



TELUS Mental Health Index.

Australia | April 2024

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What you need to know for April 2024.

Anxiety and isolation have been the lowest mental health sub-scores for two years.

- At 62.5, the mental health of workers has declined from January 2024 and is at the lowest point in more than one year
- 37 per cent of workers have a high mental health risk, 41 per cent have a moderate mental health risk, and 22 per cent have a low mental health risk
- All mental health sub-scores, apart from isolation and financial risk, have declined from the prior period
- Mental health scores have improved in Queensland, Northern Territory, and Southern Australia while scores in Western Australia, Victoria and New South Wales have declined compared to January 2024
- The mental health score of managers has declined and is modestly below the score for non-managers
- Labourers continue to have a lower mental health score than service industry and office workers



More than one-third of workers are finding it difficult to be motivated to do their work.

- 34 per cent of workers who find it more difficult to be motivated at work have a mental health score more than 28 points lower than workers not reporting difficulty with motivation and more than 16 points lower than the national average
- Workers under 40 are 70 per cent more likely than workers over 50 to find it increasingly difficult to be motivated to do their work
- Personal issues are the leading cause of lack of motivation at work (reported by 28 per cent of workers)
- 22 per cent don't feel valued at work, 13 per cent report that their work is boring, 13 per cent report that there is too much change at work, and 11 per cent find it difficult to be motivated to do their work because of conflict with colleagues
- Managers and workers under 40 are more likely to find it difficult to be motivated to do their work because of conflict with colleagues

Younger workers are two and a half times more likely to feel burnt out.

- 47 per cent of workers who feel somewhat burnt out have a mental health score more than 19 points lower than workers not feeling burnt out and more than five points lower than the national average
- 14 per cent of workers who feel extremely burnt out have a mental health score nearly 37 points lower than workers not feeling burnt out and 23 points lower than the national average
- 47 per cent of workers feel mentally and/or physically exhausted at the end of their workday; the mental health score of this group is nearly 26 points lower than workers not reporting exhaustion and 11 points lower than the national average
- Too much work is the leading cause of burnout (reported by 27 per cent of workers)
- 20 per cent of workers report having too many personal demands, 12 per cent feel a lack of recognition for the work that they do, and nine per cent feel a lack of support for the work that they do

Nearly three in ten workers are unsure, or would not know where to go for professional help with a mental health issue.

- Workers not knowing where to go for professional help with a mental health issue are more likely to report feeling burnt out
- 33 per cent of workers report that their employer does not offer an Employee Assistance Programme, a further 22 per cent are unsure
- 26 per cent of workers last heard about their EAP from their company's intranet/website, 19 per cent last heard about their EAP from a poster at their workplace, 17 per cent last heard about their EAP from their manager, and 15 per cent heard about their EAP via an email message





More than half of workers are not concerned about their company's use of Artificial Intelligence.

- The mental health score of 58 per cent of workers who are not concerned about their company's use of AI is at least nine points higher than workers with concerns and nearly four points higher than the national average
- 27 per cent of workers are worried that their jobs will change and 13 per cent are worried that their jobs will be eliminated
- Younger workers are more likely to be worried that their jobs will be eliminated
- Workers under 40 are nearly twice as likely as workers over 50 to have used AI tools to do some part of their work
- Managers are nearly three times more likely than non-managers to have used AI tools to do some part of their work
- Workers most commonly reporting using AI are in Technology, Arts, Entertainment and Recreation, Educational Services, Professional, Scientific and Technical Services, and Finance and Insurance

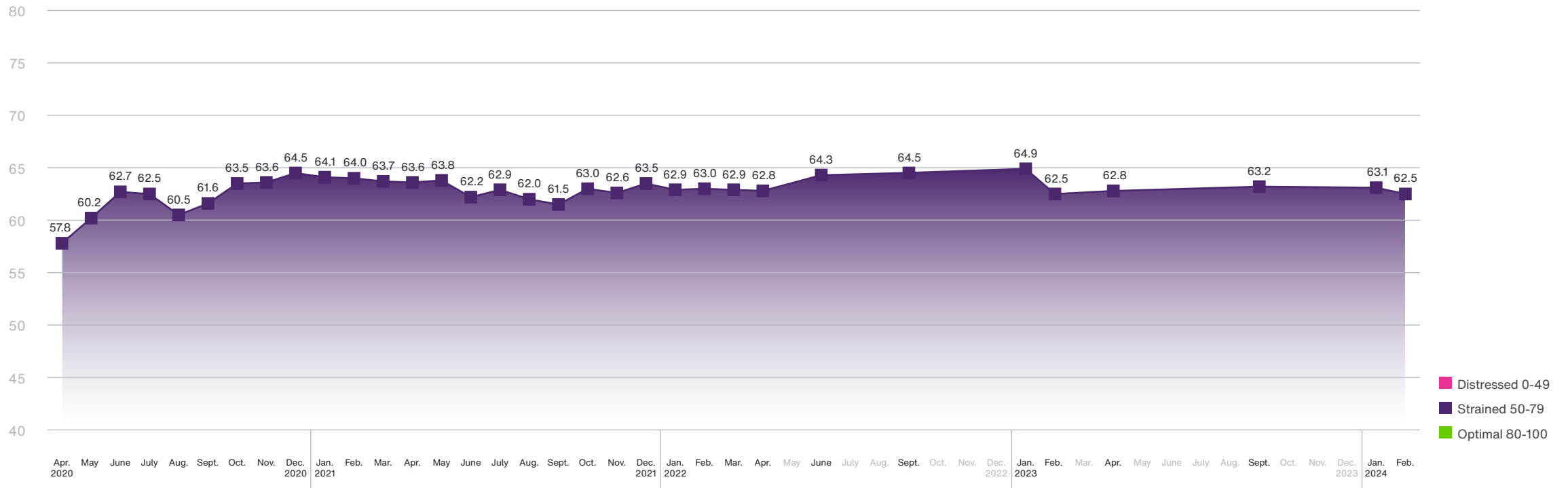
More than two in five believe that AI will have a positive impact on healthcare.

- 42 per cent believe that AI will have a positive impact on healthcare
- 30 per cent believe that AI will have a positive impact on the industry they work in; 27 per cent believe that the impact will be negative
- Technology, Manufacturing, and Professional, Scientific and Technical Services workers are most likely to report a positive impact
- Workers in Arts, Entertainment and Recreation, Wholesale Trade, and Retail Trade are least likely to report a positive impact
- 15 per cent of workers are considering upgrading their skills related to the use of AI
- Managers and younger workers are at least twice as likely to be considering upgrading their skills related to the use of AI

The Mental Health Index.

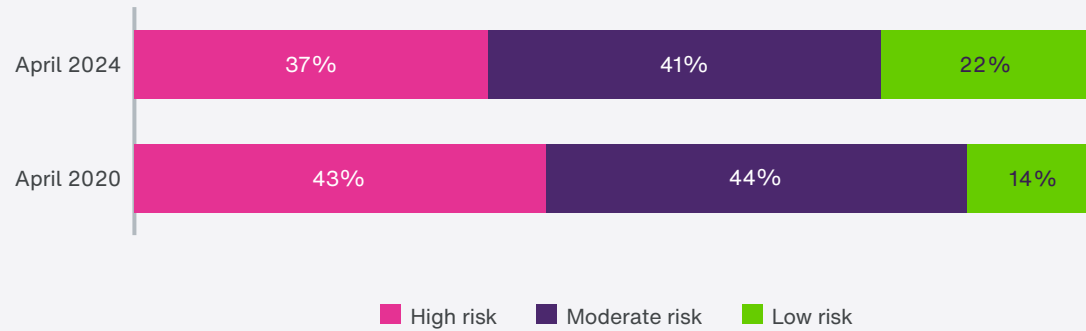
The overall Mental Health Index (MHI) for April 2024 is **62.5**. Since reaching its peak in January 2023, the mental health of workers has declined to the lowest point since February 2023.

MHI Current Month April 2024	March 2024
62.5	63.1



Mental health risk.

In April 2024, 37 per cent of workers in Australia have a high mental health risk, 41 per cent have a moderate mental health risk, and 22 per cent have a low mental health risk. Four years since the launch of the MHI in April 2020, there is a six per cent reduction in workers with a high mental health risk and an eight per cent increase in workers with a low mental health risk.



Approximately 30 per cent of workers in the high-risk group report diagnosed anxiety or depression, seven per cent report diagnosed anxiety or depression in the moderate-risk group, and one per cent of workers in the low-risk group report diagnosed anxiety or depression.

Mental Health Index sub-scores.

For two years, the lowest Mental Health Index sub-scores have been anxiety (54.9) and isolation (59.3). Work productivity (60.8), depression (62.1), optimism (65.0), and financial risk (65.1) follow. General psychological health (69.2) continues to be the most favourable mental health measure in April 2024.

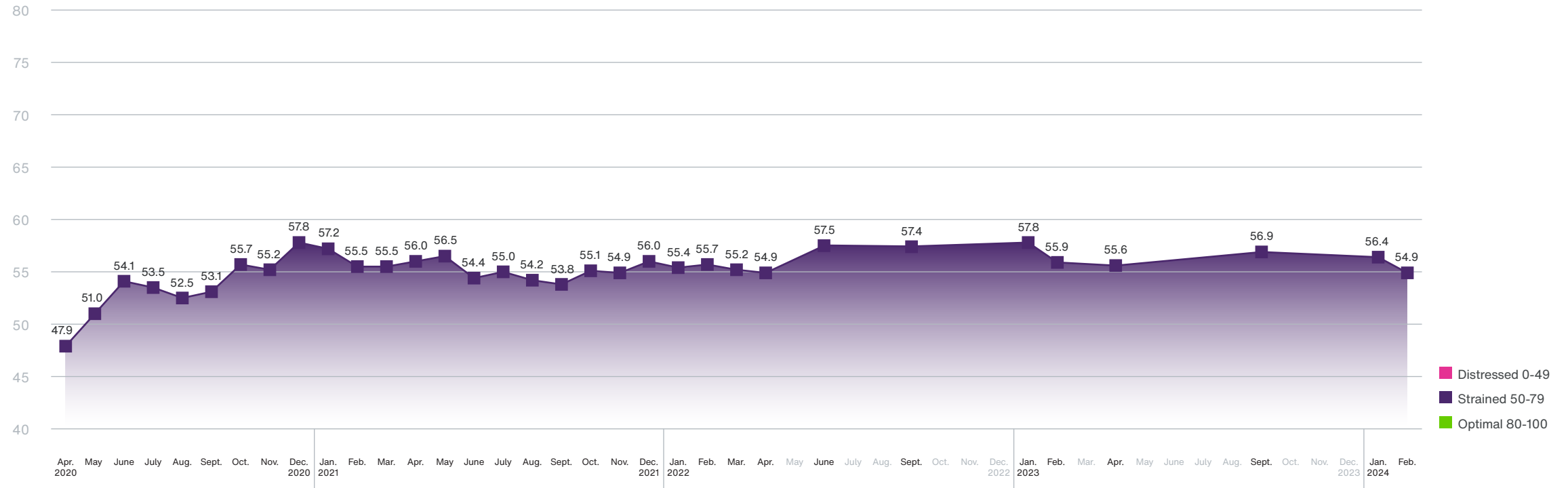
- Anxiety and isolation have been the lowest sub-scores for two years
- All mental health sub-scores, apart from isolation and financial risk, have declined from January 2024
- The anxiety score has declined 1.5 points from the previous period

Mental Health Index Sub-scores	April 2024	January 2024
Anxiety	54.9	56.4
Isolation	59.3	58.9
Work productivity	60.8	62.0
Depression	62.1	63.0
Optimism	65.0	65.9
Financial risk	65.1	64.7
Psychological health	69.2	70.4



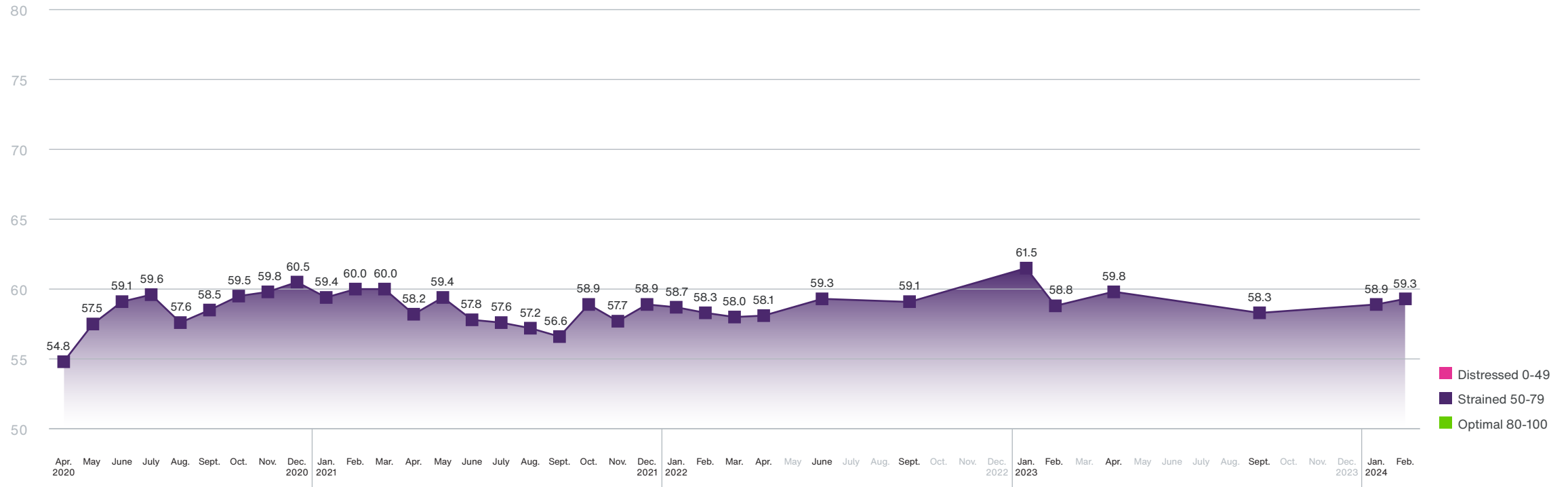
Anxiety

Anxiety sub-scores have fluctuated since the launch of the MHI in April 2020. Following a period of relative stability from June 2022 to January 2024, the anxiety score declined through April 2023. In April 2024, the anxiety score is at the lowest point since April 2022 and continues to be the lowest of all mental health sub-scores for two years.



Isolation

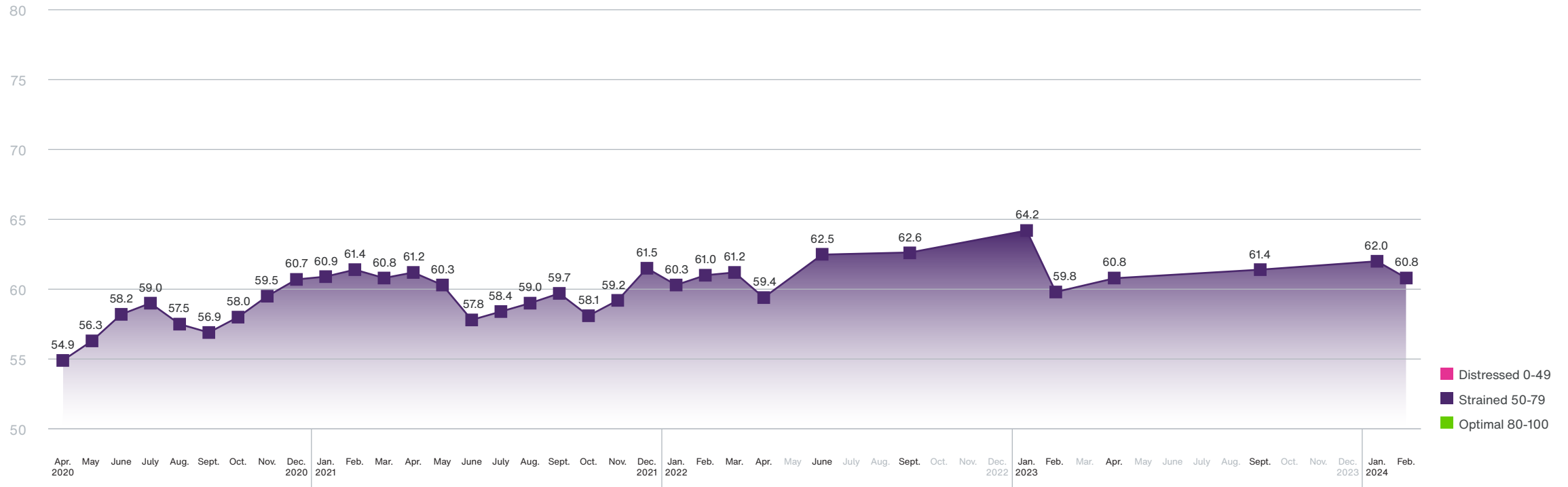
The isolation sub-score has varied significantly since April 2020. After reaching its peak in January 2023, isolation scores declined through September 2023. Despite two periods of modest improvement in January and April 2024, the isolation sub-score remains the second lowest mental health sub-score for two years.



Work productivity

The work productivity sub-score measures the impact of mental health on work productivity and goals.

The work productivity sub-score generally improved from April 2020 through January 2023. Similar to other sub-scores, after reaching its peak in January 2023, the work productivity sub-score declined sharply. After three consecutive periods of improvement, the work productivity score has declined 1.2 points from the prior period.



Mental health by gender and age.

- Since the launch of the MHI, women have had a significantly lower mental health score than men. In April 2024, the mental health score of women is 60.5 compared to 64.8 for men
- Since April 2020, mental health scores have improved with age
- Differences in mental health scores between workers with and without minor children have been reported since the launch of the MHI in April 2020. Four years later, this pattern continues with a lower score for workers with at least one child (59.9) than workers without children (64.2)

Mental health by employment status.

- Overall, four per cent of respondents are unemployed¹ and 10 per cent report reduced hours or reduced salary
- Workers reporting fewer hours when compared to the prior month have the lowest mental health score (51.8), followed by workers reporting reduced salary than the prior month (52.8), respondents not currently employed (63.2), and workers with no change to salary or hours (63.6)
- Labourers have a lower mental health score (60.1) than service (61.1) and office workers (64.0)
- Managers have a lower mental health score (61.7) than non-managers (62.9)
- Self-employed/sole proprietors have the highest mental health score (63.8)
- Respondents working for companies with 51-100 employees have the lowest mental health score (60.6)



Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (42.1) than the overall group (62.5). Workers with emergency savings have a mental health score of 72.7

¹ MHI respondents who have been employed in the past six months are included in the poll.

The Mental Health Index by state.

In April 2024, the mental health scores in Western Australia, Victoria, and New South Wales have declined while scores in Queensland, Northern Territory, and Southern Australia have improved compared to January 2024.

- The highest mental health score is in Queensland, up 2.9 points from January 2024
- With a significant 4.4-point decrease from January 2024, Western Australia has the lowest mental health score in April 2024

State	April 2024	January 2024	Change
Queensland	64.3	61.4	2.9
Northern Territory	62.3	59.6	2.7
South Australia	63.0	62.3	0.7
Victoria	63.4	65.1	-1.7
New South Wales	60.9	62.7	-1.8
Western Australia	60.0	64.4	-4.4

Numbers highlighted in pink are the lowest/worst scores in the group.

Numbers highlighted in green are the highest/best scores in the group.



Employment status	Apr. 2024	Jan. 2024
Employed (no change in hours/salary)	63.6	64.6
Employed (fewer hours compared to last month)	51.8	53.5
Employed (reduced salary compared to last month)	52.8	48.0
Not currently employed	63.2	58.7

Age group	Apr. 2024	Jan. 2024
Age 20-29	55.3	53.3
Age 30-39	56.3	58.7
Age 40-49	61.1	61.3
Age 50-59	64.6	65.3
Age 60-69	71.0	71.1

Number of children	Apr. 2024	Jan. 2024
No children in household	64.2	64.8
1 child	59.6	62.3
2 children	60.8	58.1
3 children or more	57.5	61.0

Gender	Apr. 2024	Jan. 2024
Men	64.8	65.0
Women	60.5	61.5

Household income/annum	Apr. 2024	Jan. 2024
<\$30K	54.3	56.3
\$30K to <\$60K	58.2	58.1
\$60k to <\$100K	62.1	62.0
\$100K to \$150K	64.1	63.9
\$150K and over	65.7	69.7

Employer size	Apr. 2024	Jan. 2024
Self-employed/sole proprietor	63.8	62.9
2-50 employees	62.9	63.6
51-100 employees	60.6	63.5
101-500 employees	61.0	62.4
501-1,000 employees	63.3	62.3
1,001-5,000 employees	63.2	65.7
5,001-10,000 employees	63.4	64.1
More than 10,000 employees	63.0	62.5

Manager	Apr. 2024	Jan. 2024
Manager	61.7	63.5
Non-manager	62.9	63.4

Work environment	Apr. 2024	Jan. 2024
Labour	60.1	61.0
Office/desk	64.0	63.1
Service	61.1	64.5

Numbers highlighted in pink are the lowest/worst scores in the group.
Numbers highlighted in green are the highest/best scores in the group.

The Mental Health Index by industry.

Full-time post-secondary students have the lowest mental health score (45.2), followed by workers employed in Accommodation (51.9), and Administrative and Support services (55.5).

Workers in Real Estate, Rental and Leasing (69.8), Public Administration (68.5), and Transportation and Warehousing (67.6) have the highest mental health scores this month.



Industry	April 2024	January 2024	Change
Technology	64.4	50.9	13.5
Food Services	58.0	52.5	5.5
Arts, Entertainment and Recreation	61.1	56.3	4.7
Professional, Scientific and Technical Services	67.2	65.3	1.9
Health Care and Social Assistance	64.3	63.0	1.3
Transportation and Warehousing	67.6	67.7	-0.1
Public Administration	68.5	68.8	-0.2
Other	62.3	62.8	-0.6
Real Estate, Rental and Leasing	69.8	70.4	-0.6
Agriculture, Forestry, Fishing and Hunting	58.8	59.4	-0.6
Retail Trade	62.6	64.0	-1.4
Finance and Insurance	62.6	64.4	-1.7
Manufacturing	64.7	66.7	-2.0
Administrative and Support services	55.5	59.9	-4.4
Construction	57.9	63.1	-5.2
Wholesale Trade	64.1	69.6	-5.4
Educational Services	63.3	68.8	-5.5
Accommodation	51.9	58.8	-6.9
Full-time post-secondary student	45.2	52.8	-7.6

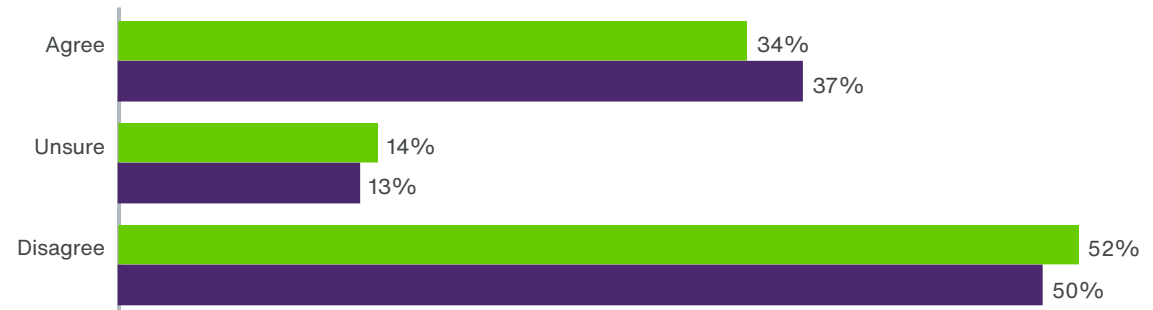
Spotlight

Burnout

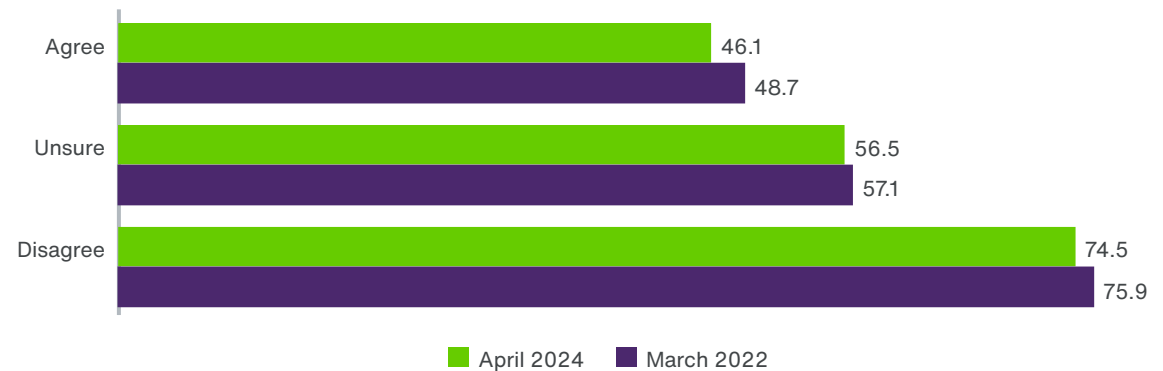
More than one-third (34 per cent) of workers are finding it increasingly difficult to be motivated to do their work.

- Workers finding it more difficult to be motivated have the lowest/worst mental health score (46.1), more than 28 points lower than workers not reporting difficulty with motivation and more than 16 points lower than the national average (62.5)
- Workers under 40 are 70 per cent more likely than workers over 50 to find it increasingly difficult to be motivated to do their work, suggesting a potentially higher rate of burnout among younger workers
- More than half (52 per cent) are not finding it difficult to be motivated to do their work; this group has the highest/best mental health score (74.5), 12 points higher than the national average (62.5)

I am finding it increasingly difficult to be motivated to do my work



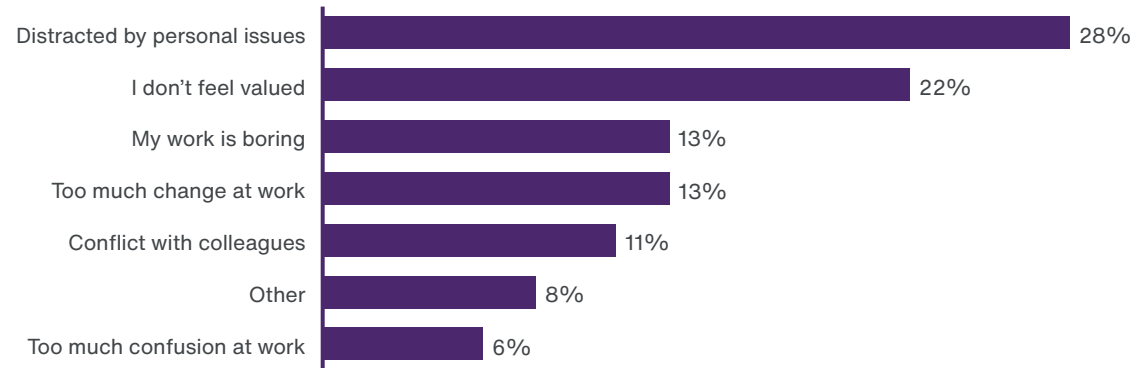
MHI score by “I am finding it increasingly difficult to be motivated to do my work”



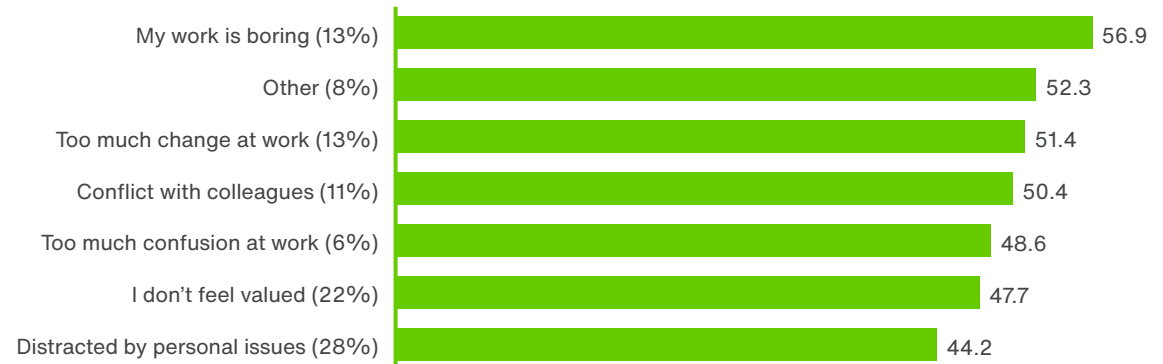
Among workers finding it difficult to be motivated to do their work, personal issues are the leading cause.

- More than one-quarter (28 per cent) are distracted by personal issues; this group has the lowest/worst mental health score (44.2), more than 18 points lower than the national average (62.5)
- Nearly one-quarter (22 per cent) do not feel valued at work, 13 per cent report that their work is boring, 13 per cent report that there is too much change at work, and 11 per cent find it difficult to be motivated to do their work because of conflict with colleagues
- Managers are 60 per cent more likely than non-managers to find it difficult to be motivated to do their work because of conflict with colleagues
- Workers under 40 are 80 per cent more likely than workers over 50 to find it difficult to be motivated to do their work because of conflict with colleagues

Primary reason for finding it difficult to be motivated to do work



MHI score by “Primary reason for finding it difficult to be motivated to do work”

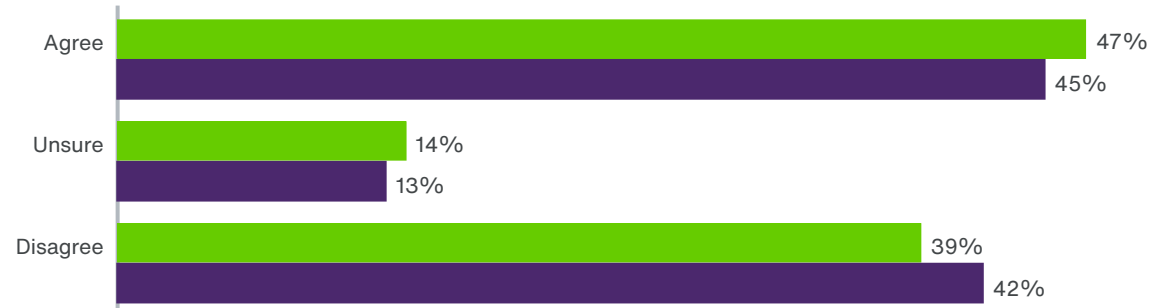


Nearly half (47 per cent) of workers often end their workday feeling mentally and/or physically exhausted.

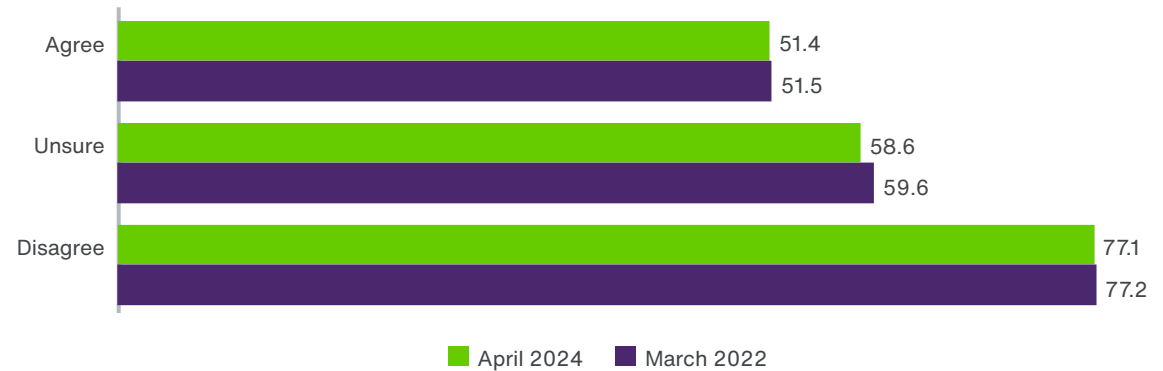
- The mental health score of 47 per cent of workers feeling mentally and/or physically exhausted at the end of their workday (51.4) is nearly 26 points lower than workers not reporting exhaustion (77.1) and 11 points lower than the national average (62.5)
- Workers under 40 are 70 per cent more likely than workers over 50 to end their workday feeling mentally and/or physically exhausted, indicating that younger workers may be more likely to suffer from burnout
- Nearly two in five (39 per cent) do not end their workday feeling mentally and/or physically exhausted; this group has the highest/best mental health score (77.1), more than 14 points higher than the national average (62.5)



I often end my workday feeling mentally and/or physically exhausted



MHI score by “I often end my workday feeling mentally and/or physically exhausted”



Three in five (60 per cent) workers feel burnt out.

- Nearly half (47 per cent) report feeling somewhat burnt out; this group has a mental health score (57.1) more than 19 points lower than workers not feeling burnt out (76.4) and more than five points lower than the national average (62.5)
- One in seven (14 per cent) report feeling extremely burnt out; this group has the lowest/worst mental health score (39.6), nearly 37 points lower than workers who do not feel burnt out (76.4) and 23 points lower than the national average (62.5)
- Workers under 40 are two and a half times more likely than workers over 50 to feel extremely burnt out
- Two in five (40 per cent) do not feel burnt out; this group has the highest/best mental health score (76.4), 14 points higher than the national average (62.5)
- Workers over 50 are significantly more likely to not feel burnt out



Do you feel burnt out?



MHI score by “Do you feel burnt out?”

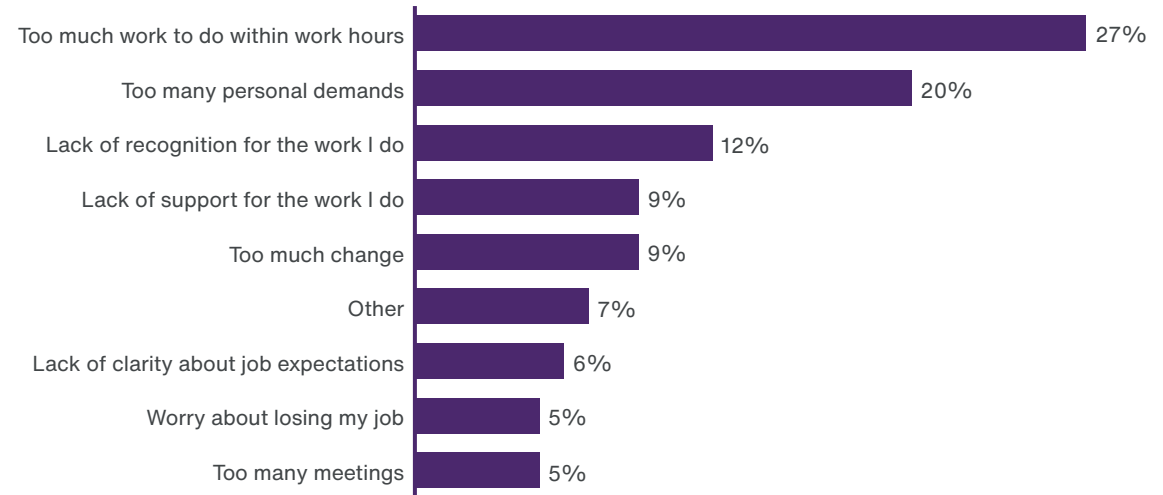


Among 60 per cent of workers reporting feeling burnt out, too much work is the leading cause.

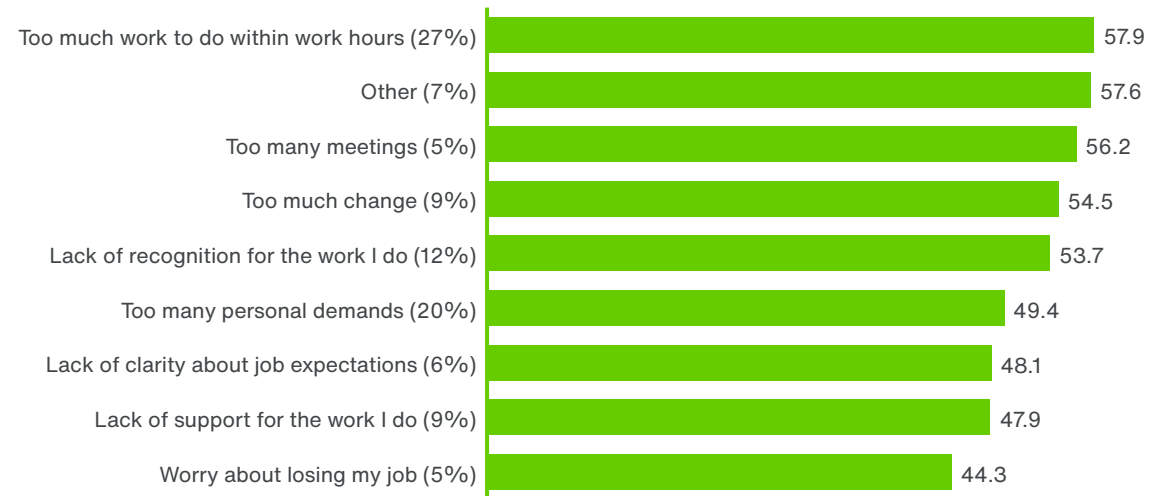
- More than one-quarter (27 per cent) feel burnt out because they have too much work to do within working hours, 20 per cent have too many personal demands, 12 per cent feel a lack of recognition for the work they do, and nine per cent feel a lack of support for the work they do
- The lowest/worst mental health score (44.3) is among five per cent of workers who are worried about losing their job, more than 18 points lower than the national average (62.5)



Primary reason for feeling burnt out



MHI score by “Primary reason for feeling burnt out”



Professional support for mental health.

Nearly three in ten (28 per cent) workers are unsure, or would not know where to go for professional help if they had a mental health issue.

- More than seven in ten (73 per cent) would know where to go for professional help if they had a mental health issue; this group has highest/best mental health score (64.2), more than 11 points higher than workers who would not know where to go for help (53.0) and nearly two points higher than the national average (62.5)
- Workers who know where to go for professional help if they had a mental health issue are more likely to report not feeling burnt out
- Nearly three in ten (28 per cent) are unsure, or would not know where to go for professional help if they had a mental health issue



If I had a mental health issue, I would know where to go for professional help



MHI score by “If I had a mental health issue, I would know where to go for professional help”



Percentage not feeling burnt out by knowing where to find professional help for a mental health issue

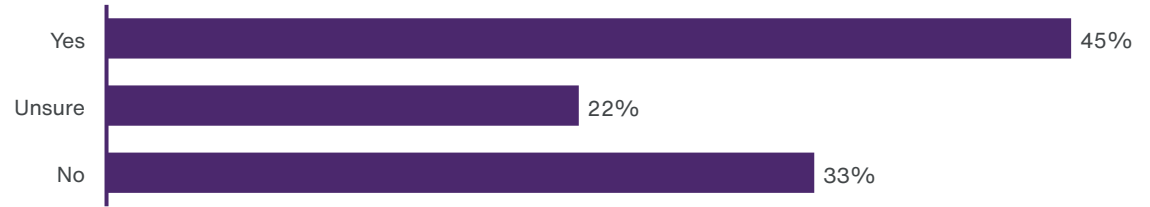


Employee Assistance Programme (EAP).

More than half (55 per cent) of workers are unsure, or their employer does not offer, an Employee Assistance Programme.

- Nearly half (45 per cent) report that their employer offers an EAP; this group has a mental health score (62.9), modestly higher than the national average (62.5)
- More than one-quarter (26 per cent) of workers reporting that their employer offers an EAP last heard about it from their company's intranet/website, 19 per cent last heard about their EAP from a poster at their workplace, 17 per cent last heard about their EAP from their manager, and 15 per cent last heard about their EAP from their manager, and 15 per cent heard about their EAP via an email message.

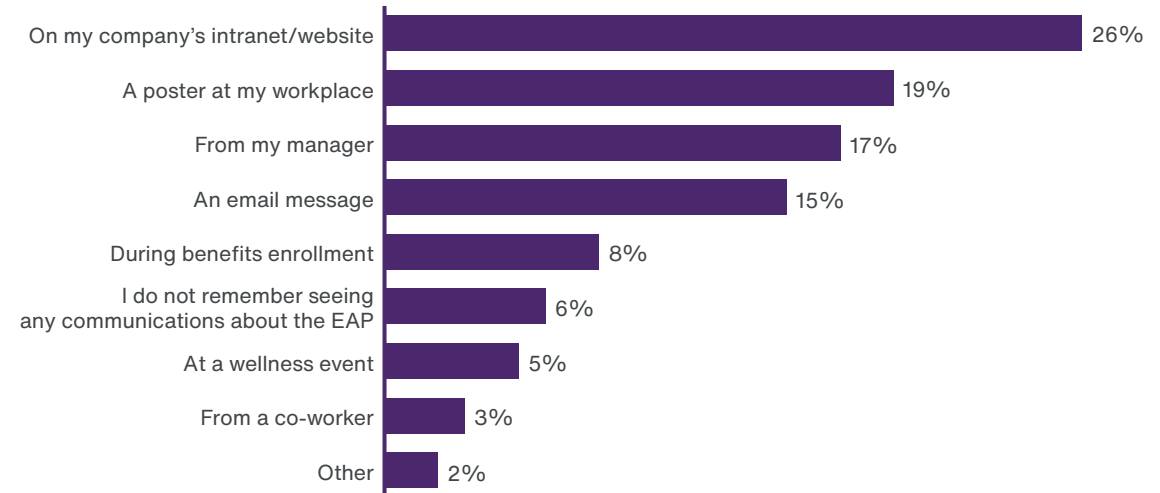
Does your employer offer an Employee Assistance Programme?



MHI score by “Does your employer offer an Employee Assistance Programme?”



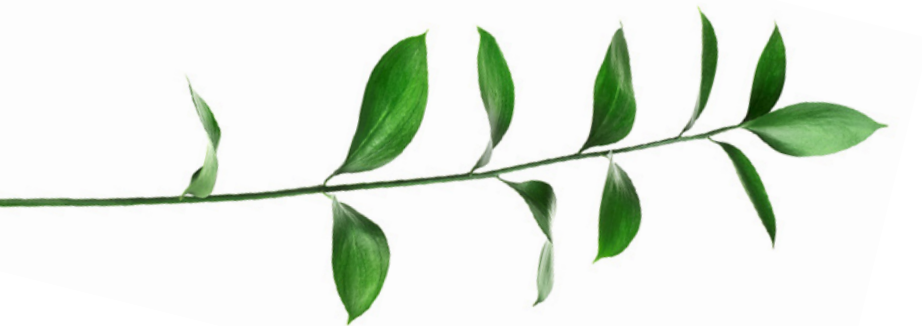
Where did you last hear about your Employee Assistance Programme?



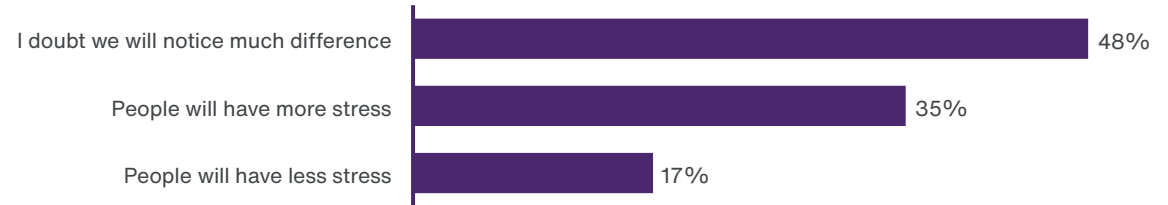
Artificial Intelligence (AI) in the workplace.

Nearly half (48 per cent) of workers do not expect an impact on work stress because of the use of AI.

- More than one-third (35 per cent) think that people will have more stress because of increased use of AI in the workplace; this group has the lowest/worst mental health score (58.4) four points lower than the national average (62.5)
- More than one in six (17 per cent) think that people will have less stress because of increased use of AI in the workplace; this group has the highest/best mental health score (66.2), nearly eight points higher than workers who think it will result in more stress (58.4) and nearly four points higher than the national average (62.5)



Perceived impact of increased use of Artificial Intelligence (AI) on work stress



MHI score by “Perceived impact of increased use of Artificial Intelligence (AI) on work stress”

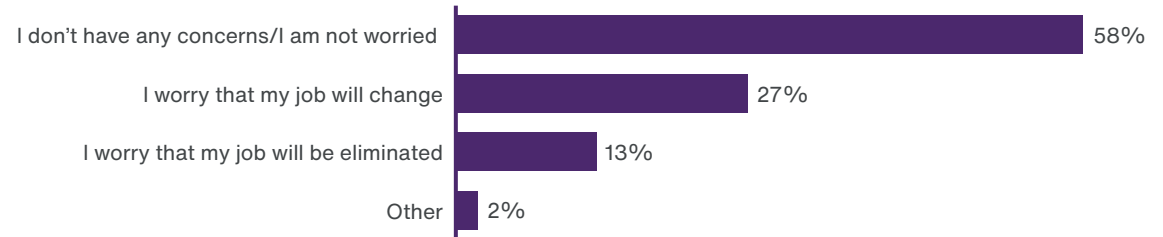


More than half (58 per cent) of workers do not have concerns about their company's use of AI.

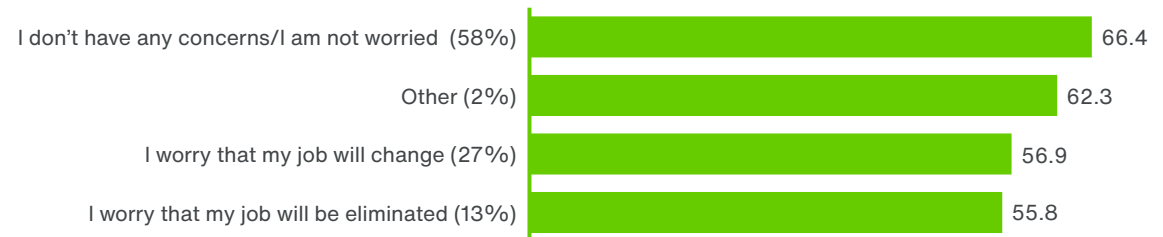
- The mental health score of 58 per cent of workers who are not concerned about their company's use of AI (66.4) is at least nine points higher than workers with concerns and nearly four points higher than the national average (62.5)
- More than one-quarter (27 per cent) are worried that their jobs will change and 13 per cent are worried that their jobs will be eliminated
- The lowest/worst mental health score (55.8) is among 13 per cent who are worried that their jobs will be eliminated because of their company's use of AI
- Workers under 40 are 50 per cent more likely than workers over 50 to be worried that their jobs will be eliminated



Concerns over use of Artificial Intelligence (AI) at work



MHI score by "Concerns over use of Artificial Intelligence (AI) at work"



Nearly eight in ten (78 per cent) workers report not having used AI tools to do any part of their work.

- Nearly four in five (78 per cent) have not used AI tools to do any part of their work; this group has the highest/best mental health score (63.8), more than six points higher than workers who have used AI tools for work (57.4) and modestly higher than the national average (62.5)
- More than one in five (22 per cent) have used AI tools to do some part of their work; this group has a mental health score (57.4) five points lower than the national average (62.5)
- Workers under 40 are nearly twice as likely as workers over 50 to have used AI tools to do some part of their work
- Managers are nearly three times more likely than non-managers to have used AI tools to do some part of their work
- Workers most commonly reporting using AI are in Technology, Arts, Entertainment and Recreation, Educational Services, Professional, Scientific and Technical Services, and Finance and Insurance

Have you used any Artificial Intelligence (AI) tools to do any part of your work?



MHI score by “Have you used any Artificial Intelligence (AI) tools to do any part of your work?”



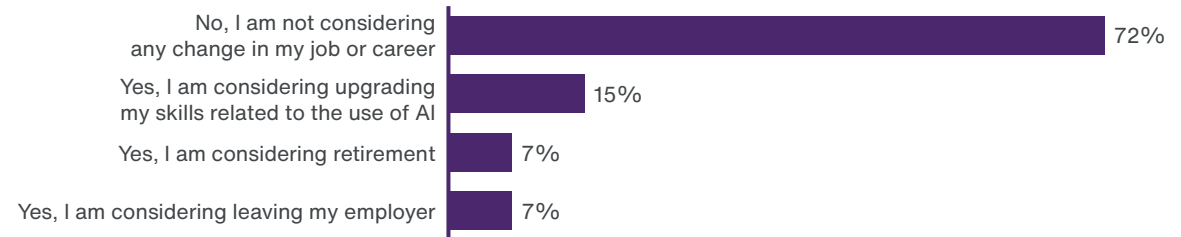
Top five industries that employ AI	
Technology	54%
Arts, Entertainment and Recreation	30%
Educational Services	29%
Professional, Scientific and Technical Services	28%
Finance and Insurance	27%

Nearly three in ten (29 per cent) workers are considering a change because of the use of AI tools in their workplace.

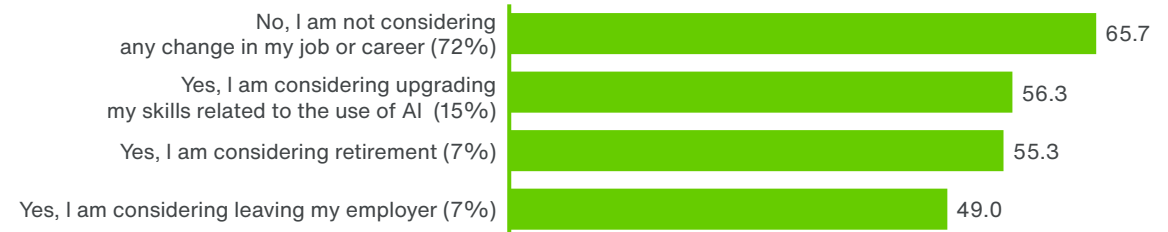
- Nearly one in six (15 per cent) are considering upgrading their skills related to the use of AI and seven per cent are considering retirement
- Workers under 40 are more than three times as likely as workers over 50 to be considering upgrading their skills related to the use of AI
- Managers are more than twice as likely as non-managers to be considering upgrading their skills related to the use of AI
- Parents are twice as likely as non-parents to be considering upgrading their skills related to the use of AI
- Nearly three-quarters (72 per cent) are not considering a change because of the use of AI in their workplace; this group has the highest/best mental health score (65.7), more than three points higher than the national average (62.5)
- The lowest/worst mental health score (49.0) is among seven per cent of workers who are considering leaving their employer because of the use of AI tools in their workplace, nearly 17 points lower than workers who are not considering any change (65.7) and more than 13 points lower than the national average (62.5)



Are you considering a change because of the use of AI tools in the workplace?



MHI score by “Are you considering a change because of the use of AI tools in the workplace?”



More workers do not perceive that AI will have an impact on their industry compared to workers reporting either a positive or a negative impact.

- More than two in five (43 per cent) believe that AI will have no impact on the industry they work in; this group has a mental health score (63.2) modestly higher than the national average (62.5)
- Nearly one-third (30 per cent) believe that AI will have a positive impact on the industry they work in; this group has the highest/best mental health score (66.5) 10 points higher than workers who believe that AI will have a negative impact (56.4) and four points higher than the national average (62.5)
- More than one-quarter (27 per cent) believe that AI will have a negative impact on the industry they work in; this group has the lowest/worst mental health score (56.4), more than six points lower than the national average (62.5)
- Technology (50 per cent), Manufacturing (46 per cent), and Professional, Scientific and Technical Services (46 per cent) workers are most likely to report a positive impact
- Arts, Entertainment and Recreation (13 per cent), Wholesale Trade (17 per cent), and Retail Trade (19 per cent) workers are least likely to report a positive impact



Perceived impact of AI on industry



MHI score by “Perceived impact of AI on industry”



More than two in five (42 per cent) believe that AI will have a positive impact on healthcare.

- The highest/best mental health score (65.8) is among 42 per cent who believe that AI will have a positive impact on healthcare; this score is nearly eight points higher than workers who believe AI will have a negative impact (58.1) and more than three points higher than the national average (62.5)
- More than one-quarter (29 per cent) believe that AI will have a negative impact on healthcare; this group has the lowest/worst mental health score (58.1), more than four points lower than the national average (62.5)



Perceived impact of AI on healthcare



MHI score by “Perceived impact of AI on healthcare”



Overview of the TELUS Mental Health Index.

The mental health and wellbeing of a population is essential to overall health and work productivity. The Mental Health Index provides a measure of the current mental health status of employed adults. The increases and decreases in the MHI are intended to predict cost and productivity risks and inform the need for investment in mental health support by business and government.

The Mental Health Index report has two parts:

1. The overall Mental Health Index (MHI).
2. A spotlight section that reflects the specific impact of current issues in the community.

Methodology

Data for this report is collected through an online survey of 1,000 people who live in Australia and are currently employed or who were employed within the prior six months. Participants are selected to be representative of the age, gender, industry, and geographic distribution in Australia. Respondents are asked to consider the prior two weeks when answering each question. Data for the current report was collected between April 5 and April 16, 2024.

Calculations

To create the Mental Health Index, a response scoring system is applied to turn individual responses into point values. Higher point values are associated with better mental health and less mental health risk. The sum of scores is divided by the total number of possible points to generate a score out of 100. The raw score is the mathematical mean of the individual scores. Distribution of scores is defined according to the following scale:

Distressed 0 - 49 **Strained** 50-79 **Optimal** 80 - 100

Additional data and analyses.

Demographic breakdowns of sub-scores, and specific cross-correlational and custom analyses, are available upon request. Benchmarking against the national results or any sub-group is available upon request.

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