

# The Mental Health Index by LifeWorks™

Australia | June 2021



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# June 2021 highlights

## Key insight: More than one-quarter of Australians are unclear of their employer's plan for work or do not believe that their employer has a plan

Australia's initial response to the COVID-19 pandemic was lauded for its strict adherence to public health measures aimed at containing and mitigating the spread of the virus. Nearly eighteen months into the pandemic, in mid-June, only 3% of the Australian population has been vaccinated. (BBC News, June 17, 2021) Amid low vaccination rates, the threat of the highly contagious Delta variant is forcing ongoing restrictions in many parts of the country.

### Australians need clarity on employer return to work plans

- 17% of Australians are unclear of their employer's plan for work/ the worksite and another 12% do not believe that their employer has a plan.
- 38% believe that their employer will want everyone back working the way they were before the pandemic.
- 7% of people that work from home, and have always worked from home, face the least change currently and have among the most favorable mental health scores.
- 6% of people who believe that their employer will be flexible, allowing their employees to choose their work location, have a significantly more favorable mental health score (-1.1) than the Australian population overall (-12.6).

## Australians continue to struggle with their mental health

- The Mental Health Index™ for June is nearly 13-points below the pre-2020 benchmark and has declined by 1.6-points since May.
- 17% of Australians indicate that isolation has been the most difficult for them in terms of their mental health.
- People without emergency savings continue to experience a lower score in mental health (-25.8) than the overall group (-12.6) and those with an emergency savings (-6.5).
- Employed people with reduced salary or hours are less likely to expect that their mental health will improve.
- Managers continue to have lower mental health scores (-12.0) than non-managers (-11.5).
- People who are partially vaccinated have better mental health than the overall group.

### The mental health of children has been impacted by the pandemic

- Mental health scores are significantly below the benchmark among parents indicating a decline in the mental health of their children compared to before the pandemic.
- Despite the strain of the pandemic, 19% of parents report an improved relationship with their children.

### Full-time post-secondary students continue to be beset with difficulties

- For the 6th consecutive month, full-time students have the lowest mental health score.
- 32% of students indicate that isolation has been the most difficult for them in terms of their mental health.
- Other difficulties affecting the mental health of students include change in income (26%), job prospects after graduation (12%), and online courses (8%).

**38%**

believe their employer will want work

to return to the way it was pre-pandemic

**29%**

are unclear of their employer's plan for work

or do not believe that their employer has a plan

**32%**

of students say that isolation

is affecting their mental health

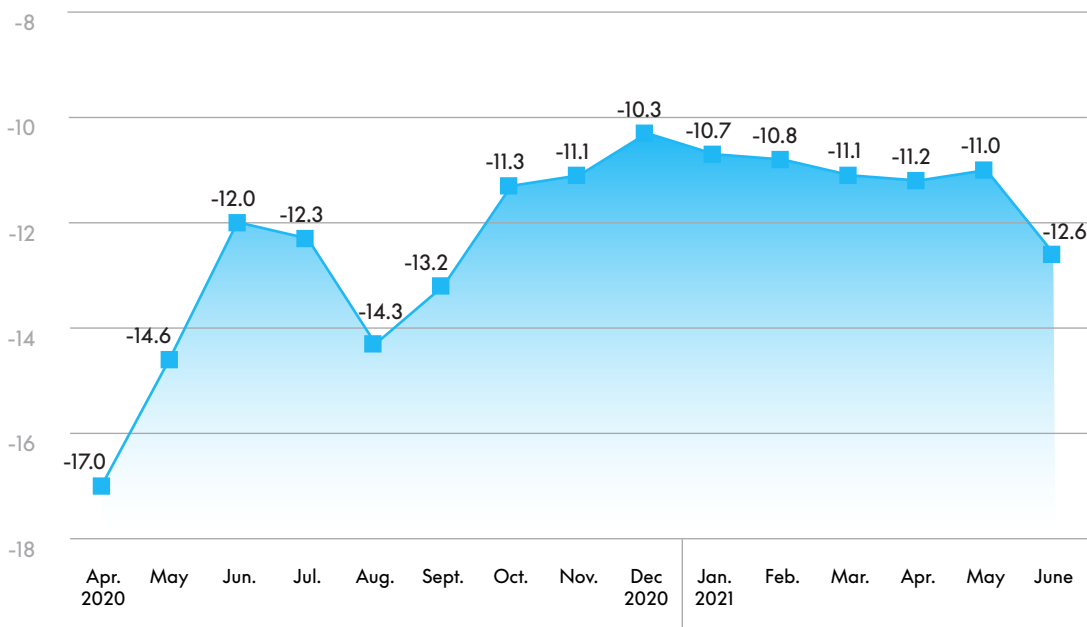
**6%**

believe that their employer will be flexible

regarding where they work, and this group has a higher-than-average mental health score

# The Mental Health Index™

The Mental Health Index™ (MHI) is a measure of deviation from the benchmark<sup>1</sup> of mental health and risk. **The overall Mental Health Index™ for June 2021 is -12.6 points.** A nearly 13-point decrease from the pre-COVID-19 benchmark reflects a population whose mental health is similar to the most distressed one per cent of the benchmark population.



<sup>1</sup> The benchmark reflects data collected in 2017, 2018 and 2019.

MHI Current Month  
June 2021

-12.6

May 2021

-11.0

### Mental Health Index™ sub-scores

The lowest Mental Health Index™ sub-score is for the risk measure of depression (-15.2), followed by work productivity (-14.1), anxiety (-13.8), isolation (-13.1), optimism (-11.3), and general psychological health (-4.5). The best sub-score, and the only measure approaching the benchmark is financial risk (-0.7).

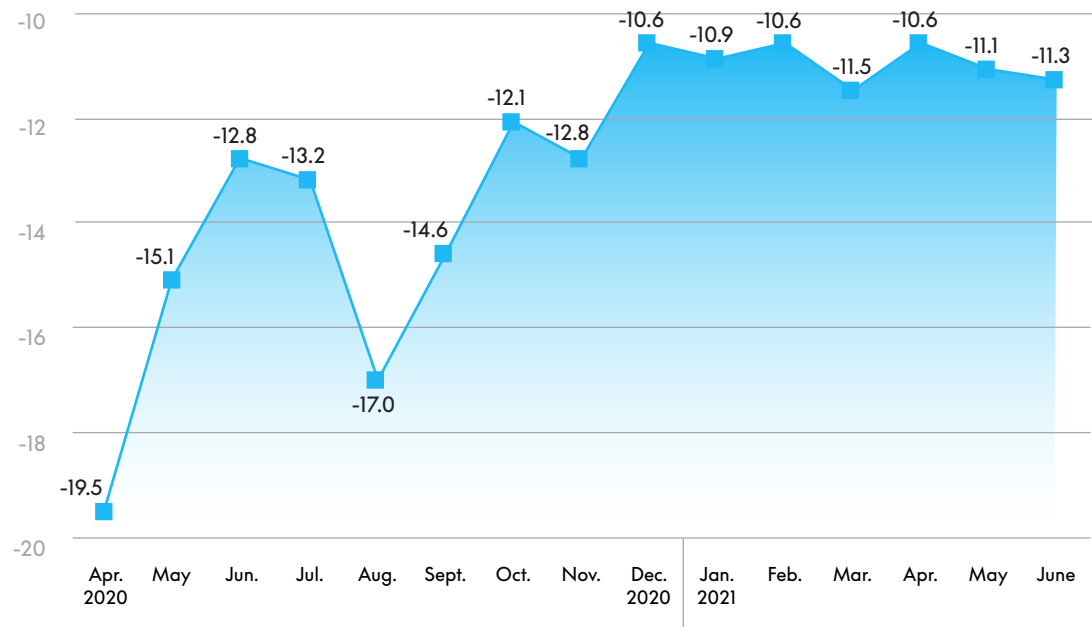
- All mental health sub-scores have declined from the prior month.
- With a 3.5-point decline from May 2021, the depression score has the greatest decline.
- The financial risk score has been above benchmark since May 2020 however, a sharp decline in June 2021 has resulted in a score just below the pre-2020 benchmark (-0.7).

Mental Health Index™ Sub-scores <sup>2</sup> 2021	June	May
Depression	-15.2	-11.8
Work productivity	-14.1	-11.6
Anxiety	-13.8	-11.7
Isolation	-13.1	-11.5
Optimism	-11.3	-11.1
Psychological health	-4.5	-4.4
Financial risk	-0.7	1.6

2 The demographic breakdown of sub-scores is available upon request.

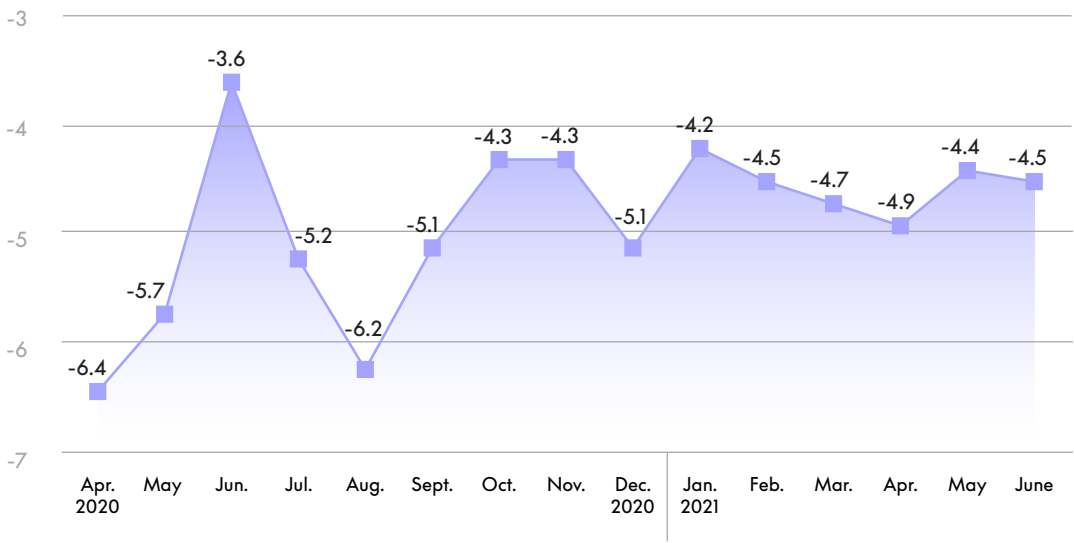
# Optimism

Since April 2020, optimism scores have remained significantly below the benchmark. Despite some months of modest improvement, including a peak in December 2020 (-10.6). Since December, scores have fluctuated modestly and the optimism score in June 2021 is eleven points below the pre-2020 benchmark.



# General psychological health

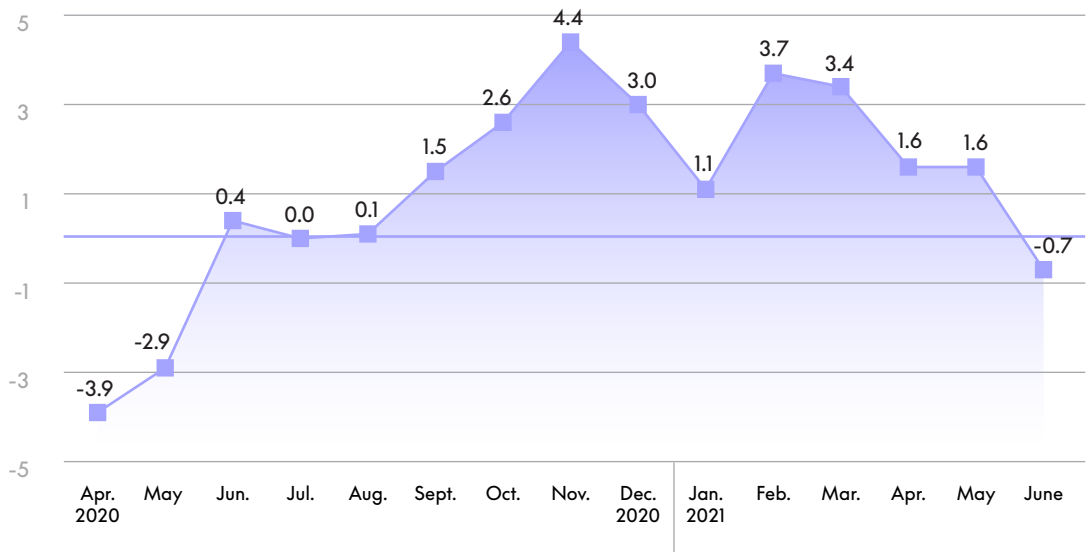
The psychological health measure assesses individuals' self-perception of their overall level of psychological health. Since the launch of the MHI in April 2020, the general psychological health score fluctuated from a low of -6.4 to a high of -3.6. Since January 2021, scores have fluctuated modestly, reaching -4.5 in June 2021, nearly equal to the prior month.





## Financial risk

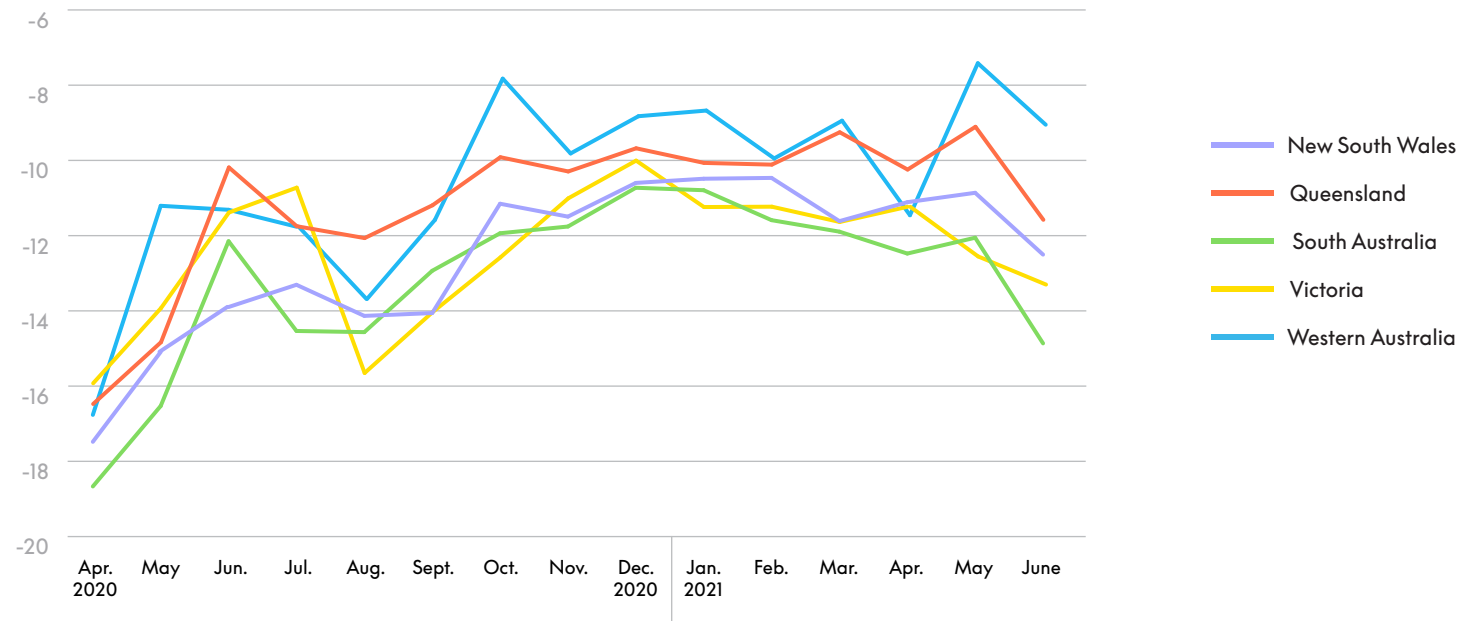
From April 2020 to November 2020, the financial risk of Australians showed improvement. The financial risk score declined sharply through January 2021 and recovered in February 2021. Since February, financial risk scores have declined to a score of -0.7 in June 2020, the lowest in more than one year. Despite the 2.3-point decline from May 2021, the financial risk score continues to be the strongest of all sub-scores.



# Mental Health Index™ (regional)

Regional mental health scores since October 2020 have remained consistent. While all regions apart from Victoria showed improvements in May 2021, the mental health scores in June 2021 have declined in all regions.

- Despite a 1.6-point decline from May, the strongest mental health score is observed in Western Australia (-9.1).
- Driven by a 2.8-point decrease from May to June, South Australia has the lowest mental health score (-14.9) this month.



## Demographics

- Since the start of the MHI, women have had a significantly lower mental health score than men. In June 2021, the mental health score of women is -13.7 compared to -11.3 for men.
- In each of the past fifteen months, mental health scores have improved with age.
- Differences in mental health scores between people with and without children have been seen since the launch of the Index in April 2020. More than one year later, this pattern continues with a lower score for those with at least one child (-13.5) compared to those without children (-11.9).

## Employment

- Overall, eight per cent of respondents are unemployed<sup>3</sup> and fourteen per cent report reduced hours or reduced salary.
- Individuals reporting reduced salary compared to the prior month have the lowest mental health score (-27.9), followed by those not currently employed (-21.5), and those reporting fewer hours (-21.5).
- Managers have a lower mental health score (-12.0) than non-managers (-11.5).
- Individuals working for organizations with 5,001-10,000 employees have the highest mental health score (-7.2).
- Respondents working for companies with 51-100 employees have the lowest mental health score (-15.8).

## Emergency savings

- People without emergency savings continue to experience a lower score in mental health (-25.8) than the overall group. Individuals with emergency savings have a mental health score of -6.5.

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

Employment status	June 2021	May 2021
Employed (no change in hours/salary)	-9.7	-8.4
Employed (fewer hours compared to last month)	-21.4	-19.7
Employed (reduced salary compared to last month)	-27.9	-25.7
Not currently employed	-21.5	-18.3
Age group	June 2021	May 2021
Age 20-29	-18.9	-18.7
Age 30-39	-16.3	-15.4
Age 40-49	-12.6	-11.8
Age 50-59	-9.9	-7.7
Age 60-69	-5.2	-3.0
Number of children	June 2021	May 2021
No children in household	-11.9	-10.4
1 child	-13.0	-12.0
2 children	-13.7	-12.0
3 children or more	-15.1	-11.9

Region	June 2021	May 2021
New South Wales	-12.5	-10.9
Victoria	-13.5	-12.8
Queensland	-11.8	-9.3
South Australia	-14.9	-12.1
Western Australia	-9.1	-7.4
Gender	June 2021	May 2021
Men	-11.3	-7.8
Women	-13.7	-13.3
Household income	June 2021	May 2021
<\$30K/annum	-24.5	-26.4
\$30K to <\$60K/annum	-14.6	-15.1
\$60K to <\$100K	-15.2	-13.7
\$100K to <\$150K	-9.5	-6.7
\$150K or more	-6.7	-3.3

Employer size	June 2021	May 2021
Self-employed/sole proprietor	-12.6	-11.1
2-50 employees	-11.0	-10.5
51-100 employees	-15.8	-15.4
101-500 employees	-13.2	-8.9
501-1,000 employees	-10.7	-11.4
1,001-5,000 employees	-11.0	-8.9
5,001-10,000 employees	-7.2	-6.4
More than 10,000 employees	-7.5	-7.2
Manager	June 2021	May 2021
Manager	-12.0	-10.8
Non-manager	-11.5	-10.3

Numbers highlighted in orange are the most negative scores in the group.

Numbers highlighted in green are the least negative scores in the group.

#### Available upon request:

Specific cross-correlational and custom analyses

# Mental Health Index™ (industry)

For the sixth consecutive month, full-time post-secondary students have the lowest mental health score (-31.3). This continues to be significantly lower than the next lowest scores, among individuals in Retail Trade (-17.5), and Wholesale Trade (-16.5).

Individuals employed in Other services (except Public Administration) (-5.2), Public Administration (-6.5), and Manufacturing (-8.0) have the highest mental health scores this month.

Individuals employed in Other services (except Public Administration), Manufacturing, and Construction have seen the greatest improvement in mental health since last month.

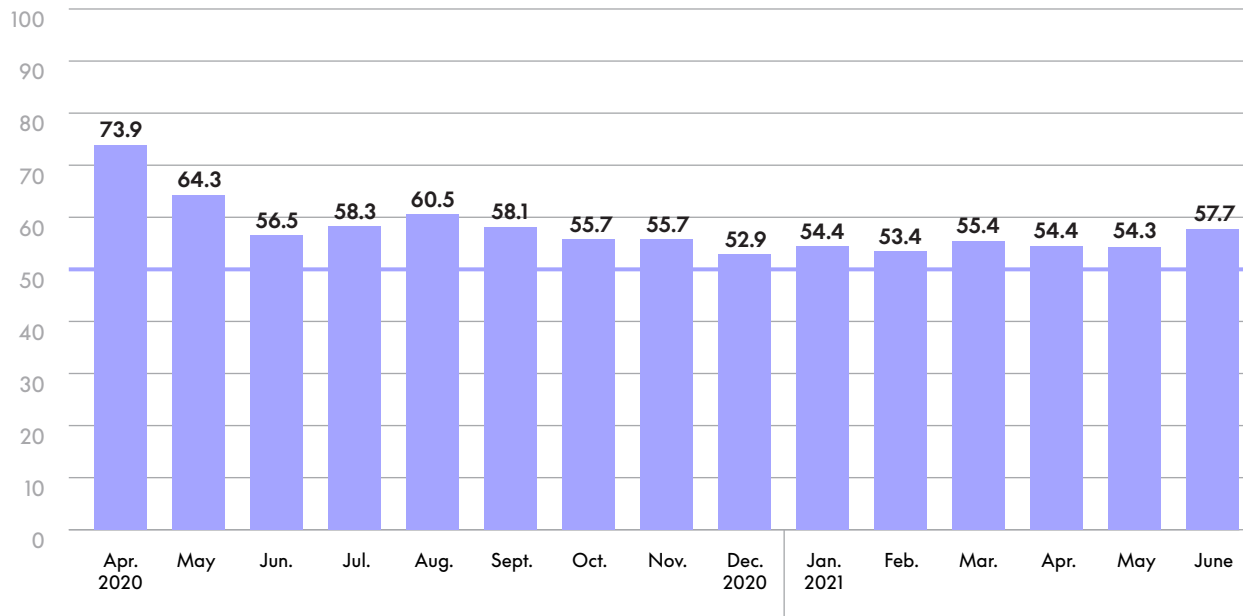
Changes from the prior month are shown in the table.

Industry	June 2021	May 2021	Change
Other services (except Public Administration)	-5.2	-11.7	6.5
Manufacturing	-8.0	-12.2	4.2
Construction	-8.1	-10.3	2.3
Other	-13.3	-14.3	1.1
Wholesale Trade	-16.5	-16.2	-0.3
Professional, Scientific and Technical Services	-12.1	-11.6	-0.5
Transportation and Warehousing	-9.8	-9.1	-0.7
Administrative and Support services	-9.2	-7.9	-1.3
Health Care and Social Assistance	-10.5	-9.1	-1.4
Public Administration	-6.5	-4.8	-1.7
Food Services	-13.8	-12.0	-1.8
Educational Services	-15.0	-11.8	-3.3
Retail Trade	-17.5	-13.4	-4.0
Finance and Insurance	-13.3	-5.9	-7.4
I am a student	-31.3	-19.8	-11.5

# The Mental Stress Change score

The Mental Stress Change score (MStressChg) is a measure of the level of reported mental stress compared to the prior month. **The Mental Stress Change score for June 2021 is 57.7.** This reflects a net increase in mental stress compared to the prior month.

The current score indicates that 25 per cent of the population is experiencing more mental stress compared to the prior month, with 9 per cent experiencing less. A continued increase in mental stress since April 2020 indicates a significant accumulation of strain in the Australian population.



- ▲ More mental stress
- 50 = No change from prior month
- ▼ Less mental stress

MStressChg Current  
Month—June 2021

57.7

MStressChg  
May 2021

54.3

# Mental Stress Change (percentages)

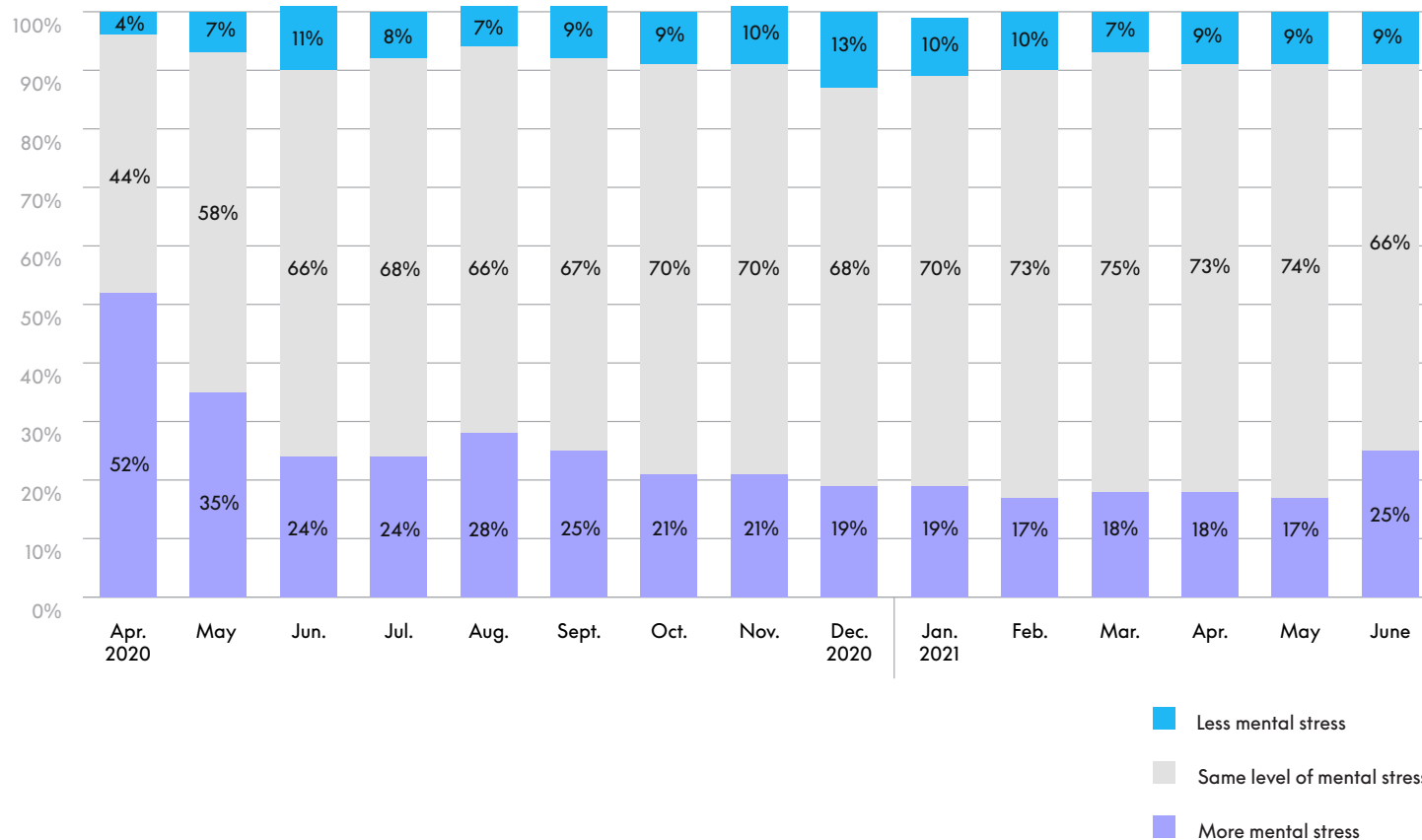
Mental Stress Change tracks stress changes each month.

The percentages of those experiencing more stress, the same level of stress, and less stress for each month of the survey are shown in the graph.

For more than one year, the percentage of those experiencing more mental stress than the previous month has steadily decreased; however, the data showing this decline is too insignificant to lower the overall Mental Stress Change score to below 50 (the level at which stress is lower than the previous month). As the proportion of individuals reporting the same level of stress or more stress than the previous month continues to outweigh the proportion reporting less mental stress, the population will continue to feel the effects of significantly increased stress and will not be able to reach a more sustainable and healthy level of stress.

In April 2020, 52 per cent of individuals reported an increase in mental stress. Those reporting increased month-over-month mental stress reduced to 25 per cent in June 2021, while 66 per cent of respondents report the same level of mental stress and 9 per cent report a decrease in mental stress.

**Mental Stress Change by month**



## Demographics

- Since the start of the MHI in April 2020, younger people are experiencing a greater increase in mental stress month over month, when compared to older respondents.
- Since April 2020, women have had larger increases in mental stress compared with men; however, in June 2021, the mental stress change score for men is 58.2 compared to 57.3 for women.

## Geography

- The greatest increase in stress month-over-month is for respondents living in Western Australia (61.3), followed by Victoria (58.9), New South Wales (57.2), and South Australia (56.8).
- Respondents living in Queensland, where the increase in mental stress was less, still had a significant increase (55.7).

## Employment

- The greatest increase in mental stress is seen in employed people with reduced hours (70.2), followed by employed people with reduced salary (69.4), unemployed people (56.5), and employed people with no change to salary or hours (55.6).
- Managers have a greater increase in mental stress (59.5) than non-managers (55.8).



Employment status	June 2021	May 2021
Employed (no change in hours/salary)	55.6	52.6
Employed (fewer hours compared to last month)	70.2	62.7
Employed (reduced salary compared to last month)	69.4	66.7
Not currently employed	56.5	53.9
Age group	June 2021	May 2021
Age 20-29	55.4	56.6
Age 30-39	63.9	57.6
Age 40-49	57.1	54.6
Age 50-59	55.7	51.3
Age 60-69	51.9	51.1
Number of children	June 2021	May 2021
No children in household	57.5	53.2
1 child	57.7	55.7
2 children	57.1	56.1
3 children or more	61.7	57.1

Region	June 2021	May 2021
New South Wales	57.2	54.2
Victoria	58.9	55.3
Queensland	55.7	54.8
South Australia	56.8	53.2
Western Australia	61.3	51.1
Gender	June 2021	May 2021
Men	58.2	53.6
Women	57.3	54.7
Household income	June 2021	May 2021
<\$30K/annum	66.1	60.4
\$30K to <\$60K/annum	58.4	53.9
\$60K to <\$100K	56.8	55.7
\$100K to <\$150K	58.0	53.6
\$150K or more	56.8	52.4

Employer size	June 2021	May 2021
Self-employed/sole proprietor	60.3	58.2
2-50 employees	56.3	52.7
51-100 employees	59.1	55.7
101-500 employees	58.6	51.9
501-1,000 employees	53.7	52.2
1,001-5,000 employees	57.8	57.2
5,001-10,000 employees	62.7	56.7
More than 10,000 employees	54.5	52.8
Manager	June 2021	May 2021
Manager	59.5	56.3
Non-manager	55.8	52.7

Numbers highlighted in orange are the most negative scores in the group.

Numbers highlighted in green are the least negative scores in the group.

#### Available upon request:

Specific cross-correlational and custom analyses

# The Mental Stress Change (industry)

The Mental Stress Change score for individuals employed in Transportation and Warehousing report less stress than the prior month (48.8). A score of 50 means that the proportion of the population experiencing more stress is balanced by the proportion experiencing less stress. A score below 50 indicates that the group is experiencing less stress than the prior month.

Full-time post-secondary students have the most significant increase in mental stress (72.7), followed by individuals employed in Professional, Scientific and Technical Services (63.1), and Finance and Insurance (61.5).

Mental Stress changes from the last two months are shown in the table.

Industry	June 2021	May 2021
Other services (except Public Administration)	51.8	48.1
Other	54.4	55.7
Food Services	54.4	58.7
Construction	54.7	51.1
Health Care and Social Assistance	55.6	53.3
Manufacturing	55.8	56.5
Public Administration	56.1	54.5
Retail Trade	56.2	58.9
Educational Services	59.3	54.0
Administrative and Support services	60.6	48.3
Wholesale Trade	60.8	61.3
Finance and Insurance	61.5	50.0
Professional, Scientific and Technical Services	63.1	55.7
I am a student	72.7	57.4

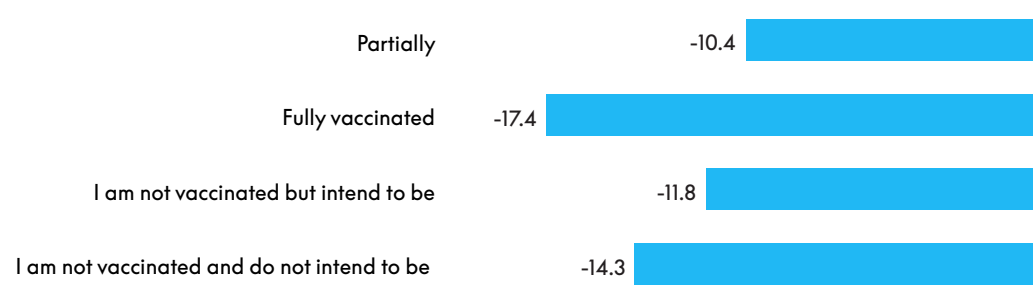
# Spotlight

## Vaccination

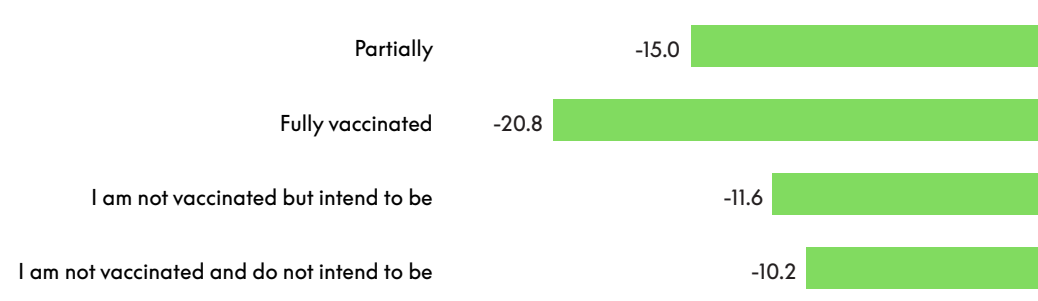
In April 2021, more than one-third (38 per cent) of Australians reported that vaccination against COVID-19 or reaching herd immunity would most improve their outlook for the future. In June 2021, Australians were asked about their vaccination status.

- People who are partially vaccinated have better mental health than the overall group.
- Respondents under 50 years of age are more than three times as likely to report being fully vaccinated against COVID-19 than those 50 and older 50.
- Parents are three times more likely to report being fully vaccinated than non-parents.

### MHI score by vaccination status



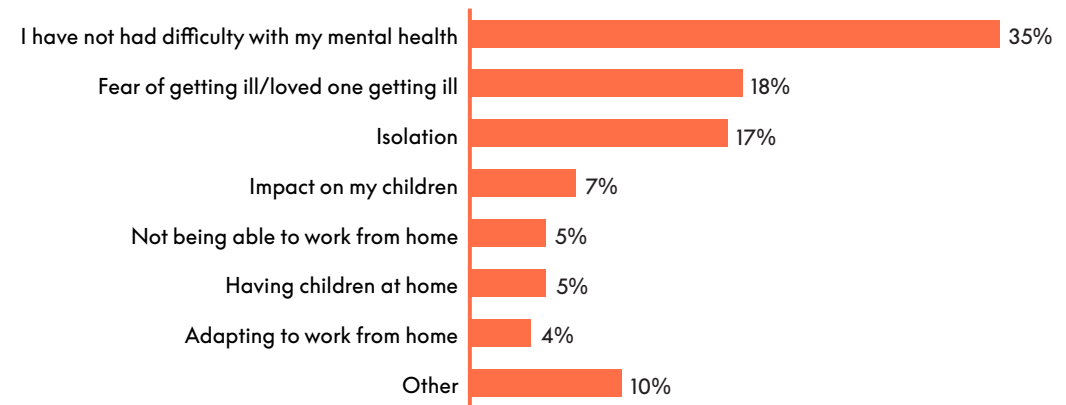
### Isolation score by vaccination status



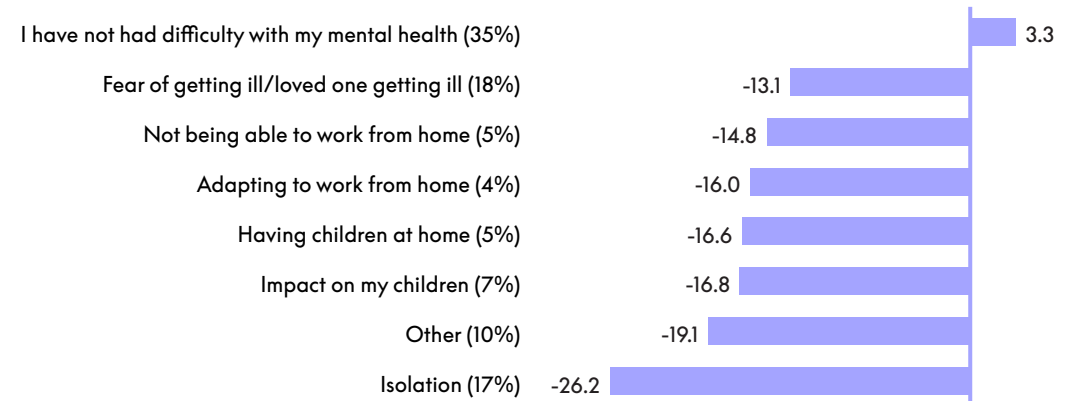
## Challenges to mental health

- Sixty-five per cent of Australians have had difficulty with their mental health.
- Only thirty-five per cent report having no difficulty with their mental health and this group has the highest mental health score (3.3).
- Seventeen per cent indicate that isolation is the most difficult for them in terms of their mental health and this group has the least favourable mental health score (-26.2), more than ten-points below the overall average (-12.6).
- Employed people with fewer hours or reduced salary are more than twice as likely to have difficulty with their mental health than employed people with no change to hours or salary.

## Challenges to mental health



## MHI score by challenges to mental health



## Relationship with and mental health of children

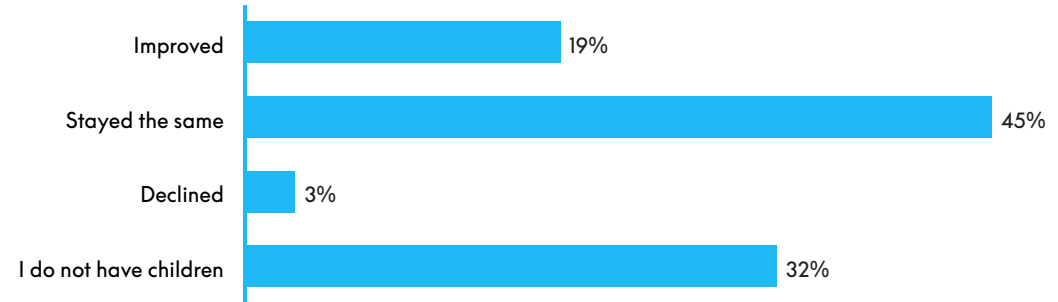
The lives of Australian children have been upended since the first pandemic-related closures were announced in Spring 2020. Since then, children have had to rapidly adapt to changes at school, including online learning, and have limited social interactions, including isolation from friends and extended family members. The impact of the past fifteen months on the mental wellbeing of children will be examined for its influence on their physical, social, and emotional development as well as their reintegration as life returns to the 'new normal'.

### Relationship with children

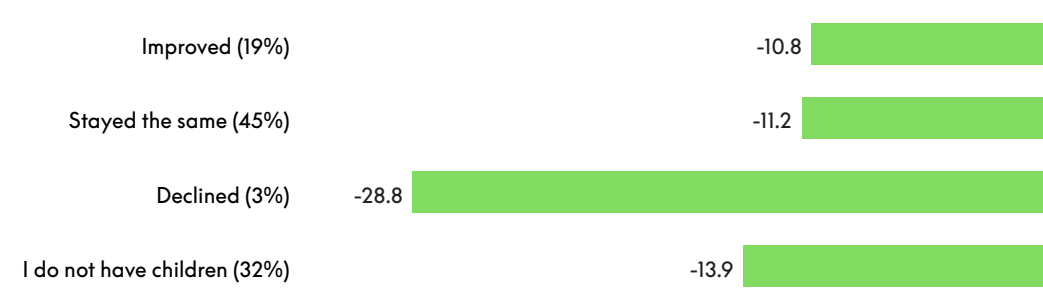
Respondents were asked about the state of their relationship with their children during the pandemic.

- Nearly half (45 per cent) indicate that their relationship with their children has remained the same during the pandemic.
- Nineteen per cent report that their relationship with their children has improved and this group has the most favourable mental health score (-10.8).
- Three per cent report a decline in their relationship and this group has the least favourable mental health score (-28.8).
- Managers are more than twice as likely to report an improved relationship with their children than non-managers.

### Relationship with children



### MHI score by relationship with children

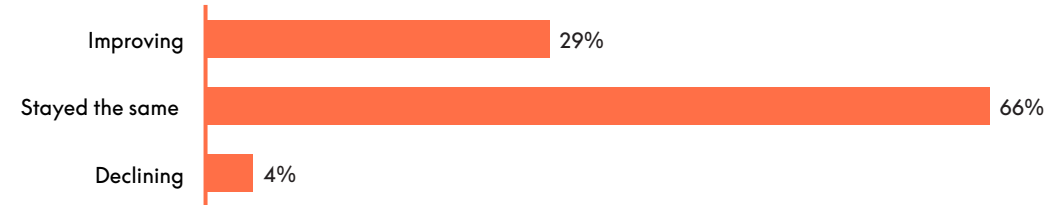


## Mental health of school-age children (ages 6-12)

Parents of school-age children (ages 6 to 12) were asked about the mental health of their children compared to before the pandemic.

- Nearly two-thirds (66 per cent) indicate that the mental health of their school-age children has stayed the same as it was before the pandemic and this group has the most favourable mental health score (-13.5).
- Twenty-nine per cent report that mental health of their children has improved compared to prior to the pandemic.
- Four per cent report a decline in the mental health of their school-age children compared to before the pandemic and these parents have the least favourable mental health score (-31.6).
- Managers are nearly three times more likely than non-managers to report that the mental health of their children is improving compared to before the pandemic.

### Mental health of school-age children (ages 6-12)



### MHI score by mental health of school-age children (ages 6-12)

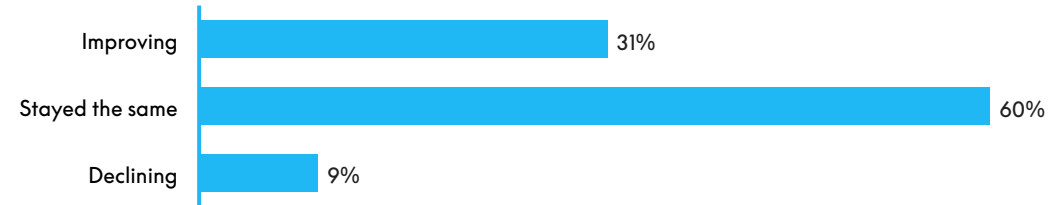


## Mental health of high-school age children (ages 13-18)

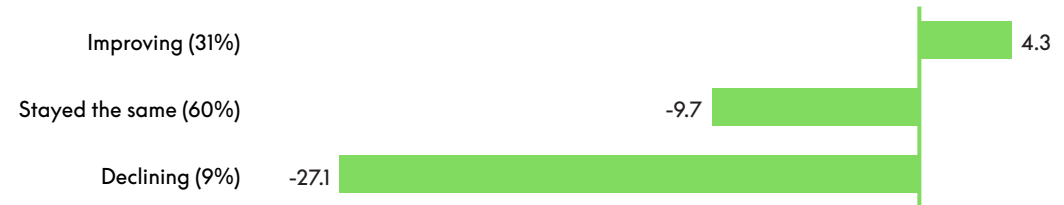
Parents of high-school age children (ages 13 to 18) were asked about the mental health of their children compared to before the pandemic.

- Six in ten (60 per cent) indicate that the mental health of their high-school age children has remained the same as it was before the pandemic.
- Thirty-one per cent report that the mental health of their children has improved compared to prior to the pandemic and these parents have the most favourable mental health score (4.3).
- Nine per cent report a decline in the mental health of their high-school age children and these parents have the least favourable mental health score (-27.1).
- Managers are more than twice as likely as non-managers to report that the mental health of their children is improving compared to before the pandemic.

### Mental health of high-school age children (ages 13-18)



### MHI score by mental health of high-school age children (ages 13-18)

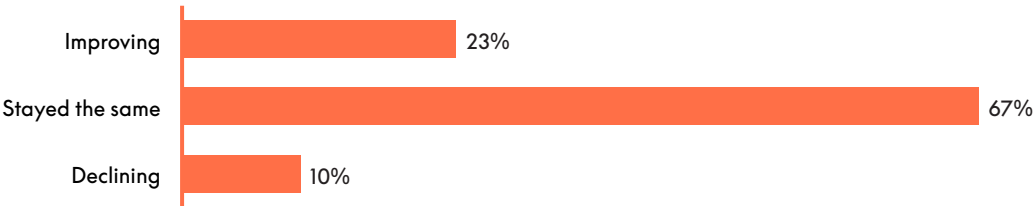


# Mental health of young adult children (18-30 years)

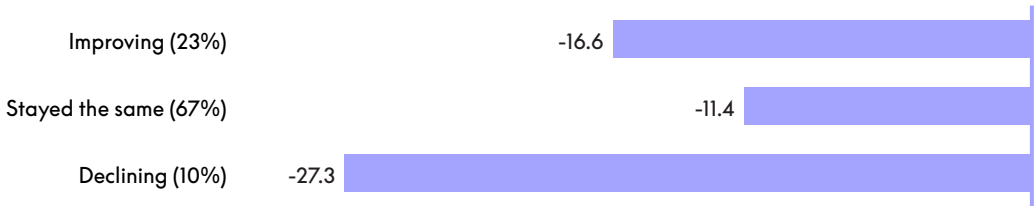
Parents of young adult children (ages 18 to 30) were asked about the mental health of their children compared to before the pandemic.

- Two-thirds (67 per cent) indicate that the mental health of their young adult children has remained the same as it was before the pandemic and these parents has the most favourable mental health score (-11.4).
- Twenty-three per cent report that the mental health of their children has improved compared to prior to the pandemic.
- Ten per cent report a decline in the mental health of their young adult children and these parents have the least favourable mental health score (-27.3).
- Managers are nearly three times more likely than non-managers to report that the mental health of their children is improving compared to before the pandemic.

## Mental health of young adult children (ages 18-30)



## MHI score by mental health of young adult children (ages 18-30)





## Mental health of full-time post-secondary students

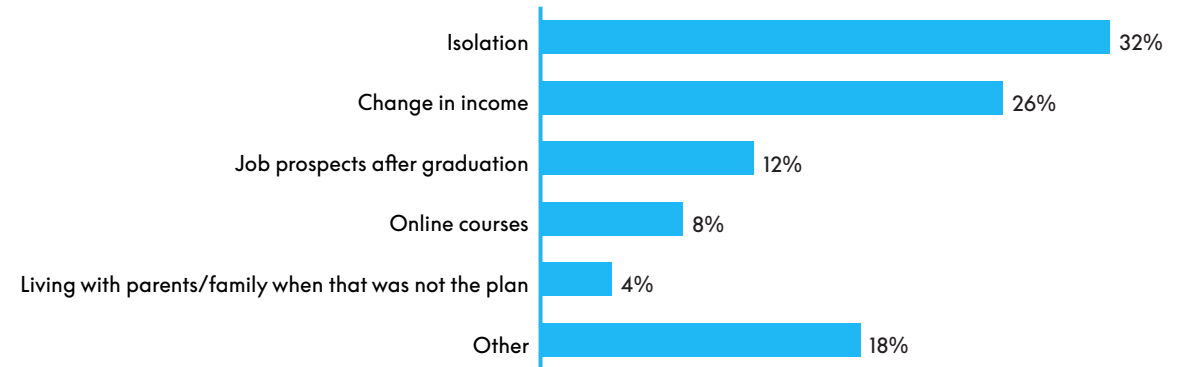
Full-time post-secondary students have been beset with difficulties. For six consecutive months, the mental health of students has been lower than other groups. Furthermore, as reported in the [May special edition of the MHI on substance use](#) since the onset of the pandemic, full-time post-secondary students are nearly two and a half times more likely to regularly use more medication than prescribed or to use in ways that are not prescribed.

### Mental health difficulties for students

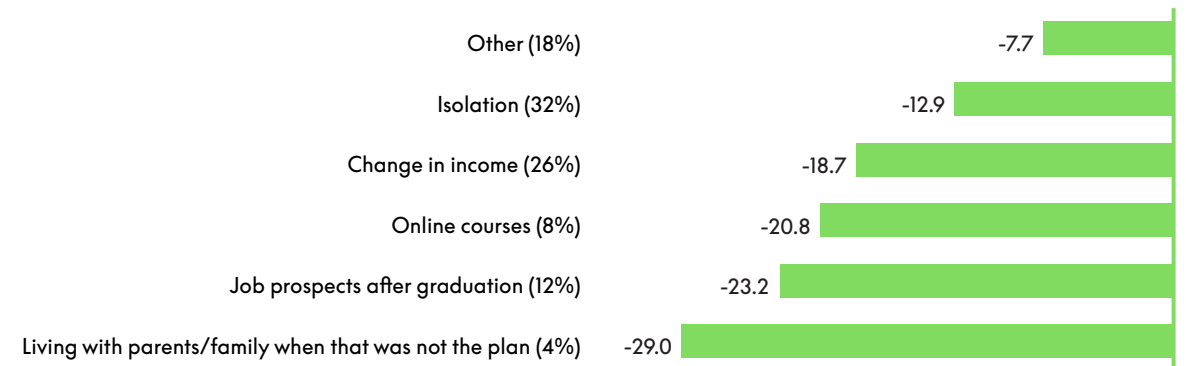
Full-time post-secondary students were asked about what has been most difficult for them in terms of their mental health.

- More than one-quarter (26 per cent) indicate that the change in income has been most difficult for them, followed by twelve per cent reporting that job prospects after graduation have been most difficult for them in terms of their mental health.
- One in four students report that job prospects after graduation is the most difficult and this group has the least favourable mental health (-29.0).

### Most difficult in terms of mental health



### MHI score by most difficult in terms of mental health

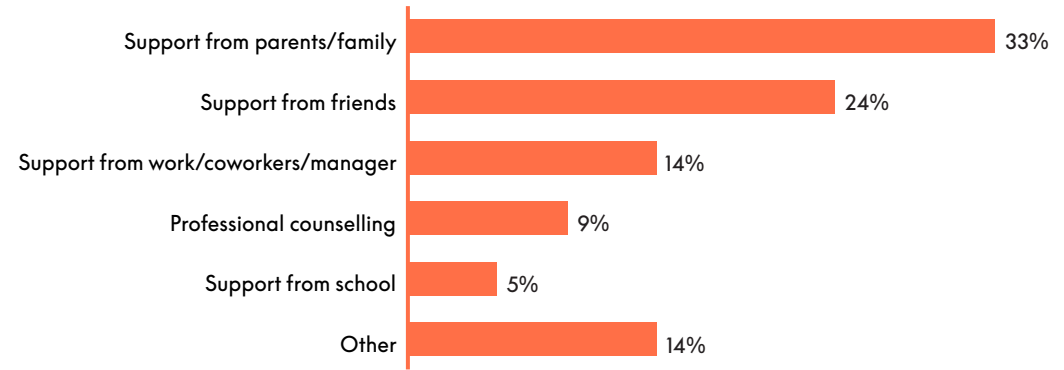


## Support for mental health

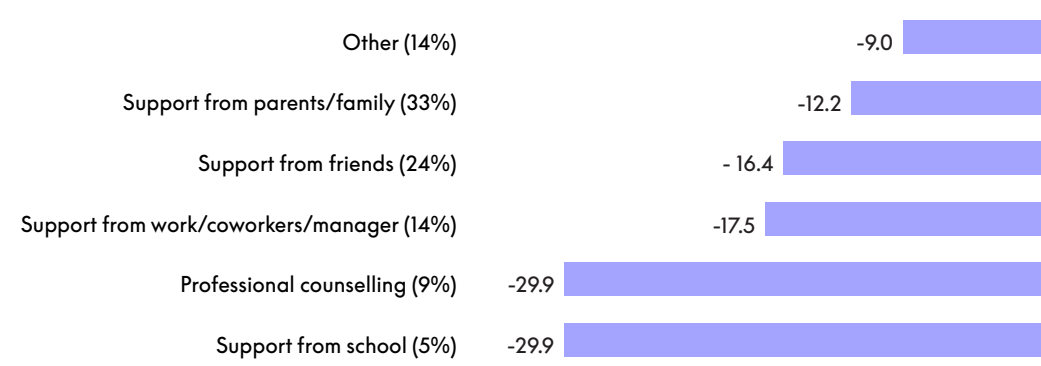
Full-time post-secondary students were asked what has been the most helpful for them in terms of their mental health.

- Less than one-quarter (24 per cent) indicate that support from friends has been the most helpful, followed by fourteen per cent that received support from work/co-workers/manager.
- Five per cent of students report that support from their school has been the most helpful for their mental health and this group has the least favourable mental health score (-29.9).

### Most helpful for mental health



### MHI score by most helpful for mental health

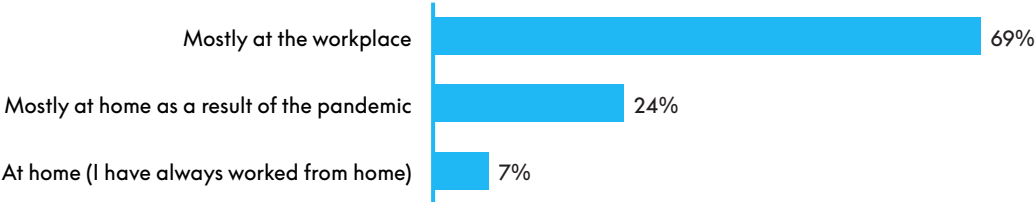


# Return to workplace

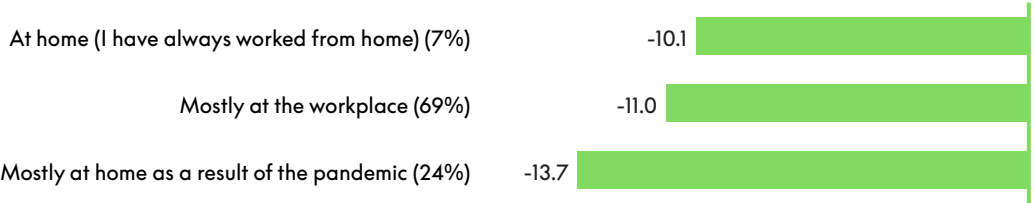
## Current place of work

- More than two-thirds (69 per cent) are working mostly at the workplace.
- Seven per cent of people who work at home, and have always worked from home, have the most favourable mental health score (-10.1).
- Non-managers are eighty per cent more likely than managers to report that they have always worked from home.

## Current place of work



## MHI score by current place of work



## Employer's plan for work

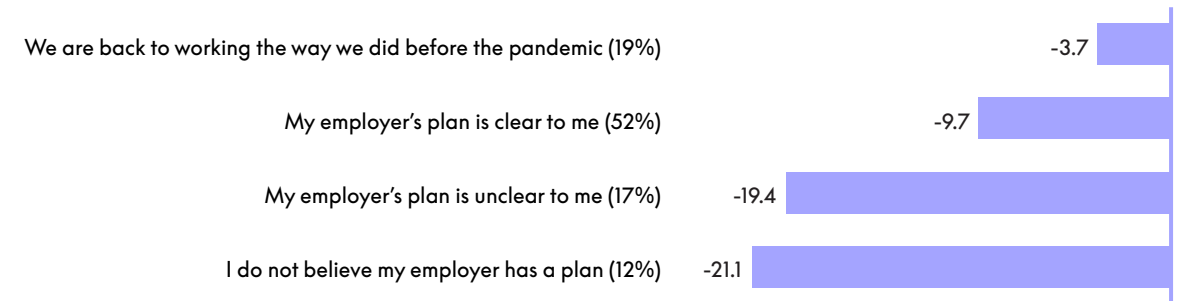
Employed people were asked to consider the next six months in terms of how clear they are about their employer's plan for how and where work will be done.

- More than half (52 per cent) indicate that their employer's plan about how and where work will be done is clear.
- Twelve per cent do not believe that their employer has a plan, and this group has the least favourable mental health score (-21.1), followed by seventeen per cent that are unclear of their employer's plan for work (-19.4).
- Nineteen per cent report that they are back to working the way they did before the pandemic and this group has the most favourable mental health score (-3.7).

## Employer's plan for work



## MHI score by employer's plan for work

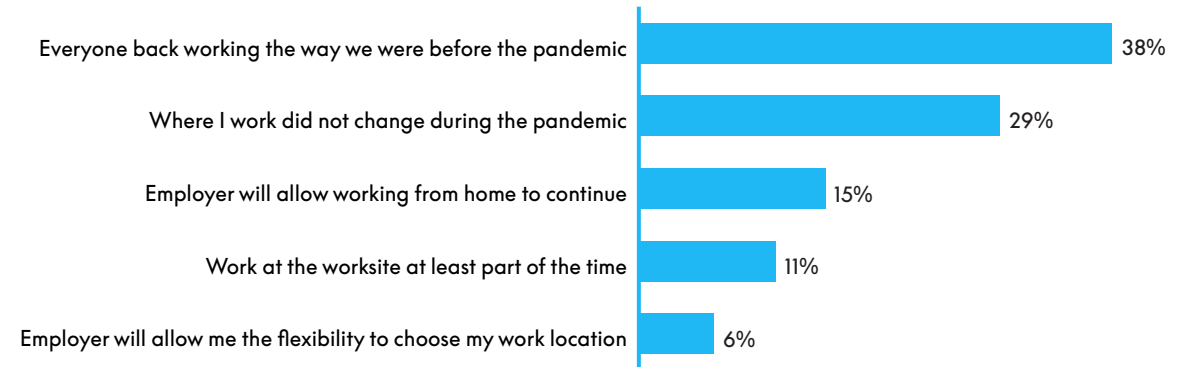


## Employer expectations for work

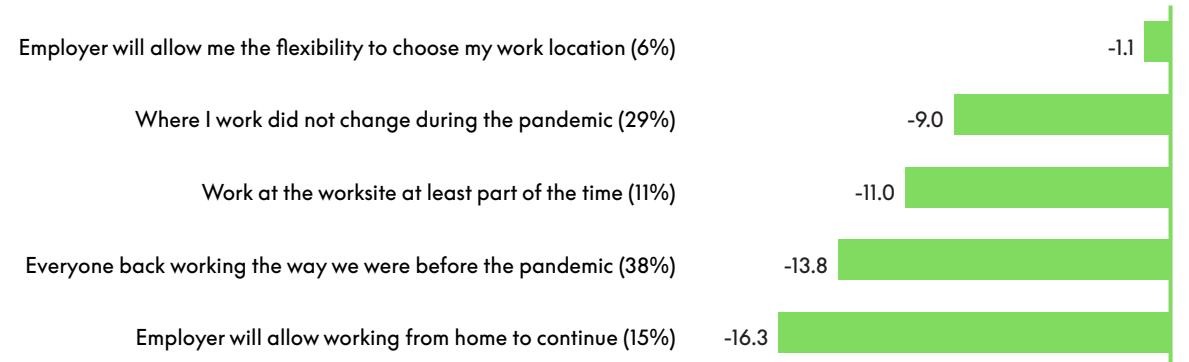
Employed people were asked how they believe their employer will want them to be working by September 2021.

- More than one-third (38 per cent) believe that their employer will want everyone back working the way they were before the pandemic.
- Fifteen per cent worked from home because of the pandemic and believe that their employer will want that to continue; this group has the least favourable mental health score (-16.3).
- The most favourable mental health score (-1.1) is among the six per cent of people that believe that their employer will be flexible, allowing employees to choose their work location.

## Employer work expectations by September 2021



## MHI score by employer expectations for work by September 2021



## Perception of employer's expectations for work

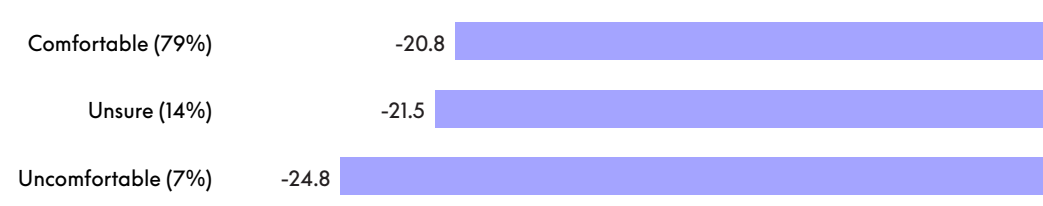
Respondents who believe that their employer will want them back at the worksite at least some of the time were asked how comfortable they are with their employer's expectations for work.

- More than three-quarters (79 per cent) indicate that they are comfortable with their employer's expectations for work, and this group has the most favourable mental health score (-20.8), although this score is more than 20-points below the pre-2020 benchmark.
- Seven per cent report being uncomfortable with their employer's expectations for work and this group has the least favourable mental health score (-24.8).

## Perception of employer's expectations for work



## MHI score by perception of employer's expectations for work



# Overview of the Mental Health Index by LifeWorks™

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 in each geography compared to benchmarks collected in 2017, 2018 and 2019. 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 three parts:

1. The overall Mental Health Index™ (MHI), which is a measure of change compared to the benchmark of mental health and risk.
2. A Mental Stress Change (MStressChg) score, which measures the level of reported mental stress compared to the prior month.
3. 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 Australians who are living 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. The same respondents take part each month to remove a sampling bias. Respondents are asked to consider the prior two weeks when

answering each question. The Mental Health Index™ is published monthly starting in April 2020. Benchmark data was collected in 2017, 2018 and 2019. Data for the current report was collected between May 28 to June 4, 2021.

## Calculations

To create the Mental Health Index™, the first step leverages a response scoring system turning individual responses to each question into a point value. Higher point values are associated with better mental health and less mental health risk. Everyone's scores are added and then divided by a total number of possible points to get a score out of 100. The raw score is the mathematical mean of the individual scores.

To demonstrate change, the current month's scores are then compared to the benchmark and the prior month. The benchmark comprises data from 2017, 2018 and 2019. This was a period of relative social stability and steady economic growth. **The change compared to the benchmark is the Mental Health Index™. A score of zero in the Mental Health Index™ reflects no change, positive scores reflect improvement, and negative scores reflect decline.**

A Mental Stress Change score is also reported given that increasing and prolonged mental stress is a potential contributor to changes in mental health. It is reported separately and is not part of the

calculation of the Mental Health Index™. The Mental Stress Change score is (percentage reporting less mental stress + percentage reporting the same level of mental stress \* 0.5) \* -1 + 100. The score reflects a comparison of the current to the prior month. **A Mental Stress Change score of 50 reflects no change in mental stress from the prior month. Scores above 50 reflect an increase in mental stress and scores below 50 reflect a decrease in mental stress.** The range is from zero to 100. A succession of scores over 50, month over month, reflects high risk.

## Additional data and analyses

Demographic breakdown 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@lifeworks.com](mailto:MHI@lifeworks.com)



## About LifeWorks

LifeWorks is a global leader in delivering technology-enabled solutions that help clients support the total wellbeing of their people and build organizational resiliency. By improving lives, we improve business. Our solutions span employee and family assistance, health and wellness, recognition, pension and benefits administration, retirement and financial consulting, actuarial and investment services. LifeWorks employs more than 7,000 employees who work with more than 24,000 client organizations that use our services in more than 160 countries. LifeWorks is a publicly traded company on the Toronto Stock Exchange (TSX: LWRK).

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