



# Wellbeing survey results

June 2020

Wellness Programme and  
Mental Health sections



# Wellbeing survey 2020

514 staff completed the 2020 survey which equates to an overall response rate of 60%. Staff participation in the wellbeing survey has increased from 40% to 60% over the last two years. This response rate to the Wellbeing survey is slightly lower than Unitec's staff Engagement survey of 70%.

## PARTICIPATION NUMBERS

|                       | 2016 | 2018 | 2020 |
|-----------------------|------|------|------|
| Academic              | NA   | 170  | 179  |
| Support               | NA   | 261  | 335  |
| Total staff responses | 380  | 431  | 514  |
| Response rate         | 30%  | 40%  | 60 % |

The wellbeing survey this year had five sections:

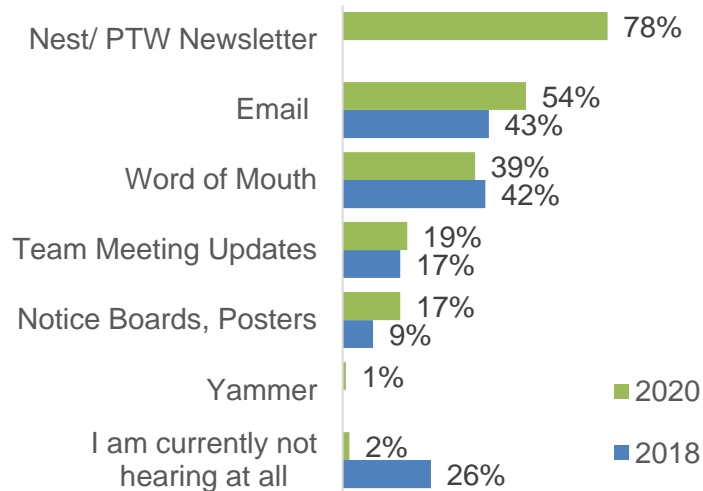
- The Wellness Programme
- Mental Health and Stress Management
- Flexible work arrangements including lessons learnt about working from home during COVID time
- Christmas close-down period
- Sustainable Travel

This report presents results analysis for the first two sections. Results from Flexible work arrangements and Christmas close-down sections can be viewed in a [separate report here](#) and Sustainable travel will be made available early next week.



# Wellness programme – the communication

## HOW DO YOU CURRENTLY HEAR ABOUT THE WELLNESS INITIATIVES?



The proportion of staff not aware of the programme has declined significantly from 26% in 2018 to 2% in 2020.

Digital channels (Nest, PTW newsletter & emails) are proving to be a large influence in driving awareness of the wellness programme, even though Pacific and Asian staff go to the Nest less. Email is the only channel that is used by more males than females.

Word of mouth continues to be the third most used channel, specifically amongst support teams and Maori and Pacific staff.

Awareness of the wellness programme is lower amongst younger staff members (less than 29yrs) which provides an opportunity for more targeted communications.

|                        | ROLE     |         | AGE |       |       |       |     | GENDER |     | ETHNICITY |         |         |       |       |
|------------------------|----------|---------|-----|-------|-------|-------|-----|--------|-----|-----------|---------|---------|-------|-------|
|                        | Academic | Support | <29 | 30-39 | 40-49 | 50-59 | 60+ | F      | M   | Māori     | Pacific | NZ Euro | Asian | Other |
| Nest/ PTW Newsletter   | 71%      | 82%     | 78% | 73%   | 77%   | 79%   | 81% | 81%    | 72% | 78%       | 63%     | 80%     | 63%   | 88%   |
| Email                  | 56%      | 52%     | 50% | 49%   | 57%   | 56%   | 51% | 50%    | 60% | 58%       | 65%     | 49%     | 61%   | 55%   |
| Word of Mouth          | 28%      | 45%     | 53% | 46%   | 37%   | 39%   | 26% | 41%    | 35% | 45%       | 47%     | 36%     | 33%   | 43%   |
| Team Meeting Updates   | 20%      | 19%     | 17% | 27%   | 18%   | 19%   | 14% | 20%    | 19% | 30%       | 22%     | 17%     | 19%   | 19%   |
| Notice Boards, Posters | 16%      | 19%     | 19% | 16%   | 16%   | 19%   | 18% | 17%    | 18% | 15%       | 14%     | 17%     | 11%   | 25%   |
| I am currently not...  | 5%       | 3%      | 8%  | 4%    | 4%    | 2%    | 2%  | 4%     | 3%  | 5%        | 4%      | 3%      | 4%    | 4%    |
| Other: Yammer          | 0%       | 1%      | 0%  | 1%    | 2%    | 1%    | 0%  | 1%     | 1%  | 5%        | 2%      | 0%      | 0%    | 1%    |



# Wellness programme – staff recommendations

## Communication

|   |    |
|---|----|
| Personal F2F promotion and emails         | 28 |
| Better visibility (posters, longer promo) | 20 |
| Promoted by managers                      | 19 |
| Newsletter/committee separate of H&S      | 7  |
| Take expressions of interest              | 5  |
| Organise a wellbeing day                  | 5  |

## Types of offers

|                                   |    |
|-----------------------------------|----|
| Variety (I.e. age, courses)       | 22 |
| Whole team activity/dedicated day | 19 |
| More free and social activities   | 15 |
| Better gym deals                  | 11 |
| More flexi/independent activities | 8  |

## Timing

|                                       |    |
|---------------------------------------|----|
| Different times for the same activity | 41 |
| Late/after work (3 to 5pm)            | 14 |
| Off-peak times (weekend, Friday)      | 8  |
| Early (6.30am/8am)                    | 6  |

*“Whoever leads the initiative we need to see and hear from somehow as emails don’t really inspire activity unless its compulsory for staff.”*

*“... Most staff do not know that the ELT encourages staff to participate in the wellbeing initiatives.”*

*“It seems a social connection is really important right now, even a 1/2 hour coffee BYO cup maybe with a sponsor such as Cookie Time? ...aware difficult in post-Covid 19 situations. But something quick, easy and social is the key.”*

*“Exercise sessions in middle of day are hard to attend - meetings over run....Encourage 'taster sessions' for team participation?”*

*“It would be great if Unitec supports activities like, planning day out for different teams (could be on different days for different teams), etc..”*

*“Gamify the experience. Make it a fun competitive challenge between Unitec schools, hopefully you'll get an increase in the wellness activity participation, but also increase the connection between staff members.”*

*“I would love to see some great self confidence courses. I would also love to see some courses in subjects that would assist us in our home lives such landscaping, interior design, painting, DIY 101, These are in a way related to wellness as it helps us at home.”*

*“Stop planning activities that clash with my teaching and other appointments, LoL. :) In reality timing of most things just does not work, I do not know how that might be improved apart from repeating activities at more suitable times, and that is usually not at lunch time.”*



# Programme engagement – enablers and barriers

## KEY ENABLER: CONSISTENT ORGANISATIONAL APPROACH

***“My manager supports my participation in wellness activities at work”***

|          | 2018   | 2020  |       |
|----------|--------|-------|-------|
| Agree    | 76.4%  | 78.8% | + 2.4 |
| Neutral  | 20.2 % | 17.1% | - 3.1 |
| Disagree | 3.4%   | 4.1%  | + 0.7 |

There has been a slight increase in managerial support for wellness initiatives but staff comments point to lack of organisational approach and fairness across all of the Unitec teams. There is a need for conversations to be had re: wellness at work attitudes and matching up expectations of both staff and leaders.

Comments also highlight importance of flexibility, both in terms of flexible work arrangements (flexi – time and remote work) and flexible wellness activity options.

*“I think its great for staff to be able to participate during business hours however as a manager I don't feel going out during the day to attend a wellbeing class is the example I should be setting when the work is just building up....I guess I feel guilty and that I should be hard at work!”*

*“While my manager is open to my engagement and encourages it, some managers are not and it can be uncomfortable if my colleagues can't participate.”*

*“A directive from higher up is needed to all managers advising that staff are allowed to attend wellness activities, as ..... long as it does not disrupt their productivity and acknowledging it may increase productivity”*

*“Some training for managers might be needed so that they see the value of it and support it...”*

*“It would be encouraging to have managers accept, assist and adjust work to enable staff to attend the wellness activities.”*

*“I think the flexible hours will really enhance people's well-being. Trying to shoehorn everything into a working week is challenging so the ability to take hours off to do personal things and then make up the hours in the evening is great.”*

*“More flexible options that provide support for independent activities and aren't limited to group activities at set times - fixed times during the day are difficult to fit in with teaching commitments”*



# Programme engagement – enablers and barriers

## KEY BARRIER: FINDING TIME FOR WELLNESS WITHIN EXISTING WORKLOAD

### I can't seem to make time for wellness

|               | 2018 | 2020 |
|---------------|------|------|
| # of mentions | 14*  | 27   |



In 2018, high workload was mentioned 14 times. There were also 30 mentions of inability to attend due to feeling stressed and overworked because of inadequately managed organisational change.

In 2020, organisational change management was not mentioned as an issue. However high workloads and unsuitable timing of the initiatives were named as the key barriers to engaging with the wellness programme.

In addition to offering wider range of timing options for the wellness initiatives, there is a need for conversations to be had re: wellness at work, how it relates to stress management and what is the pragmatic way to share the H&S responsibility at individual, team and organisational level.

*"I know these initiatives are well intended but my job at Unitec job keeps me so busy (all the time) I have no time to think about, or engage in, wellness activities at work, I don't even have time to read any comms about these events. If Unitec is really serious about wellbeing, senior managers need to think about workload"*

*"The biggest barrier for me is that my workload is so high that the idea of even engaging in the wellness programme is stressful. I stress about spending an hour doing an activity like this, because I know that this is an hour away from my desk that I will just have to catch up on later. Providing wellness programmes and activities such as yoga, cycling, meditation, is not an answer or counterbalance to excessively high workloads."*

*"I think make it part of everyone's PD. Get manager support at a higher level. If some people took some of these opportunities they could chill out and make everyone else's lives a lot easier!"*

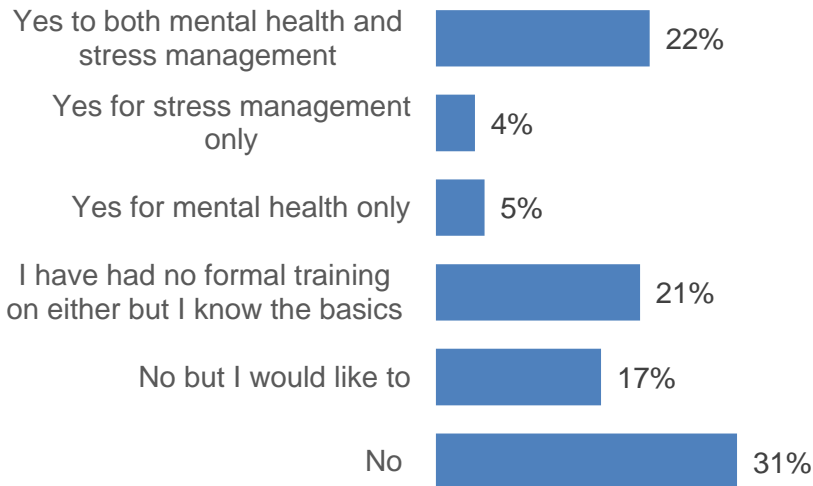
*"...Many of us sign up for lunch activities only to have meetings overriding this, The same occurs at either end of the day. This is the acceptable way at Unitec. No lunch breaks so meetings can occur and, emails sent after business hours and on the weekend. Wellness...it is a concept, not just the delivery of a set of activities. To support the wonderful initiatives, a set of business rules need to be clearly identified."*

*"The barriers are activities take place at lunch time or after work hours. I feel pressured to give up my lunch break where I can relax to partake in an activity and I travel 3.5 to 4 hours round trip daily to and from work so I am reluctant to stay after work when I have my own personal pursuits and things that need to be done when I get home"*



# Mental health and stress management: external training

## HAVE YOU HAD ANY EXTERNAL TRAINING, COUNSELLING, OR COACHING IN MENTAL HEALTH AND STRESS MANAGEMENT, EITHER BEFORE YOU CAME TO UNITEC, OR OF YOUR OWN ACCORD?



A third of staff (31%) have had some form of training for mental health and stress management. This proportion is slightly higher amongst academic staff (38%) and Pacific and Asian staff (34% and 37% respectively).

This has positive implications for our [Wellbeing Strategy objective](#) of setting up peer to peer support network which we can now push forward and put in place earlier than planned.

17% of staff have expressed interest in partaking in formal training which is higher amongst support staff (20%) and Staff 30 - 39 years of age (31%).

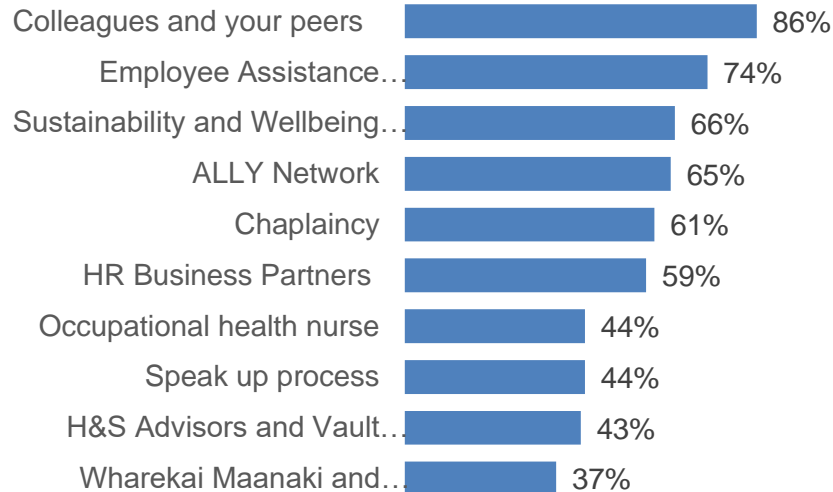
|                                | ROLE     |         | AGE |       |       |       |     | GENDER |     | ETHNICITY |         |         |       |       |
|--------------------------------|----------|---------|-----|-------|-------|-------|-----|--------|-----|-----------|---------|---------|-------|-------|
|                                | Academic | Support | <29 | 30-39 | 40-49 | 50-59 | 60+ | F      | M   | Māori     | Pacific | NZ Euro | Asian | Other |
| Yes to both                    | 27%      | 17%     | 33% | 20%   | 22%   | 19%   | 24% | 23%    | 25% | 16%       | 24%     | 19%     | 27%   | 11%   |
| Yes for stress management only | 4%       | 4%      | 10% | 3%    | 3%    | 2%    | 4%  | 6%     | 4%  | 3%        | 5%      | 2%      | 5%    | 6%    |
| Yes for mental health only     | 7%       | 5%      | 19% | 9%    | 3%    | 7%    | 5%  | 5%     | 4%  | 8%        | 5%      | 6%      | 5%    | 2%    |
| I know the basics              | 22%      | 20%     | 5%  | 9%    | 18%   | 18%   | 24% | 25%    | 24% | 16%       | 19%     | 13%     | 24%   | 19%   |
| No but I would like to         | 12%      | 19%     | 5%  | 31%   | 18%   | 16%   | 18% | 9%     | 15% | 19%       | 14%     | 19%     | 14%   | 26%   |
| No                             | 29%      | 35%     | 29% | 29%   | 35%   | 35%   | 26% | 31%    | 28% | 38%       | 32%     | 40%     | 25%   | 37%   |





# Mental health: support resources

## SUPPORT RESOURCES FOR STAFF WHEN THEY NEED SOMEONE TO TALK TO



Awareness of Unitec's support resources is high across most initiatives with peer support being the highest source for staff.

Awareness of the more 'formal' resources (EAP, HR Business Partners, ALLY, Speak Up Process) is lower amongst academic staff and males which provides an opportunity to target these groups with more communications. Asian staff could also benefit from targeted approach.

Māori staff have a large awareness of Wharekai Maanaki & Puukenga compared to other resources.

|                                    | ROLE     |         | AGE |       |       |       |     |     | GENDER |       | ETHNICITY |         |       |       |  |
|------------------------------------|----------|---------|-----|-------|-------|-------|-----|-----|--------|-------|-----------|---------|-------|-------|--|
|                                    | Academic | Support | <29 | 30-39 | 40-49 | 50-59 | 60+ | F   | M      | Māori | Pacific   | NZ Euro | Asian | Other |  |
| Colleagues and your peers          | 85%      | 86%     | 89% | 84%   | 80%   | 88%   | 90% | 90% | 78%    | 85%   | 78%       | 91%     | 74%   | 83%   |  |
| Employee Assistance Programme(EAP) | 64%      | 80%     | 67% | 63%   | 77%   | 79%   | 76% | 78% | 67%    | 70%   | 78%       | 78%     | 63%   | 69%   |  |
| Sustainability and Wellbeing team  | 62%      | 68%     | 56% | 65%   | 65%   | 67%   | 68% | 68% | 61%    | 80%   | 67%       | 71%     | 40%   | 59%   |  |
| ALLY Network                       | 59%      | 69%     | 67% | 62%   | 71%   | 64%   | 62% | 69% | 58%    | 73%   | 65%       | 69%     | 46%   | 62%   |  |
| Chaplaincy                         | 60%      | 63%     | 58% | 41%   | 58%   | 70%   | 76% | 62% | 61%    | 70%   | 67%       | 69%     | 32%   | 51%   |  |
| HR Business Partners               | 45%      | 67%     | 61% | 58%   | 67%   | 58%   | 49% | 58% | 59%    | 45%   | 53%       | 64%     | 54%   | 57%   |  |
| Speak up process                   | 39%      | 47%     | 42% | 38%   | 44%   | 47%   | 45% | 44% | 43%    | 45%   | 37%       | 49%     | 33%   | 41%   |  |
| Occupational health nurse          | 43%      | 46%     | 36% | 29%   | 43%   | 49%   | 61% | 43% | 47%    | 35%   | 47%       | 51%     | 33%   | 37%   |  |
| H&S Advisors and Vault reporting   | 39%      | 46%     | 39% | 29%   | 44%   | 49%   | 50% | 40% | 48%    | 40%   | 37%       | 53%     | 25%   | 33%   |  |
| Wharekai Maanaki and Puukenga      | 39%      | 36%     | 36% | 27%   | 37%   | 44%   | 36% | 39% | 34%    | 70%   | 49%       | 41%     | 19%   | 18%   |  |