



TELUS

Mental Health Index.

Special report on Physical Health.

New Zealand | September 2024

Table of contents

1. What you need to know for September 2024	3
2. The Mental Health Index	7
Mental health risk	8
Mental Health Index sub-scores.....	9
Anxiety	10
Isolation.....	11
Work productivity	12
Mental health by gender and age	13
Mental health by employment status.....	13
Emergency savings.....	13
3. The Mental Health Index by region	14
4. The Mental Health Index by industry	16
5. Spotlight	17
The relationship between MHI scores and productivity	17
The impact of health conditions on MHI scores and productivity	18
Dietary habits	21
Physical wellbeing.....	23
Pinpointing the drivers of feeling unwell	31
Improving health and wellbeing	32
Employer support for wellbeing	38
Experience with healthcare	40
6. Overview of the TELUS Mental Health Index	41
Methodology.....	41
Calculations	41
Additional data and analyses.....	41

What you need to know for September 2024.



Following two periods of improvement, the mental health of workers in New Zealand **declines**; two in five workers are considered high-risk.

- At 59.7, the mental health of workers has declined 0.9 points from April
- 40 per cent of workers have a high mental health risk, 44 per cent have a moderate mental health risk, and 16 per cent have a low mental health risk
- All mental health sub-scores have declined from April; the work productivity sub-score has declined most significantly, down 2.6 points from the previous period
- Anxiety continues to be the lowest mental health sub-score for the sixth consecutive period
- The lowest mental health scores are in Otago and Southland, Northland, Auckland, and Wellington. Marlborough, Nelson, Tasman, and West Coast has the highest mental health score
- The mental health score of managers continues to be higher than the score of non-managers
- Labourers have a lower mental health score than service industry and office workers
- One-third (33 per cent) of workers have a mental health score of 50 or lower. The productivity loss of this group is at least three and a half times the number of lost workdays as eight per cent of workers with a mental health score of 90 or higher

Fewer than half of workers adhere to a healthy diet, with younger workers (under 40) more likely to report unhealthy eating. The mental health score of workers reporting unhealthy eating is more than 17 points lower than workers reporting healthy eating.

- 49 per cent of workers report following a healthy diet
- 12 per cent of workers report following an unhealthy diet; the mental health score of this group is more than 17 points lower than workers reporting a healthy diet and more than 12 points lower than the national average
- Workers without emergency savings are twice as likely as workers with emergency savings to report an unhealthy diet
- Workers under 40 are more than twice as likely as workers over 50 to report an unhealthy diet

Workers with diagnosed mental health conditions experience the most significant productivity losses. Mental health conditions are disproportionately reported among younger workers (under 40), women, and workers without emergency savings.

- 24 per cent of workers report an anxiety diagnosis, 19 per cent report a depression diagnosis
- Workers diagnosed with anxiety lose 68.1 working days of productivity per year and have a mental health score, 24 points lower than workers with no diagnosed health conditions and 16 points lower than the national average
- Workers diagnosed with a mental health condition other than anxiety or depression lose 64.5 working days per year and have the lowest mental health score, nearly 29 points lower than workers with no diagnosed health conditions and nearly 21 points lower than the national average
- Workers diagnosed with depression lose 64.1 working days of productivity per year and have a mental health score nearly 25 points lower than workers with no diagnosed health conditions and nearly 17 points lower than the national average
- Workers under 40 are more than twice as likely as workers over 50 to report being diagnosed with anxiety and depression
- Workers without emergency savings are nearly three times more likely to report being diagnosed with anxiety and more than three times as likely to report being diagnosed with depression

In this report, **productivity loss** refers to workdays lost per year because of physical health issues and/or emotional or mental health challenges. Some productivity fluctuation is inevitable as employees naturally experience varying levels of efficiency throughout their workday.



Workers reporting low interest in improving their health and wellbeing lose over three more weeks of productivity annually than workers reporting high interest in improving their health and wellbeing. Physical fitness and sleep quality are top priorities for self-improvement.

- 62 per cent report high interest in improving their health and wellbeing
- Workers reporting high interest in improving their health and wellbeing have a productivity loss of 47.2 working days per year compared to 64.7 working days per year among workers reporting low interest in improving their health and wellbeing
- 65 per cent of workers want to improve their physical fitness
- 56 per cent want to improve their sleep quality
- 45 per cent want to improve their diet and nutrition
- 41 per cent want to improve their stress level
- 20 per cent want to improve pain management

Maintaining or losing weight, reducing the risk of disease and improving physical fitness are the primary motivators for participating in physical activity.

- 29 per cent report that maintaining a healthy weight or losing weight is their biggest motivator for participating in physical activity outside of work
- 20 per cent report improving physical fitness/stamina is their biggest motivator
- 17 per cent report reducing the risk of disease/longevity is their biggest motivator
- 12 per cent report stress reduction is their biggest motivator
- Workers under 40 are two and a half times likely than workers over 50 to report stress reduction as the biggest motivator for participating in physical activity

Workers dissatisfied with their physical health have a mental health score 21 points lower than satisfied workers and lose an additional 16 working days in productivity annually compared to satisfied workers.

- 47 per cent of workers are satisfied with their physical health
- 24 per cent of workers are dissatisfied with their physical health; the mental health score of this group is 21 points lower than workers who are satisfied with their physical health and 13 points lower than the national average
- Workers who are satisfied with their physical health have a productivity loss of 44.7 working days per year compared to 61.3 working days per year among workers who are dissatisfied with their physical health
- 55 per cent of workers sometimes engage in physical activity
- 37 per cent of workers often engage in physical activity
- Eight per cent of workers never engage in physical activity; this group loses nearly 12 additional working days of productivity annually and has a mental health score more than 14 points lower than workers who often engage in physical activity



Mental health scores are **strongly correlated** with productivity. Workers with lower mental health scores experience greater productivity loss, while those with higher scores experience less productivity loss.



Workers rating poor employer support for their physical wellbeing have a mental health score 16 points lower than workers reporting excellent support and lose an additional 24 working days in productivity annually.

- 26 per cent rate employer support for physical wellbeing as very good/excellent; the mental health score of this group is at least 12 points higher than workers rating employer support as poor and at least five points higher than the national average
- 26 per cent rate employer support for mental wellbeing as very good/excellent; the mental health score of this group is at least 14 points higher than workers rating employer support as poor and at least six points higher than the national average
- Productivity losses increase as the employer's rating for support declines:
 - workers rating employer support for physical wellbeing as excellent lose 33.2 working days per year in productivity compared to 57.6 working days per year in productivity loss among workers rating employer support as poor
 - workers rating employer support for mental wellbeing as excellent lose 27.7 working days per year in productivity compared to 58.9 working days per year in productivity loss among workers rating employer support as poor

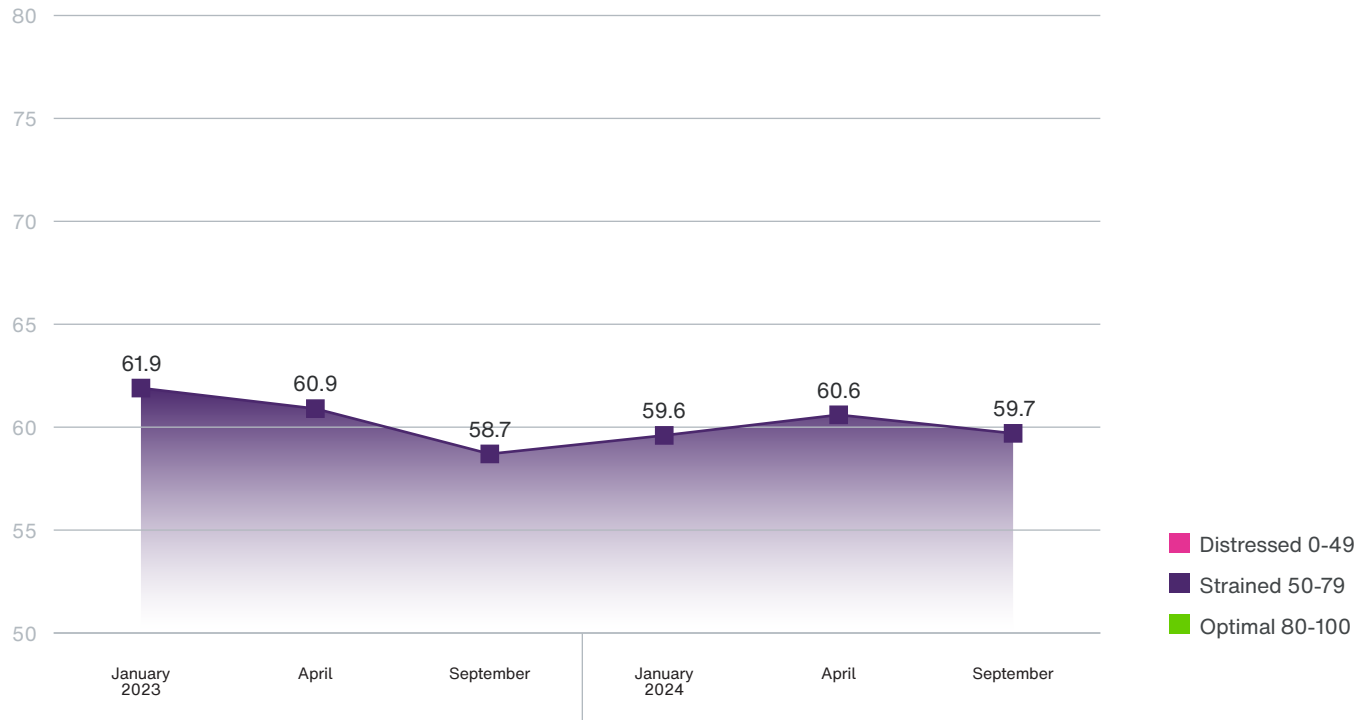
More than one in five workers report a negative experience with the healthcare system, with workers without financial security bearing a disproportionately higher rate of negative encounters compared to workers with financial security.

- 52 per cent report a positive experience with the healthcare system
- 21 per cent report a negative experience with the healthcare system; the mental health score of this group is 14 points lower than workers reporting a positive experience and nearly 10 points lower than the national average
- Workers without emergency savings are 70 per cent more likely than workers with emergency savings to report a negative experience with the healthcare system

The Mental Health Index.

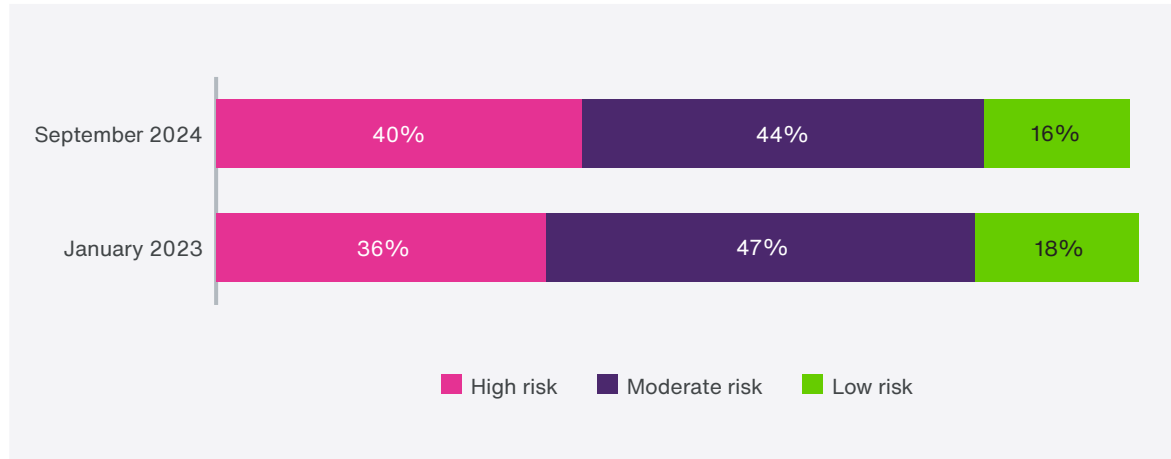
The overall Mental Health Index (MHI) for September 2024 is 59.7. Following two periods of improvement, the mental health of workers in New Zealand has declined nearly one point from April 2024.

MHI Current Month September 2024	April 2024
59.7	60.6



Mental health risk.

In September 2024, 40 per cent of workers in New Zealand have a high mental health risk, 44 per cent have a moderate mental health risk, and 16 per cent have a low mental health risk. Nearly two years since the launch of the MHI in January 2023, the proportion of workers with a high mental health risk has increased by four per cent.



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.

The lowest Mental Health Index sub-score continues to be anxiety (52.0) for the sixth consecutive period. Work productivity (56.7), isolation (56.9), financial risk (57.8), depression (58.3), and optimism (65) follow. General psychological health (68.1) continues to be the most favourable mental health measure in September 2024.

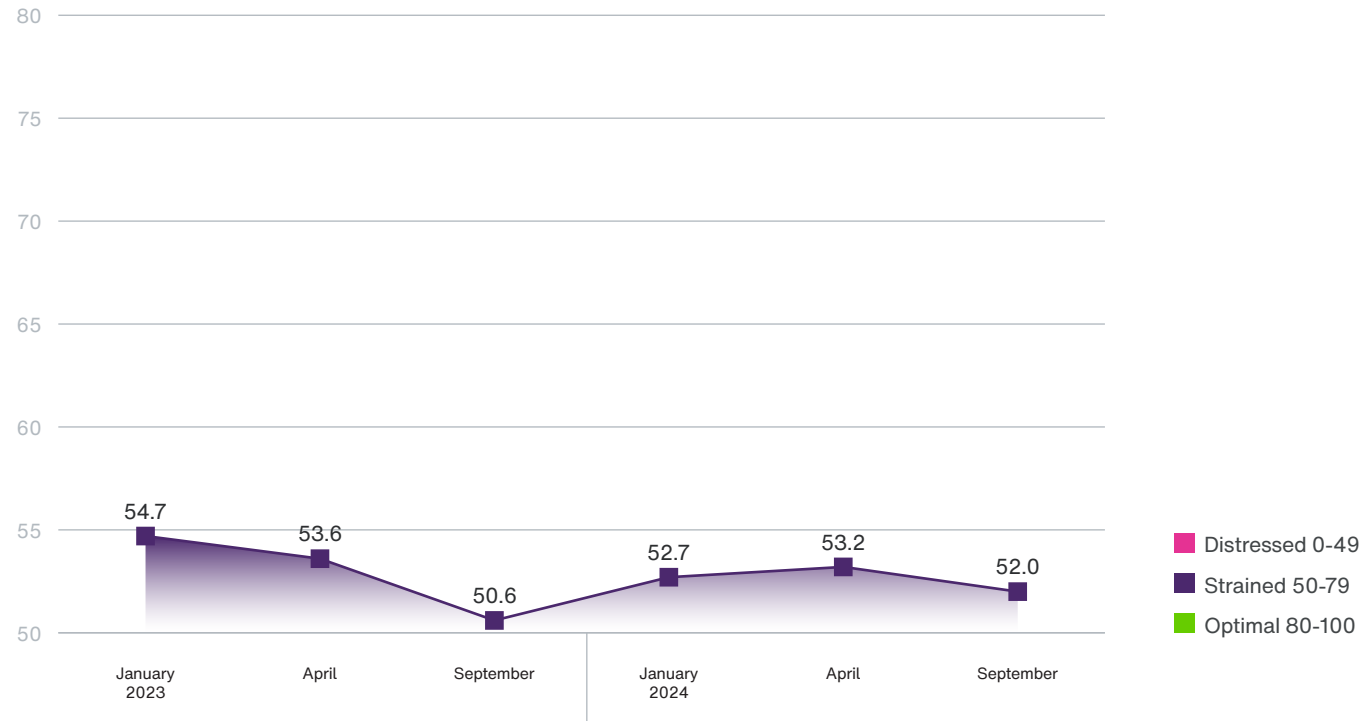
- All mental health sub-scores have declined from April 2024
- The work productivity sub-score has declined most significantly, down 2.6 points from April 2024

Mental Health Index Sub-scores	September 2024	April 2024
Anxiety	52.0	53.2
Work productivity	56.7	59.3
Isolation	56.9	58.2
Financial risk	57.8	58.4
Depression	58.3	58.9
Optimism	65.0	66.1
Psychological health	68.1	68.5



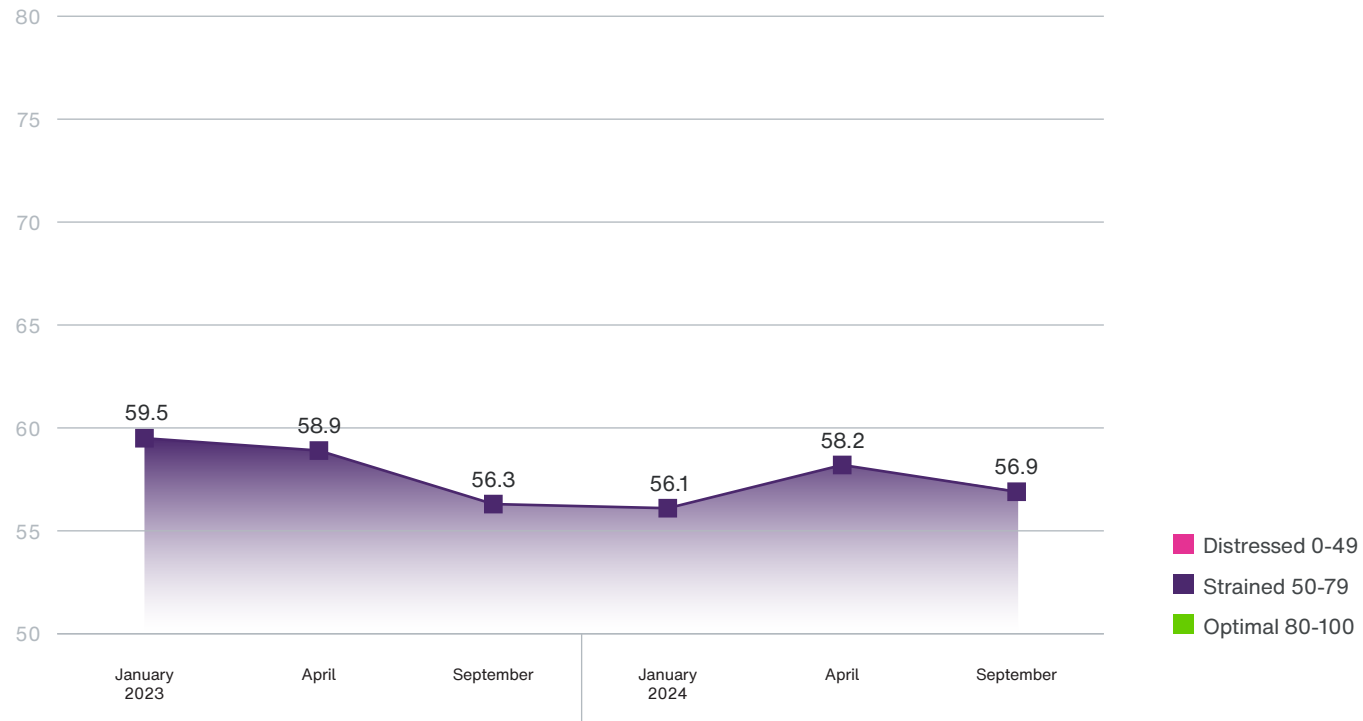
Anxiety

After two periods of improvements in January and April 2024, the anxiety sub-score has declined in September 2024 more than one point and remains the lowest of all mental health sub-scores for the sixth consecutive period.



Isolation

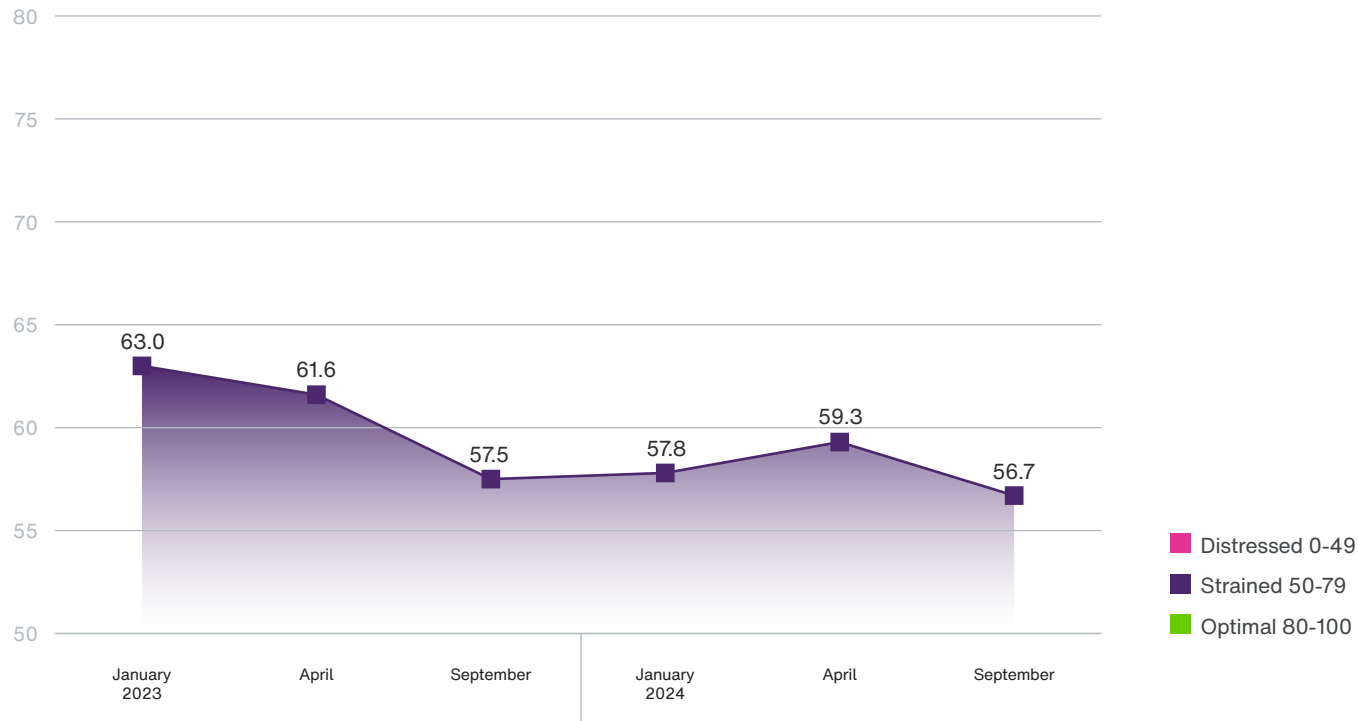
From January 2023 to January 2024, the isolation sub-score steadily declined. Despite a strong two point improvement in April 2024, the isolation score continues has declined more than one point in September 2024.



Work productivity

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

Work productivity in New Zealand followed a declining trend through September 2023. Despite modest improvements in the previous two periods, the work productivity score declined 2.6 points in September 2024 and is the second lowest mental health sub-score.



Mental health by gender and age.

- Since the launch of the MHI, women have had significantly lower mental health scores than men. In September 2024, the mental health score of women is 58.8 compared to 60.7 for men.
- Since January 2023, mental health scores have improved with age.
- Differences in mental health scores between workers with and without minor children is evident. Workers with at least one child have a lower score (59.0) than workers without children (60.4).

Mental health by employment status.

- Overall, six per cent of respondents are unemployed¹ and nine per cent report reduced hours or reduced salary
- Respondents not currently unemployed (52.0) have the lowest mental health score (52.0), followed by workers reporting fewer hours than the last month (55.1), workers reporting reduced salary compared to the previous month (58.3), and workers with no change to salary or hours (60.7)
- Labourers have a lower mental health score (55.8) than service industry (61.5) and office workers (60.2)
- Managers have a higher mental health score (61.0) than non-managers (59.1)
- Self-employed/sole proprietors have the highest mental health score (62.1)
- Respondents working for companies with 501-1,000 employees have the lowest mental health score (57.8)



Emergency savings

- Workers without emergency savings continue to experience a lower mental health score (41.6) than the overall group (59.7). Workers with emergency savings have a mental health score of 69.8

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

The Mental Health Index by region.

The mental health score of workers on the South Island (60.9) is higher than the mental health score of workers on the North Island (59.3). The lowest mental health scores are in Otago and Southland (56.2), Northland (56.3), Auckland (58.2), and Wellington (58.4). Marlborough, Nelson, Tasman, and West Coast has the highest mental health score (64.7), followed by Waikato (62.9), and Bay of Plenty (62.5).

- With a significant 3.4-point decrease, Newfoundland and Labrador has the lowest mental health score (60.9) in September 2024
- The highest mental health score continues to be in Saskatchewan (68.4), unchanged from August 2024



Region	September 2024	April 2024	Change
Bay of Plenty	62.5	58.1	4.4
Waikato	62.9	60.7	2.2
Manawatū-Whanganui and Taranaki	60.3	58.9	1.4
Gisborne and Hawke's Bay	60.6	60.3	0.3
Canterbury	61.5	62.1	-0.6
Auckland	58.2	59.7	-1.5
Wellington	58.4	61.6	-3.2
Marlborough, Nelson, Tasman, and West Coast	64.7	68.4	-3.7
Otago and Southland	56.2	60.1	-3.9
Northland	56.3	62.3	-6.0

N vs S Island	September 2024	April 2024	Change
North Island	59.3	60.0	-0.7
South Island	60.9	62.4	-1.5

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

Employment status	Sept. 2024	April 2024
Employed (no change in hours/salary)	60.7	61.6
Employed (fewer hours compared to last month)	55.1	54.7
Employed (reduced salary compared to last month)	58.3	47.5
Not currently employed	52.0	56.3

Age group	Sept. 2024	April 2024
Age 20-29	53.8	56.2
Age 30-39	57.7	57.2
Age 40-49	57.9	62.3
Age 50-59	67.2	65.9
Age 60-69	74.7	73.7

Number of children	Sept. 2024	April 2024
No children in household	60.4	61.8
1 child	58.2	58.3
2 children	59.2	61.8
3 children or more	61.7	54.8

Gender	Sept. 2024	April 2024
Men	60.7	61.3
Women	58.8	60.1

Household income/annum	Sept. 2024	April 2024
<\$30K	51.1	49.5
\$30K to <\$60K	55.4	55.5
\$60K to <\$100K	59.6	58.3
\$100K to <\$150K	60.5	63.5
\$150K or more	63.6	66.2

Employer size	Sept. 2024	April 2024
Self-employed/sole proprietor	62.1	60.5
2-50 employees	61.7	61.0
51-100 employees	59.2	60.9
101-500 employees	58.6	58.4
501-1,000 employees	57.8	63.6
1,001-5,000 employees	58.3	59.9
5,001-10,000 employees	58.7	64.3
More than 10,000 employees	60.4	60.6

Manager	Sept. 2024	April 2024
Manager	61.0	62.5
Non-manager	59.1	59.7

Work environment	Sept. 2024	April 2024
Labour	55.8	56.6
Office/desk	60.2	62.2
Service	61.5	60.9

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 (51.8), followed by workers in Arts, Entertainment and Recreation (53.5), and Administrative and Support services (53.7).

Workers in Real Estate, Rental and Leasing (68.5), Educational Services (65.7), and Public Administration (64.9) have the highest mental health scores this month.



Industry	September 2024	April 2024	Change
Wholesale Trade	59.8	54.7	5.2
Technology	62.2	57.5	4.6
Administrative and Support services	53.7	49.7	3.9
Health Care and Social Assistance	63.4	60.4	3.1
Real Estate, Rental and Leasing	68.5	67.0	1.5
Food Services	57.6	56.4	1.2
Accommodation	55.7	54.5	1.2
Finance and Insurance	58.4	58.9	-0.5
Retail Trade	55.5	56.6	-1.1
Transportation and Warehousing	57.0	58.3	-1.3
Educational Services	65.7	67.1	-1.4
Professional, Scientific and Technical Services	64.4	66.4	-2.0
Public Administration	64.9	67.0	-2.1
Agriculture, Forestry, Fishing and Hunting	60.7	62.8	-2.2
Other	58.5	61.6	-3.1
Manufacturing	56.2	59.4	-3.2
Arts, Entertainment and Recreation	53.5	57.2	-3.7
Other services (except Public Administration)	54.8	59.6	-4.8
Construction	62.3	67.8	-5.6
Full-time post-secondary student	51.8	58.4	-5.6

Spotlight

The relationship between MHI scores and productivity.

Productivity losses are calculated using an assessment of four key metrics:

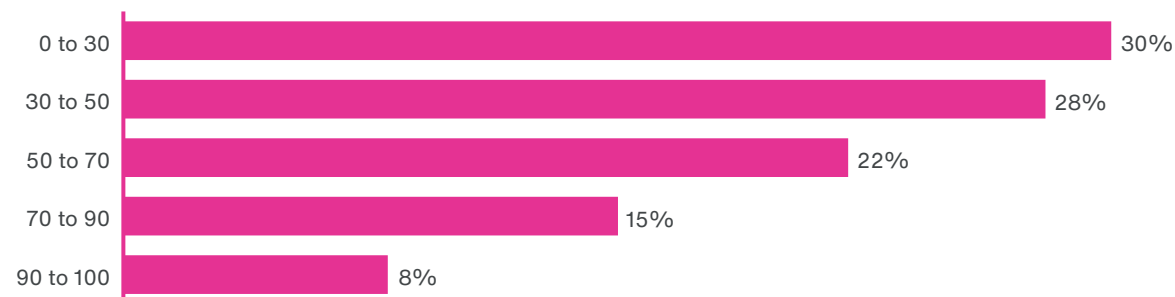
1. Work effort when feeling well
2. Absenteeism when feeling unwell
3. Instances of working when feeling unwell (commonly referred to as Presenteeism)
4. Work effort when feeling unwell

Productivity loss is reported as the number of workdays lost per year, based on a standard 240-day work year.

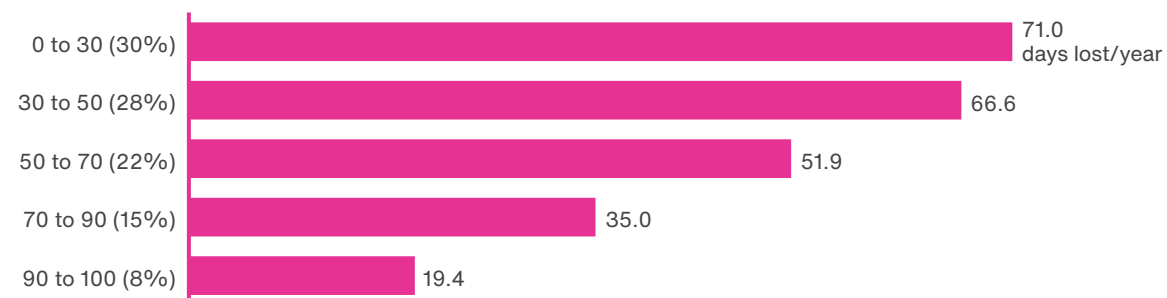
- Mental health scores are strongly correlated with productivity. Workers with lower mental health scores experience greater productivity loss, while those with higher scores experience less productivity loss
- One-third (33 per cent) of workers have a mental health score of 50 or lower. The productivity loss of this group is at least three and a half times the number of lost workdays as eight per cent of workers with a mental health score of 90 or higher



Productivity loss by MHI score



Productivity loss in working days per year by MHI score



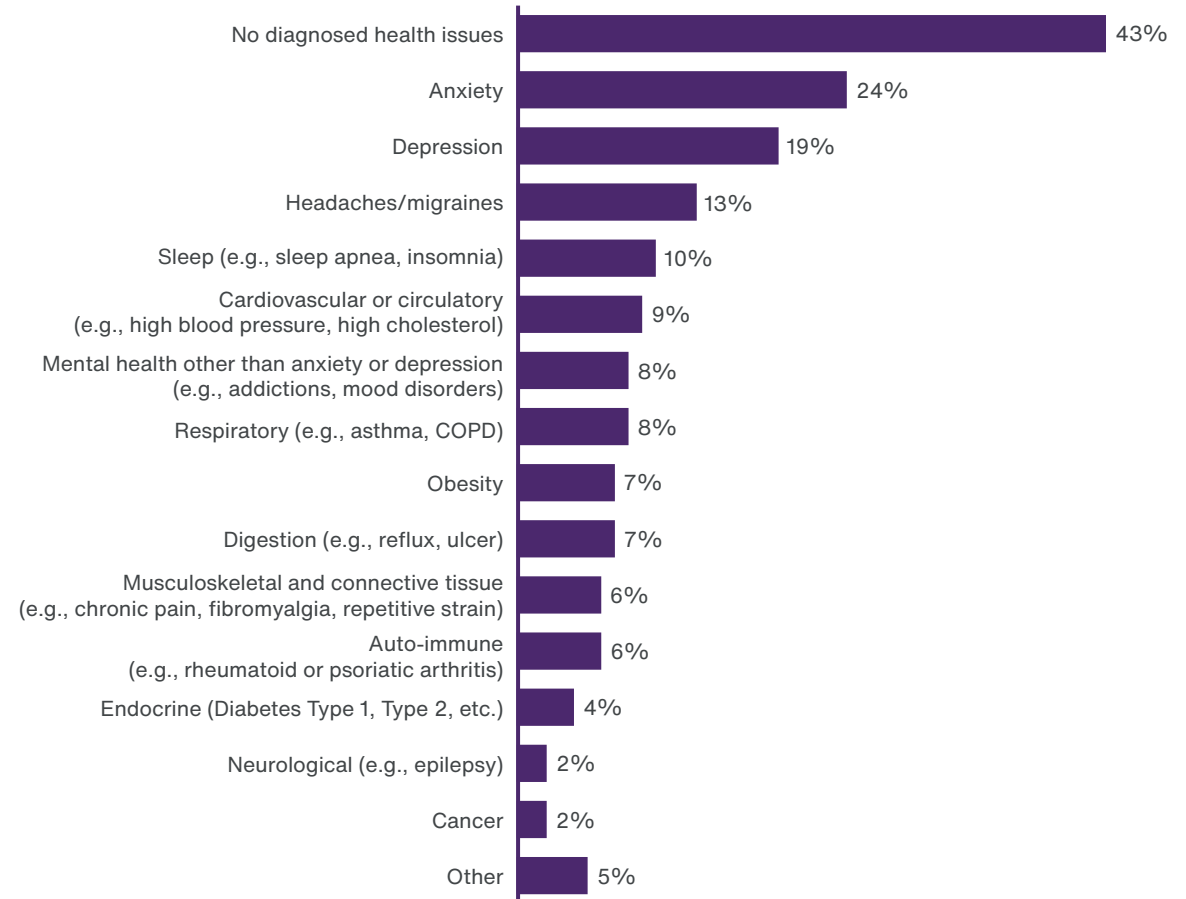
The impact of health conditions on MHI scores and productivity.

Workers with diagnosed mental health conditions experience the most significant productivity losses. Mental health conditions are disproportionately reported among younger workers (under 40), women, and workers without emergency savings.

- Nearly one-quarter (24 per cent) of workers report an anxiety diagnosis, 19 per cent report a depression diagnosis, and 13 per cent report headaches/migraines diagnosis
- Workers without emergency savings are more than three times more likely to report being diagnosed with depression and nearly three times more likely to report being diagnosed with anxiety than workers with emergency savings



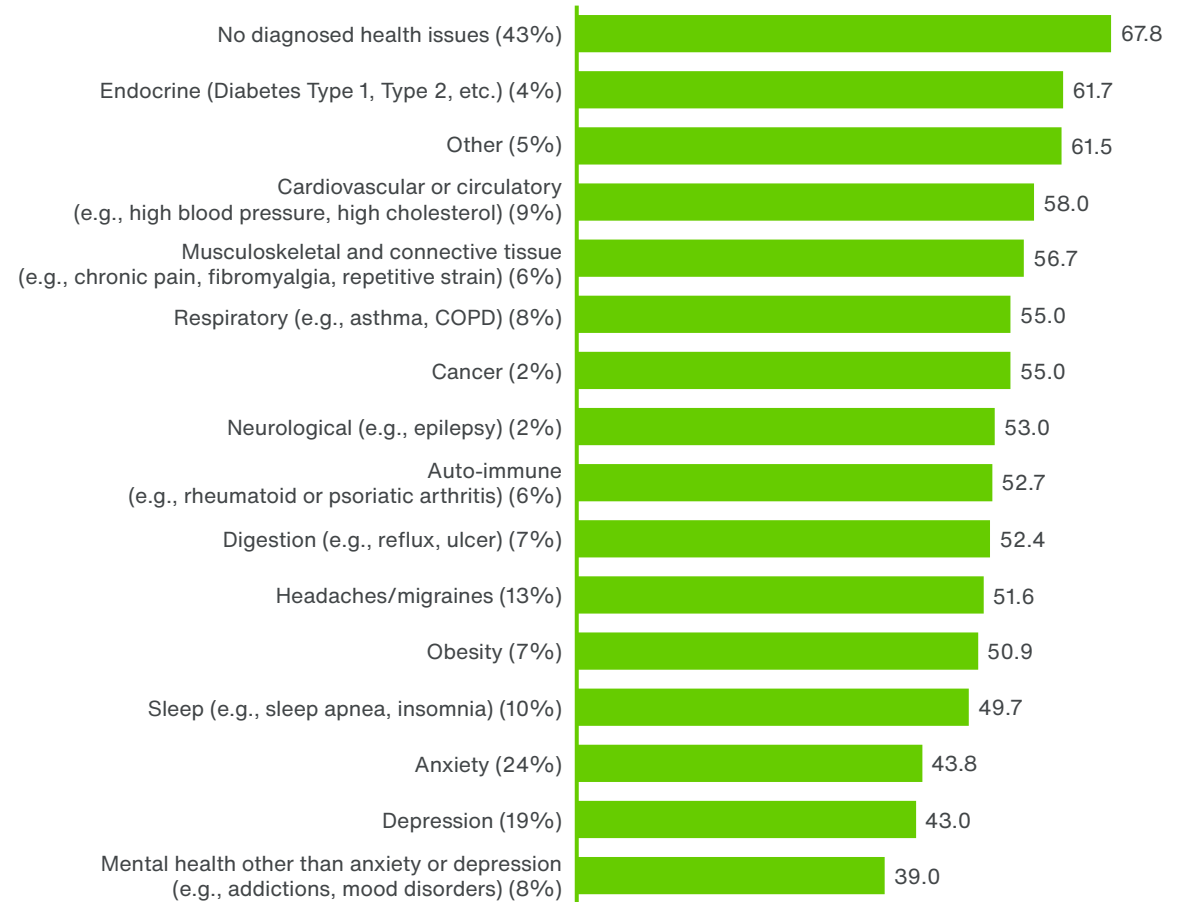
Diagnosed health conditions



- More than two in five (43 per cent) did not report any diagnoses; this group has the highest mental health score (67.8), more than eight points higher than the national average (59.7)
- Workers under 40 are more than twice as likely as workers over 50 to report being diagnosed with anxiety and depression
- Women are 50 per cent more likely than men to report being diagnosed with anxiety

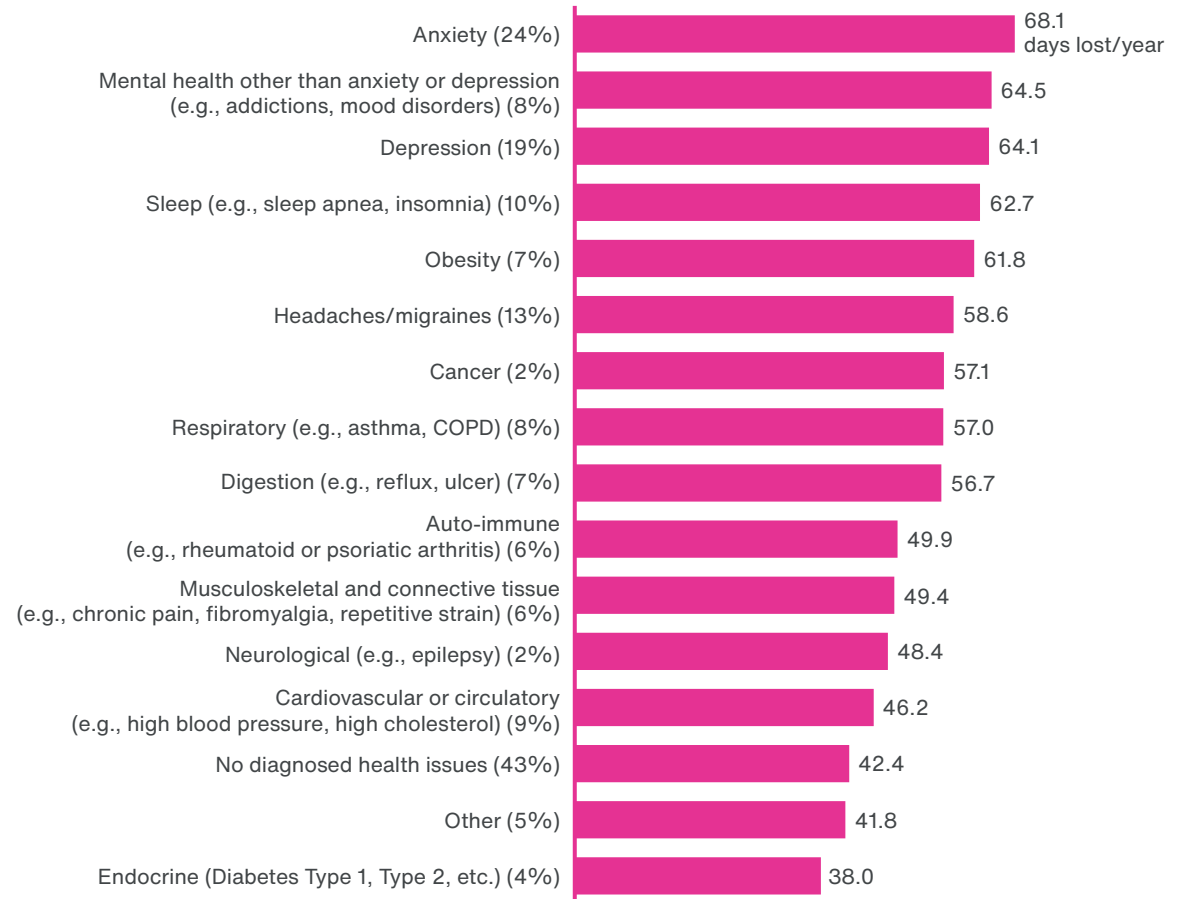


MHI score by “Diagnosed health conditions”



- Workers diagnosed with anxiety lose 68.1 working days of productivity per year and have a mental health score (43.8) 24 points lower than workers with no diagnosed health conditions (67.8) and 16 points lower than the national average (59.7)
- Workers diagnosed with a mental health condition other than anxiety or depression lose 64.5 working days per year and have the lowest mental health score (39.0), nearly 29 points lower than workers with no diagnosed health conditions (67.8) and nearly 21 points lower than the national average (59.7)
- Workers diagnosed with depression lose 64.1 working days of productivity per year and have a mental health score (43.0) nearly 25 points lower than workers with no diagnosed health conditions (67.8) and nearly 17 points lower than the national average (59.7)

Productivity loss (in working days/year) by “Diagnosed health conditions”



Dietary habits

Fewer than half of workers adhere to a healthy diet, with younger workers (under 40) more likely to report unhealthy eating. The mental health of workers reporting unhealthy eating is more than 17 points lower than workers reporting healthy eating.

- Nearly half (49 per cent) of workers report a very healthy or somewhat healthy diet; this group has the highest mental health score (65.0), more than five points higher than the national average (59.7)
- The lowest mental health score (47.5) is among 12 per cent of workers reporting an unhealthy diet, more than 17 points lower than workers reporting a healthy diet (65.0) and more than 12 points lower than the national average (59.7)
- Workers without emergency savings are twice as likely as workers with emergency savings to report an unhealthy diet
- Workers under 40 are more than twice as likely as workers over 50 to report an unhealthy diet



How would you describe your overall diet?



MHI score by “How would you describe your overall diet?”



Workers over 50 and those with emergency savings are more likely to maintain a balanced diet.

- More than one-third (34 per cent) of workers generally follow a balanced diet with no specific exclusions; this group has the highest mental health score (64.9) more than five points higher than the national average (59.7)
- Workers over 50 are 70 per cent more likely than workers under 40 to follow a balanced diet
- Workers with emergency savings are 60 per cent more likely than workers without emergency savings to follow a balanced diet
- Twenty-four per cent report specific dietary preferences/restrictions; this group has the lowest mental health score (56.9), eight points lower than workers following a balanced diet with no specific exclusions (64.9) and nearly three points lower than the national average (59.7)



Do you follow any specific dietary preferences or restrictions?



MHI score by “Do you follow any specific dietary preferences or restrictions?”

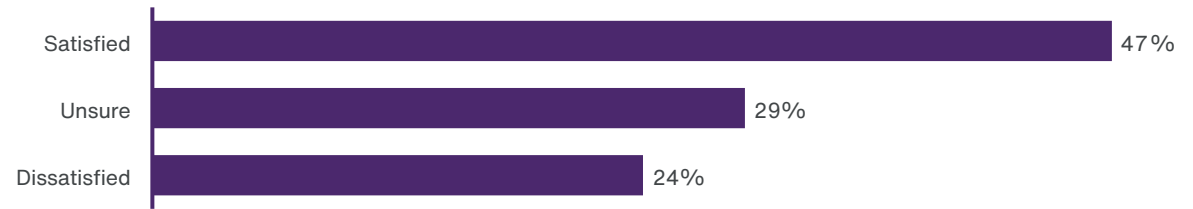


Physical wellbeing

Workers dissatisfied with their physical health have a mental health score 21 points lower than satisfied workers and lose an additional 16 working days in productivity annually compared to satisfied workers.

- Nearly half (47 per cent) of workers are satisfied with their physical health; this group has the highest mental health score (67.8), more than eight points higher than the national average (59.7)
- Nearly one-quarter (24 per cent) are dissatisfied with their physical health; this group has the lowest mental health score (46.6), 21 points lower than workers who are satisfied with their physical health (67.8) and 13 points lower than the national average (59.7)
- Workers who are satisfied with their physical health have a productivity loss of 44.7 working days per year compared to 61.3 working days per year among workers who are dissatisfied with their physical health
- Workers without emergency savings are twice as likely as workers with emergency savings to be dissatisfied with their physical health
- Women are 70 per cent more likely than men to be dissatisfied with their physical health

How satisfied are you with your current physical health?



MHI score by “How satisfied are you with your current physical health?”



Productivity loss (in working days/year) by “How satisfied are you with your current physical health?”



Workers who never engage in physical activity have a mental health score more than 14 points lower than workers who often engage and lose nearly 12 additional working days in productivity annually.

- More than half (55 per cent) of workers sometimes engage in physical activity; the mental health score of this group (57.3) is more than two points lower than the national average (59.7)
- More than one-third (37 per cent) often engage in physical activity; this group has the highest mental health score (65.4), nearly six points higher than the national average (59.7)
- Workers who often engage in physical activity have a productivity loss of 45.9 working days per year compared to at least 52.6 working days per year among workers who engage sometimes or not at all
- The lowest mental health score (51.0) is among eight per cent of workers who do not engage in physical activity, more than 14 points lower than workers who often engage (65.4) and nearly nine points lower than the national average (59.7)

Do you engage in physical activity?



MHI score by “Do you engage in physical activity?”



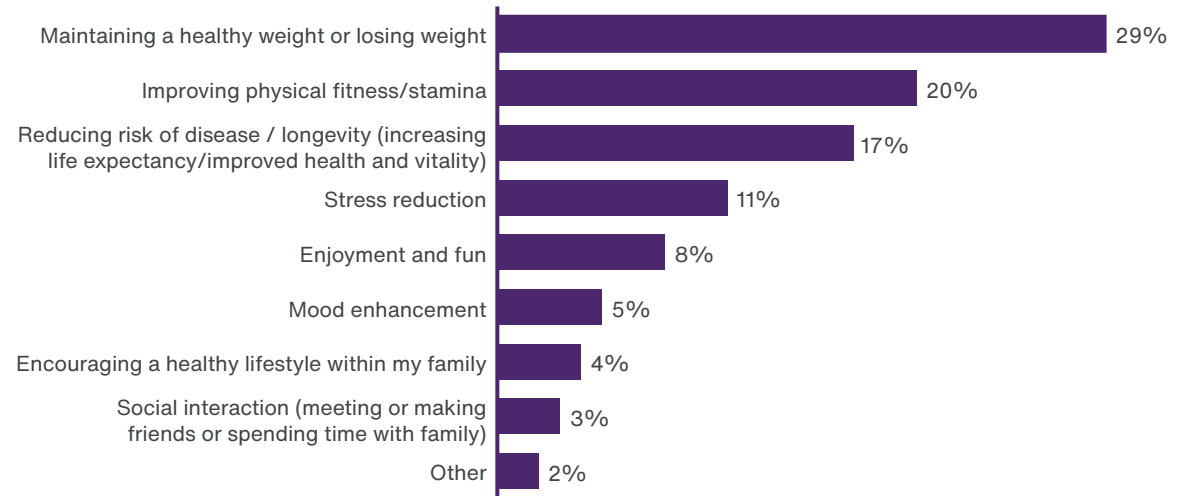
Productivity loss (in working days/year) by “Do you engage in physical activity?”



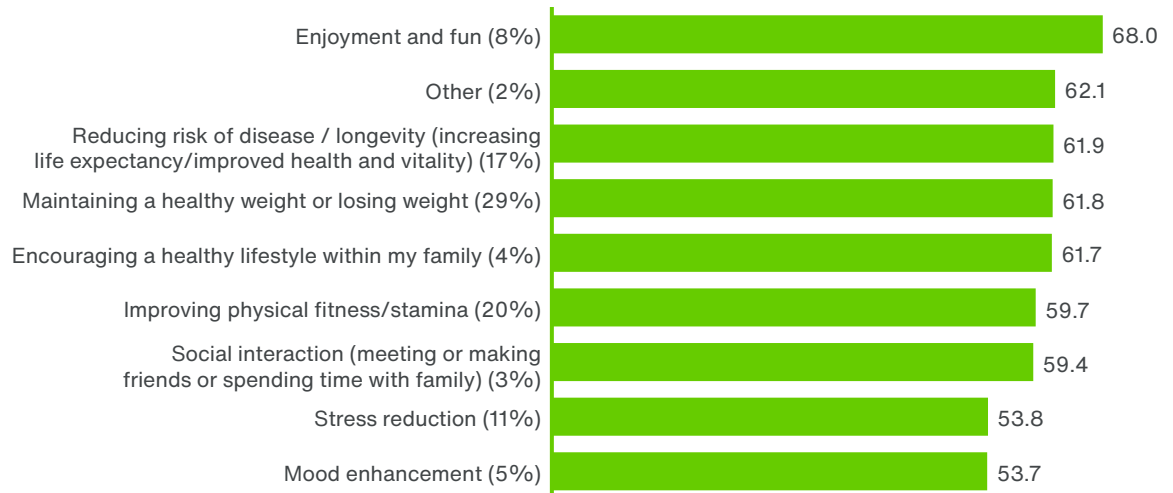
Maintaining or losing weight, reducing the risk of disease and improving physical fitness are the primary motivators for participating in physical activity.

- More than one-quarter (29 per cent) of workers report that maintaining a healthy weight or losing weight is their biggest motivator for participating in physical activity outside of work, 20 per cent report improving physical fitness/stamina, 17 per cent report reducing the risk of disease/longevity is their biggest motivator, 11 per cent report stress reduction, and 11 per cent report enjoyment and fun as their biggest motivator
- The lowest mental health scores are among five per cent of workers reporting mood enhancement as their biggest motivator for participating in physical activity (53.7) and 11 per cent of workers reporting stress reduction as their biggest motivator (53.8), both six points lower than the national average (59.7)
- Workers under 40 are two and a half times more likely than workers over 50 to report stress reduction as their biggest motivator for participating in physical activity

What is your biggest motivator for participating in physical activity outside of work?



MHI score by “What is your biggest motivator for participating in physical activity outside of work?”

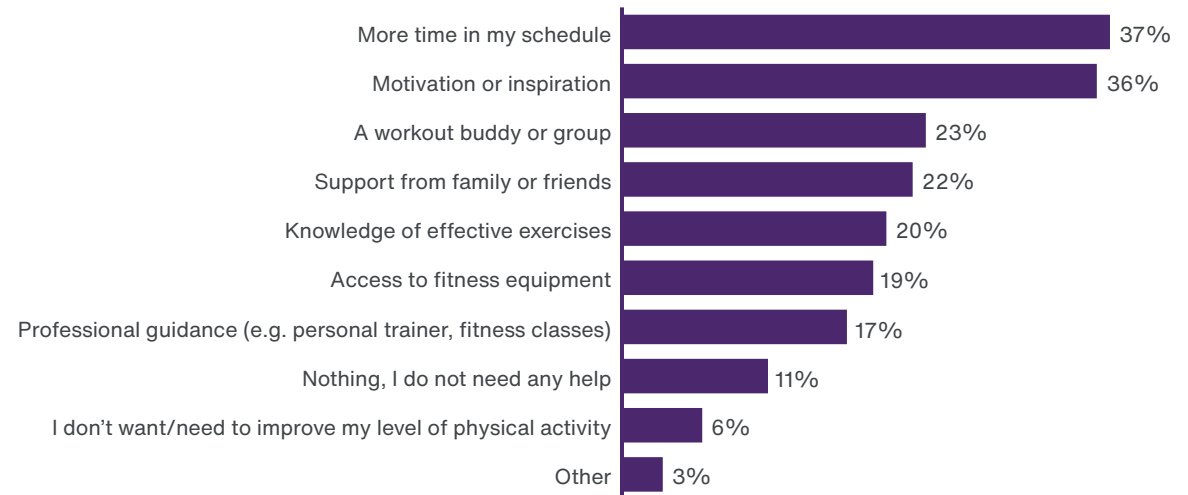


Motivation/inspiration and more time are the leading factors workers believe would help to improve their physical activity.

- Nearly two in five (37 per cent) workers say that more time in their schedule would help improve their physical activity, 36 per cent say that motivation or inspiration would help, 23 per cent say a workout buddy or group would help, 22 per cent say that support from family and friends would help, 20 per cent say that knowledge of effective exercises would help, and 19 per cent say that access to fitness equipment would help improve their physical activity
- Workers under 40 are 70 per cent more likely than workers over 50 to say that support from family or friends would help improve their physical activity



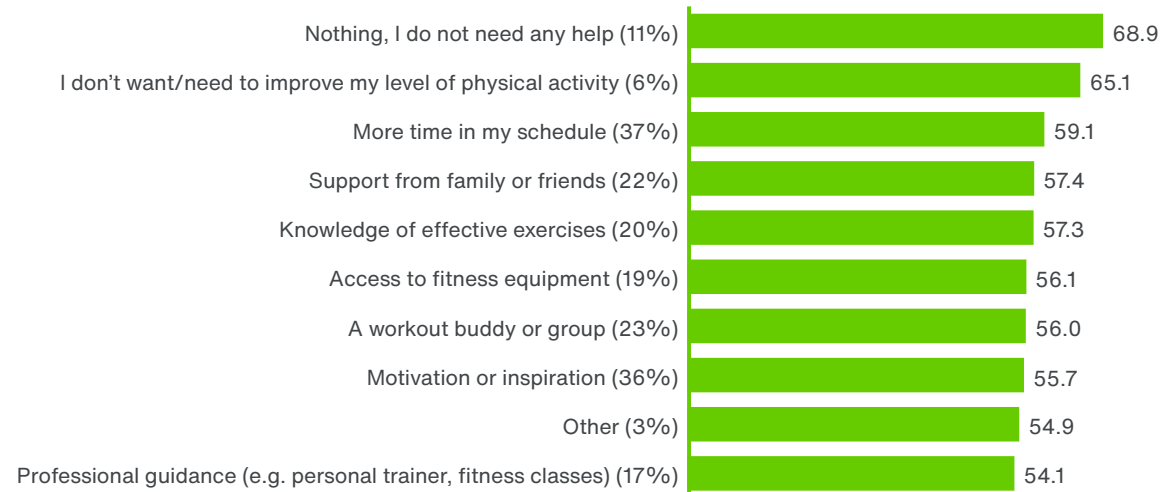
What would help you improve your level of physical activity?



- The lowest mental health score (54.1) is among 17 per cent of workers who say that professional guidance would help improve their physical activity, more than five points lower than the national average (59.7)
- Parents are 50 per cent more likely than non-parents to say that support from family or friends would help improve their physical activity
- More than one in ten (11 per cent) do not need help improving their physical activity; this group has the highest mental health score (68.9) more than nine points higher than the national average (59.7)
- Workers over 50 are three times more likely than workers under 40 to report not needing help improving their physical activity
- Non-parents are 75 per cent more likely than parents to report not needing help improving their physical activity



MHI score by “What would help you improve your level of physical activity?”

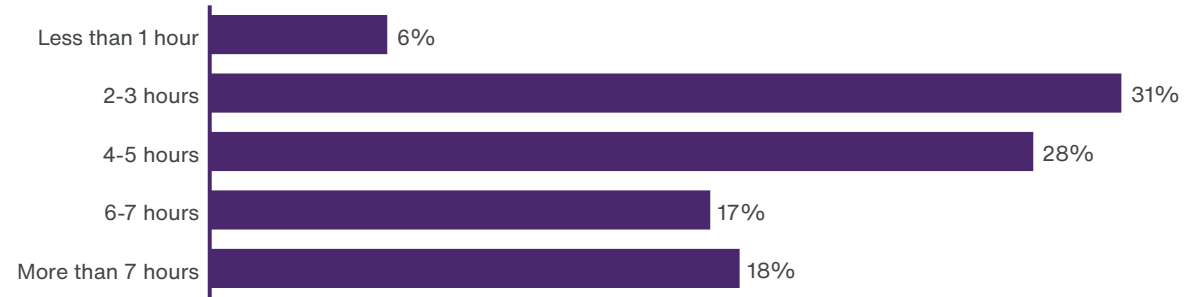


Nearly one in five workers spend more than seven hours sitting or inactive. Mental health scores decline as the number of hours spent sitting or inactive increases.

- The lowest mental health score (56.0) is among 18 per cent of workers who spend more than seven hours per day sitting or being inactive; this score is at least three points lower than workers who spend five or fewer hours per day sitting or being inactive and nearly four points lower than the national average (59.7)
- Workers who spend less than one hour per day sitting or being inactive have a productivity loss of 49.0 days per year compared to a productivity loss of 53.9 working days per year among workers who spend more than seven hours per day sitting or being inactive



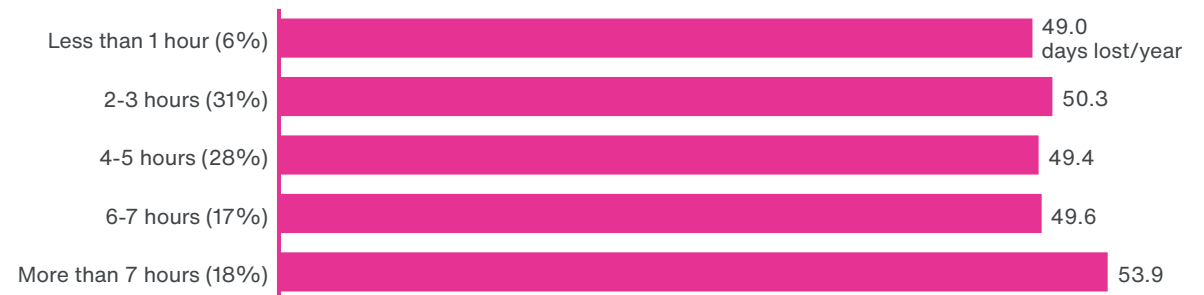
On average, how many hours per day do you spend sitting or being inactive?



MHI score by “On average, how many hours per day do you spend sitting or being inactive?”



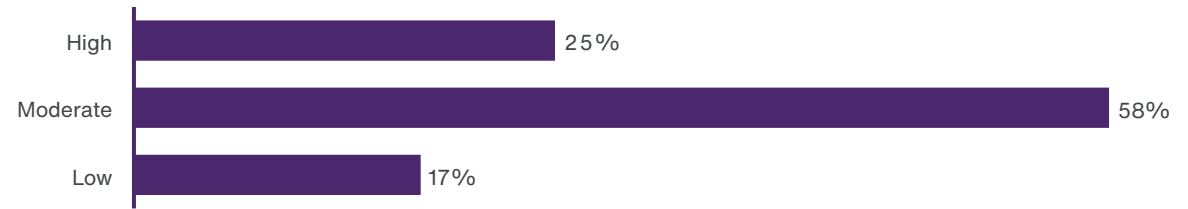
Productivity loss (in working days/year) by “On average, how many hours per day do you spend sitting or being inactive?”



Workers reporting low energy lose an additional 24 days in productivity annually compared to workers reporting high energy.

- One-quarter (25 per cent) of workers rate their energy level as high on a typical day; this group has the highest mental health score (69.8), 10 points higher than the national average (59.7)
- Managers are 80 per cent more likely than non-managers to report having high energy on a typical day
- The lowest mental health score (41.2) is among 17 per cent of workers who rate their energy level as low, more than 28 points lower than workers who rate their energy level as high (69.8) and more than 18 points lower than the national average (59.7)
- Workers reporting high energy have a productivity loss of 42.1 working days per year compared to a productivity loss of 65.7 working days per year among workers reporting low energy
- Women are 60 per cent more likely than men to report low energy levels on a typical day

How would you rate your energy level on a typical day?



MHI score by “How would you rate your energy level on a typical day?”



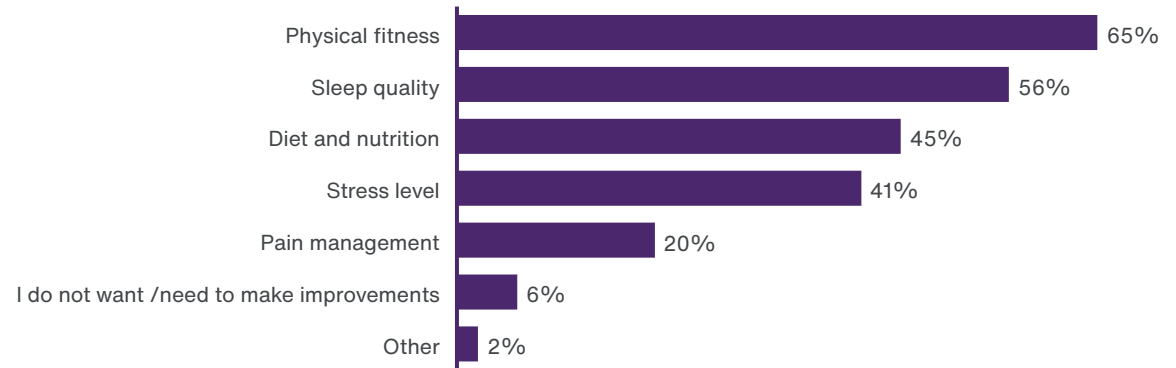
Productivity loss by “How would you rate your energy level on a typical day?”



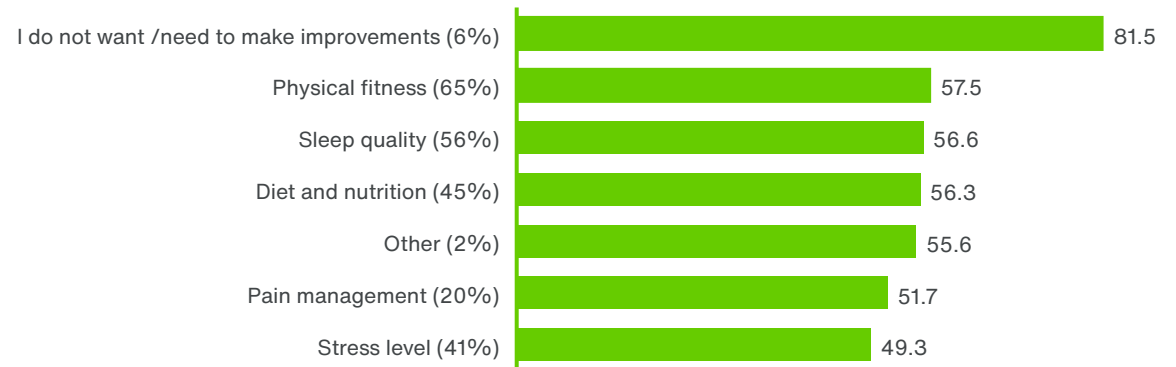
Physical fitness and sleep quality are top priorities for self-improvement. Younger workers (under 40) and workers without financial security are more likely to want to manage stress better.

- Two-thirds (65 per cent) of workers want to improve their physical fitness, 56 per cent want to improve their sleep quality, 45 per cent want to improve their diet and nutrition, 41 per cent want to improve their stress level, and 20 per cent want to improve pain management
- The lowest mental health score (49.3) is among 41 per cent of workers who want to improve their stress level, more than 32 points lower than workers who report not wanting to or needing to make improvements (81.5), and more than 10 points lower than the national average (59.7)
- Workers under 40 are more than twice as likely as workers over 50 to report wanting to improve their stress level
- Workers without emergency savings are nearly twice as likely as workers with emergency savings to report wanting to improve their stress level
- Workers over 50 are 50 per cent more likely than workers under 40 to report wanting to improve pain management
- Workers over 50 are nearly four times more likely than workers under 40 to report not wanting to or needing to make improvements

Which of the following do you want to improve?



MHI score by “Which of the following do you want to improve?”



Pinpointing the drivers of feeling unwell.

Nearly three-quarters (72 per cent) of workers report feeling unwell at work at least some of the time with 41 per cent feeling mentally unwell more often and 29 per cent feeling physically unwell more often.

- More than two in five (41 per cent) workers report feeling mentally unwell at work more often; this group has the lowest mental health score (48.7), 11 points lower than the national average (59.7) and 11 points lower than workers who report feeling physically unwell more often
- Workers under 40 are twice as likely as workers over 50 to feel mentally unwell more often
- Nearly one-third (29 per cent) report feeling mentally and physically unwell in nearly equal proportions, and 30 per cent report feeling physically unwell more often



Are you more often mentally or physically unwell?



MHI score by “Are you more often mentally or physically unwell?”

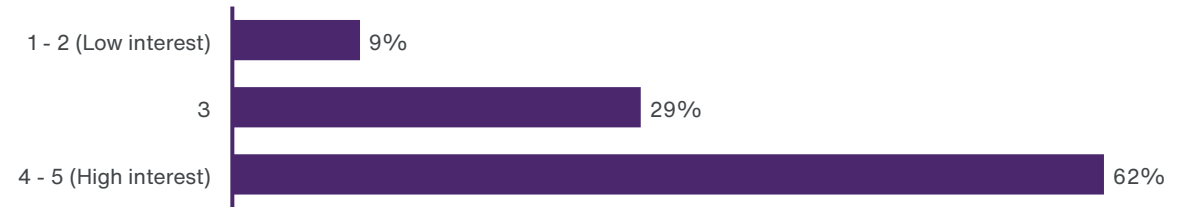


Improving health and wellbeing.

Workers reporting low interest in improving their health and wellbeing lose more than three additional weeks of productivity annually (17 working days) than workers reporting high interest in improving their health and wellbeing.

- More than three in five (62 per cent) workers report high interest (rating of 4 or 5) in improving their health and wellbeing; this group has the highest mental health score (62.4), nearly three points higher than the national average (59.7)
- Nearly one in ten (nine per cent) report low interest (rating of 1 or 2) in improving their health and wellbeing; this group has the lowest mental health score (47.0), more than 15 points lower than workers reporting high interest (rating of 4 or 5) (62.4) and nearly 13 points lower than the national average (59.7)

How would you rate your overall interest in improving your health and wellbeing?



MHI score by “How would you rate your overall interest in improving your health and wellbeing?”





- Workers reporting high interest in improving their health and wellbeing have a productivity loss of 47.2 working days per year compared to 64.7 working days per year among workers reporting low interest in improving their health and wellbeing
- Workers without emergency savings are two and a half times more likely than workers with emergency savings to report low interest in improving their health and wellbeing
- Workers under 40 are 60 per cent more likely than workers over 50 to have low interest in improving their health and wellbeing
- Workers with an annual household income lower than \$100,000 are 60 per cent more likely than workers with an annual household income greater than \$100,000 to have low interest in improving their health and wellbeing

Productivity loss (in working days/year) by “How would you rate your overall interest in improving your health and wellbeing?”

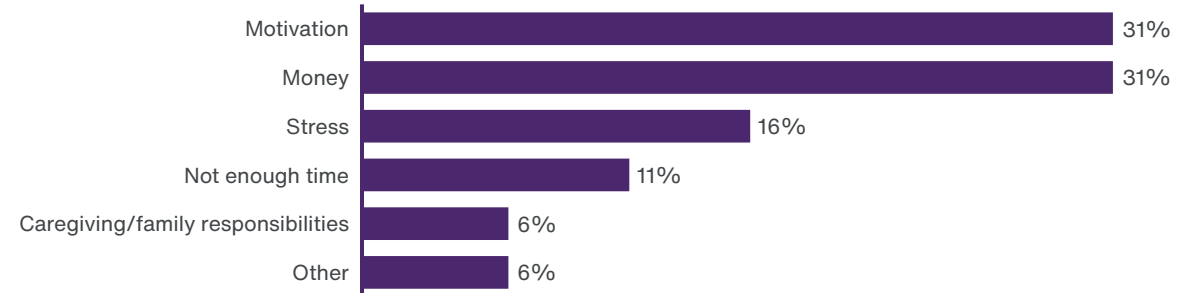


Younger workers (under 40), leaders, and men report a lack of time as the primary obstacle to improving their health and wellbeing.

- Nearly one-third (31 per cent) of workers say money is the primary reason for low interest in improving their health and wellbeing, 31 per cent say lack of motivation is the reason, 16 per cent say stress is the reason for low interest, and 11 per cent say they do not have enough time to improve their health and wellbeing
- Managers are nearly three times more likely than non-managers to report not having enough time to improve their health and wellbeing
- Workers under 40 and men are 50 per cent more likely than workers over 50 and women to report not having enough time to improve their health and wellbeing
- Workers under 40 are nearly four times more likely than workers over 50 to say stress is the primary reason for low interest in improving their health and wellbeing



Why is your interest in improving your health and wellbeing low?



- The lowest mental health score (33.9) is among 16 per cent of workers who say they have low interest in improving their health and wellbeing due to stress; the mental health score of this group is nearly 26 points lower than the national average (59.7)
- Men are 65 per cent more likely than women to say stress is the reason for low interest in improving their health and wellbeing
- Workers with an annual household income lower than \$100,000 are 40 per cent more likely than workers with an annual household income greater than \$100,000 to say stress is the reason for low interest in improving their health and wellbeing



MHI score by “Why is your interest in improving your health and wellbeing low?”

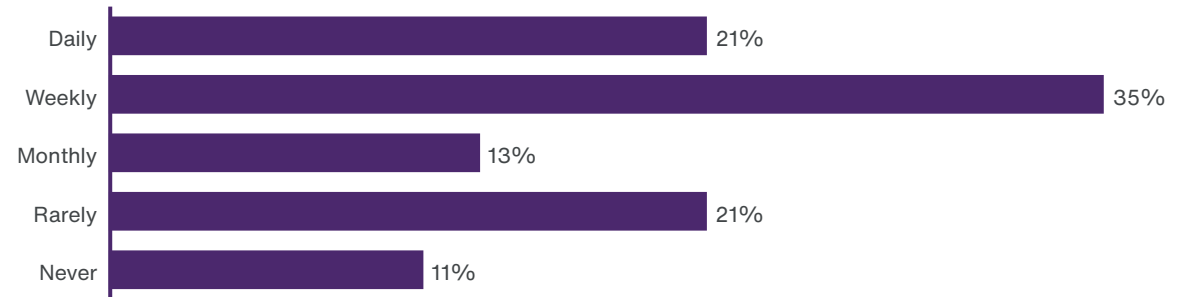


Workers who engage in daily activities/practices promoting mental wellbeing have higher mental health scores compared to those who only participate weekly or less often.

- More than one in five (21 per cent) workers participate in daily activities/practices that promote mental wellbeing; this group has the highest mental health score (65.5), nearly six points higher than the national average (59.7)
- Workers over 50 are 80 per cent more likely than workers under 40 to participate in daily activities/practices that promote mental wellbeing
- The lowest mental health score (55.0) is among 11 per cent of workers who do not participate in activities/practices that promote mental wellbeing, nearly 11 points lower than workers who participate daily (65.5) and nearly five points lower than the national average (59.7)



How often do you participate in activities or practices that promote mental wellbeing?



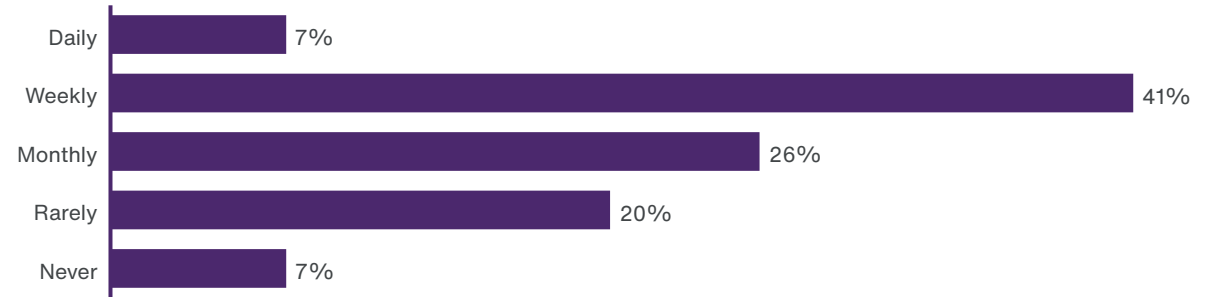
MHI score by “How often do you participate in activities or practices that promote mental wellbeing?”



Fewer than one in 10 workers engage in daily activities that promote social wellbeing, with non-managers nearly more than twice as likely to report never participating in social activities.

- Fewer than one in ten (seven per cent) workers participate in daily activities that promote social wellbeing, yet this group has the highest mental health score (66.3), nearly seven points higher than the national average (59.7)
- The lowest mental health score (49.3) is among seven per cent of workers who do not participate in activities that promote social wellbeing, 17 points lower than workers who participate daily (66.3) and more than 10 points lower than the national average (59.7)
- Non-managers are more than twice as likely as managers to report never participating in activities/practices that promote social wellbeing

How often do you engage in activities that promote social wellbeing such as spending time with friends or participating in community events?



MHI score by “How often do you engage in activities that promote social wellbeing such as spending time with friends or participating in community events?”

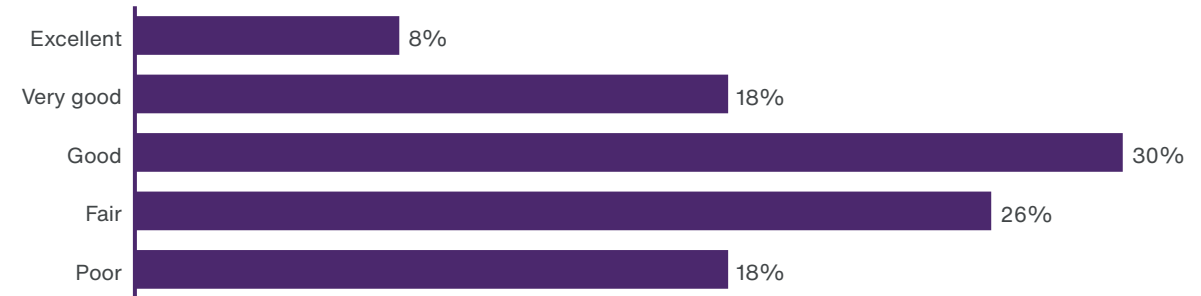


Employer support for wellbeing.

Workers rating poor employer support for their physical wellbeing have a mental health score 16 points lower than workers reporting excellent support and lose an additional 24 working days in productivity annually.

- More than one-quarter (26 per cent) of workers rate employer support for physical wellbeing as very good/excellent; this group has the highest mental health scores (65.3 and 70.1 respectively), at least five points higher than the national average (59.7)
- The lowest mental health score (53.5) is among 18 per cent of workers rating employer support for physical wellbeing as poor, at least 12 points lower than workers rating support as very good/excellent and more than six points lower than the national average (59.7)
- Productivity losses increase as the employer's rating for support declines; workers rating employer support for physical wellbeing as excellent lose 33.2 working days per year in productivity compared to 57.6 working days per year in productivity loss among workers rating employer support as poor

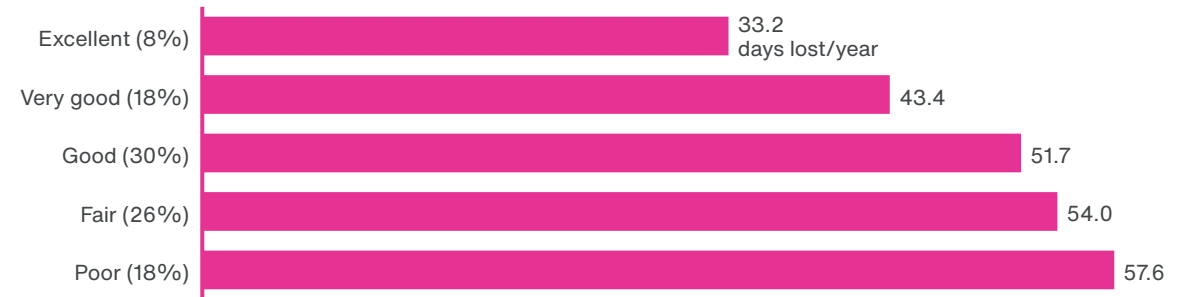
How would you rate the support provided by your employer for your physical wellbeing?



MHI score by “How would you rate the support provided by your employer for your physical wellbeing?”



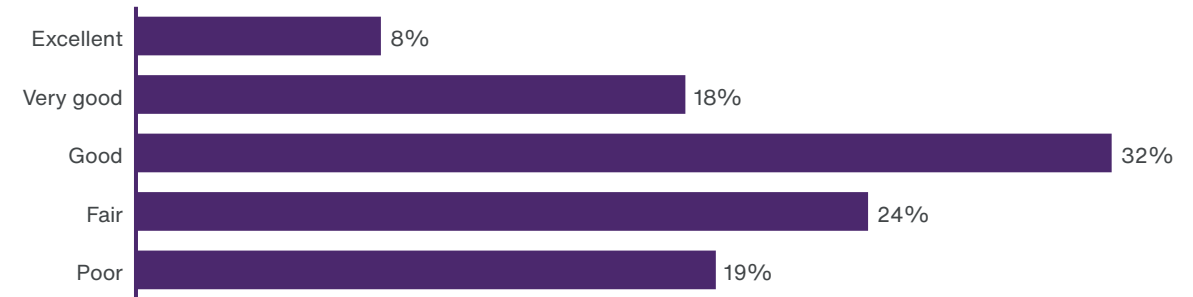
Productivity loss (in working days/year) by “How would you rate the support provided by your employer for your physical wellbeing?”



Workers rating poor employer support for their mental wellbeing have a mental health score 22 points lower than workers reporting excellent support and lose an additional 31 working days in productivity annually.

- More than one-quarter (26 per cent) of workers rate employer support for mental wellbeing as very good/excellent; this group has the highest mental health scores (65.5 and 73.3 respectively), at least six points higher than the national average (59.7)
- The lowest mental health score (50.8) is among 19 per cent of workers rating employer support as poor, at least 14 points lower than workers rating support as very good/excellent and nine points lower than the national average (59.7)
- Productivity losses increase as the employer’s rating for support declines; workers rating employer support for mental wellbeing as excellent lose 27.7 working days per year in productivity compared to 58.9 working days per year in productivity loss among workers rating employer support as poor

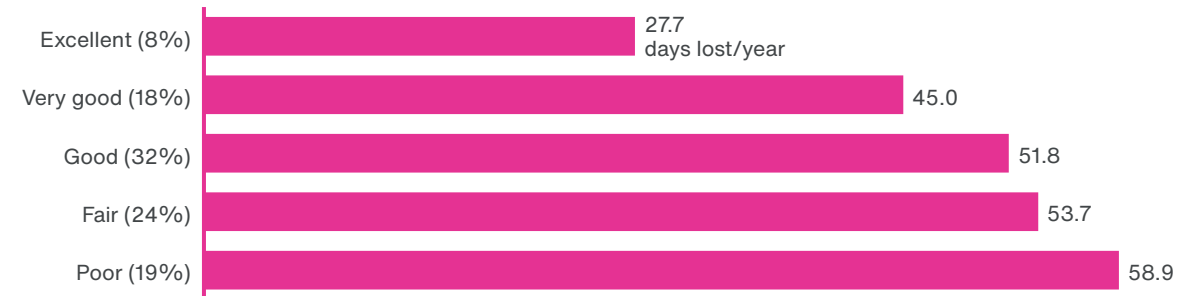
How would you rate the support provided by your employer for your mental wellbeing?



MHI score by “How would you rate the support provided by your employer for your mental wellbeing?”



Productivity loss (in working days/year) by “How would you rate the support provided by your employer for your mental wellbeing?”

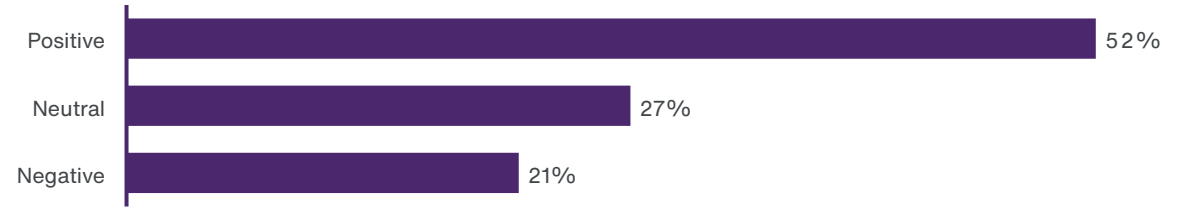


Experience with healthcare.

More than one in five (21 per cent) workers report a negative experience with the healthcare system, with workers without financial security bearing a disproportionately higher rate of negative encounters compared to workers with financial security.

- Just over half (52 per cent) of workers report a positive experience with the healthcare system; this group has the highest mental health score (64.0), more than four points higher than the national average (59.7)
- More than one in five (21 per cent) report a negative experience with the healthcare system; this group has the lowest mental health score (49.9), 14 points lower than workers reporting a positive experience (64.0) and nearly 10 points lower than the national average (59.7)
- Workers without emergency savings are 70 per cent more likely than workers with emergency savings to report a negative experience with the healthcare system

In general, how would you rate your experience with the healthcare system?



MHI score by “In general, how would you rate your experience with the healthcare system?”



Overview of the TELUS Mental Health Index.

The mental health and wellbeing of a population are essential to overall health and work productivity. The Mental Health Index provides a measure of the current mental health status of employed adults. 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 New Zealand 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 New Zealand. Respondents are asked to consider the prior two weeks when answering each question. Data for the current report was collected between September 16 and October 1, 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.

Contact MHI@telushealth.com





www.telushealth.com

