are trained to provide support for their fellow workers (down 0.4%) since 2020.

D1. [single response per row] Does your organisation educate and train workers in mental health and worker wellbeing?

Statement	Don't know %	No %	Yes %	2022 Yes scores (%)	2020 Yes Scores (%)	Yes score shift
Leaders are trained to recognise the warning signs of potential mental health issues	11	35	54	54.2%	47.5%	6.70%
Workers get training on what are the workplace risks that could lead to poor mental health	8	43	48	48.5%	44.1%	4.40%
Workers get training on what they can do to be more capable to manage their mental health	10	42	48	48.2%	42.9%	5.30%
Workers are trained in how to provide support for their fellow workers	10	44	46	46.2%	46.6%	-0.40%
Workers have compulsory induction training when they start on the topic of workplace mental health	11	47	42	42.0%	41.4%	0.60%

Base: NSW team leader, consultant, supervisor, or other middle managerial role; 2022 n=3,107; 2020 n=2,737.

NB: mean results are calculated excluding 'don't know' results.

Support services for mental health

Ratings of NSW supervisors (including team leaders, consultant & other middle management)

NSW supervisors are divided on whether there is access to most of the support services; in particular, whether their organisation provides access to support services for mental health and wellbeing outside the organisation (49% yes and 40% no) and to peer support programs (47% yes and 43% no). Similarly, even for trained internal support services for mental health and worker wellbeing only 49% of supervisors say they are available and they have been told about them and 40% say they aren't.

E1. [single response per row] Does your organisation provide support services for mental health and worker wellbeing?

Statement	Don't know (%)	No (%)	Yes (%)	Yes scores 2022 (%)	Yes scores 2020 (%)	Yes score shift
The organisation has managers who promote the use of support services for mental health	10	38	53	52.7%	47.5%	5.1%
The organisation evaluates and improves the quality of support services it provides	13	37	50	50.0%	47.1%	3.0%
Organisation gives me access to internally available support services, that are not only trained in mental health, but I have been told I can access for this reason (e.g. First aiders, OHS officers, union reps etc)	11	40	49	49.1%	45.6%	3.5%
Organisation gives me access to internally available support services for mental health and worker wellbeing that the organisation has made known to us	10	41	49	49.0%	44.2%	4.8%
Organisation gives me access to support services outside of this organisation for mental health and worker wellbeing that the organisation has made known to us	11	40	49	48.7%	47.6%	1.1%
Organisation gives me access to peer support programs	10	43	47	47.1%	43.6%	3.4%

Base: NSW team leader, consultant, supervisor, or other middle managerial role; 2022 n=3,107; 2020 n=2,737.

NB: mean results are calculated excluding 'don't know' results.

3b) worker ratings

Policy and process responses to mental health

Ratings of NSW workers

There have been positive shifts since 2020 in the worker ratings for all policy and process responses to mental health. However, 33% of workers still don't think there is organisational mental health data and that it is acted on and the same proportion don't think there is any measurement system in place that assesses overall workplace performance on mental health. 27% say there is no vision; 26% that there are no mental health policies and 25% of NSW workers don't think their organisation has any processes in place to limit mental health risks and stresses in the workplace.

B1. [single response per row] Firstly, how do you rate your organisation's policies and processes for mental health?

Statement	Don't know %	Don't think so %	Some focus %	Limited focus %	Effectively addressed %	Mean scores 2022	Mean scores 2020	Mean score shift
There are processes to limit mental health risks and stressors in the workplace (e.g. changing work design, rosters, schedules, hours worked, social events etc)	14	25	11	18	33	2.68	2.52	0.16
There are policies in place for mental health and worker wellbeing	16	26	9	18	32	2.67	2.51	0.16
There is a vision or strategy for mental health and worker wellbeing	14	27	11	17	31	2.60	2.46	0.14
There is a measurement system in place for how the workplace is doing on mental health of its workers (use of KPIs)	17	33	8	16	25	2.40	2.29	0.11
There is organisational data on mental health and they act on this to make changes for the better	19	33	8	16	25	2.40	2.27	0.13

Base: NSW worker (non-supervisor role); 2022 n=4,898; 2020 n=5,268

NB: mean results are calculated excluding 'don't know' results

Culture and risk management for mental health

Ratings of NSW workers

Again, the results show positive shifts since 2020 on all culture and risk management attributes. 66% of workers surveyed from NSW say their organisation has put some focus into ensuring their managers are easy to talk to and approachable about mental health and wellbeing, representing the biggest shift since 2020 on the range of metrics around managing risk in the workplace.

C1. [single response per row] Next, how do you rate the way your organisation manages risk in the workplace to ensure mental health?

Statement	Don't know %	Don't think so %	Some focus %	Limited focus %	Effectively addressed %	Mean scores 2022	Mean scores 2020	Mean score shift
Has managers that are easy to talk to and approachable about mental health and worker wellbeing	12	21	11	18	37	2.83	2.59	0.24
Has a positive mental health culture that is seen as everyone's responsibility	13	21	13	18	35	2.79	2.59	0.20
Has managers that think about the workloads, tasks, and responsibilities of workers to minimise mental health risks	12	24	10	18	35	2.72	2.55	0.17
Consults with workers to identify workplace pressures and risks (i.e. using informal meetings, surveys, etc)	12	25	11	20	32	2.67	2.52	0.15
Promotes mental health and worker wellbeing at work (for example workers are made aware of issues like bullying and harassment, team work is encouraged to reduce stress, conflict resolution is taught etc)	13	27	10	17	33	2.66	2.50	0.16
Consults workers about mental health and worker wellbeing	14	27	10	19	30	2.61	2.43	0.18
Has leaders that proactively identify where there are mental health risks	14	28	11	18	29	2.57	2.42	0.15
Undertakes activities and communications that promote mental health and wellbeing (i.e. encouraging us to take walks during lunchtime, meditation sessions etc)	12	31	10	16	31	2.54	2.35	0.19

Base: NSW worker (non-supervisor role); 2022 n=4,898; 2020 n=5,268. NB: mean results are calculated excluding 'don't know' results

Raising awareness and educating about mental health

Ratings of NSW workers

Again, the results show positive shifts since 2020 for all awareness raising and education attributes. Though more workers report themselves and their supervisors receiving training on mental health risks and about the warning signs in the workplace than 2020, this is still only the case for 35% of workers across the state. 32% say their organisation proactively raises awareness by compulsory induction training on the topic to ensure new employees have these resources from the outset. 35% say they are supported in learning how to better manage their own mental health, and 34% on how to provide support for others.

D1. [single response per row] Does your organisation educate and train workers in mental health and worker wellbeing?

Statement	Don't know %	No %	Yes %	Yes scores 2022 %	Yes scores 2020 %	Yes score shift %
Workers get training on what are the workplace risks that could lead to poor mental health	18	47	35	35.2	28.60%	6.60
Leaders are trained to recognise the warning signs of potential mental health issues	32	33	35	35.1	28.88%	6.22
Workers get training on what they can do to be more capable to manage their mental health	17	48	35	34.7	29.07%	5.63
Workers are trained in how to provide support for their fellow workers	18	48	34	34.5	28.41%	6.09
Workers have compulsory induction training when they start on the topic of workplace mental health	18	51	32	31.5	24.94%	6.56

Base: NSW worker (non-supervisor role); 2022 n=4,898; 2020 n=5,268

NB: mean results are calculated excluding 'don't know' results

Support services for mental health

Ratings of NSW workers

The results show positive shifts since 2020 for all access to support service attributes. Though 60% of NSW employers surveyed report providing workers with access to internal and external support services for mental health and wellbeing, awareness that these services exist is lower for workers with only 35% saying they are aware of external support services and 34% are aware of internal support services.

E1. [single response per row] Does your organisation provide support services for mental health and worker wellbeing?

Statement	Don't know %	No%	Yes %	Yes scores 2022	Yes scores 2020	Yes scores shift %
The organisation has managers who promote the use of support services for mental health	21	43	37	36.8%	31.8%	5.03
Organisation gives me access to support services outside of this organisation for mental health and worker wellbeing that the organisation has made known to us	19	46	35	35.5%	31.2%	4.26
The organisation evaluates and improves the quality of support services it provides	26	39	35	34.8%	30.5%	4.29
Organisation gives me access to internally available support services, that are not only trained in mental health, but I have been told I can access for this reason (e.g. First aiders, OHS officers, union reps etc)	20	46	34	33.8%	30.0%	3.83
Organisation gives me access to internally available support services for mental health and worker wellbeing that the organisation has made known to us	20	47	33	33.1%	28.4%	4.68
Organisation gives me access to peer support programs	20	50	31	30.7%	27.0%	3.79

Base: NSW worker (non-supervisor role); 2022 n=4,898; 2020 n=5,268. NB: mean results are calculated excluding 'don't know' results

4) Mental health experience

4a) Management perceptions

Worker mental health in the last 12 months

Perceptions of NSW employers (senior management / HR roles)

Employers report a higher proportion of their workforce feeling mentally unwell in the 12 months leading up to the 2022 survey than when previously surveyed in 2020, with 77% of employers saying their organisation has some level of poor mental health present in the workplace. However, there is no increase in workplaces having a positive impact on workers mental health (57% in 2022 say the workplace has had a positive impact on worker mental health and it was 58% in 2020).

Percentage of workforce feeling mentally unwell in the last 12 months

Year	None	0-1%	2-3%	4-5%	6-10%	11-15%	16-20%	>20%	Total mentally unwell %
2022	23	13	11	8	13	13	11	6	77
2020	31	9	9	7	16	16	7	4	69

QF1. [single response] In the last 12 months, what percentage of your workforce have reported feeling mentally unwell due to the workplace?

Base: NSW employers (senior management/HR roles) 2022 n=3,107; 2020 n=4,002

Workplace has had a positive impact on worker mental health in the last 12 months

Year	Don't know %	No %	Yes %	Total impacted positively %
2022	16	27	57	58
2020	17	25	58	57

QF2. [single response] In the last 12 months, has your workplace had a positive impact on workers mental health?

Base: NSW employers (senior management/HR roles) 2022 n=3,107; 2020 n=4,002

Worker mental health in the last 12 months

Perceptions of NSW employers (senior management / HR roles)

Employers report a considerable proportion of their workforce felt mentally unwell in the last 12 months; contributed strongly to by COVID-19 for many.

Percentage saying some of their workforce is mentally unwell

QF1. [single response] In the last 12 months, what percentage of your workforce have reported feeling mentally unwell due to the workplace?

Year	No %	Yes %
2020	31	69
2022	23	77

Base: NSW employers (senior management/HR roles) 2022 n=4076; 2020 n=4,002

Contributed to by COVID-19

QF1a. [single response] Was this brought on by the COVID-19 experience?

Year	Brought on by COVID-19 %	Not because of COVID-19 %	Prefer not to say %
2022	63	33	3
2020	66	32	3

Base: NSW employers (senior management/HR roles) stating % workforce mentally unwell in the last 12 months; 2022 n=3,446; n= 2020 n=3,314

Degree of COVID-19 impact on mental health

QF1b. [single response] To what degree has COVID-19 impacted workers' mental health and wellbeing?

Year	Significantly impacted %	Slightly impacted %	Not impacted at all %	Prefer not to say %
2022	40	54	5	1
2020	37	58	4	1

Base: NSW employers (senior management/HR roles) stating worker mental health impacted by COVID-19 2022 n=2,358; n=2,311

Mental health experience of workers

Perceptions of NSW employers (senior management / HR roles)

According to NSW employers, their workers are subject to a range of experiences in the workplace that can lead to poor mental health, with feeling stressed or being constantly under pressure to perform the most common (34%; up 11% since 2020) as well as being over-worked / given too much work (33; up 11% since 2020). These experiences have led to 49% of workers having to take time off work due to feeling mentally unwell (up from 38% in 2020).

Work experiences of the last 12 months (%)

QF4. [multiple response] To the best of your knowledge, please indicate which of the following experiences, if any, your workers have experienced at work in the last 12 months?

Experience	2020	2022
Feeling stressed or constantly under pressure to perform	23	34
Being over-worked/given too much work	22	33
Being given boring work	22	20
Being made to feel inadequate or inferior	13	18
Being given unreasonable timeframes to get work completed	16	17
Being under-worked	16	15
Being excluded from team events/meetings	12	12
Being subjected to verbal abuse	11	11
Being victimised/picked on	9	11
Been bullied/harassed	10	10
Being discriminated against	10	9
Being subjected to physical abuse	7	7
Other	13	7

Base: NSW employers (senior management/HR roles) 2022 n=3,849; 2020 n=3,731

Worker time off work due to feeling mentally unwell (%)

QF5. [single response] Have workers had to take time off work due to feeling mentally unwell in the workplace?

Year	Yes	No	Prefer not to say
2020	38	58	4
2022	49	46	5

Base: NSW employers (senior management/HR roles) 2022 n=4,076; 2020 n=4,002

Support and improvements for those feeling unwell

Perceptions of NSW employers (senior management/HR roles)

Employers indicate, for those workers who felt mentally unwell, that 48% have seen improved mental health; 42% are the same and 7% have worse mental health. **While the overall proportion of those experiencing adverse mental health is up in 2022, there are improved levels of positive outcomes since 2020 (up 5%).** Support continues to come from managers (53%) and colleagues (43%), with an increase in programs from outside the workplace (42%; up 7% since 2020) and from social networks outside the workplace (up 5% from 2020 to 18% in 2022).

Change in worker mental health since feeling mentally unwell

QF3. [single response] What change, if any, has there been in your workers' mental health since they felt mentally unwell?

Year	It has worsened %	It has stayed the same %	It has improved %	Prefer not to say %
2020	10	45	43	2
2022	7	42	48	3

Base: NSW employers (senior management/HR roles) stating % workforce mentally unwell in the last 12 months 2022 n=3,446; 2020 n=3,314

Support provided or accessed at work (%)

QF3a. [multiple response] What support, if any, has been provided or accessed by workers since they felt mentally unwell?

Support option	2020 %	2022 %
From managers in the workplace	54	53
From colleagues in the workplace	41	43
Mental health programs in the workplace (i.e. EAP, mental health provider, training, etc)	35	42
From a mental health program outside the workplace (i.e. a general practitioner, community organisation, mental health professional, training))	30	24
From a social network outside the workplace	13	18
Don't Know / unsure	8	7
Other	2	1

Base: NSW employers (senior management/HR roles) stating workforce mental health improved OR workplace has a positive impact on mental health 2022 n=2,707; 2020

n=2,778

Workplace response for those feeling unwell

Perceptions of NSW employers (senior management / HR roles)

Employers rate their organisation's actual response to those feeling unwell lower than in 2020 on all measures. However, employers continue to rate their organisation more highly on hypothetical scenarios than their actual performance. In 2022, employers felt more workers actually felt unsupported or experienced feelings of stigma over their experience coming forwards about mental health issues. Yet, hypothetically speaking, employers say that workers would be satisfied with the way the workplace handled/supported them if this is needed (up 4.9%), and that workers would feel comfortable talking about mental health (up 3.4%).

For workers who were mentally unwell

QF6a. [single response per row] Thinking about workers who are feeling mentally unwell, rate your organisation on the following statements on the scale below.

Statement	Total disagree %	Neutral %	Total agree %	Don't know %	2022 %	2020 %	Shift %
Workers felt adequately supported by my workplace in coping with their mental health	17	18	63	1	63.2	64.9	-1.7
Workers are satisfied with the way the workplace supported them	18	18	63	2	62.6	65.1	-2.5
Workers mental health issues affected their ability to perform duties at work and this was managed effectively	15	22	61	2	61.2	64.0	-2.8
Workers felt comfortable talking to management about their mental health	19	18	61	2	60.9	61.2	-0.3

Base: management stating % workforce mentally unwell in the last 12 months 2022 n=3,446; 2020 n=3,314

If workers felt mentally unwell

QF6b. [single response per row] Imagine a worker had a mental health issue at your workplace. How would you rate the following statements based on your opinion about the way your workplace would act?

Statement	Total disagree %	Neutral %	Total agree %	Don't know %	2022 %	2020 %	Shift %
Workers did not experience any feelings of stigma over the experience	15	27	56	2	56.3	60.5	-4.2
They would be satisfied with the way the workplace handled and supported	4	17	76	4	75.9	70.9	4.9
They would feel comfortable talking to management about mental health	9	13	74	4	73.6	70.2	3.4
They would feel adequately supported by the workplace in coping with their mental health	6	20	70	4	70.1	70.6	-0.4
They don't need to raise concerns about workplace stressors (like bullying or fatigue) because our managers are watching out for these things	20	22	53	5	53.4	59.6	-6.2

Base: management stating none of their workforce mentally unwell in the last 12 months 2022 n=630; 2020 n=688

Attitudes to mental health and wellbeing

Perceptions of NSW employers (senior management / HR roles)

Employers' attitudes to mental health are improving on some measures. At the same time, significantly fewer employers agree that workers have no concerns about disclosing how they are feeling regarding their mental health to managers (51.3%; down 4.4% from 2020). Additionally, fewer employers feel their workplaces are mentally healthy ones (64.7%, down 2.7% from 2020). However, on the positive side, more employers believe that informing managers of mental health issues will not adversely impact careers (up 1%). Fewer employers feel they don't fully understand the meaning of mental health in 2022 (improved by 1%, though 28% remain unsure).

QF7. [single response per row] Please rate the following statements based on how much you agree or disagree, using the scale from 1 to 5 as displayed below. QF8. [single response per row] Thinking about your workplace culture. Please rate the following statements based on how much you agree or disagree, using the scale from 1 to 5 as displayed below.

Statement	Total disagree %	Neutral %	Total agree %	Don't know %	2022 %	2020 %	Shift %
I believe that informing managers of personal mental health issues like feeling stressed, anxious, or depressed would not adversely impact any worker's career	17	18	63	1	63.2	62.2	1.0
I believe that informing managers of mental health issues like bullying and fatigue would not adversely impact any worker's career	18	18	62	2	62.1	63.0	-0.9
Workers have no concerns about disclosing how they are feeling regarding their mental health to managers	22	25	51	2	51.3	55.7	-4.4
I don't really understand what 'mental health' is	56	15	28	2	27.8	28.8	-1.0
I enjoy the work that I do here	8	18	73	0	73.4	74.6	-1.2
The organisation is open and trusting	11	18	70	1	69.7	71.3	-1.6
I am confident others at work can recognise signs of poor mental health	12	19	68	1	68.3	67.2	1.1
This workplace is a mentally healthy organisation	14	20	65	1	64.7	67.4	-2.7
We have a lot of support services for mental health available	18	22	58	2	58.1	59.3	-1.1

Base: total management 2020 n=4,076; 2020 n=4,002

Poor mental health in the workplace

Experiences of NSW employers (senior management/HR roles)

37% of employers felt mentally unwell due to their workplace in 2022, an increase on 32% in 2020.

Of these, 62% attribute this to COVID-19, feeling it would have been due to the pandemic experience.

Experienced feeling mentally unwell due to workplace

QG3. In the last 12 months, have you experienced feeling mentally unwell due to your workplace?

Year	Yes %	No %	Don't know %
2020	32	64	4
2022	37	60	3

Base: NSW employers (senior management/HR roles) 2022 n=4,076; 2020 n=4,002

Contributed to by COVID-19

G3b. You mentioned you felt mentally unwell in the last 12 months. Was this brought on by the COVID-19 experience [i.e. it occurred because of the COVID-19 situation/would have been unlikely to happen without COVID-19 experience]

Year	Yes %	No %	Don't know %
2020	78	20	3
2022	62	35	3

Base: NSW employers (senior management/HR roles) who responded mentally unwell due to their workplace 2022 n=1,683; 2020 n=1,625

Workplace support for mental health during COVID-19

Awareness of effective action by NSW employers (senior management/HR roles)

The actions workplaces have taken in 2022 to address mental health during the COVID-19 period has changed little since 2020. Additionally, there are more employers saying they have made no changes to address mental health in the workplace since the COVID-19 pandemic.

The primary actions being undertaken in the workplace include providing flexible working arrangements (39%) and communicating the COVID-19 safety measures in place (36%).

Of the 34% of employers who didn't work from home during the COVID-19 period

QG4. Which of the following, if any, has your workplace done to address mental health in general during the COVID-19 period? *[M/R]*

Statement	2020 %	2022 %
They have been flexible and allowed changes to the way employees work to fulfil family responsibilities that may have changed as a result of COVID-19	37	39
They regularly communicate the measures the business has in place to safe-guard us from COVID-19	38	36
They encourage us to let them know when we are feeling anxious or feeling mentally unwell	34	34
They have ensured employees are aware of the entitlements that can be accessed, including carer entitlements	33	27
They have not made any changes to address mental health in the workplace since the COVID-19 pandemic	14	23
They have provided mental health support services (EAP, training, MH first aid) from within the organisation and encouraged us to use them	19	17
They constantly checking in via surveys/management to pick up increased levels of anxiety or stress with changes in the COVID-19 situation	13	15
Other	0	1
None of the above	19	15

Base: NSW employers (senior management/HR roles) who never worked from home since the COVID-19 outbreak 2022 n=1142; 2020 n=537

Working from home support for mental health during COVID-19

Awareness of effective action by NSW employers (senior management/HR roles)

Of the employers who worked from home during COVID-19, 66% say they genuinely support flexible working arrangements (41%) and agree they have maintained good communication with workers (40%) and had regular communication (38%).

31% of employers say they ensure workers have contact details for the EAP and 30% have consulted with workers on identifying aspects of work that might affect their mental wellbeing and also consulted on how to best manage work that impacts their mental health (29%).

Of the 66% of employers who did work from home during the COVID-19 period

QG5. Which of the following, if any, has your workplace undertaken in relation to working from home during COVID-19? [M/R]

Statement	2020 %	2022 %
We genuinely support flexible work arrangements	43	41
We have ensured there is good communication with workers	43	40
We have ensured there is regular communication with workers	42	38
We made sure workers have contact details for the Employee Assistance Program or others who could help them if needed	31	31
We have consulted with workers on aspects of work that might impact their mental wellbeing	30	30
We've consulted with workers on how best to manage work that impacts their mental health	31	29
We ensure workers disengage from work and log off at the end of the day	28	27
Other	0	0
None of the above	5	6

Base: NSW employers (senior management/HR roles) who have worked from home since COVID-19 started 2022 n=2,832; 2020 n=3,400

4b) Supervisor perceptions

Supervisor mental health in the last 12 months

Perceptions of NSW supervisors (including team leaders, consultant & other middle management)

More supervisors report feeling mentally unwell in the last 12 months (up 5% to 43%) than in 2020 (38%). For 53%, this was brought on by COVID-19 – the same as in 2020. However, more supervisors also feel their workplace has had a positive impact on their mental health in 2022 (up 5% to 56%).

Supervisors feeling mentally unwell due to their workplace in the last 12 months

QF1. *[single response]* In the last 12 months, have you experienced feeling mentally unwell due to your workplace? Base: NSW supervisors 2022 n=3107; 2020 n=2,737

Year	Prefer not to say %	No %	Yes %
2020	3	54	43
2022	3	60	38

Contributed to by COVID-19

QF1a. *[single response]* Was this brought on by the COVID-19 experience?

Year	Brought on by COVID-19 %	Not because of COVID-19 %	Prefer not to say %
2020	53	45	1
2022	53	46	1

Base: NSW supervisors who responded mentally unwell in the last 12 months 2022 n=1388; 2020 n=1,065

Degree of impact on mental health

QF1b. *[single response]* To what degree has COVID-19 impacted your mental health and wellbeing?

Year	Significantly impacted %	Slightly impacted %	Not impacted at all %	Prefer not to say %
2020	48	48	3	0
2022	49	48	2	1

Base: NSW supervisors who stated mental health impacted by COVID-19 2022 n=710; 2020 n=607

Workplace has had a positive impact on worker mental health in the last 12 months

QF2. *[single response]* In the last 12 months, has your workplace had a positive impact on your mental health?

Year	Prefer not to say %	No %	Yes %
2022	4	40	56
2020	4	44	51

Base: NSW supervisors 2022 n=3107; 2020 n=2,737

Mental health experience of supervisors

Perceptions of NSW supervisors (including team leaders, consultant & other middle management)

Like employers, supervisors cite feeling stressed or being constantly under pressure to perform as the most common experience in the workplace (up by 8% to 40%), closely followed by being given too much work (up by 7% to 39%). 35% of supervisors surveyed in NSW report having taken time off work for mental health reasons (up by 7% in 2022).

Supervisors have experienced the following at work (%)

QF4. [multiple response] Please indicate which of these experiences, if any, you have experienced at work in the last 12 months.

Statement	2020	2022
Feeling stressed or constantly under pressure to perform	32	40
Being over-worked/given too much work	32	39
Being given boring work	20	23
Feeling isolated	23	22
Being given unreasonable timeframes to get work completed	17	19
Being made to feel inadequate or inferior	15	17
Being under-worked	13	11
Being subjected to verbal abuse	8	10
Being excluded from team events/meetings	10	8
Been bullied/harassed	8	7
Being victimised/picked on	7	7
Being discriminated against	7	6
Being subjected to physical abuse	3	4

Base: NSW supervisors 2022 n=3107; 2020 n=2,737

Supervisors taking time off work due to feeling mentally unwell (%)

QF5a. [single response] Have you ever taken time off work due to feeling mentally unwell in your current workplace?

Year	Yes	No	Prefer not to say
2020	28	69	3
2022	35	64	1

Base: NSW supervisors 2022 n=3107; 2020 n=2,737

Support and improvements for those feeling unwell

Perceptions of NSW supervisors (including team leaders, consultant & other middle management)

Of the supervisors who reported feeling mentally unwell in the last 12 months, 47% of them say that their mental health has since improved (up 8% on the 2020 results). Among those with improved mental health or who felt their workplace had a positive impact on their mental health, 48% have been provided or accessed support from colleagues, and 41% from managers in the workplace. Many rely on social networks outside the workplace for support (30%), from a mental health program outside workplace (28%) or inside the workplace (24%).

Change in supervisor mental health since feeling mentally unwell)

QF3. [single response] What change, if any, has there been in your mental health since you felt unwell?

Year	It has worsened %	It has stayed the same %	It has improved %	Prefer not to say %
2020	20	39	39	2
2022	13	39	47	0

Base: NSW supervisors stating mentally unwell in the last 12 months n=1,065

Support provided or accessed at work (%)

QF3a. [multiple response] What support, if any, has been provided or accessed since you felt mentally unwell?

Support type	2020	2022
From colleagues in the workplace	47	48
From managers in the workplace	37	41
From a social network outside the workplace	29	30
From a mental health program outside the workplace	25	28
Mental health programs in the workplace (i.e. EAP, mental health provider, training, etc)	19	24
Other	10	7

Base: NSW supervisors stating workforce mental health improved OR workplace has a positive impact on mental health n=1,548

Workplace response for those feeling unwell

Perceptions of NSW supervisors (including team leaders, consultant & other middle management)

Supervisors rate the hypothetical response of their workplace to mental health incidents more positively than the responses that have happened when incidents have occurred, much like employers. In 2022, 69% of supervisors who have felt mentally unwell in the last 12 months report it affecting their performance at work.

For supervisors who were mentally unwell

QF6a. [single response per row] Thinking about your experience of feeling mentally unwell, rate the following statements on the scale below.

Statement	Total disagree %	Neutral %	Total agree %	Don't know %	2022 %	2020 %	Shift %
I felt comfortable talking to management about my mental health	38	16	45	1	44.7	46.7	-2.0
I felt adequately supported by my workplace in coping with my mental health	32	21	45	1	45.3	43.1	2.2
I was satisfied with the way my workplace supported me	31	22	46	1	45.9	45.1	0.8
I did not experience any feelings of stigma over the experience	26	26	44	5	43.6	47.9	-4.3
My mental health issue affected my ability to perform my duties at work	15	16	69	0	68.7	62.6	6.1

Base: NSW supervisors stating mentally unwell in the last 12 months 2022 n=1,388; 2020 n=1,065

If supervisors felt mentally unwell

QF6b. [single response per row] Imagine you or a work colleague had a mental health issue at your current workplace. How would you rate the following statements based on your opinion about the way your workplace would act?

Statement	Total disagree %	Neutral %	Total agree %	Don't know %	2022 %	2020 %	Shift %
We won't need to raise concerns about workplace stressors (like bullying or fatigue) because our managers are watching out for these things	23	19	55	3	55.0	53.1	1.9
We would feel comfortable talking to management about our mental health	10	16	72	2	72.0	63.1	8.9
We would be satisfied with the way the workplace handled and supported us	9	19	70	2	70.0	58.6	11.4
We would feel adequately supported by the workplace in coping with our mental health	8	19	71	2	71.0	59.7	11.3

Base: NSW supervisors stating they weren't mentally unwell in the last 12 months 2022 n=1,388; 2020 n=1,605

Attitudes to mental health and wellbeing

Perceptions of NSW supervisors (including team leaders, consultant & other middle management)

Supervisor attitudes to mental health have all improved since 2020. 21% of supervisors still wouldn't feel comfortable informing their own managers of mental health issues without fear of it adversely impacting their careers, despite more being comfortable with the idea in 2022 (up 4.5%). In addition to this, 29% of NSW supervisors don't feel like they have enough support services in their organisation if they were to feel mentally unwell.

QF7. [single response per row] Please rate the following statements based on how much you agree or disagree, using the scale from 1 to 5 as displayed below.

Statement	Total disagree %	Neutral %	Total agree %	Don't know %	2022 %	2020 %	Shift %
I believe that informing my managers of mental health issues like bullying and fatigue would not adversely impact my career	21	19	58	2	57.9	53.4	4.5
I believe that informing my managers of personal mental health issues like feeling stressed, anxious, or depressed would not adversely impact my career	21	20	57	2	57.4	53.1	4.3
I have no concerns about disclosing how I am feeling regarding my mental health to my managers	26	19	54	1	53.7	52.1	1.6
I don't really understand what 'mental health' is	69	11	19	1	19.1	21.0	1.9
I enjoy the work that I do here	8	15	76	1	75.88	71.46	4.4

Base: NSW supervisors 2022 n=3,107; 2020 n=2,737

QF8. [single response per row] Thinking about your workplace culture. Please rate the following statements based on how much you agree or disagree, using the scale from 1 to 5 as displayed below.

Statement	Total disagree %	Neutral %	Total agree %	Don't know %	2022 %	2020 %	Shift %
The organisation is open and trusting	16	18	65	1	65.41	62.04	3.4
I am confident others at work can recognise signs of poor mental health	18	20	60	2	60.07	55.34	4.7
This workplace is a mentally healthy organisation	21	22	56	1	56.07	53.58	2.5
We have a lot of support services for mental health available	29	20	48	3	47.93	45.97	2.0

Base: NSW supervisors 2022 n=3,107; 2020 n=2,737

Attitudes towards embedding effective action across organisations

Perceptions of NSW supervisors (including team leaders, consultant & other middle management)

81% of supervisors rate their organisation as taking effective action on ensuring a mentally healthy workplace and that the efforts are embedded across the organisation – 31% say this is definitely the case and 50% say it is probably the case.

Supervisors reporting their organisation takes effective action on mental health (%)

QF8b. [single response] You have rated your organisation as taking effective action on ensuring a mentally healthy workplace. Would you say that efforts to ensure mental health and wellbeing are embedded across the entire organisation with tailored and continuous improvements being made to these efforts?

Don't know/can't remember	Definitely NOT the case	Probably NOT the case	Might or might not be the case	Probably is the case	Definitely is the case
1	1	3	15	50	31

Base: NSW supervisors 2022 n=3107

Workplace support for mental health during COVID-19

Awareness of effective action by NSW supervisors (including team leaders, consultant & other middle management)

Supervisors feel the top actions taken by workplaces to address mental health during the COVID-19 period have been communicating COVID-19 safety measures (42%) and encouraging workers to reach out if they feel mentally unwell (37%; up 8%). Supervisors rate flexible working arrangements as the third-most undertaken action (36%), compared to it being top from the employers' point of view.

Of the 43% of supervisors who did not work from home during the COVID-19 period

QG4. Which of the following, if any, has your workplace done to address mental health in general during the COVID-19 period? [M/R]

Statement	2020 %	2022 %
They regularly communicate the measures the business has in place to safe-guard us from COVID-19	38	42
They encourage us to let them know when we are feeling anxious or feeling mentally unwell	29	37
They have been flexible and allowed changes to the way employees work to fulfil family responsibilities that may have changed as a result of COVID-19	30	36
They have not made any changes to address mental health in the workplace since the COVID-19 pandemic	25	27
They have ensured employees are aware of the entitlements that can be accessed, including carer entitlements	27	27
They have provided mental health support services (EAP, training, MH first aid) from within the organisation and encouraged us to use them	14	16
They constantly checking in via surveys/management to pick up increased levels of anxiety or stress with changes in the COVID-19 situation	11	15
Other	0	0
None of the above	18	10

Base: NSW supervisors who never worked from home since the COVID-19 outbreak 2022 n=1,095; 2020 n=904

Working from home support for mental health during COVID-19

Awareness of effective action by NSW supervisors (including team leaders, consultant & other middle management)

However, where supervisors were able to work from home: 48% felt genuinely supported by their workplaces in facilitating flexible working arrangements; 46% say their workplace ensured regular communication and 42% rated that communication as good. Only 8% felt their workplaces didn't take any action in relation to employees working from home.

Of the 54% of supervisors who did work from home during the COVID-19 period

QG5. Which of the following, if any, has your workplace undertaken in relation to working from home during COVID-19? [M/R]

Statement	2020 %	2022 %
They genuinely support flexible work arrangements	45	48
They have ensured there is regular communication with me	44	46
They have ensured there is good communication with me	39	42
They made sure I have contact details for the Employee Assistance Program or others who could help me if needed	24	26
They've consulted with me on how best to manage work that impacts my mental health	22	29
They have consulted with me on aspects of work that might impact my mental wellbeing	22	25
They ensure I disengage from work and log off at the end of the day	20	23
None of the above	10	8

Base: NSW supervisors who have worked from home since COVID-19 started 2022 n=1,939; 2020 n=1,789

4c) worker experiences

worker mental health in the last 12 months

Perceptions of NSW workers

33% of workers felt mentally unwell in the last 12 months, up 6% since from 27% in 2020. 43% of workers say COVID-19 brought this on while 55% thought that the pandemic wasn't the cause. For workers who did feel their mental health deteriorated because of COVID-19, 51% were significantly impacted and 46% slightly impacted.

Workers feeling mentally unwell due to their workplace in the last 12 months (%)

QF1. [single response] In the last 12 months, have you experienced feeling mentally unwell due to your workplace?

Year	Prefer not to say	No	Yes
2022	5	62	33
2020	6	67	27

Base: NSW workers 2022 n=4898; 2020 n=5,268

Contributed to by COVID-19 (%)

QF1a. [single response] Was this brought on by the COVID-19 experience?

Year	Brought on by COVID-19	Not because of COVID-19	Prefer not to say
2022	43	55	2
2020	45	51	4

Base: NSW workers who responded mentally unwell in the last 12 months 2022 n=1910; 2020 n=1,696

Degree of impact on mental health (%)

QF1b. [single response] To what degree has COVID-19 impacted your mental health and wellbeing?

Year	Significantly impacted	Slightly impacted	Not impacted at all	Prefer not to say
2022	51	46	2	0
2020	47	48	4	2

Base: NSW workers who stated mental health impacted by COVID-19 2022 n=765; 2020 n=731

Workplace has had a positive impact on worker mental health in the last 12 months (%)

QF2. [single response] In the last 12 months, has your workplace had a positive impact on your mental health?

Year	Prefer not to say	No	Yes
2022	7	40	53
2020	9	46	45

Base: NSW workers 2022 n=4898; 2020 n=5,268

Mental health experience of workers

Perceptions of NSW workers

Most experiences that can lead to feeling mentally unwell that affected workers in 2020 remain present in 2022; feeling stressed or constantly under pressure (is up 5% to 33%) and being over-worked (is also up 5% to 32%). Issues like being made to feel inadequate or inferior (16%), or verbal abuse (8%) remain present for a notable portion of workers. In 2022, 25% of workers have had to take time off due to feeling mentally unwell, up 5% from 20% in 2020.

Workers have experienced the following at work (%)

QF4. [multiple response] Please indicate which of these experiences, if any, you have experienced at work in the last 12 months.

Statement	2020	2022
Feeling stressed or constantly under pressure to perform	28	33
Being over-worked/given too much work	27	32
Being given boring work	19	23
Feeling isolated	18	19
Being given unreasonable timeframes to get work completed	14	16
Being made to feel inadequate or inferior	13	16
Being under-worked	14	13
Being subjected to verbal abuse	8	8
Being excluded from team events/meetings	7	7
Being victimised/picked on	6	7
Been bullied/harassed	6	6
Being discriminated against	5	6
Being subjected to physical abuse	2	2
Other	22	18

Base: NSW workers 2022 n=4898; 2020 n=5,267

25% of workers have time off due to feeling mentally unwell (%)

QF5a. [single response] Have you ever taken time off work due to feeling mentally unwell in your current workplace?

Year	Yes	No	Prefer not to say
2020	20	76	4
2022	25	72	3

Base: NSW workers 2022 n=4898; 2020 n=5,268

Support and improvements for those feeling unwell

Perceptions of NSW workers

Among workers who have recently felt mentally unwell, 40% have since had their mental health improve, but 18% have felt it worsen.

Workers that have seen improvements in their mental health were primarily offered or accessed support from colleagues (39%) and managers (31%).

Change in worker mental health since feeling mentally unwell (%)

QF3. [single response] What change, if any, has there been in your mental health since you felt unwell?

Year	It has worsened	It has stayed the same	It has improved	Prefer not to say
2020	22	35	41	2
2022	18	41	40	2

Base: NSW workers stating mentally unwell in the last 12 months 2022 n=1,910; 2020 n=1,696

Support provided or accessed at work (%)

QF3a. [multiple response] What support, if any, has been provided or accessed since you felt mentally unwell?

Statement	2020	2022
From colleagues in my workplace	39	39
From managers in my workplace	27	31
From a social network outside the workplace	28	30
From a mental health program outside my workplace (i.e. A general practitioner, community organisation, mental health professional, training, etc)	19	21
Other	21	15
Mental health programs in my workplace (i.e. EAP, mental health provider, training, etc)	11	14

Base: NSW workers stating workforce mental health improved OR workplace has a positive impact on mental health 2022 n=2,715; 2020 n=2,649

Workplace response for those feeling unwell

Perceptions of NSW workers

63% of workers that report feeling mentally unwell in the last 12 months also feel their ability to perform their duties at work has been affected by this. When they have felt mentally unwell, 43% didn't feel adequately supported by their workplace in coping with their health. However, if workers that have experienced mental health issues do so again, 62% believe they would be adequately supported by their workplace in coping with this in the future.

For workers who were mentally unwell (%)

QF6a. [single response per row] Thinking about your experience of feeling mentally unwell, rate the following statements on the scale below.

Statement	Total disagree	Neutral	Total agree	Don't know	2022	2020	Shift
I felt adequately supported by my workplace in coping with my mental health	43	22	33	2	33.1	35.6	-2.4
I felt comfortable talking to management about my mental health	48	17	33	1	32.8	32.4	0.4
I was satisfied with the way my workplace supported me	39	24	33	3	33.3	30.3	2.9
My mental health issue affected my ability to perform my duties at work	16	20	63	1	62.5	60.9	1.6
I did not experience any feelings of stigma over the experience	23	32	37	9	36.7	32.4	4.3

Base: NSW workers stating mentally unwell in the last 12 months 2022 n=1,910; 2020 n=1,696

If workers felt mentally unwell (%)

QF6b. [single response per row] Imagine you or a work colleague had a mental health issue at your current workplace. How would you rate the following statements based on your opinion about the way your workplace would act?

Statement	Total disagree	Neutral	Total agree	Don't know	2022	2020	Shift
We would feel adequately supported by the workplace in coping with our mental health	10	20	62	8	61.5	54.2	7.4
We would feel comfortable talking to management about our mental health	11	18	64	7	64.3	56.4	7.9
We would be satisfied with the way the workplace handled and supported us	8	22	61	9	60.6	54.0	6.6
We won't need to raise concerns about workplace stressors (like bullying or fatigue) because our managers are watching out for these things	25	22	45	8	44.6	41.9	2.7

Base: NSW workers stating they weren't mentally unwell in the last 12 months 2022 n=2,790; 2020 n=3,301

Attitudes to mental health and wellbeing

Perceptions of NSW workers

Confidence in their workplace to effectively respond to mental health issues is high with all worker attitudes having statistically significantly shifted in a positive way. 59% now feel their organisation is open and trusting (up 2.7%). More workers feel they can inform their managers of mental health issues without adversely affecting their career (up 5.8%); more would disclose their mental health to their manager (up 5.3%) and more recognise signs of poor mental health (also up 5.3%). This comes as fewer are unsure what 'mental health' means (improved by 6%, from 66% to 72%).

QF7. [single response per row] Please rate the following statements based on how much you agree or disagree, using the scale from 1 to 5 as displayed below. QF8. [single response per row] Thinking about your workplace culture. Please rate the following statements based on how much you agree or disagree, using the scale from 1 to 5 as displayed below.

Statement	Total disagree	Neutral	Total agree	Don't know	2022	2020	Shift
I don't really understand what 'mental health' is	72	11	13	4	12.5	13.8	-1.3
I believe that informing my managers of mental health issues like bullying and fatigue would not adversely impact my career	22	23	49	7	49.1	44.3	4.8
I believe that informing my managers of personal mental health issues like feeling stressed, anxious, or depressed would not adversely impact my career	22	21	51	6	51.2	45.4	5.8
I have no concerns about disclosing how I am feeling regarding my mental health to my managers	27	20	48	5	47.6	42.3	5.3
The organisation is open and trusting	16	21	59	4	59.3	56.6	2.7
I am confident others at work can recognise signs of poor mental health	18	23	52	7	52.0	46.7	5.3
We have a lot of support services for mental health available	32	23	36	9	36.2	33.9	2.3
I enjoy the work that I do here	9	16	71	3	71.4	68.4	3
This workplace is a mentally healthy organisation	20	24	50	6	50.4	48.9	1.5

Base: NSW workers 2022 n=4,898; n=5,268

Attitudes towards embedding effective action across organisations

Perceptions of NSW workers

Workers see eye-to-eye with supervisors on how widespread efforts are to take effective action on ensuring a mentally healthy workplace, with 77% believing positive actions are embedded across the workplace to ensure good mental health; 38% say this is definitely the case and 39% say probably the case.

Workers reporting their organisations take effective action on mental health (%)

QF8b. [single response] You have rated your organisation as taking effective action on ensuring a mentally healthy workplace. Would you say that efforts to ensure mental health and wellbeing are embedded across the entire organisation with tailored and continuous improvements being made to these efforts?

Don't know/can't remember	Definitely NOT the case	Probably NOT the case	Might or might not be the case	Probably is the case	Definitely is the case
1	1	4	17	39	38

Base: NSW workers who report their workplace taking effective action 2022 n=2,179

Workplace support for mental health during COVID-19

Awareness of effective action by NSW workers

For the 41% of workers surveyed in 2022 who did not work from home during the COVID-19 period, 31% felt their organisations communicated measures they were taking to safe-guard them effectively, and 30% felt they were flexible with working arrangements allowing them to fulfil family responsibilities.

Of the 41% of workers who did not work from home during the COVID-19 period

QG4. Which of the following, if any, has your workplace done to address mental health in general during the COVID-19 period? [M/R]

Statement	2020 (%)	2022 (%)
They regularly communicate the measures the business has in place to safe-guard us from COVID-19	31	31
They have been flexible and allowed changes to the way employees work to fulfil family responsibilities that may have changed as a result of COVID-19	21	30
They encourage us to let them know when we are feeling anxious or feeling mentally unwell	20	28
They have not made any changes to address mental health in the workplace since the COVID-19 pandemic	25	23
They have ensured employees are aware of the entitlements that can be accessed, including carer entitlements	14	20
They have provided mental health support services (EAP, training, MH first aid) from within the organisation and encouraged us to use them	9	12
They constantly checking in via surveys/management to pick up increased levels of anxiety or stress with changes in the COVID-19 situation	7	11
Other	1	1
None of the above	28	23

Base: NSW workers who never worked from home since the COVID-19 outbreak 2022 n=2,342; 2020 n=2,525

Working from home support for mental health during COVID-19

Awareness of effective action by NSW workers

48% of workers in non-supervisory roles who worked from home during the COVID-19 period felt genuinely supported by their workplaces in facilitating flexible working arrangement, like workers in supervisory roles. Though, a greater portion of non-supervisory workers felt their workplace didn't undertake any actions in relation to their working from home (14%).

Of the 52% of workers who did work from home during the COVID-19 period

QG5. Which of the following, if any, has your workplace undertaken in relation to working from home during COVID-19? [M/R]

Statement	2020 (%)	2022 (%)
They genuinely support flexible work arrangements	43	48
They have ensured there is regular communication with me	39	45
They have ensured there is good communication with me	36	38
They made sure I have contact details for the Employee Assistance Program or others who could help me if needed	16	22
They've consulted with me on how best to manage work that impacts my mental health	14	19
They have consulted with me on aspects of work that might impact my mental wellbeing	15	18
They ensure I disengage from work and log off at the end of the day	17	18
Other	2	0
None of the above	21	14

Base: NSW workers who have worked from home since COVID-19 started 2022 n=2,306; 2020 n=2,537

Ongoing impact of COVID-19 on workplaces

5a) Management

Portion of the workforce still working from home

Ongoing impact of COVID-19 for NSW employers (senior management/HR roles)

61% of workers work remotely for at least part of their week down from 74% at the height of COVID-19.

Percentage of workforce working from home, at least some of the week: all employers (senior management/HR roles)

QF9a. If at all, about what percentage of your workforce is working from home for all, or some of the week, at present?

0% at home	1-20%	21-40%	41-60%	61-80%	81-100% at home	Don't know
39	20	19	10	4	5	2

Base: NSW employers (senior management/HR roles) 2022 n=3,107

Average number of days workers are physically in the workplace: workplaces where workers worked from home during COVID-19

F9b. What was the highest percentage of your workforce working from home for all, or some of the week during the pandemic period?

Less than 1 day	1 day	2 days	3 days	4 days	5 days	6 days	7 days at workplace	Don't know
5	8	22	28	17	13	3	2	2

Base: NSW employers (senior management/HR roles) 2022 n=3,107

Highest percentage working from home during COVID-19 pandemic

F10. You said that {F9a.shown} of your workforce is working from home for some of the week at present, about how many days are people physically back at work on average?

0%	1-20%	21-40%	41-60%	61-80%	81-100%	Don't know
26	18	17	21	8	15	4

Base: Management of workplaces where workers worked working from home 2022 n=2,782

Psychosocial distress in the workplace

Ongoing impact of COVID-19 for NSW employers (senior management / HR roles)

Employers whose workforces worked at home at some point during the COVID-19 pandemic report 74% of their workers experienced some form of psychosocial distress as a result of being back at work.

Across all NSW organisations, 67% of the workforce is still feeling an emotional impact from the pandemic, according to employers.

Distress caused by being back at work: workplaces where workers worked from home during COVID-19

QF11a. You said that on average {F10.shown} of your workforce is physically back at work. About what percentage of them are experiencing some form of psychosocial distress as a result of being back at work? (Psychosocial distress includes fatigue, sadness, anxiety, fear, anger or moodiness).

No one experiencing distress	1-20%	21-40%	41-60%	61-80%	81-100% experiencing distress	Don't know
14	26	24	16	7	1	12

Base: Management of workplaces where workers worked from home 2022 n=2,782

Distress caused by the COVID-19 pandemic: all employers (senior management/HR roles)

F11b. About what percentage of all your workforce is experiencing some form of psychosocial distress caused by the COVID-19 pandemic experience in general?

(Psychosocial distress includes fatigue, sadness, anxiety, fear, anger or moodiness).

No one experiencing distress	1-20%	21-40%	41-60%	61-80%	81-100% experiencing distress	Don't know
22	30	18	10	6	3	12

Base: NSW employers (senior management/HR roles) 2022 n=3,107

Impact of effective leadership in managing psychological hazards

Ratings of NSW employers (senior management/HR roles)

73% of employers feel leadership plays an important role in managing psychological hazards in the workplace, and 51% feel their organisation's current leadership is effectively managing these hazards.

Importance of effective leadership in managing hazards (%)

F12a. How important is leadership in effectively managing psychological hazards (such as stress, bullying and fatigue) at your workplace?

Unimportant	Neutral	Important	Don't know
1	25	73	1

Base: NSW employers (senior management/HR roles) 2022 n=3,107

Effectiveness of leadership in managing hazards (%)

F12b. How effective is your organisation's leadership in managing psychological hazards such as stress, bullying and fatigue?

Unimportant	Neutral	Important	Don't know
5	42	51	2

Base: NSW employers (senior management/HR roles) 2022 n=3,107

Impact of effective resources and systems in addressing psychological hazards

Ratings of NSW employers (senior management / HR roles)

Equally, employers feel resources and systems play a strong role in managing workplace distress; 70% find having adequate resources and systems to address psychological hazards important. When it comes to their current implementation, 47% feel they are effective.

Importance of effective resources and systems in managing hazards (%)

F13a. How important is having adequate resources and systems to address psychological hazards in the workplace such as stress, bullying and fatigue?

Unimportant	Neutral	Important	Don't know
0	29	70	1

Base: NSW employers (senior management/HR roles) 2022 n=3,107

Effectiveness of resources and systems in managing hazards (%)

F13b. How effective are the resources and systems your organisation has in place to address psychological hazards such as stress, bullying and fatigue?

Ineffective	Neutral	Effective	Don't know
5	45	47	2

Base: NSW employers (senior management/HR roles) 2022 n=3,107

5b) workers (supervisors and non-supervisors)

Portion of the workforce still working from home

Ongoing impact of COVID-19 for NSW supervisors and workers

56% of supervisors worked remotely for at least part of their week down from 72% at the height of COVID-19.

Percentage of workforce working from home, at least some of the week: all workers (supervisors and non-supervisors)

QF9a. If at all, about what percentage of your workforce is working from home for all, or some of the week, at present?

0% at home	1-20%	21-40%	41-60%	61-80%	81-100% at home	Don't know
44	16	10	9	5	10	6

Base: NSW workers 2022 n=8,005

Average number of days workers are physically in the workplace: workplaces where workers worked from home during COVID-19

F9b. What was the highest percentage of your workforce working from home for all, or some of the week during the pandemic period?

Less than 1 day	1 day	2 days		3 days	4 days	5 days	6 days	7 days at workplace	Don't know
6	8	18	24	15	16	3	3	8	6

Base: NSW workers 2022 n=8,005

Highest percentage working from home during COVID-19 pandemic

F10. You said that {F9a.shown} of your workforce is working from home for some of the week at present, about how many days are people physically back at work on average?

0%	1-20%	21-40%	41-60%	61-80%	81-100%	Don't know
28	15	9	9	7	23	10

Base: NSW workers in workplaces with workers working from home 2022 n=4,755

Psychosocial distress in the workplace

Ongoing impact of COVID-19 for NSW supervisors and workers

For supervisors and workers who worked from home during COVID-19 that had part or all of their workforce working from home during the pandemic, 50% feel being back at work is directly causing their colleagues some distress.

More widely across all NSW workers, there is a perception that 47% of their workforce are still feeling distressed by the COVID-19 pandemic experience.

Distress caused by being back at work: workplaces where workers worked from home during COVID-19

QF11a. You said that on average {F10.shown} of your workforce is physically back at work. About what percentage of them are experiencing some form of psychosocial distress as a result of being back at work? (Psychosocial distress includes fatigue, sadness, anxiety, fear, anger or moodiness).

No one experiencing distress	1-20%	21-40%	41-60%	61-80%	81-100% experiencing distress	Don't know
17	20	13	10	6	2	33

Base: NSW workers in workplaces with workers working from home 2022 n=4,755

Distress caused by the COVID-19 pandemic: all workers (supervisors and non-supervisors)

F11b. About what percentage of all your workforce is experiencing some form of psychosocial distress caused by the COVID-19 pandemic experience in general? (Psychosocial distress includes fatigue, sadness, anxiety, fear, anger or moodiness).

No one experiencing distress	1-20%	21-40%	41-60%	61-80%	81-100% experiencing distress	Don't know
16	21	13	10	5	3	31

Base: NSW workers 2022 n=8,005

Impact of effective leadership in managing psychological hazards

Ratings of NSW supervisors and workers

Like employers, workers place value in leadership and the importance of it in a mentally healthy workplace; 67% feel it is important in managing hazards such as stress, bullying and fatigue. However, only 35% of workers across NSW believe their organisation's leadership is currently effective in managing these hazards.

Importance of effective leadership in managing hazards (%)

F12a. How important is leadership in effectively managing psychological hazards (such as stress, bullying and fatigue) at your workplace?

Unimportant	Neutral	Important	Don't know
1	26	67	5

Base: NSW workers 2022 n=8,005

Effectiveness of leadership in managing hazards (%)

F12b. How effective is your organisation's leadership in managing psychological hazards such as stress, bullying and fatigue?

Unimportant	Neutral	Important	Don't know
9	49	35	7

Base: NSW workers 2022 n=8,005

Impact of effective resources and systems in addressing psychological hazards

Ratings of NSW supervisors and workers

Similarly, workers feel resources and systems need to be in place to effectively manage hazards in the workplace (65%), though fewer feel their organisation is currently managing hazards well with the resources and systems they have in place (33%).

Importance of effective resources and systems in managing hazards (%)

F13a. How important is having adequate resources and systems to address psychological hazards in the workplace such as stress, bullying and fatigue?

Unimportant	Neutral	Important	Don't know
1	30	65	4

Base: NSW workers 2022 n=8,005

Effectiveness of resources and systems in managing hazards (%)

F13b. How effective are the resources and systems your organisation has in place to address psychological hazards such as stress, bullying and fatigue?

Ineffective	Neutral	Effective	Don't know
9	50	33	9

Base: NSW workers 2022 n=8,005

6) Appendix

Survey sample profile – employers unweighted

Location

Location	2020 n=	2022 n=
Sydney Metro	2,306	2,408
North West Metro	236	254
South West Metro	167	221
Hunter Central Coast	195	309
Illawarra South Coast	77	140
North Coast NSW	209	159
South-Eastern NSW	448	178
New England NSW	200	131
Central West	91	149
Riverina	49	86
Far West	24	41

Business size

Business size	2020 n=	2022 n=
Small	1,228	1,241
Less than 5	0	0
5 to 10	677	656
11 to 19	551	585
Medium	1,889	1,928
20 to 49	525	688
50 to 99	723	621
100 to 199	641	619
Large	885	907
200 or more	885	907

Employment type

Employment type	2020 n=	2022 n=
A local government department/agency	596	451
A state government department/agency	583	493
A federal government department	208	162
A not-for-profit, religious, or community organisation	177	261
A private sector business	2,296	2,574
Other	86	56
Prefer not to say	56	79

Industry type

Industry type	2020 n=	2022 n=
Agriculture, Forestry and Fishing	193	120
Mining	65	79
Manufacturing	348	285
Electricity, Gas, Water and Waste Services	101	97
Construction	227	302
Wholesale Trade	135	162
Retail Trade	400	552
Accommodation and Food services	118	215
Transport, Postal and Warehousing	121	117
Information Media and Telecommunications	465	234
Rental, Hiring and Real Estate Services (Property)	95	75
Professional, Scientific and Tech	418	369
Admin and Support Services	150	163
Public Admin and Safety	110	61
Education and Training	287	317
Health Care and Social Assistance	280	388
Arts and Recreation Services	104	82
Public service (government sector)	-	84
Other services (Finance, insurance and other personal)	385	374

Tenure with organisation

Tenure with organisation	2020 n=4002	2022 n=4076
<6 months	97	260
Between 6 and 12 months	388	481
1-3 years	965	1152
4-5 years	941	875
More than 5 years	1,585	1,296
Prefer not to say	26	12

Tenure in current role

Tenure in current role	2020 n=4002	2022 n=4076
<6 months	237	446
Between 6 and 12 months	734	811
1-3 years	1,102	1,252
4-5 years	732	627
More than 5 years	1,150	913
Prefer not to say	47	27

Survey sample profile – workers unweighted

Location

Location	2020 n=	2022 n=
Sydney Metro	4451	4324
North West Metro	570	593
South West Metro	544	502
Hunter Central Coast	648	867
Illawarra South Coast	339	358
North Coast NSW	406	343
South-Eastern NSW	311	247
New England NSW	176	144
Central West	264	344
Riverina	165	180
Far West	131	103

Business size

Business size	2020 n=	2022 n=
Small	2311	2487
Less than 5	987	901
5 to 10	666	810
11 to 19	658	776
Medium	3191	3130
20 to 49	979	1077
50 to 99	1079	1058
100 to 199	1133	995
Large	2503	2388
200 or more	2503	2388

Employment type

Employment type	2020 n=	2022 n=
A local government department/agency	408	385
A state government department/agency	862	817
A federal government department	343	255
A not-for-profit, religious, or community organisation	613	626
A private sector business	5231	5387
Other	219	225
Prefer not to say	329	310

Industry type

Industry type	2020 n=	2022 n=
Agriculture, Forestry and Fishing	124	112
Mining	80	68
Manufacturing	444	384
Electricity, Gas, Water and Waste Services	125	108
Construction	435	498
Wholesale Trade	224	235
Retail Trade	975	1041
Accommodation and Food services	394	503
Transport, Postal and Warehousing	362	358
Information Media and Telecommunications	474	505
Rental, Hiring and Real Estate Services (Property)	140	156
Professional, Scientific and Tech	649	598
Admin and Support Services	359	326
Public Admin and Safety	284	282
Education and Training	708	540
Health Care and Social Assistance	959	827
Arts and Recreation Services	213	233
Public service (government sector)	0	291
Other services (Finance, insurance and other personal)	1056	940

Tenure with organisation

Tenure with organisation	2020 n=8005	2022 n=8005
<6 months	490	774
Between 6 and 12 months	633	1020
1-3 years	2262	2368
4-5 years	1166	1189
More than 5 years	3336	2592
Prefer not to say	118	62

Tenure in current role

Tenure in current role	2020 n=8005	2022 n=8005
<6 months	664	1091
Between 6 and 12 months	1075	1542
1-3 years	2512	2542
4-5 years	1029	892
More than 5 years	2573	1853
Prefer not to say	152	85

Data handling

Weighting of the data

The actual sample profile provides the unweighted responses. The results presented in the rest of the report are weighted to the population based on ABS data by ward area, age and gender.

Statistical significance – 5% at 95 per cent level of confidence

All tests for statistical significance have been undertaken at the 95 per cent level of confidence, and unless otherwise noted, any notation of a 'difference' between subgroups means that the difference discussed is significant at the 95 per cent level of confidence. When reporting significant differences in segments, (+x%; x%) represents the difference in % above total sample, and % of total sample respectively.

Treatment of means

Where responses are scale variables, for example 1 to 5 where 1 is disagree strongly and 5 is agree strongly, the mean is also calculated with the removal of 'don't know'.

Rounding of figures – may result in anomalies of +/- 1%

All results have been rounded to the nearest whole percentage figure and anomalies of about +/- 1% may occur in charts i.e. total percentages for each bar add to 99%, or 100% or 101% due to rounding error.

Net figures are also rounded – which may also result in anomalies

Net results are also rounded after summing the separate proportions rather than simply summing two rounded figures (e.g. '% total agree'). For this reason, anomalies of about 1% sometimes occur between net results and rounded results shown in charts. For example, a proportion of 33.3% 'agree' rounds to 33%, and a proportion of 12.4% 'strongly agree' rounds to 12%. However, when combined to derive the total agree (i.e. agree plus strongly agree), 33.3% plus 12.4% equals 45.7%, which would be rounded to 46%. In this case, the results would be shown in a chart as 33% agree and 12% strongly agree, but the proportion reported as 'total agree' would be 46%.

Survey limitations

A limitation of the Mentally Healthy Workplaces in NSW benchmarking tool is that the survey relies on representatives' self-assessment of their workplace's performance and by association, their own performance as the highest-ranking decision maker in mental health and wellbeing (or WHS or HR). Moreover, they completed the survey knowing it was being conducted on behalf of the workplace health and safety Regulator, SafeWork NSW. This may have resulted in a tendency to slightly overrate performance. To overcome this limitation the survey tried, wherever possible, to ask questions about observable behaviour rather than attitudes.

While this self-assessment survey may have produced a slight positive skew on the mental health performance ratings, this same tendency will continue to exist in subsequent evaluations of this benchmarking tool. Therefore, the results provide a solid benchmark for future comparison and evaluation. Microbusinesses (1–4 employees) were excluded from the study as it was determined that workplaces of this size, particularly sole traders would require a significantly different survey and be unlikely to provide responses regarding workplace systems, policies and processes for mental health.

Instinct and Reason offices

Sydney

Suite 302, 410 Elizabeth Street, Surry Hills

NSW, 2010 Australia

+61 (2) 9283 2233

Canberra

103/ 11 Trevillian Quay, Kingston

ACT, 2604 Australia

+61 (2) 6231 0350

Darwin

Level 16, Charles Darwin Centre

19 Smith St Mall, Darwin

NT, 0800 Australia

+61 (8) 8963 5633

London

Suite 1,

7 Ridgmount Street

WC1 E7AE United Kingdom

+44 (0) 203 355 4454