



RESEARCH REPORT

Workplace Wellness: A healthy business model.

2023

Introduction & findings.

The way we work has undergone significant changes in recent years, and organisations are having to rapidly evolve to keep pace. Back in 2020, the onset of the pandemic began what has been several years of changing operating and market conditions for employers. At the centre of much of the change for organisations, is the rise of how employers care for the health and wellbeing of their workers.

- Workplace flexibility is a higher priority and expectation than ever before
- Amended legislation requires organisations to control measures to manage psychosocial risks
- Labour shortages are driving employers to ensure their organisation is seen as a great place to work to be competitive for talent
- Increased operating costs are forcing organisations to optimise productivity as they look to create sustainable and competitive operations.

To help manage these critical business needs, organisations are evolving their health and wellbeing strategies. Health and wellbeing strategies at work consist of a broad range of ways that workplaces can prevent physical and psychological harm, support workers with health and wellbeing problems, and promote thriving work and life experiences.

Workplace wellness strategies are a common way for employers to help look after their workers' physical and mental health needs. Effective workplace wellness strategies have been found to attract, engage and retain workers, improve morale and culture, reduce illnesses and injuries, and improve attendance and productivity.

Recognising the significance of health and wellbeing as a top priority for employees and a critical consideration for business leaders, Winc embarked on a research initiative aimed at exploring the tangible advantages of workplace wellness initiatives for Australian organisations. Additionally, the research sought to shed light on the impact of workplace wellness in supporting the wellbeing of individuals.

Unlike other research which has gathered data from HR professionals on the existence, nature and effectiveness of wellness strategies, our research sought to understand the awareness and effectiveness of these programs from an employee perspective.

The research was conducted by Taverner Research Group between 14 June – 27 June 2023 and polled the opinions of 1,020 office workers around Australia.

The overall picture is not healthy.

While the benefits of investing in effective wellness programs may be well understood, our research found a considerable number of Australian organisations are yet to implement any type of tangible workplace wellness programs, according to their employees. One in four Australian workers say their workplace offers no wellness programs or support for employees. That's not to say they don't – just if they do, their employees aren't aware of it.

Of the workers who reported their employer offers wellness programs, 76% said those programs needed improvement, or felt that their workplace should be doing more in terms of promoting wellness.

The design of workspaces can have a significant impact on worker health and wellbeing, yet 37% of employees said they have access to ergonomic furniture (like sit stand desks and ergonomic chairs), and merely 20% said they had access to ergonomic technology or technology accessories to reduce eye strain.

In addition, only 37% said they have access to mental health programs, only 35% are offered onsite vaccinations, 21% said they have access to nutritious foods or snacks and 30% said they are offered flexible days off to recharge.

25%

of Australian workers say their workplace offers no wellness program or support for employees.

76%

of employees say there is room for improvement or that their workplace should do more to support employee wellness.

The value of investing in workplace wellness.

Stress is an issue for many Australian workers.

According to global research from Deloitte, a significant number of employees continue to face distressingly low levels of wellbeing with less than two-thirds of workers saying their physical and mental wellbeing are “excellent” or “good” (63% and 58%, respectively), and an even lower percentage rate their social (45%) and financial (35%) wellbeing positively¹. What is even more concerning is that many respondents reported that their health has either deteriorated or remained unchanged over the past year.

Our research survey also found many employees are struggling, with 83% of workers surveyed acknowledging that they experience varying degrees of anxiety or stress in their workplace. 63% of workers stated that their anxiety or stress negatively affects the quality of their work, while 64% noted its impact on their interactions with others.

The human challenge.

Fatigue and burnout can have a significant impact on wellbeing, and also productivity at work. Our research found that only 17% of workers strongly agreed that they usually have enough energy to overcome challenges at work, and only 18% strongly agreed that they tend to bounce back quickly. Additionally, 28% disagreed that they rarely feel overstressed by their work.



83%

of workers surveyed acknowledged they experience varying degrees of anxiety or stress in their workplace.

82%

of participants consider a wellness program to be an important factor contributing to their job satisfaction.

¹Deloitte, 2023, 'As workforce well-being dips, leaders ask: What will it take to move the needle?', https://www2.deloitte.com/us/en/insights/topics/talent/workplace-well-being-research.html?utm_source=pocket_saves



The commercial opportunity.

Australian workplaces can take heart in the fact that employees recognise and acknowledge the workplace wellness programs and support when offered and communicated effectively. Our research found that 82% of workers consider a wellness program to be an important factor contributing to their job satisfaction, and there is substantial evidence supporting the commercial benefits associated with these programs. According to the Global Wellness Institute, businesses that invest in wellness programs that actively prioritise their employees' wellbeing experience a remarkable 65% decrease in staff turnover². The current opportunity lies in how workplaces design and communicate the workplace wellness programs they implement for employees, to ensure those programs are effective.

Do you ever experience anxiety or stress at work, and if yes, how often?



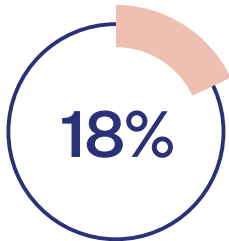
How would you describe the degree of anxiety or stress you have ever experienced at work?



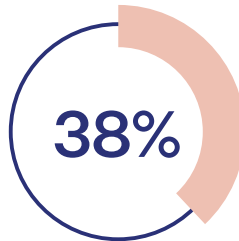
² Global Wellness Institute, 2016, 'The Future of Wellness at Work', <https://globalwellnessinstitute.org/wp-content/uploads/2018/06/GWI_2016_Future_of_Wellness_at_Work.pdf>

Insights from our survey.

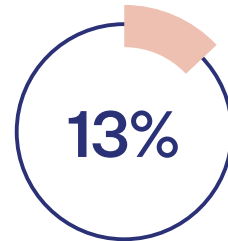
Do you think your employer is doing enough to support employee wellness in the workplace? Which statement best describes your company?



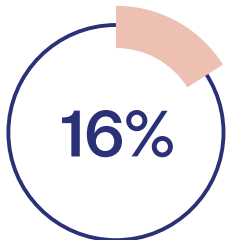
Already doing everything possible and is likely ahead of other companies in this area



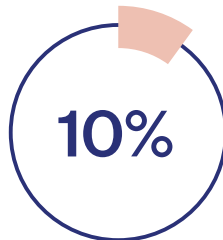
Already doing several things but could probably still do more



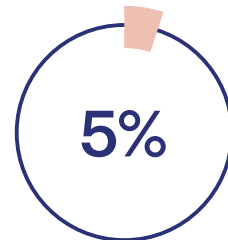
Has only just started taking action but has great intentions



Seems behind in this, compared to other companies



The company is not even thinking about this, let alone taking any action



Not sure

Research insights:

- Younger workers are significantly more likely to report their employer offers some form of workplace wellness program or support for employees.
- Employees working in the Secondary Education sector are more likely to report being stressed “extremely often”.
- 89% of employees in the Government/ Public Sector report their employer offers some form of workplace wellness programs or support for employees.



Where to go for best practice.

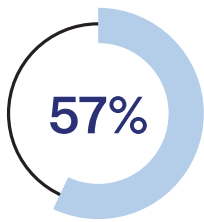
WELL Building Standard: Provide workplaces with guidelines and standards for setting up their buildings and spaces in a way that prioritises the wellbeing of the people within them. These standards encompass various elements, including air, light, comfort and other factors that can significantly impact the wellness of individuals in the workplace.

The Hub by Wellness Designs: Australasia's first knowledge centre for wellness at work. The Hub provides resources, tools and support for an organisation need to plan, implement and sustain an effective, results-oriented wellness strategy.

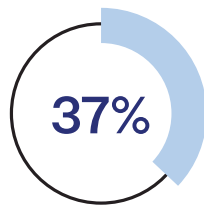
Safe Work Australia: Helps organisations achieve healthier, safer and more productive workplaces through improvements to work health and safety (WHS) and workers' compensation arrangements.



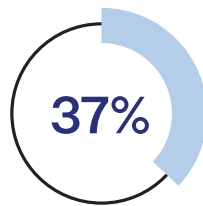
Which of these program elements are offered by your employer?*



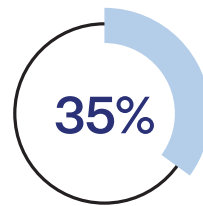
Hygiene products
(e.g. hand sanitiser dispensers, anti-microbial products)



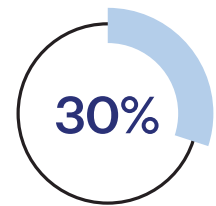
Standing desks or ergonomic chairs



Mental health programs



Vaccinations – onsite



Flexible days off to recharge

How important are each of the following to you when it comes to job satisfaction?

	Extremely important	Very important	Somewhat important
Positive working environment	46%	42%	11%
A pleasant physical workplace	33%	45%	20%
Flexible days off	33%	37%	23%
Comfortable working equipment, e.g. furniture, technology	31%	46%	19%
Progress and growth in my career	27%	39%	26%
Wellness programs	18%	31%	33%
Regular pay increases	34%	39%	25%

* This question was asked to all workers surveyed, not just those who indicated their employer offered a workplace wellness program or support.

What's most important to Australian workers?

Our findings revealed specific wellness offerings that Australian workers would like their employer to offer to positively support their wellbeing:

45%

of employees express a preference for flexible days off to recharge: As well as recharging, more flexibility in work schedules can help with work-life balance and juggling life demands.

33%

of employees desire access to nutritious food options or snacks within the workplace: Nutritious food can help improve wellbeing, and also support energy and concentration at work. Workplaces can offer nutritious snacks in common areas or even offer reimbursement for purchases of nutritious food.

29%

of employees would prioritise access to ergonomic furniture for better physical comfort and support, or to ergonomic technology: This may involve providing adjustable desks and chairs to ensure optimal comfort and support, as well as considering the overall workspace design to promote better ergonomics, e.g. some employees may benefit from technological accessories, e.g. to reduce strain of eyes, wrists, neck, etc.

25%

of employees would like mental health programs offered to support their wellbeing: This may involve initiatives to prevent harm to psychological health and wellbeing such as creating a psychologically safe environment, or providing resources to support those with stress, emotional or mental health issues, such counselling services.

22%

of employees expressed an interest in relaxation sessions, such as yoga or meditation: This may involve offering sessions onsite at work, subsidising sessions offsite in the community, or simply promoting offers from local providers.



Four reasons why workplace wellness is a healthy business model.

1. Reduce absenteeism.

According to Deloitte, employee wellbeing continues to be a top priority for C-suite executives, managers, and employees across four countries—the United States, the United Kingdom, Canada, and Australia in 2023³. Additionally, another study conducted by Deloitte found that investing in pre-emptive wellbeing interventions resulted in higher returns compared to interventions implemented later, after individuals were already facing challenges⁴. Specifically, in the UK, for every £1 spent by employers on mental health interventions, they received £5 back in reduced absence, presenteeism, and staff turnover. In addition to programs and initiatives, employees also desire mental wellbeing, skill development, and personal growth in various areas of their lives, extending beyond their workstations.

2. Increase productivity and performance.

A healthy workforce is a more productive one. Workplace wellness is instrumental in creating a healthy workforce that is more productive, as it fosters engagement, motivation, and innovation. This is supported by Slack's latest annual survey which revealed that over eight in 10 respondents (82%) identified feeling happy and engaged at work as the key driver of their productivity⁵.

Similarly, our findings show that stressed employees are less effective with 63% of employees saying the quality of their work can be impacted to some degree due to anxiety or stress. These findings underscore the importance of prioritising wellbeing and employee satisfaction to enhance overall productivity in the workplace.

3. Attract and retain more employees.

Our research reveals that 82% of Australian office workers place some level of importance on wellness programs when it comes to their job satisfaction. In terms of importance to employee job satisfaction, factors such as a positive working environment (98%), a pleasant physical workplace (97%), comfortable working equipment (97%), career growth and progress (92%), and flexible days off (93%) are significant influencers.

According to a study of 900+ employees conducted by Businessolver, 93% said they would rather stay with an empathetic employer, even if they were offered a higher-paying job with a company that didn't prioritise empathy⁶. Prioritising wellness, and communicating the company's commitment well, is a great way for an organisation to attract and retain talent.

4. Save your organisation time and money.

There is clear evidence that creating a healthy workplace benefits organisational bottom lines. According to PWC, Beyond Blue and the National Mental Health Commission, the return on investment for promoting a mentally healthy workplace is \$2.30 for every \$1 invested⁷. This can lead to reduced absenteeism, enhanced employee retention, decreased healthcare costs, and increased overall wellbeing among employees.

³ Deloitte, 2023, 'As workforce well-being dips, leaders ask: What will it take to move the needle?'

⁴ Deloitte, 2020, 'Poor mental health costs UK employers up to £45 billion a year', <<https://www2.deloitte.com/uk/en/pages/press-releases/articles/poor-mental-health-costs-uk-employers-up-to-pound-45-billion-a-year.html>>

⁵ Slack, 2023, 'The State of Work 2023', <<https://slack.com/intl/en-gb/blog/news/state-of-work-2023>>

⁶ Businessolver, 2022, '2022 State of Workplace Empathy', <<https://www.businessolver.com/workplace-empathy/>>

⁷ PWC, 2014, 'Creating a mentally healthy workplace', <<https://www.pwc.com.au/publications/pdf/beyondblue-workplace-roi-may14.pdf>>



What you need to know before you get started.



Carl Buik is the Director and Principal Consultant at Buik Health where he helps organisations design best practice strategies for health and wellbeing. For over 17 years, Carl has worked with many leading employers to help design, implement, and evaluate their health and wellbeing strategies.

Know your responsibilities as an employer.

As a minimum, all employers have the obligation to maintain compliance with legislation in their jurisdiction. There are many pieces of legislation employers must comply with which may impact the health and wellbeing of their people. All jurisdictions in Australia have comprehensive workplace health and safety laws which must be upheld. Over the past year or so, Workplace Health and Safety Regulations across the country have been updated or introduced requiring employers to manage psychosocial risks and implement control measures. All organisations need to ensure they are across these laws and are proactive in ensuring they are compliant with the recent changes.

Listen to your people.

Collaboration is key when it comes to an organisation having health and wellbeing strategies which are relevant and effective for their people. The more you can listen to your people, the more aligned your strategies can be to their needs. Consult with your leadership team to understand how your wellbeing strategy can align with business priorities and ask your workers about their wellbeing experience at work. This can be done via surveys, focus groups or analysing existing data in the business.

Design work which fosters good health and wellbeing.

Prevention is always better than a cure. Leading employers are getting better at designing work to support employee wellbeing, while also optimising their contributions at work. By eliminating or controlling psychosocial hazards such as high workload, tight deadlines or lack of control, frustrations and stress can be prevented, including the prevent of burnout from ongoing exposure to hazards. Smarter work design can not only improve employee wellbeing but can also result in better employee engagement and productivity.

Get creative with communication.

Many workplaces have a range of workplace wellness initiatives in place already. However, their communications can be the weakest link in achieving the success they desire of their strategies. Organisations need comprehensive communication plans to support the awareness, reach and engagement with their wellness initiatives.



Six tips for creating an effective workplace wellbeing strategy.

Developing a well-rounded workplace wellbeing strategy is crucial for organisations seeking to promote a healthier and more productive work environment. Carl Buik shares his expert advice on the key considerations when preparing a framework for a holistic wellbeing experience at work.

1. Prioritise workplace wellbeing with your executive and leadership teams.

Organisations who fail to prioritise health and wellbeing at the executive and senior leadership levels will not achieve as an effective impact within their organisation. The top leaders need to be a leading force in role modelling a healthy culture and ensure adequate resources are provided to fulfil the health and wellbeing priorities and actions.

2. Assess your organisations' wellbeing experience for a data-informed approach.

What are your employees' biggest health concerns? What are your organisations wellbeing goals? Once you have a good understanding of your starting point, you can develop a plan to improve. Collect and analyse any relevant data, such as workplace surveys, health risk assessments, and human resources records to gain insights into the existing wellbeing needs and challenges at your organisation. Identify specific areas for improvement to address the unique needs of your workforce.

3. Design a strategy to guide you to success.

Having a health and wellbeing strategy and action plan for your organisation will help ensure you are taking an evidence-based approach and are set up for success with a result-orientated pathway. A holistic health and wellbeing strategy will consist of ways to prevent physical and psychological harm, support workers with health and wellbeing problems, and promote thriving work and life experiences.

4. Deliver your wellbeing action plan and collaborate with your stakeholders.

Deliver your wellbeing action plan in alignment with the strategic priorities of your organisation to ensure a greater chance of achieving a positive impact. Engage with key stakeholders regularly. For example, check with employees for feedback to ensure that the initiatives are tailored to their needs. Monitor how effective you are in reaching and engaging your people and make adjustments as necessary to remove obstacles and improve your reach and impact.

5. Evaluate your strategy and impact.

To ensure the success of your wellbeing strategy, it is fundamental to define measures of success and set measurable goals upfront. This clarity makes it easier to evaluate the impact and outcomes of your strategies. Through evaluation, you can better identify effectiveness, strengths, and pinpoint areas for improvement. Remeasuring your baseline metrics (used to develop your strategy) will allow you to identify trends or impact. Comparing to external benchmarks can provide valuable insights to assess your organisation's performance. Use this information to make necessary changes to improve the program's effectiveness in meeting the needs of your employees.

6. Evolve the wellbeing strategy and action plan to adapt to emerging needs and opportunities.

As the world changes, so does the needs of your organisation. Keep well informed of emerging trends, research, and best practices in workplace wellbeing. Regularly review and update your strategy to incorporate new initiatives, technologies, and approaches that can better support the evolving needs of your workforce. Encourage continuous feedback from employees and stay responsive to their changing expectations and preferences. By continuously adapting your strategy, business leaders can ensure that it effectively caters to the evolving needs of employees and provides them with the necessary resources for a healthier wellbeing experience at work.



How Winc can help.

Winc offers a wide range of everyday products that can assist in the delivery of workplace wellness programs. This includes:



Office Products & Filing: Office solutions to help achieve mental clarity in different ways.



Technology: Top technology picks that support wellness, such as ergonomic keyboards, mice, and monitor stands.



Kitchen Essentials: An assortment of healthy snacks, drinks and essentials to help sustain energy levels throughout the day.



Ergonomic Furniture: Optimise comfort and support, and help reduce the risk of work-related musculoskeletal issues.



Cleaning & Hygiene: Prioritise wellbeing through cleaning and hygiene essential to help maintain a healthy and safe work environment.



Health & Safety: Create a safety-first environment to support physical wellness and ensure workplace compliance.



Mindfulness Essentials: Everyday mindfulness products to help keep a clear mind and support mental wellbeing.



Scan the QR code to access our Workstation Ergonomic Self-Assessment.

If you're interested in a tailored solution for your workplace, please contact your Winc Account Manager.



25128336
Pukka Lemon Ginger and Manuka Honey Enveloped Tea Bags



25179818
Capi Still Mineral Water 250ml



25188791
Love Snacks Flight Nut Fix

winc.[®]

winc.com.au