

National Mental Health Commission  
National Workplace Initiative

# National Baseline Report for Mentally Healthy Workplaces

April 2023



Australian Government  
National Mental Health Commission

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# Glossary of terms

Term	Definition
Baseline	A measure to assess scores on a variable prior to some intervention or change. It is the starting point before a variable or treatment may have had its influence <sup>1</sup> .
Evaluation	The systematic assessment of the appropriateness, effectiveness, efficiency and/or sustainability of a program or its parts <sup>2</sup> .
Hazard	A situation or thing that has the potential to harm a person <sup>3</sup> .
Indicators	Indicators are used when something of interest can't be measured directly. It may be a construct, such as 'health', 'safety' or 'wellbeing', that does not have clearly defined properties to measure or count, or it could be something measurable but too difficult or costly to measure accurately. Indicators are proxy measures chosen to align closely to the subject of interest <sup>4, p. 13</sup> .
Indicators at aggregated workplace level	Relate to workplaces collectively across Australia. Note - where available, data will also be presented at state and territory level and/or industry level.
Instrument	For the purposes of this framework, instrument is a catch-all term to describe a tool or measurement approach, which may be an indicator, measure or metric.
Lagging indicators	Measure outputs (when looking at processes) and outcomes (when looking at systems). They reflect what has happened in terms of whether goals and objectives are being met or problems that have already occurred <sup>4, p. 18</sup> .
Leading indicators	Measure the inputs to processes and systems. They can help to monitor resources used and to identify 'early warning signs' that allow for proactive action before a problem emerges, for example, staffing levels or climate scores <sup>4, p. 18</sup> .
Measures	Capture information directly about the subject of interest. Measures are objective and two people measuring the same attributes should arrive at the same result <sup>4, p. 13</sup> .
Mental wellbeing	Often used interchangeably with the term mental health, this is 'a state of wellbeing in which an individual realises his or her own abilities, can cope with the normal stresses of life, can work productively and is able to make a contribution to his or her community' <sup>5</sup> .
Mentally healthy workplace	The term mentally healthy workplace broadly describes workplace experiences that protect, respond to and promote mental health <sup>6</sup> .
Metrics	Metrics are calculations derived from two (or more) measures, such as ratios and percentages. These can provide useful information about the size or change in one measure (or indicator) relative to another <sup>4, p. 13</sup> .
Monitoring	Monitoring is the periodic measurement of key measures and indicators, for example, it can provide an indication of how an organisation is tracking at a particular point in time <sup>4, p. 17</sup> .
Psychological safety	Allows employees 'to feel safe at work in order to grow, learn, contribute, and perform effectively in a rapidly changing world' <sup>7</sup> .
Psychosocial hazard	A psychosocial hazard is a hazard that: <ul style="list-style-type: none"> <li>(a) arises from, or relates to: <ul style="list-style-type: none"> <li>(i) the design or management of work; or</li> <li>(ii) a work environment; or</li> <li>(iii) plant at a workplace; or</li> <li>(iv) workplace interactions or behaviours; and</li> </ul> </li> <li>(b) may cause psychological harm (whether or not it may also cause physical harm)<sup>8</sup>.</li> </ul> <small>subsection 55A.</small>
Psychosocial risk	A risk to the health or safety of a worker or other person arising from a psychosocial hazard <sup>8</sup> . <small>subsection 55B.</small>
Risk	The possibility that harm (death, injury or illness) might occur when exposed to a hazard <sup>9</sup> .

# Abbreviations

Abbreviation	Explanation
COE	Characteristics of Employment – reported by the Australian Bureau of Statistics
HILDA	Household, Income and Labour Dynamics in Australia Survey
ITW	Indicators of a Thriving Workplace Survey
MHI-5	Mental Health Inventory
NDS	National Data Set for compensation-based statistics for Safe Work Australia
NRTWS	National Return to Work Survey - Safe Work Australia
TOOCS	Type of Occurrence Classification System
WHS	Work Health and Safety
WRI	Work-Related Injuries – reported by the Australian Bureau of Statistics

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This report uses unit record data from Household, Income and Labour Dynamics in Australia Survey [HILDA] conducted by the Australian Government Department of Social Services (DSS). The findings and views reported in this paper, however, are those of the authors and should not be attributed to the Australian Government, DSS, or any of DSS' contractors or partners. DOI: <http://dx.doi.org/10.26193/KXNEBO>.

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## Executive summary

This National Baseline Report for Mentally Healthy Workplaces (the Baseline Report 2023) provides a collated national overview of the state of mentally healthy workplaces in Australia. It reports on the indicators established in the National Monitoring Framework for Mentally Healthy Workplaces (the Monitoring Framework).

Indicators in the Monitoring Framework and the Baseline Report focus on the aggregated workplace level. The indicators focus on the progress that workplaces have made and are considered at an aggregated level, rather than at an individual workplace level.

### Methodology

Quantitative data have been used to demonstrate progress at the aggregated workplace level. Data were collated from the following data sources:

Australian Bureau of Statistics Work Related Injuries (WRI)
Australian Bureau of Statistics Characteristics of Employment (COE)
Household, Income and Labour Dynamics in Australia (HILDA) Survey
Indicators of a Thriving Workplace Survey (ITW)
National Data Set for Compensation-based Statistics for Safe Work Australia (NDS)
Safe Work Australia National Return to Work Survey (NRTWS)

In total, there are 30 lead and lag indicators of mentally healthy workplaces that capture progress across the three pillars foundational to mentally healthy workplaces: **protect**, **respond** and **promote**. In this Baseline Report, indicators are organised thematically. Where available, additional indicator data at state and territory or industry level are included as well as national trend data.

### Limitations

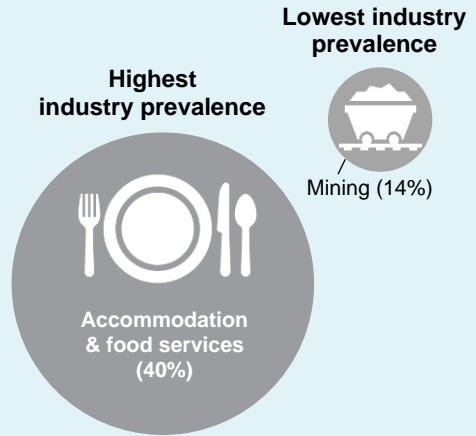
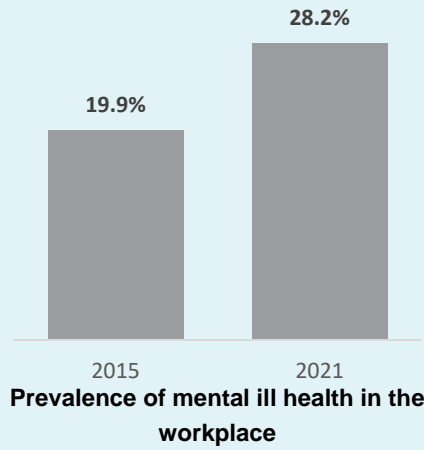
Naturally, the content of this Baseline Report is limited by the information and data that is publicly available. Therefore, the following limitations need to be acknowledged:

- For some indicators data are not available by state and territory or by industry as well as data for previous years.
- Some data sources used to report for the aggregated workplace level indicators are collected infrequently or have considerable reporting time lags resulting in baseline data relating to a few years ago.
- For four indicators relating to mental health training, employee voice and inclusion and diversity no suitable data source could be identified. These are aspirational indicators.

At a glance: the state of mentally healthy workplaces in Australia (April 2023)

**Mental ill health in the workplace**  
Source: HILDA

Mental ill health in the workplace is on the rise with substantial variance between industries.



**Workplace injuries: mental health conditions**  
Sources: NDS

The number and cost of workers compensation injuries related to mental health conditions is increasing.



Workers' compensation injuries (related to mental illness). **0.94 per 1,000 employees** in 2019-20 versus 0.6 per 1,000 and 0.85 per 1,000 in 2014-15 & 2010-11.

**x2**

Median **time lost & compensation paid** due to **workers compensation** claims related to mental illness more than **doubled**.



**30.8 weeks in 2019-20** versus 15-16 weeks between 2010-11 to 2014-15.



**\$55,300 in 2019-20** versus \$26,200 in 2010-11.

**Returning to work after work-related mental illness**  
Sources: NDS



Upon **returning to work** after work-related mental illness, workers report:



Adjustments to their **work hours** (60%).



Adjustments to their **work duties** (62%).



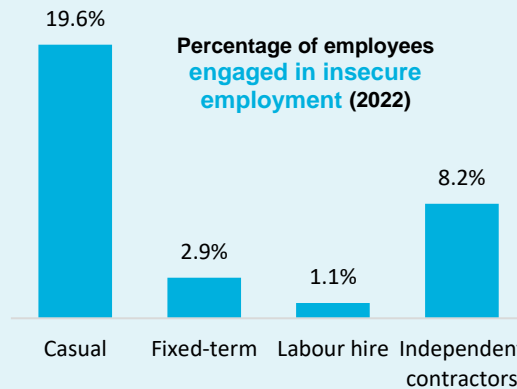
**Low perceived fairness** (3.5%).



## Turnover and job insecurity

Source: COE

Indicators of **job insecurity** and **turnover** have remained **stable** since 2018.



Turnover (8%) & expected turnover (10%).



## Flexibility and training

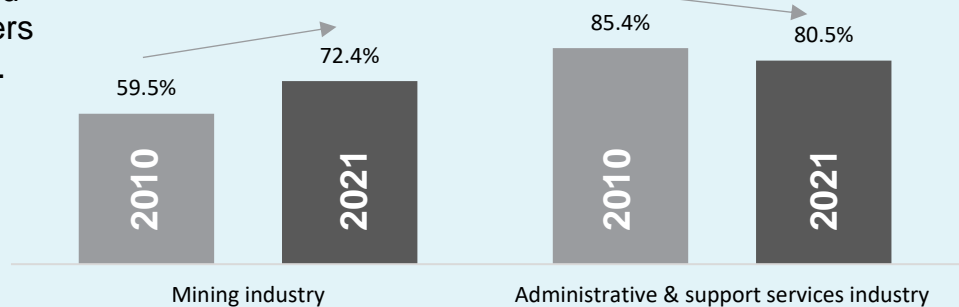
Source: HILDA

Nationally, since 2010, workplace **flexibility** has **increased** but this trend is **not consistent** across all industries.

**86%** of workers report their work is flexible (2021), up from 82% (2010).

Some industries reported increased flexibility and others reduced flexibility. For example:

Percentage of workers who report their work is flexible by industry (mining vs administration).



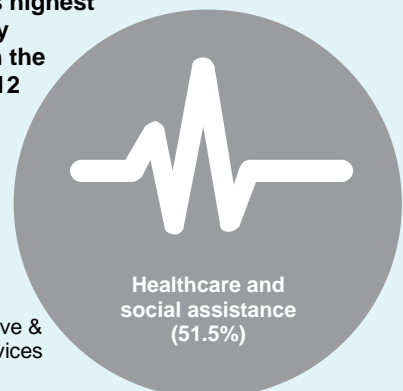
Work related **training is stable** with substantial **variance** between industries.

**30%** of workers reported receiving work-related training in the last 12 months.

Lowest vs highest % industry training in the previous 12 months (2021)



Administrative & support services (11%)



Healthcare and social assistance (51.5%)

## Next steps

Based on the indicators included in this Baseline Report there are several next steps for consideration. Further investigation is required to:

- Reduce psychosocial hazards, with focus on the hazards inappropriate workload, low recognition and poor change management particularly in the education and training, public administration and safety, transport, postal and warehousing and health care and social assistance industries.
- Reduce mental ill-health (work-related or not) in the workplace and presenteeism for certain industries.
- Assess the reasons why the fairness of the workers' compensation process for work-related stress is regarded as relatively poor.
- Research the reasons for turnover.
- Research the impacts of job insecurity.
- Explore ways to fill data gaps particularly relating to high-risk groups and suggested aspirational indicators.

# Introduction

## Overview

This National Baseline Report for Mentally Healthy Workplaces (hereafter called the Baseline Report) provides the first collated nationally available data about mentally healthy workplaces in Australia. It has been produced to report, where possible, on the indicators outlined in the National Monitoring Framework for Mentally Healthy Workplaces (the Monitoring Framework). The Monitoring Framework and this Baseline Report have been developed by the Centre for Health Service Development, Australian Health Services Research Institute, University of Wollongong.

## Policy context

The importance of wellbeing generally and good mental health is recognised in national policy developments<sup>10</sup>. Mental illness is responsible for one of the largest disease burdens in Australia affecting one in two Australians within their lifetime<sup>6</sup>.

Workplaces have a key role in the mental health of Australians, which was recognised in reports such as the Productivity Commission Inquiry into Mental Health<sup>10</sup> and the Review of the Model Work Health and Safety laws (the Boland review)<sup>11</sup>. Recommendations from these reports have been a driver for policy change in relation to workplace mental health, identifying psychological health in the workplace as a key priority<sup>10, 11</sup>. In response to these reports, new provisions and codes of practice have been adopted by certain states and territories, including the 'Managing psychosocial hazards at work Code of Practice'<sup>8, 12</sup>. Legislation and policy instruments can be key drivers of the systems change needed to create mentally healthier workplaces in Australia.

## National Monitoring Framework

The development of the Monitoring Framework involved an iterative process including consultations, workshops and a desktop review<sup>13</sup> resulting in the identification of 30 lead and lag indicators of a mentally healthy workplace that capture progress across the three pillars foundational to mentally healthy workplaces: **protect** – identify and manage work-related risks to mental health; **respond** – build capability to identify and respond to support people experiencing mental ill-health or distress; and **promote** – recognise and enhance the positive aspects of work that contribute to good mental health<sup>6, pp. 9-11</sup>. The process of development identified opportunities to monitor and evaluate national progress to date, as well as aspirational indicators for future monitoring.

## Indicators of mentally healthy workplaces

Indicators are used when something of interest cannot be measured directly. It may be a construct, such as 'health', 'safety' or 'wellbeing', that does not have clearly defined properties to measure or count, or it could be something measurable but too difficult or costly to measure accurately. Indicators are proxy measures chosen to most closely align to the subject of interest<sup>4</sup>.

Indicators were assessed using the guiding principles of being relevant, actionable, valid and available. The suite of indicators was collectively assessed based off criteria adapted from Safe Work Australia in the *Methodology for the Measurement Framework: Rationale and technical details underpinning the Measurement Framework*<sup>14</sup>.

The indicators focus on the progress that workplaces have made and is considered at an aggregated level, referring to aggregated indicators across all Australian workplaces and not individual workplaces. Quantitative data have been used to demonstrate progress at the aggregated workplace level.

Several aspirational indicators have been included as they are deemed to be important markers of progress. However, the appropriate data collections will need to be developed to support their monitoring over time.

## Data limitations and gaps

- This Baseline Report has been developed through the collation and integration of multiple existing publicly available data sources. Inevitably there are data limitations and gaps, including:

- Frequency of reporting: most data are collected annually or bi-annually. Therefore, it is anticipated that future monitoring reports are produced at similar intervals.
- Time lag of reporting: For some data collections the time between data collection and data publication can be over a year.
- Format of reporting: most data identified as appropriate reports at the national, state and territory and industry level.
- Availability of data items: there will be a need in the future for targeted data collection that comprehensively captures indicators most relevant to high-risk groups.

## Guidance for using this report

This Baseline Report provides a national picture of the state of mentally healthy workplaces in Australia. Within the aggregated workplace level, indicators are organised thematically. Baseline data is presented in tables along with key messages. Where available, additional indicator data at state and territory or industry (according to the Australian and New Zealand Standard Industrial Classification 2006) level are included as well as national trend data. Statements on data gaps are included for some indicators to highlight data issues. The indicator tables contain the following types of information:

- Indicator name: name of the indicator
- Metric: shows the indicator definition
- Pillar – Lead/Lag: Protect, Respond, Promote – Lead/Lag: shows the pillar(s) and whether the indicator is a lead or lag indicator
- Data source: abbreviated and colour-coded (see below)

Some indicator tables include multiple indicators. In those cases a separate column is used for each indicator.

Indicator definitions are included in Appendix 1, and Appendix 2 lists the data sources used to populate this Baseline Report. The entries are colour-coded and align with the colours used in the Monitoring Framework:

Australian Bureau of Statistics Work Related Injuries (WRI)
Australian Bureau of Statistics Characteristics of Employment (COE)
Household, Income and Labour Dynamics in Australia (HILDA) Survey
Indicators of a Thriving Workplace Survey (ITW)
National Data Set for Compensation-based Statistics for Safe Work Australia (NDS)
Safe Work Australia National Return to Work Survey (NRTWS)

Appendix 3 includes supplementary trend data.

# Baseline Indicator Data for the National Monitoring Framework

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As at April 2023

Most recent baseline data for **psychosocial hazards**<sup>1</sup> are available for 2021 and are presented in [Table 1](#). In addition to the national overview, baseline data are available by industry.

## Psychosocial hazards include the indicators:

- **Inappropriate workload (too little or too much work or responsibility)**
- **Low recognition (lack of positive feedback, recognition or rewards for good work)**
- **Poor change management (lack of clear communication, consultation or effective processes during workplace changes)**
- **Poor management support (inadequate assistance or guidance from leaders)**
- **Low job control (limited control over decisions relating to how work is performed)**
- **Poor role clarity (limited understanding of work tasks, responsibilities or expectations)**
- **Poor workplace relationships (interpersonal conflict, inappropriate behaviour, discrimination or bullying)**
- **Poor working environment (high temperatures or noise levels, cramped workspace, poor lighting or an unsafe environment)**
- **traumatic events (exposure to abuse or violence, or lack of support following trauma)**

## Key messages

- Psychosocial hazards are rated on a scale from 1 (lowest risk) to 5 (highest risk).
- Nationally, scores are relatively low, ranging from 2.1 (working environment, traumatic events) to 2.5 (workload, recognition, change management).
- The industries with the lowest average psychosocial hazards are:
  - Information media and telecommunications
  - Financial and insurance services
  - Wholesale trade
- The industries with the highest average psychosocial hazards are:
  - Education and training
  - Public administration and safety
  - Transport, postal and warehousing
  - Health care and social assistance
- Across all industries, psychosocial hazards arising from poor workplace relationships, poor working environment or traumatic events are lower (ranging from 1.8 to 2.3) than the other psychosocial hazards.
- Across most industries, psychosocial hazards arising from inappropriate workload, low recognition or poor change management are higher (ranging from 2.1 to 2.9) than the other psychosocial hazards.
- The lowest psychosocial hazards (1.8) arise from poor working environment in the financial and insurance services industry.
- The highest psychosocial hazards (2.9) arise from inappropriate workload in the education and training industry.

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<sup>1</sup> It should be noted that the indicators for psychosocial hazards are based on the suite of 9 indicators included in SuperFriend's 'Indicators of a Thriving Workplace'. This data source was selected because it is based on a large survey, is up to date, provides breakdowns by industry and whose findings are representative of the Australian workforce. In the future, other data sources such as the data collected by [People at Work](#) and [Work Shouldn't Hurt](#) may be used as an alternative to the ITW data. It should also be noted that the websites of Safe Work Australia list up to 14 psychosocial hazards. An assessment of both lists revealed that except for 'remote or isolated work' all hazards were contained within the suite of indicators by SuperFriend. For an update on SuperFriend's 2022 data, see Appendix 4.

## Data gaps

- Data are not available by state and territory.
- Data are not available for previous years.
- Data are not available for 'remote or isolated work' which is another psychosocial hazard according to Safe Work Australia.

Table 1: Psychosocial hazards – baseline

Name	Inappropriate workload	Low recognition	Poor change management	Poor management support	Low job control	Poor role clarity	Poor workplace relationships	Poor working environment	Traumatic events
Metric	Average psychosocial hazard rating, on a scale from 1 (lowest risk) to 5 (highest risk)								
Pillar – Lead/Lag	Protect – Lead						Protect – Lag		
Data source	ITW								
<b>National</b>	<b>2.5</b>	<b>2.5</b>	<b>2.5</b>	<b>2.4</b>	<b>2.3</b>	<b>2.3</b>	<b>2.3</b>	<b>2.1</b>	<b>2.1</b>
Agriculture, Forestry and Fishing	2.6	2.5	2.5	2.4	2.3	2.3	2.2	2.2	2.0
Mining	2.6	2.4	2.6	2.4	2.3	2.3	2.2	2.2	2.0
Manufacturing	2.4	2.5	2.5	2.5	2.3	2.4	2.1	2.1	2.0
Electricity, Gas, Water and Waste Services	2.6	2.4	2.4	2.4	2.2	2.3	2.2	2.0	2.0
Construction	2.4	2.4	2.4	2.3	2.2	2.2	2.1	2.1	2.1
Wholesale Trade	2.4	2.4	2.4	2.3	2.3	2.2	2.1	1.9	1.9
Retail Trade	2.4	2.5	2.4	2.4	2.4	2.3	2.2	2.2	2.1
Accommodation and Food Services	2.3	2.5	2.5	2.4	2.4	2.3	2.2	2.1	2.1
Transport, Postal and Warehousing	2.4	2.7	2.6	2.6	2.4	2.4	2.3	2.2	2.2
Information Media and Telecommunications	2.4	2.1	2.2	2.1	2.0	2.0	1.9	1.9	1.9
Financial and Insurance Services	2.5	2.3	2.4	2.2	2.2	2.2	2.0	1.8	1.9
Rental, Hiring and Real Estate Services	2.6	2.4	2.5	2.4	2.3	2.3	2.2	2.1	2.2
Professional, Scientific and Technical Services	2.7	2.4	2.4	2.3	2.2	2.2	2.1	1.9	2.0
Administrative and Support Services	2.6	2.6	2.4	2.4	2.4	2.3	2.1	1.9	2.0
Public Administration and Safety	2.6	2.7	2.5	2.5	2.5	2.3	2.3	2.1	2.1



Name	Inappropriate workload	Low recognition	Poor change management	Poor management support	Low job control	Poor role clarity	Poor workplace relationships	Poor working environment	Traumatic events
Education and Training	2.9	2.6	2.5	2.5	2.4	2.2	2.2	2.1	2.1
Health Care and Social Assistance	2.6	2.7	2.5	2.5	2.5	2.3	2.3	2.3	2.3
Arts and Recreation Services	2.6	2.6	2.5	2.4	2.3	2.3	2.1	1.9	2.0
Other Services	2.4	2.5	2.5	2.4	2.3	2.3	2.2	2.1	2.1

Most recent baseline data for **mental ill-health** are available for 2021-22 (WRI), 2019-20 (NDS) and 2021 (HILDA) and are presented in [Table 2](#). In addition to the national overview, some baseline data are available by state and territory and by industry. It should be noted that WRI data at industry level is not yet available for 2021-22. Therefore, the results from 2017-18 are reported. Supplementary trend data are presented in [HILDA Table 13](#), [HILDA Table 14](#), [WRI Table 15](#) and [NDS Table 16](#) located in Appendix 3.

#### Mental ill-health includes the indicators:

- **mental ill-health in the workplace**
- **presenteeism**
- **work-related injuries related to mental illness**
- **workers' compensation claims for work-related injuries related to mental illness (incidence rate)**
- **workers' compensation claims for work-related injuries related to mental illness (time lost)**
- **workers' compensation claims for work-related injuries related to mental illness (compensation paid)**

## Key messages

- Nationally, 28% of employees have moderate to severe mental ill-health in 2021.
- Across states and territories, the Northern Territory has the lowest rate (19%) and Victoria has the highest rate (31%) of mental ill-health in the workplace.
- There is substantial variation in mental ill-health in the workplace across industries:
  - The mining (14%) and electricity, gas, water and waste services (15%) industries have the lowest rates.
  - The information media and telecommunications (34%), arts and recreation services (36%) and accommodation and food services (40%) industries have the highest rates.
- Nationally, mental ill-health in the workplace was around 19-20% between 2010 and 2014. Since then, it has increased steadily with larger increases since 2019.
- Nationally, 28% of employees have reported presenteeism in 2021.
- Across states and territories, Tasmania has the lowest rate (20%) and the Northern Territory has the highest rate (36%) of presenteeism.
- There is substantial variation across industries.
  - The mining (12%) and construction (20%) industries have the lowest rates.
  - The information media and telecommunications (34%), accommodation and food services (36%) and arts and recreation services (38%) industries have the highest rates.
- Nationally, presenteeism was around 18-19% between 2010 and 2016. Since then, it has increased steadily with a large increase between 2019 and 2020.
- In 2021-22, there were 35,800 work-related injuries related to mental illness.
- Of those, 34% were reported in New South Wales and 19% each in Victoria and Queensland.
- The Northern Territory accounted for 2% of work-related injuries related to mental illness.
- In 2017-18, the education and training (26%) and public administration and safety (20%) industries account for the most work-related injuries related to mental illness.
- From 2013-14 to 2017-18 work-related injuries related to mental illness increased by 22% and again by 9% from 2017-18 to 2021-22.
- Nationally, the incidence rate of workers' compensation claims for work-related injuries related to mental illness was 0.94 per 1,000 employees in 2019-20. Preliminary data suggests a higher incidence rate for 2020-21.
- In 2010-11, the incidence rate was 0.85 per 1,000 employees. It decreased to 0.60 in 2014-15 and has increased ever since with larger increases from 2017-18 onwards.
- Nationally, the median time lost because of workers' compensation claims for work-related injuries related to mental illness was 30.8 weeks.
- From 2010-11 to 2014-15, the median time lost was 15 to 16 weeks. From 2015-16 onwards the median time lost increased steadily.

- Nationally, the median compensation paid for work-related injuries related to mental illness was \$50,300 in 2019-2020.
- Since 2010-11, the median compensation paid has more than doubled from \$26,200.

## Data gaps

- Work-related injuries related to mental illness are sourced from the WRI data which is only collected every 4 years. The most recent data from 2021-22 does not allow a breakdown by industry.
- Due to low numbers, work-related injuries related to mental illness are not available for all industries.
- Workers' compensation claims data are published with a substantial time lag. The most recent final data is available for 2019-2020.
- Publicly available workers' compensation claims data for work-related injuries related to mental illness (incidence rate, time lost, compensation paid) are not available by state and territory or by industry.

Table 2: Mental ill-health – baseline

Name	Mental ill-health in the workplace	Presenteeism	Work-related injuries related to mental illness	Workers' compensation claims for work-related injuries related to mental illness (incidence rate)	Workers' compensation claims for work-related injuries related to mental illness (time lost)	Workers' compensation claims for work-related injuries related to mental illness (compensation paid)
Metric	% of employees who have moderate to severe mental ill-health, i.e. MHI-5 score of 60 or less	% of employees who answered 'yes' to any of the following questions: - Cut down the amount of time you spent on work? - Accomplished less than you would like? - Didn't do work or other activities as carefully as usual?	Number of work-related injuries from work-related stress (TOOCS nature of injury codes for stress or other mental condition)	Incidence rate of work-related injuries from work-related stress (TOOCS nature of injury codes for stress or other mental condition, serious claims per 1,000 employees)	Median time lost (weeks) for work-related injuries from work-related stress (TOOCS nature of injury codes for stress or other mental condition)	Median compensation paid (in \$) for work-related injuries from work-related stress (TOOCS nature of injury codes for stress or other mental condition)
Pillar – Lead/Lag	Protect, Respond, Promote – Lag	Protect, Respond – Lag	Protect – Lag			
Data source	HILDA		WRI <sup>1</sup>	NDS		
<b>National</b>	<b>28.2</b>	<b>27.7</b>	<b>35,800</b>	<b>0.94</b>	<b>30.8</b>	<b>55,300</b>
New South Wales	27.7	27.8	12,100			
Victoria	30.7	30.7	6,700			
Queensland	27.8	25.4	6,900			
South Australia	25.3	24.8	1,900			
Western Australia	27.9	26.4	5,800			
Tasmania	23.4	20.1	700			
Northern Territory	18.8	36.5	n/a			
Australian Capital Territory	29.1	30.2	n/a			
Agriculture, Forestry and Fishing	24.8	23.1	n/a			
Mining	13.6	11.7	n/a			

Name	Mental ill-health in the workplace	Presenteeism	Work-related injuries related to mental illness	Workers' compensation claims for work-related injuries related to mental illness (incidence rate)	Workers' compensation claims for work-related injuries related to mental illness (time lost)	Workers' compensation claims for work-related injuries related to mental illness (compensation paid)
Manufacturing	30.4	28.1	n/a			
Electricity, Gas, Water and Waste Services	15.3	28.2	n/a			
Construction	23.5	20.2	2,200			
Wholesale Trade	26.7	22.4	n/a			
Retail Trade	30.1	30.3	3,700			
Accommodation and Food Services	40.1	34.9	1,400			
Transport, Postal and Warehousing	32.2	24.4	1,100			
Information Media and Telecommunications	34.1	34.4	1,800			
Financial and Insurance Services	32.7	27.9	2,200			
Rental, Hiring and Real Estate Services	25.4	30.6	n/a			
Professional, Scientific and Technical Services	26.1	28.5	2,200			
Administrative and Support Services	28.9	30.1	n/a			
Public Administration and Safety	24.5	24.0	6,600			
Education and Training	29.7	32.2	8,600			
Health Care and Social Assistance	27.3	28.6	4,400			
Arts and Recreation Services	36.5	37.6	n/a			
Other Services	23.6	23.2	n/a			

<sup>1</sup>: National, state and territory data relate to 2021-22. Industry level data relate to 2017-18.

n/a: data withheld due to small numbers or not available

Most recent baseline data for **return to work** are available for 2021 and are presented in [Table 3](#). Supplementary data for 2018 are presented in [NRTWS Table 17](#) located in Appendix 3.

#### Return to work includes the indicators:

- **workplace accommodations (hours)**
- **workplace accommodations (duties)**
- **perceived fairness of compensation process.**

## Key messages

- Nationally, 61% of workers with work-related injuries from work-related stress returned with modified hours, up from 57% in 2018.
- Nationally, 62% of workers with work-related injuries from work-related stress returned with modified duties, up from 54% in 2018.
- Workers with work-related injuries from work-related stress perceived the fairness of the compensation process as relatively low (3.5); on a scale from 1 (highest) to 5 (lowest), similarly to 2018 (3.6).

## Data gaps

- Workplace accommodations (hours), workplace accommodations (duties) and perceived fairness of compensation process are sourced from the NRTWS data which is only collected every 3 years.
- Publicly available data are not available by state and territory or by industry.

**Table 3: Return to work – baseline**

Name	Workplace accommodations (hours)	Workplace accommodations (duties)	Perceived fairness of compensation process
Metric	% of workers who had returned to work from work-related injuries from work-related stress with modified hours (TOOCS nature of injury codes for stress or other mental condition)	% of workers who had returned to work from work-related injuries from work-related stress with modified duties (TOOCS nature of injury codes for stress or other mental condition)	Mean score of the perceived justice (distributive, procedural, informational, interpersonal) of the workers' compensation process for workers who had returned to work from work-related injuries from work-related stress with modified hours (TOOCS nature of injury codes for stress or other mental condition), on a scale from 1 (strongly agree) to 5 (strongly disagree)
Pillar – Lead/Lag	Respond – Lead	Respond – Lead	Respond – Lead
Data source	NRTWS		
<b>National</b>	<b>60.5</b>	<b>61.8</b>	<b>3.5</b>

## COE Turnover

Most recent baseline data for **turnover** are available for 2021 and 2022 and are presented in **Table 4**. In addition to the national overview, baseline data are available by state and territory and by industry. Supplementary trend data are presented in [COE Table 18](#) and [COE Table 19](#) located in Appendix 3.

### Turnover includes the indicators:

- turnover (lag)
- turnover (lead).

### Key messages

- Nationally, 8% of workers changed jobs in the last 12 months.
- Across states and territories, New South Wales, Victoria and South Australia have the lowest percentage (7%), and the Australian Capital Territory (10%) has the highest turnover percentage.
- There is some variation in turnover across industries.
  - The education and training (5%) and agriculture, forestry and fishing (5%) industries have the lowest percentages.
  - The accommodation and food services (10%) and mining (11%) industries have the highest percentages.
- Nationally, turnover (lag) has remained stable at 8% since 2018.
- Nationally, 10% of workers expect not to remain in their current job for the next 12 months.
- Across states and territories, South Australia (8%) has the lowest percentage and the Australian Capital Territory (12%) has the highest percentage of workers expecting not to remain in their job.
- There is substantial variation in expected job changes across industries.
  - The construction (7%), agriculture, forestry and fishing (7%), wholesale trade (8%) and mining (8%) industries have the lowest percentages.
  - The information media and telecommunications (15%) and accommodation and food services (17%) industries have the highest percentages.
- Nationally, turnover (lead) has slightly increased from 9% in 2018.

Table 4: Turnover – baseline

Name	Turnover (lag)	Turnover (lead)
Metric	% of workers who lost a job or experienced a retrenchment in the last 12 months	% of workers who expect not to remain in current job for next 12 months
Pillar – Lead/Lag	Protect – Lag	Respond, Promote – Lead
Data source	COE	
<b>National</b>	<b>7.5</b>	<b>10.0</b>
New South Wales	6.8	9.8
Victoria	7.2	10.7
Queensland	7.8	9.3
South Australia	6.8	8.3
Western Australia	9.2	10.8
Tasmania	8.4	8.8
Northern Territory	8.4	10.1
Australian Capital Territory	10.0	12.3
Agriculture, Forestry and Fishing	5.3	7.2
Mining	11.2	7.8
Manufacturing	7.5	9.5
Electricity, Gas, Water and Waste Services	7.7	9.2
Construction	7.7	7.0
Wholesale Trade	6.4	7.7
Retail Trade	7.3	12.1
Accommodation and Food Services	9.5	16.6
Transport, Postal and Warehousing	9.2	8.7
Information Media and Telecommunications	6.9	15.2
Financial and Insurance Services	7.2	9.3
Rental, Hiring and Real Estate Services	7.2	10.0
Professional, Scientific and Technical Services	8.1	10.1
Administrative and Support Services	7.5	9.7
Public Administration and Safety	6.7	9.6
Education and Training	4.6	10.6
Health Care and Social Assistance	7.6	9.0
Arts and Recreation Services	8.7	11.0
Other Services	7.6	8.8



Most recent baseline data for **job insecurity** are available for 2022 and are presented in [Table 5](#). In addition to the national overview, baseline data are available by state and territory and by industry. Supplementary trend data are presented in [COE Table 20](#), [COE Table 21](#), [COE Table 22](#) and [COE Table 23](#) located in Appendix 3.

**Job insecurity includes the indicators:**

- **job insecurity (casual)**
- **job insecurity (fixed-term)**
- **job insecurity (labour hire)**
- **job insecurity (independent contractor).**

## Key messages

- Nationally, 20% of workers are casual employees in 2022, which has been relatively stable since 2018 with a lower rate of 18% in 2020.
- Across states and territories there are only small differences, ranging from 17% in the Northern Territory to 22% in Queensland.
- There is substantial variation in the percentage of workers who are casual employees across industries:
  - The financial and insurance services (6%), professional, scientific and technical services (8%) and public administration and safety (9%) industries have the lowest rates.
  - The arts and recreation services (32%), retail trade (35%) and accommodation and food services (60%) industries have the highest rates.
- Nationally, 3% of workers are fixed-term employees in 2022, which has been stable since 2018.
- Across states and territories, the percentage of fixed-term employees ranges from 2% in Queensland and Western Australia to 5% in the Northern Territory and 6% in the Australian Capital Territory.
- There is substantial variation in the percentage of workers who are fixed-term employees across industries:
  - The agriculture, forestry and fishing, wholesale trade, transport, postal and warehousing and accommodation and food services industries have the lowest rates (0%).
  - The public administration and safety (7%) and education and training (11%) industries have the highest rates.
- Nationally, 1% of workers are labour hire workers, which has been stable since 2018.
- Across states and territories, the percentage of labour hire workers is lowest in Tasmania (0.5%) and highest in the Australian Capital Territory (2%).
- There is substantial variation in the percentage of workers who are labour hire workers across industries:
  - The retail trade, arts and recreation services and other services industries have the lowest rates (0%).
  - The mining, electricity, gas, water and waste services, wholesale trade (each 3%) and administrative and support services (5%) industries have the highest rates.
- Nationally, 8% of workers are independent contractors, which has been stable since 2018.
- Across states and territories, independent contractors are least common in the Australian Capital Territory (6%) and most common in South Australia (9%).
- There is substantial variation in the percentage of workers who are independent contractors across industries:
  - The mining and public administration and safety industries have the lowest rates (0-1%).
  - The other services and construction (22%), administrative and support services (23%) and agriculture, forestry and fishing (42%) industries have the highest rates.

Table 5: Job insecurity – baseline

Name	Job insecurity (casual)	Job insecurity (fixed-term)	Job insecurity (labour hire)	Job insecurity (independent contractor)
Metric	% of workers who are casual employees	% of workers who are fixed-term employees	% of workers who are labour hire workers	% of workers who are independent contractors
Pillar – Lead/Lag	Respond, Promote – Lead	Respond, Promote – Lead	Respond, Promote – Lead	Respond, Promote – Lead
Data source	COE			
<b>National</b>	<b>19.6</b>	<b>2.9</b>	<b>1.1</b>	<b>8.2</b>
New South Wales	18.7	2.7	1.0	8.5
Victoria	17.7	3.2	0.9	8.2
Queensland	22.2	2.2	1.2	8.3
South Australia	21.7	4.0	1.3	8.8
Western Australia	21.0	2.4	1.0	7.8
Tasmania	19.4	3.5	0.5	7.4
Northern Territory	17.0	5.0	1.1	7.2
Australian Capital Territory	18.4	6.2	2.3	6.3
Agriculture, Forestry and Fishing	18.2	0.0	1.2	42.4
Mining	12.9	2.1	2.9	0.9
Manufacturing	14.4	1.0	2.2	5.1
Electricity, Gas, Water and Waste Services	10.8	3.0	2.9	5.0
Construction	12.8	0.8	0.5	22.2
Wholesale Trade	12.5	0.4	2.6	6.2
Retail Trade	34.7	0.5	0.3	4.7
Accommodation and Food Services	59.5	0.5	0.6	3.1
Transport, Postal and Warehousing	21.4	0.4	1.8	15.0
Information Media and Telecommunications	12.0	6.1	0.6	12.2
Financial and Insurance Services	5.5	1.8	1.6	6.0
Rental, Hiring and Real Estate Services	11.9	0.7	0.8	11.9
Professional, Scientific and Technical Services	8.1	2.6	0.6	15.3
Administrative and Support Services	25.7	3.7	5.1	23.3
Public Administration and Safety	8.6	6.7	1.3	0.5

Name	Job insecurity (casual)	Job insecurity (fixed-term)	Job insecurity (labour hire)	Job insecurity (independent contractor)
Education and Training	14.6	10.6	0.6	4.9
Health Care and Social Assistance	18.8	3.9	0.5	6.8
Arts and Recreation Services	31.7	1.9	0.0	13.7
Other Services	17.9	1.7	0.3	21.7

Baseline data for **workplace flexibility** are available for 2021 and are presented in [Table 6](#). In addition to the national overview, baseline data are available by state and territory and by industry. Supplementary trend data are presented in

HILDA [Table 24](#) located in Appendix 3.

## Workplace flexibility includes the indicator:

- **workplace flexibility.**

## Key messages

- Nationally, 86% of workers have reported that their workplace is flexible in 2021. This has slowly increased from 82% in 2010.
- In most states and territories workplace flexibility is similar, except for the Northern Territory with 73% and the Australian Capital Territory (91%).
- There is substantial variation in workplace flexibility across industries:
  - The construction (72%) and mining (72%) industries have the lowest rates.
  - The professional, scientific and technical services (96%), financial and insurance services (97%) and information media and telecommunications (98%) industries have the highest rates.

Table 6: Workplace flexibility – baseline

Name	Workplace flexibility
Metric	% of employees who answered 'yes' to any of the following questions: - Flexible start/finish times - Home-based work - Special leave for caring for family members - Permanent part-time work
Pillar – Lead/Lag	Promote – Lead
Data source	HILDA
<b>National</b>	<b>85.6</b>
New South Wales	84.0
Victoria	88.2
Queensland	85.5
South Australia	86.2
Western Australia	82.8
Tasmania	86.3
Northern Territory	73.1
Australian Capital Territory	91.1
Agriculture, Forestry and Fishing	83.9
Mining	72.4
Manufacturing	77.8
Electricity, Gas, Water and Waste Services	84.9
Construction	71.9
Wholesale Trade	85.9
Retail Trade	84.1
Accommodation and Food Services	78.6
Transport, Postal and Warehousing	76.4
Information Media and Telecommunications	98.2
Financial and Insurance Services	97.5
Rental, Hiring and Real Estate Services	92.1
Professional, Scientific and Technical Services	96.2
Administrative and Support Services	80.5
Public Administration and Safety	91.7
Education and Training	89.1
Health Care and Social Assistance	91.5
Arts and Recreation Services	78.6
Other Services	75.1

# Learning and development

Baseline data for **learning and development** are available for 2021 and are presented in [Table 7](#). In addition to the national overview, baseline data are available by state and territory and by industry. Supplementary trend data are presented in [HILDA Table 25](#) located in Appendix 3.

## Learning and development includes the indicator:

- **learning and development**

## Key messages

- Nationally, 30% of workers have undertaken work-related training in the last 12 months, which has been relatively stable between 30% and 34% since 2010.
- Across states and territories, the percentage ranges from 25% in Tasmania to 33% in South Australia.
- There is substantial variation across industries:
  - The administrative and support services (11%), agriculture, forestry and fishing (13%), manufacturing (17%) and transport, postal and warehousing (17%) industries have the lowest rates.
  - The public administration and safety (36%), education and training (44%) and health care and social assistance (52%) industries have the highest rates.

Table 7: Learning and development – baseline

Name	Learning and development
Metric	% of workers who have undertaken work-related training in the last 12 months
Pillar – Lead/Lag	Promote – Lead
Data source	HILDA
<b>National</b>	<b>29.7</b>
New South Wales	30.7
Victoria	28.3
Queensland	29.5
South Australia	33.2
Western Australia	30.1
Tasmania	25.0
Northern Territory	26.7
Australian Capital Territory	26.7
Agriculture, Forestry and Fishing	13.1
Mining	33.2
Manufacturing	17.3
Electricity, Gas, Water and Waste Services	25.3
Construction	17.8
Wholesale Trade	18.2
Retail Trade	19.9
Accommodation and Food Services	21.9
Transport, Postal and Warehousing	16.9
Information Media and Telecommunications	31.6
Financial and Insurance Services	25.7
Rental, Hiring and Real Estate Services	21.3
Professional, Scientific and Technical Services	29.7
Administrative and Support Services	11.3
Public Administration and Safety	36.2
Education and Training	43.6
Health Care and Social Assistance	51.5
Arts and Recreation Services	25.0
Other Services	21.9

# Mental health training (aspirational)

Baseline data for **mental health training** are unavailable.

Two aspirational indicators have been selected for mental health training:

- mental health training (managers and health and safety representatives)
- mental health training (all people).

## Data gaps

- Baseline data for mental health training (managers and health and safety representatives, all people) is unavailable.

**Table 8: Mental health training – baseline**

Name	Mental health training (managers and health and safety representatives)	Mental health training (all people)
Metric	% of managers trained to support mental health at work	% of people trained to support mental health at work
Pillar – Lead/Lag	Protect, Respond – Lead	Protect, Respond, Promote – Lead
Data source		



# Employee voice (aspirational)

Baseline data for **employee voice** are unavailable.

One aspirational indicator has been selected for employee voice:

- employee voice.

## Data gaps

- Baseline data for employee voice is unavailable.

**Table 9:** Employee voice – baseline

Name	Employee voice
Metric	
Pillar – Lead/Lag	Promote – Lead
Data source	

# Inclusion and diversity (aspirational)

Baseline data for **inclusion and diversity** are unavailable.

**One aspirational indicator has been selected for inclusion and diversity:**

- **inclusion and diversity.**

## Data gaps

- Baseline data for inclusion and diversity is unavailable.

**Table 10:** Inclusion and diversity – baseline

Name	Inclusion and diversity
Metric	
Pillar – Lead/Lag	Promote – Lead
Data source	

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# Appendices

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# Appendix 1 Indicator specifications

**Table 11:** Indicator specification for the aggregated workplace level

Data source	Name	Metric
Indicators of a Thriving Workplace Survey (ITW)	Inappropriate workload	Average psychosocial risk rating, on a scale from 1 (lowest risk) to 5 (highest risk)
	Low recognition	Average psychosocial risk rating, on a scale from 1 (lowest risk) to 5 (highest risk)
	Poor change management	Average psychosocial risk rating, on a scale from 1 (lowest risk) to 5 (highest risk)
	Poor management support	Average psychosocial risk rating, on a scale from 1 (lowest risk) to 5 (highest risk)
	Low job control	Average psychosocial risk rating, on a scale from 1 (lowest risk) to 5 (highest risk)
	Poor role clarity	Average psychosocial risk rating, on a scale from 1 (lowest risk) to 5 (highest risk)
	Poor workplace relationships	Average psychosocial risk rating, on a scale from 1 (lowest risk) to 5 (highest risk)
	Poor working environment	Average psychosocial risk rating, on a scale from 1 (lowest risk) to 5 (highest risk)
	Traumatic events	Average psychosocial risk rating, on a scale from 1 (lowest risk) to 5 (highest risk)
Household, Income and Labour Dynamics in Australia (HILDA) Survey	Mental ill-health in the workplace	% of employees who have moderate to severe mental ill-health, i.e. Mental Health Inventory (MHI-5) score of 60 or less
	Presenteeism	% of employees who answered 'yes' to any of the following questions: - Cut down the amount of time you spent on work? - Accomplished less than you would like? - Didn't do work or other activities as carefully as usual?
Australian Bureau of Statistics Work-related injuries (WRI)	Work-related injuries related to mental illness	Number of work-related injuries from work-related stress (TOOCS nature of injury codes for stress or other mental condition)
National data set for compensation-based statistics for Safe Work Australia (NDS)	Workers' compensation claims for work-related injuries related to mental illness (incidence rate)	Incidence rate of work-related injuries from work-related stress (TOOCS nature of injury codes for stress or other mental condition, serious claims per 1,000 employees)
	Workers' compensation claims for work-related injuries related to mental illness (time lost)	Median time lost (weeks) for work-related injuries from work-related stress (TOOCS nature of injury codes for stress or other mental condition)
	Workers' compensation claims for work-related injuries related to mental illness (compensation paid)	Median compensation paid (in \$) for work-related injuries from work-related stress (TOOCS nature of injury codes for stress or other mental condition)
Safe Work Australia National Return to Work Survey (NRTWS)	Workplace accommodations (hours)	% of workers who had returned to work from work-related injuries from work-related stress with modified hours (TOOCS nature of injury codes for stress or other mental condition)
	Workplace accommodations (duties)	% of workers who had returned to work from work-related injuries from work-related stress with modified duties (TOOCS nature of injury codes for stress or other mental condition)
	Perceived fairness of compensation process	Mean score of the perceived justice (distributive, procedural, informational, interpersonal) of the workers' compensation process for workers who had returned to work from work-related injuries from work-related stress (TOOCS nature of injury codes for stress or other mental condition), on a scale from 1 (strongly agree) to 5 (strongly disagree)

Data source	Name	Metric
Australian Bureau of Statistics Characteristics of Employment (COE)	Turnover (Lag)	% of workers who lost a job or experienced a retrenchment in last 12 months
	Turnover (Lead)	% of workers who expect not to remain in current job for next 12 months
	Job insecurity (casual)	% of workers who are casual employees
	Job insecurity (fixed-term)	% of workers who are fixed-term employees
	Job insecurity (labour hire)	% of workers who are labour hire workers
	Job insecurity (independent contractor)	% of workers who are independent contractors
Household, Income and Labour Dynamics in Australia (HILDA) Survey	Workplace flexibility	% of employees who answered 'yes' to any of the following questions: - Flexible start/finish times - Home-based work - Special leave for caring for family members - Permanent part-time work
	Learning and development	% of workers who have undertaken work-related training in the last 12 months.
Aspirational (No data sources currently available)	Mental health training (managers and health and safety representatives)	% of managers and health and safety representatives trained to support mental health at work
	Mental health training (all people)	% of people trained to support mental health at work
	Employee voice	
	Inclusion and diversity	

## Appendix 2 Data sources

**Table 12: Data sources for the monitoring of the aggregated workplace level**

Data source	Description
<p><b>Australian Bureau of Statistics Work Related Injuries (WRI)</b></p> <p>Date: 2021-22<sup>15</sup>  Sample: 23,000  Previous years: 2000, 2005-06, 2009-10, 2013-14, 2017-18</p>	<p>The Australian Bureau of Statistics WRI survey collects information relating to work injuries in Australia. The WRI is a household survey, and supplement to the Labour Force Survey 2021-2022. It includes data relating to mental health (i.e. questions relating to stress or other mental health conditions). The survey was developed to provide statistics to inform policy makers.</p>
<p><b>Australian Bureau of Statistics Characteristics of Employment (COE)</b></p> <p>Date: 2022<sup>16</sup>  Sample: 26,000  Previous years: Annually; since 2014</p>	<p>The Australian Bureau of Statistics COE survey collects information relating to their work conditions. The COE is a household survey, and supplement to the Labour Force Survey. It includes data relating to job changes, contractual arrangements and benefits. The survey was developed to provide statistics to inform policy makers.</p>
<p><b>Household, Income and Labour Dynamics in Australia (HILDA) Survey</b></p> <p>Date: 2021<sup>17</sup>  Sample: Over 17,000 each wave  Previous years: Annually, since 2001</p>	<p>HILDA is funded by the Australian Government through the Department of Social Services. The Melbourne Institute is responsible for the survey design and management. The HILDA survey asks households questions relating to income, education and family circumstances. Note: Access to HILDA data is restricted and there are publication obligations for any material created.</p>
<p><b>Indicators of a Thriving Workplace Survey (ITW)</b></p> <p>Date: 2021<sup>18</sup>  Sample: 10,000  Previous years: Annually, since 2015</p>	<p>SuperFriend's ITW captures attitudes and experiences in relation to mental health and wellbeing at work. It includes workers of different industries, roles and geographical locations. The survey was developed by a range of national and international mental health experts in order to measure and track the current state of mental health across workplaces in Australia.</p>
<p><b>National Data Set for Compensation-based Statistics for Safe Work Australia (NDS)</b></p> <p>Date: 2020-2021<sup>19</sup>  Sample: 120,355  Previous years: Annually, since 2000-01</p>	<p>The National dataset for compensation-based statistics (NDS) lists a standard set of data items, concepts and definitions for inclusion in workers' compensation systems operating in Australia. The NDS has been implemented in workers' compensation-based collections administered by state, territory and Australian government agencies to enable the production of national and nationally comparable workers' compensation-based data.</p>
<p><b>Safe Work Australia National Return to Work Survey (NRTWS)</b></p> <p>Date: 2021<sup>20</sup>  Sample: 4,588  Previous years: 2018</p>	<p>Safe Work Australia's NRTWS data contains information relating to experiences of injured employees in Australia receiving workers' compensation (health status, time off work, return to work, support etc.). The survey was developed to provide information surrounding factors impacting return to work and inform policy makers.</p>

SuperFriend's 'Indicators of a Thriving Workplace' was selected because it includes a suite of indicators for psychosocial hazards and it is based on a large survey, is up to date, provides breakdowns by industry and whose findings are representative of the Australian workforce. In the future, other data sources such as the data collected by People at Work, which is jointly funded by Australia's work health and safety regulators, and the Work Shouldn't Hurt survey, which is undertaken by the ACTU Centre for Health and Safety, could be used as alternatives to the ITW data.

## Appendix 3 Supplementary trend data

HILDA **Table 13: Mental ill-health in the workplace – trend**

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
<b>National</b>	<b>19.0</b>	<b>19.3</b>	<b>18.9</b>	<b>18.5</b>	<b>19.9</b>	<b>21.3</b>	<b>21.7</b>	<b>22.0</b>	<b>22.6</b>	<b>24.1</b>	<b>27.2</b>	<b>28.2</b>
New South Wales	18.4	19.9	18.5	18.4	19.5	21.8	21.6	23.8	23.9	24.3	26.6	27.7
Victoria	20.0	19.2	19.0	18.7	20.1	20.8	22.8	21.3	22.4	24.4	29.3	30.7
Queensland	19.3	19.9	19.0	18.2	21.6	22.2	21.5	21.3	22.4	25.1	28.3	27.8
South Australia	18.0	21.5	21.0	20.7	20.1	20.3	22.1	20.0	22.0	21.4	24.6	25.3
Western Australia	19.5	16.9	18.1	18.2	17.9	21.0	20.9	22.2	21.9	22.5	24.5	27.9
Tasmania	16.8	17.5	18.3	14.8	16.7	18.8	21.7	17.8	18.8	26.6	24.4	23.4
Northern Territory	13.6	17.7	27.0	17.6	20.5	14.4	15.1	9.7	16.8	27.6	20.8	18.8
Australian Capital Territory	15.3	11.8	15.8	19.4	21.7	21.1	14.0	24.1	17.4	19.1	28.0	29.1
Agriculture, Forestry and Fishing	21.9	17.0	10.9	22.4	19.1	18.3	22.4	29.6	23.8	29.4	22.2	24.8
Mining	14.1	10.1	9.1	10.3	11.2	14.4	13.5	21.2	25.2	19.8	23.0	13.6
Manufacturing	20.9	20.0	20.9	21.3	22.2	22.5	20.2	21.1	23.7	23.0	29.0	30.4
Electricity, Gas, Water and Waste Services	17.8	5.0	10.8	17.6	16.8	23.1	15.1	15.4	15.0	10.7	12.2	15.3
Construction	16.7	17.8	17.1	12.0	14.9	21.0	18.4	19.0	19.7	22.1	23.7	23.5
Wholesale Trade	16.4	18.3	16.1	17.8	17.1	20.2	16.7	19.6	30.1	30.7	31.0	26.7
Retail Trade	21.0	24.6	21.6	19.5	20.6	22.8	27.2	25.8	28.4	27.9	30.2	30.1
Accommodation and Food Services	22.1	22.5	26.3	27.3	27.7	28.1	31.6	34.0	29.1	29.1	35.5	40.1
Transport, Postal and Warehousing	18.4	19.8	19.1	19.6	17.4	24.2	25.6	23.2	19.7	22.5	19.5	32.2
Information Media and Telecommunications	27.6	23.9	19.8	18.4	20.5	18.4	17.4	22.8	22.9	30.3	30.2	34.1
Financial and Insurance Services	17.0	18.9	22.7	16.5	25.0	24.4	18.9	21.5	21.3	24.0	28.9	32.7
Rental, Hiring and Real Estate Services	12.0	11.0	21.2	14.4	19.0	20.7	20.4	38.2	18.6	16.5	17.9	25.4
Professional, Scientific and Technical Services	21.5	22.3	16.4	17.8	20.8	21.1	20.5	20.0	21.8	24.2	26.6	26.1
Administrative and Support Services	21.5	23.8	24.0	22.5	26.6	17.9	19.7	19.1	24.4	23.3	30.2	28.9
Public Administration and Safety	17.2	17.3	17.9	16.1	17.9	19.9	20.5	19.7	18.3	22.5	28.7	24.5
Education and Training	15.2	14.7	15.7	15.1	16.7	16.8	18.4	18.8	19.2	20.2	26.1	29.7
Health Care and Social Assistance	17.7	17.4	18.3	17.6	19.6	20.8	21.9	20.8	21.8	23.4	27.5	27.3
Arts and Recreation Services	22.8	19.8	18.8	25.3	22.5	24.7	21.2	21.9	22.0	31.5	35.6	36.5
Other Services	22.3	20.7	19.7	20.7	22.3	18.1	20.3	17.1	20.9	24.0	23.6	23.6



HILDA Table 14: Presenteeism – trend

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
<b>National</b>	<b>18.6</b>	<b>19.1</b>	<b>17.7</b>	<b>18.9</b>	<b>19.4</b>	<b>18.9</b>	<b>19.1</b>	<b>20.6</b>	<b>21.2</b>	<b>23.3</b>	<b>27.8</b>	<b>27.7</b>
New South Wales	19.1	19.9	17.4	18.3	19.2	17.4	17.2	20.8	20.2	22.2	26.8	27.8
Victoria	17.5	18.4	17.7	18.9	19.6	18.0	20.4	20.4	22.7	23.9	30.5	30.7
Queensland	19.9	20.4	17.2	19.2	21.8	19.7	19.6	20.7	21.8	26.5	28.4	25.4
South Australia	17.9	18.6	19.3	20.9	18.0	20.9	19.5	23.1	20.6	19.4	26.5	24.8
Western Australia	19.2	16.5	18.8	19.9	16.6	20.8	20.1	20.5	20.4	22.7	24.7	26.4
Tasmania	18.7	14.3	14.1	15.3	17.0	17.9	19.4	15.3	16.5	20.0	21.4	20.1
Northern Territory	15.5	16.6	22.8	12.6	21.9	17.1	15.5	11.0	16.7	21.5	17.2	36.5
Australian Capital Territory	14.4	25.4	17.4	19.0	19.0	32.3	23.8	23.3	21.2	22.5	36.2	30.2
Agriculture, Forestry and Fishing	29.2	23.2	21.6	30.2	25.0	17.3	22.0	22.0	20.7	15.4	25.2	23.1
Mining	12.5	9.0	13.1	12.2	16.2	15.3	12.4	21.1	12.6	17.4	30.0	11.7
Manufacturing	18.3	17.3	17.6	18.9	17.4	17.5	19.5	17.4	19.6	21.0	22.3	28.1
Electricity, Gas, Water and Waste Services	10.3	12.9	9.8	23.9	9.9	26.1	15.0	10.1	15.1	23.4	18.8	28.2
Construction	14.0	15.0	14.1	11.6	15.4	15.1	15.1	14.8	19.3	19.7	24.9	20.2
Wholesale Trade	14.2	15.1	17.1	17.2	16.9	17.1	18.7	23.9	22.1	17.3	26.2	22.4
Retail Trade	19.0	21.9	18.4	18.5	17.5	20.9	19.8	22.8	26.6	24.3	31.2	30.3
Accommodation and Food Services	23.7	24.4	19.9	23.5	25.1	22.3	26.1	28.6	30.1	29.1	34.4	34.9
Transport, Postal and Warehousing	13.8	16.8	14.4	18.6	21.5	13.3	13.5	14.5	15.3	22.2	20.8	24.4
Information Media and Telecommunications	18.8	25.7	22.2	15.3	26.5	23.8	19.9	25.0	27.2	36.4	39.9	34.4
Financial and Insurance Services	11.3	17.0	17.1	20.9	27.0	18.5	17.9	22.5	18.7	22.0	31.0	27.9
Rental, Hiring and Real Estate Services	19.5	28.5	18.1	19.0	17.1	22.9	24.2	36.7	20.0	27.8	25.8	30.6
Professional, Scientific and Technical Services	23.1	18.7	20.9	20.6	19.1	22.1	22.9	20.9	25.1	22.0	27.0	28.5
Administrative and Support Services	22.7	24.3	19.6	22.9	20.0	17.4	16.6	22.9	24.6	25.0	34.4	30.1
Public Administration and Safety	18.9	16.3	17.5	17.0	15.1	19.9	20.2	18.7	16.2	24.1	29.0	24.0
Education and Training	18.1	15.8	15.8	20.3	18.6	18.0	19.1	18.1	21.9	23.1	28.8	32.2
Health Care and Social Assistance	18.9	21.4	19.1	19.4	20.9	19.4	19.0	22.5	19.6	24.4	26.3	28.6
Arts and Recreation Services	27.9	24.1	19.1	20.1	24.1	23.4	21.0	16.1	17.9	26.4	30.9	37.6
Other Services	20.7	20.2	18.9	14.7	18.5	19.3	15.0	18.8	19.3	24.5	27.7	23.2

WRI **Table 15: Work-related injuries related to mental illness – trend**

	2013-14	2017-18	2021-22
<b>National</b>	<b>26,900</b>	<b>32,700</b>	<b>35,800</b>
New South Wales	4,400	7,700	12,100
Victoria	8,000	6,400	6,700
Queensland	4,600	6,700	6,900
South Australia	2,100	3,300	1,900
Western Australia	3,400	3,000	5,800
Tasmania	1,400	500	700
Northern Territory	800	600	n/a
Australian Capital Territory	1,300	2,600	n/a
Agriculture, Forestry and Fishing	n/a	n/a	n/a
Mining	2,100	n/a	n/a
Manufacturing	2,000	n/a	n/a
Electricity, Gas, Water and Waste Services	n/a	n/a	n/a
Construction	n/a	2,200	n/a
Wholesale Trade	n/a	n/a	n/a
Retail Trade	2,800	3,700	n/a
Accommodation and Food Services	n/a	1,400	n/a
Transport, Postal and Warehousing	2,800	1,100	n/a
Information Media and Telecommunications	n/a	1,800	n/a
Financial and Insurance Services	1,500	2,200	n/a
Rental, Hiring and Real Estate Services	n/a	n/a	n/a
Professional, Scientific and Technical Services	n/a	2,200	n/a
Administrative and Support Services	700	n/a	n/a
Public Administration and Safety	5,600	6,600	n/a
Education and Training	1,500	8,600	n/a
Health Care and Social Assistance	3,200	4,400	n/a
Arts and Recreation Services	n/a	n/a	n/a
Other Services	n/a	n/a	n/a

n/a: data withheld due to small numbers or not available

**NDS** Table 16: Workers' compensation claims for work-related injuries related to mental illness – trend

	2010– 11	2011– 12	2012– 13	2013– 14	2014– 15	2015– 16	2016– 17	2017– 18	2018– 19	2019– 20
National incidence rate	0.85	0.81	0.73	0.64	0.60	0.62	0.68	0.73	0.88	0.94
National median time lost (in weeks)	15.2	15.0	15.2	15.4	16.0	19.0	21.0	24.8	28.0	30.8
National median compensation paid (in \$)	26,200	26,200	27,600	27,900	28,400	37,100	41,400	46,300	52,600	55,300

**NRTWS** Table 17: Return to work – trend

	2018	2021
National – workplace accommodations (hours)	56.6	60.5
National – workplace accommodations (duties)	54.3	61.8
National – perceived fairness of compensation process	3.6	3.5

COE Table 18: Turnover (lag) – trend

	2018	2019	2020	2021
<b>National</b>	<b>8.1</b>	<b>8.5</b>	<b>8.1</b>	<b>7.5</b>
New South Wales	7.9	8.3	7.8	6.8
Victoria	8.7	8.9	8.8	7.2
Queensland	8.1	8.2	7.8	7.8
South Australia	7.1	6.6	8.1	6.8
Western Australia	7.4	8.8	8.0	9.2
Tasmania	7.8	9.0	7.6	8.4
Northern Territory	8.1	9.3	7.6	8.4
Australian Capital Territory	11.0	10.8	9.3	10.0
Agriculture, Forestry and Fishing	3.6	4.7	3.7	5.3
Mining	11.7	9.7	13.6	11.2
Manufacturing	8.1	7.8	7.0	7.5
Electricity, Gas, Water and Waste Services	9.0	11.2	5.9	7.7
Construction	10.1	10.2	9.6	7.7
Wholesale Trade	9.1	7.7	9.7	6.4
Retail Trade	6.5	7.9	7.4	7.3
Accommodation and Food Services	11.4	11.2	10.1	9.5
Transport, Postal and Warehousing	9.2	10.5	8.8	9.2
Information Media and Telecommunications	8.3	9.3	6.4	6.9
Financial and Insurance Services	7.4	9.8	9.0	7.2
Rental, Hiring and Real Estate Services	8.8	11.2	7.0	7.2
Professional, Scientific and Technical Services	8.5	8.9	9.8	8.1
Administrative and Support Services	8.2	10.6	11.9	7.5
Public Administration and Safety	6.9	7.0	6.0	6.7
Education and Training	5.7	5.9	6.7	4.6
Health Care and Social Assistance	7.1	7.6	7.6	7.6
Arts and Recreation Services	8.0	6.8	5.2	8.7
Other Services	8.3	6.4	7.8	7.6

COE Table 19: Turnover (lead) – trend

	2018	2019	2020	2021	2022
<b>National</b>	<b>9.3</b>	<b>9.3</b>	<b>8.9</b>	<b>9.7</b>	<b>10.0</b>
New South Wales	8.7	8.4	8.6	9.2	9.8
Victoria	9.6	10.1	9.0	9.9	10.7
Queensland	9.8	9.4	8.0	9.6	9.3
South Australia	8.8	9.0	8.7	9.2	8.3
Western Australia	9.5	9.9	9.7	10.2	10.8
Tasmania	7.1	9.1	8.6	9.1	8.8
Northern Territory	9.5	12.2	9.0	12.0	10.1
Australian Capital Territory	12.4	12.8	12.2	11.4	12.3
Agriculture, Forestry and Fishing	5.9	7.7	7.9	7.5	7.2
Mining	8.2	7.5	11.2	7.8	7.8
Manufacturing	7.8	8.7	8.3	8.2	9.5
Electricity, Gas, Water and Waste Services	6.1	7.4	6.1	8.2	9.2
Construction	8.6	8.0	6.3	7.5	7.0
Wholesale Trade	7.4	6.9	5.4	5.6	7.7
Retail Trade	11.6	11.3	10.3	12.0	12.1
Accommodation and Food Services	16.3	16.0	14.5	15.6	16.6
Transport, Postal and Warehousing	9.3	9.1	10.6	10.9	8.7
Information Media and Telecommunications	11.3	11.4	11.1	15.8	15.2
Financial and Insurance Services	7.1	7.5	9.0	8.8	9.3
Rental, Hiring and Real Estate Services	10.4	9.0	7.5	11.0	10.0
Professional, Scientific and Technical Services	9.6	9.8	8.4	10.3	10.1
Administrative and Support Services	12.6	11.4	11.5	10.6	9.7
Public Administration and Safety	7.6	7.7	7.7	9.7	9.6
Education and Training	9.0	8.7	8.4	8.6	10.6
Health Care and Social Assistance	7.6	7.7	7.9	8.4	9.0
Arts and Recreation Services	9.9	10.8	9.7	10.9	11.0
Other Services	7.3	6.9	9.2	7.9	8.8

COE Table 20: Job insecurity (casual) – trend

	2018	2019	2020	2021	2022
<b>National</b>	<b>20.4</b>	<b>20.1</b>	<b>18.3</b>	<b>18.7</b>	<b>19.6</b>
New South Wales	n/a	n/a	n/a	17.2	18.7
Victoria	n/a	n/a	n/a	21.3	17.7
Queensland	n/a	n/a	n/a	25.2	22.2
South Australia	n/a	n/a	n/a	25.1	21.7
Western Australia	n/a	n/a	n/a	22.6	21.0
Tasmania	n/a	n/a	n/a	26.8	19.4
Northern Territory	n/a	n/a	n/a	21.7	17.0
Australian Capital Territory	n/a	n/a	n/a	20.6	18.4
Agriculture, Forestry and Fishing	18.7	17.2	21.0	16.7	18.2
Mining	16.5	15.8	16.1	11.7	12.9
Manufacturing	15.1	17.0	13.7	14.4	14.4
Electricity, Gas, Water and Waste Services	7.5	10.1	8.3	12.7	10.8
Construction	15.9	16.4	13.0	12.3	12.8
Wholesale Trade	12.4	14.0	12.4	14.5	12.5
Retail Trade	33.8	33.5	33.6	31.8	34.7
Accommodation and Food Services	55.5	55.3	53.4	57.8	59.5
Transport, Postal and Warehousing	20.2	18.3	18.5	19.9	21.4
Information Media and Telecommunications	14.9	16.8	9.2	9.8	12.0
Financial and Insurance Services	6.9	6.8	5.7	5.3	5.5
Rental, Hiring and Real Estate Services	14.6	13.7	9.4	9.8	11.9
Professional, Scientific and Technical Services	10.4	9.1	8.4	9.9	8.1
Administrative and Support Services	23.7	24.3	24.5	24.7	25.7
Public Administration and Safety	9.9	9.2	8.3	10.0	8.6
Education and Training	18.2	16.8	14.2	15.5	14.6
Health Care and Social Assistance	18.4	17.8	17.6	17.7	18.8
Arts and Recreation Services	36.1	33.1	28.2	32.1	31.7
Other Services	18.1	18.2	15.9	12.6	17.9

n/a: data withheld due to small numbers or not available

COE Table 21: Job insecurity (fixed-term) – trend

	2018	2019	2020	2021	2022
<b>National</b>	<b>3.2</b>	<b>3.0</b>	<b>3.3</b>	<b>3.1</b>	<b>2.9</b>
New South Wales	n/a	n/a	n/a	3.2	2.7
Victoria	n/a	n/a	n/a	3.0	3.2
Queensland	n/a	n/a	n/a	2.6	2.2
South Australia	n/a	n/a	n/a	4.2	4.0
Western Australia	n/a	n/a	n/a	2.9	2.4
Tasmania	n/a	n/a	n/a	3.3	3.5
Northern Territory	n/a	n/a	n/a	6.3	5.0
Australian Capital Territory	n/a	n/a	n/a	5.7	6.2
Agriculture, Forestry and Fishing	0.6	0.6	0.6	0.0	0.0
Mining	3.5	3.5	5.6	2.7	2.1
Manufacturing	0.7	1.4	0.8	1.1	1.0
Electricity, Gas, Water and Waste Services	3.2	2.6	5.0	3.9	3.0
Construction	1.0	0.6	1.3	0.6	0.8
Wholesale Trade	0.6	0.5	0.7	0.5	0.4
Retail Trade	0.4	0.3	0.7	0.6	0.5
Accommodation and Food Services	1.2	0.7	0.2	0.3	0.5
Transport, Postal and Warehousing	1.5	1.0	0.5	1.1	0.4
Information Media and Telecommunications	4.5	5.7	4.9	6.4	6.1
Financial and Insurance Services	3.8	3.8	3.7	3.7	1.8
Rental, Hiring and Real Estate Services	1.4	0.6	1.0	2.5	0.7
Professional, Scientific and Technical Services	2.4	2.1	2.6	3.2	2.6
Administrative and Support Services	2.3	2.0	1.4	2.1	3.7
Public Administration and Safety	7.8	7.6	8.3	8.5	6.7
Education and Training	11.6	10.5	10.9	10.2	10.6
Health Care and Social Assistance	4.9	4.3	3.9	3.6	3.9
Arts and Recreation Services	3.0	4.4	5.1	2.9	1.9
Other Services	1.8	1.0	1.0	1.8	1.7

n/a: data withheld due to small numbers or not available

COE Table 22: Job insecurity (labour hire) – trend

	2018	2020	2022
<b>National</b>	<b>1.1</b>	<b>1.0</b>	<b>1.1</b>
New South Wales	1.3	1.1	1.0
Victoria	1.2	0.7	0.9
Queensland	0.9	0.9	1.2
South Australia	1.0	0.9	1.3
Western Australia	1.1	1.2	1.0
Tasmania	1.1	0.4	0.5
Northern Territory	0.4	0.8	1.1
Australian Capital Territory	1.2	1.1	2.3
Agriculture, Forestry and Fishing	0.6	0.0	1.2
Mining	2.5	4.5	2.9
Manufacturing	2.2	1.2	2.2
Electricity, Gas, Water and Waste Services	1.1	1.2	2.9
Construction	0.9	0.8	0.5
Wholesale Trade	1.1	2.4	2.6
Retail Trade	0.3	0.2	0.3
Accommodation and Food Services	0.3	0.0	0.6
Transport, Postal and Warehousing	1.6	2.2	1.8
Information Media and Telecommunications	1.5	0.9	0.6
Financial and Insurance Services	2.0	1.4	1.6
Rental, Hiring and Real Estate Services	1.1	0.0	0.8
Professional, Scientific and Technical Services	0.8	0.6	0.6
Administrative and Support Services	6.6	5.6	5.1
Public Administration and Safety	1.2	1.5	1.3
Education and Training	0.6	0.4	0.6
Health Care and Social Assistance	0.7	0.3	0.5
Arts and Recreation Services	0.8	1.1	0.0
Other Services	0.6	0.3	0.3



COE Table 23: Job insecurity (independent contractor) – trend

	2018	2019	2020	2021	2022
<b>National</b>	<b>8.0</b>	<b>8.2</b>	<b>8.2</b>	<b>7.7</b>	<b>8.2</b>
New South Wales	n/a	n/a	n/a	8.2	8.5
Victoria	n/a	n/a	n/a	7.7	8.2
Queensland	n/a	n/a	n/a	7.9	8.3
South Australia	n/a	n/a	n/a	7.5	8.8
Western Australia	n/a	n/a	n/a	6.8	7.8
Tasmania	n/a	n/a	n/a	8.4	7.4
Northern Territory	n/a	n/a	n/a	6.3	7.2
Australian Capital Territory	n/a	n/a	n/a	7.2	6.3
Agriculture, Forestry and Fishing	38.6	40.2	36.9	39.1	42.4
Mining	1.7	0.6	1.1	1.7	0.9
Manufacturing	6.3	5.2	6.5	6.6	5.1
Electricity, Gas, Water and Waste Services	3.8	1.0	1.0	3.2	5.0
Construction	22.9	25.9	21.9	24.3	22.2
Wholesale Trade	5.6	7.6	6.4	4.3	6.2
Retail Trade	4.7	5.2	5.7	5.0	4.7
Accommodation and Food Services	3.5	3.7	3.4	3.1	3.1
Transport, Postal and Warehousing	12.5	17.0	16.5	16.3	15.0
Information Media and Telecommunications	10.0	10.8	15.8	13.4	12.2
Financial and Insurance Services	6.9	7.6	5.0	6.9	6.0
Rental, Hiring and Real Estate Services	13.0	11.8	18.2	13.5	11.9
Professional, Scientific and Technical Services	18.2	16.5	16.6	15.6	15.3
Administrative and Support Services	23.5	19.3	23.2	22.4	23.3
Public Administration and Safety	0.6	1.1	0.8	0.4	0.5
Education and Training	5.6	5.1	5.6	4.6	4.9
Health Care and Social Assistance	6.7	6.0	6.5	7.0	6.8
Arts and Recreation Services	16.8	15.5	14.9	18.2	13.7
Other Services	19.9	22.5	20.4	23.0	21.7

n/a: data withheld due to small numbers or not available

HILDA Table 24: Workplace flexibility – trend

	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
<b>National</b>	<b>81.6</b>	<b>82.7</b>	<b>81.6</b>	<b>82.3</b>	<b>81.8</b>	<b>82.8</b>	<b>81.9</b>	<b>82.0</b>	<b>82.7</b>	<b>85.4</b>	<b>84.3</b>	<b>85.6</b>
New South Wales	82.7	83.3	80.6	82.0	81.8	81.6	80.9	80.1	81.1	84.3	83.1	84.0
Victoria	81.5	81.1	81.9	82.8	82.4	83.9	84.4	85.9	84.9	86.6	85.7	88.2
Queensland	80.0	83.1	81.6	82.6	80.7	82.9	80.2	80.7	81.5	86.2	84.5	85.5
South Australia	82.1	82.3	83.8	81.7	83.8	82.8	78.8	83.6	84.7	86.9	87.5	86.2
Western Australia	80.4	82.9	80.4	80.0	79.2	82.3	81.2	78.7	79.8	81.0	82.7	82.8
Tasmania	83.2	85.0	84.7	84.4	84.0	85.2	84.4	81.1	83.7	85.7	80.4	86.3
Northern Territory	80.1	83.8	75.9	83.5	78.0	87.6	84.0	83.7	88.1	91.1	79.3	73.1
Australian Capital Territory	86.4	87.0	91.7	92.5	93.8	86.8	93.1	85.4	93.3	93.7	88.3	91.1
Agriculture, Forestry and Fishing	82.8	83.4	81.8	79.1	76.9	73.3	78.9	79.9	80.4	71.5	69.3	83.9
Mining	59.5	65.4	61.9	60.6	51.3	67.3	59.3	69.9	64.8	62.2	70.9	72.4
Manufacturing	66.7	68.4	71.0	73.6	72.2	73.9	73.3	74.5	74.1	81.5	76.5	77.8
Electricity, Gas, Water and Waste Services	80.3	83.4	90.3	76.9	80.1	78.9	73.1	79.9	68.5	84.2	87.6	84.9
Construction	64.1	69.9	68.0	70.8	65.0	70.5	67.6	68.1	66.7	71.7	72.4	71.9
Wholesale Trade	81.2	85.4	82.7	85.0	82.5	78.1	78.7	79.6	76.9	84.2	79.8	85.9
Retail Trade	79.7	81.2	80.0	83.3	83.3	80.6	80.2	80.8	83.4	84.8	79.3	84.1
Accommodation and Food Services	74.9	76.5	70.5	64.8	75.8	77.6	74.8	74.8	71.0	77.9	76.3	78.6
Transport, Postal and Warehousing	75.6	74.3	73.7	81.5	71.1	75.9	71.7	70.3	78.7	73.5	74.6	76.4
Information Media and Telecommunications	88.4	86.4	87.5	87.7	89.2	89.5	92.6	89.8	90.7	90.8	97.2	98.2
Financial and Insurance Services	93.0	92.1	90.9	90.9	92.3	90.3	95.8	91.3	94.2	94.2	97.1	97.5
Rental, Hiring and Real Estate Services	81.5	80.2	90.6	81.2	77.8	78.3	74.9	91.7	83.9	91.4	86.0	92.1
Professional, Scientific and Technical Services	90.7	90.9	91.7	91.9	91.3	93.6	88.3	90.0	89.1	94.1	93.0	96.2
Administrative and Support Services	85.4	84.0	81.1	84.7	79.3	84.1	87.4	88.3	78.4	80.0	80.6	80.5
Public Administration and Safety	91.4	89.9	89.1	89.9	90.6	88.7	87.5	88.5	91.9	91.2	90.4	91.7
Education and Training	88.9	91.1	87.3	87.0	88.0	88.3	87.5	84.8	89.2	90.6	89.2	89.1
Health Care and Social Assistance	91.2	92.3	90.6	91.2	91.3	89.5	91.9	88.7	90.1	93.3	92.2	91.5
Arts and Recreation Services	82.9	79.1	84.2	78.5	78.9	78.7	74.5	80.9	83.2	80.1	72.8	78.6
Other Services	73.7	75.8	73.4	77.7	74.5	81.5	77.1	75.0	75.5	80.2	79.2	75.1

HILDA Table 25: Learning and development – trend


	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021
<b>National</b>	<b>31.5</b>	<b>32.6</b>	<b>33.6</b>	<b>33.2</b>	<b>32.5</b>	<b>32.1</b>	<b>30.0</b>	<b>31.0</b>	<b>31.9</b>	<b>32.9</b>	<b>29.2</b>	<b>29.7</b>
New South Wales	30.4	32.7	33.1	33.5	33.6	33.1	30.8	30.8	30.0	31.7	28.0	30.7
Victoria	30.3	31.9	32.0	30.7	30.6	29.6	28.9	29.9	31.6	32.9	28.0	28.3
Queensland	32.1	31.6	32.1	34.6	30.8	32.4	29.1	29.8	32.9	33.3	31.7	29.5
South Australia	35.2	30.7	38.3	35.2	34.0	36.5	33.7	36.2	38.6	38.6	34.4	33.2
Western Australia	31.1	34.0	35.9	33.0	33.7	30.3	28.5	32.4	31.0	32.9	28.8	30.1
Tasmania	28.8	34.4	32.8	29.7	26.9	31.8	23.5	25.9	28.2	24.5	21.1	25.0
Northern Territory	41.8	35.9	34.3	48.1	38.6	30.1	33.1	33.0	28.0	26.9	20.1	26.7
Australian Capital Territory	47.2	44.4	51.6	36.6	49.4	45.4	43.3	43.4	50.1	42.3	36.2	26.7
Agriculture, Forestry and Fishing	13.8	9.8	10.3	12.4	12.8	7.6	11.8	7.4	10.1	12.7	9.8	13.1
Mining	38.1	39.4	40.5	36.4	35.2	32.4	36.8	36.4	29.5	42.4	36.4	33.2
Manufacturing	25.5	25.6	25.6	22.6	21.1	19.8	17.5	15.5	20.8	19.2	13.5	17.3
Electricity, Gas, Water and Waste Services	40.4	51.0	45.0	43.3	48.3	39.6	38.4	45.4	42.5	31.3	35.9	25.3
Construction	22.0	25.4	26.0	26.1	23.5	20.3	17.4	20.4	20.4	19.3	15.4	17.8
Wholesale Trade	18.5	16.3	19.4	17.7	25.1	13.1	17.9	12.2	15.0	17.7	9.9	18.2
Retail Trade	23.2	19.4	21.6	21.5	19.0	19.4	18.4	21.7	23.0	21.3	20.9	19.9
Accommodation and Food Services	20.7	22.5	17.6	21.9	19.7	20.4	17.3	18.0	20.3	23.5	19.1	21.9
Transport, Postal and Warehousing	24.8	22.4	23.4	23.1	27.3	24.0	20.6	21.0	22.4	22.3	20.1	16.9
Information Media and Telecommunications	19.7	33.0	34.2	30.0	32.2	24.2	21.9	25.3	17.4	25.6	28.3	31.6
Financial and Insurance Services	35.3	40.6	40.0	37.8	37.6	36.5	32.0	30.1	33.4	29.5	29.8	25.7
Rental, Hiring and Real Estate Services	36.5	29.9	30.9	30.4	33.9	28.4	22.1	27.2	36.8	29.2	28.2	21.3
Professional, Scientific and Technical Services	32.6	36.6	32.7	32.6	30.2	31.4	30.2	28.7	27.6	28.4	22.0	29.7
Administrative and Support Services	17.0	23.7	21.5	22.6	18.5	16.4	16.2	13.7	18.7	16.1	16.0	11.3
Public Administration and Safety	45.2	43.4	46.1	45.8	46.4	50.8	41.7	44.7	41.7	43.0	39.5	36.2
Education and Training	49.5	48.2	51.6	50.1	53.6	52.8	49.0	51.2	52.5	50.8	46.7	43.6
Health Care and Social Assistance	50.1	52.0	55.0	56.7	53.5	54.6	51.8	52.5	53.5	56.6	51.1	51.5
Arts and Recreation Services	27.2	29.6	32.6	37.9	27.5	32.8	29.7	36.7	39.8	33.5	27.7	25.0
Other Services	19.5	22.5	29.0	20.4	21.5	25.7	23.4	24.3	26.6	27.8	20.8	21.9

# Appendix 4 – Update on Indicators of a Thriving Workplace 2022

In the 2022 Indicators of a Thriving Workplace survey, information regarding a wide range of psychosocial hazards were captured. Summary scores were derived for inappropriate workload, low recognition, poor change management, poor management support, low job control, traumatic events, poor role clarity, poor working environment and poor workplace relationships. Now, these hazards have been scored out of 100, with lower scores indicating lower levels of control for the risk of harm. Inappropriate workload and low recognition received the lowest scores, indicating these are the worst psychosocial hazards in Australian workplaces.

Metric: Score out of 100, with lower scores indicating lower levels of control for the risk of harm

Pillar – Lead/Lag: Protect – Lead

Data source: 

**Table 26:** Psychosocial hazards – update for 2022

Name	National
Inappropriate workload	69.8
Low recognition	72.0
Poor change management	75.9
Poor management support	76.5
Low job control	76.8
Poor role clarity	77.7
Poor workplace relationships	78.4
Poor working environment	79.5
Traumatic events	80.6

The 2022 Key Insights report (available [here](#)) provides a summary of the 2022 survey results.

