

Understanding wellbeing in the residential construction industry

16 DECEMBER 2022

Qualitative Research Findings



GAME CHANGERS



Background & research objectives

An understanding of the proposed wellbeing programme

The Mental Health Foundation (MHF) has shown that it is possible to measure and increase wellbeing at a population level through the cumulative results of Farmstrong, a nationwide wellbeing programme for farmers.

The MHF would like to apply a similar methodology to the residential construction industry, and associated trades, and understand the opportunities, motivations and barriers to wellbeing in the industry in order to pave the way to conducting a wellbeing programme amongst the residential construction industry.



Our plan on a page


FOUNDATIONAL RESEARCH

Literature Scan



A literature scan of the current practices and approaches for measuring what helps and hinders good mental health and wellbeing in the construction industry

Depth Interviews



n=35 depth interviews to understand what motivates construction workers and to explore what helps and hinders their wellbeing

INDICATOR MEASUREMENT RESEARCH

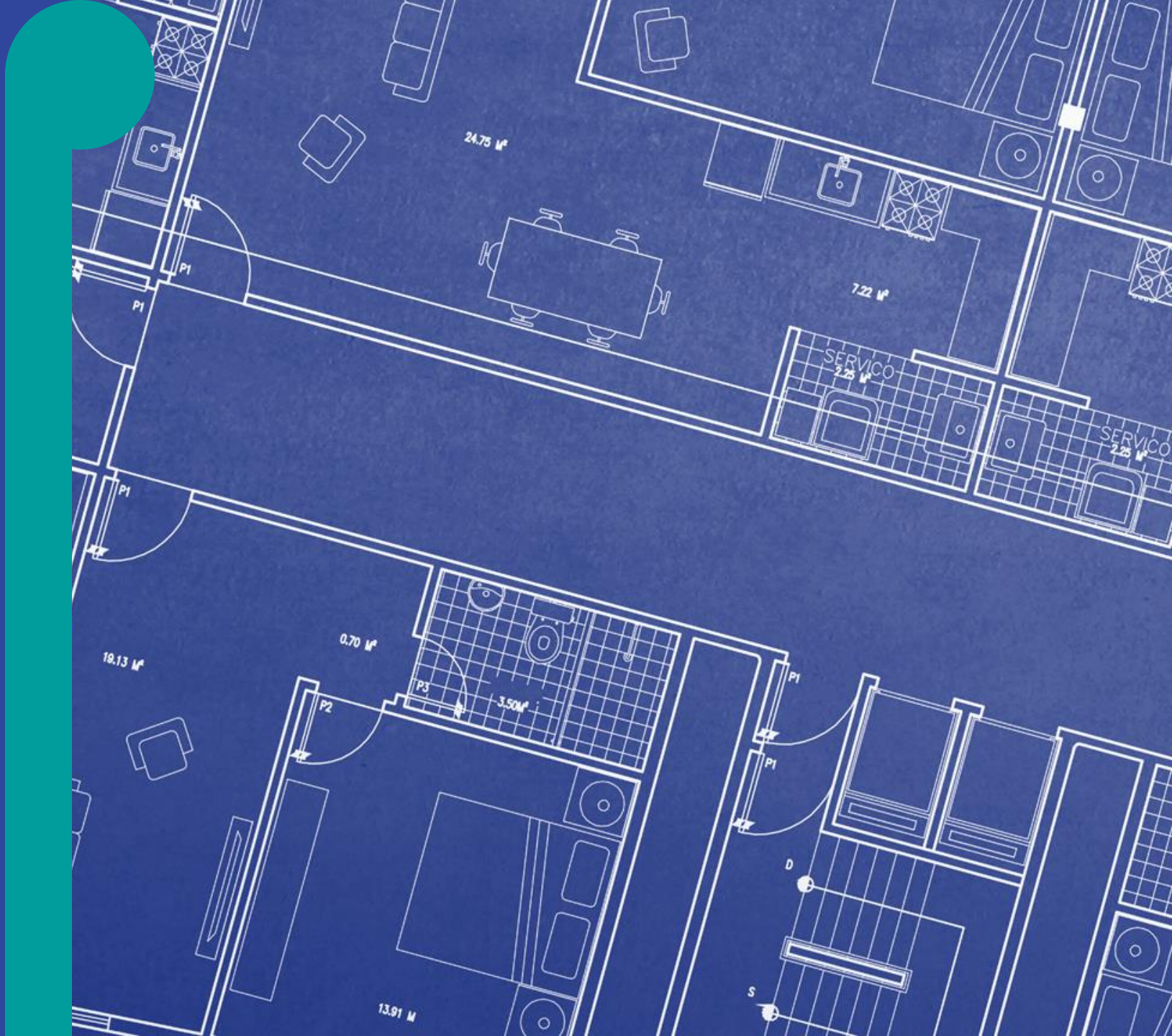
Ongoing Quantitative Research



Quantitative research across the construction industry to measure the impact of the wellbeing programme / indicators and behaviour change over time

1

Approach



The foundational research

The foundational research

Depth Interviews

Depth interviews were conducted amongst n=35 workers (including managers) in the construction industry to understand what motivates them and to explore what helps and hinders their wellbeing.

These interviews allowed us to analyse the key wellbeing indicators for the construction industry, which will be measured in the ongoing quantitative research. The depths will also be used to help the MHF to understand the best approaches and mechanisms for rolling out the programme.

The research also included a cohort of Chinese respondents. We utilised a specialist Chinese qualitative researcher to conduct this research to ensure we approach the cohort with the correct language and cultural considerations.

We conducted one-on-one depth interviews for this stage of the project.

- We elicited a more open and honest response from those in the industry in a one-on-one setting where there are no social or group norms to conform to (e.g. not wanting to appear vulnerable or share details with others about how the business operates).
- Given the long hours worked in the industry, depth interviews allowed for flexibility and the ability to work with respondent availability.

The foundational research – suggested sample

The foundational research

Depth Interviews

SUBGROUP	INTERVIEWS	ADDITIONAL CONSIDERATIONS
Residential construction business owners / managers	5	Range of sole traders / employers
Residential construction apprentices	5	Range of length of time in apprenticeship
Residential construction builders	5	Range of roles & length of time in role
Residential construction supporting trades (plumbers / electricians / gasfitters)	5	
Partners / whānau of residential construction workers	5	Person(s) with close relationship to worker
Residential construction sector (training organisations, industry stakeholders)	5	
Chinese residential construction workers – mix of above	5	

Interview details:

- 30–40 minutes' duration
- Respondents received an incentive of \$75 for taking part

Sample demographic breakdown

Gender	<i>n</i>
Male	18
Female	7
Ethnicity	
NZ European/Pakeha	12
Māori	9
Pasifika	3
Other	2
Age	
18 – 24	7
25 – 44	10
45 – 59	5
60+	1

Industry	<i>n</i>
Carpentry/building	13
Scaffolding	1
Roofing	2
Electrical	8
Painting/Decorating	1
Plastering	2
Other	1

Across the sample:

- Recruited from a NZ market research panel provider
- Range of NZ locations
- Range of business sizes
- All conducted online via Microsoft Teams / phone except n=4 Auckland-based depths conducted in person

Note: demographics include whānau recruits, but do not include Chinese workers or Stakeholders.

2

**Key
themes**



Key themes

The time is right to support & engage the industry.

Participants were mainly open to the conversation and aware of the wellbeing needs in the industry either from a personal or a business perspective.

- Next year could see a downturn in the current 'boom', so resilience will be key.

Our approach needs to be mindful of the following considerations:

- To have meaningful impact, the communications need to speak to the perspective of workers, whānau, business owners and trainers.
- Learning from others has great value to this audience – this will be an important factor in our final resource set, including social media.
- We are experiencing an unusual moment in time – there is tension between traditional views and a new generation of workers.

While there are some similarities regarding wellbeing, Chinese construction workers will require a targeted and nuanced approach.

Key messages of PRIDE and CONTROL

Encouraging and educating the industry about bringing your best self to work to do the best job.

You want the best tools in your kit, and that includes your attitude, health, food, etc.

3

Current context



A career in residential construction

Motivated by ability to create & variety

Respondents said they began a career in residential construction because:

- Family and friends looked like they were enjoying their job / said it was a good career
- Being your own boss eventually can be a driver with regard to both independence and finances
- It's an industry that allows you to create and work with your hands
- A trade is seen by some as a solid and sensible career choice – there will always be work
- Some are motivated by working for a business based on traditional Kiwi values of 'an honest day's work'
- The variety involved in the work is important to most
- It allows for constant learning

You can have some unique experiences

"Living in Queenstown, the views are phenomenal down here. We were doing a house up on the top of a hill, was sort of cantilevering over a waterfall. And, like, you just look out and see a snowy mountain. It's like a multimillion dollar house and you, you just kind of wake up and get excited to go work on that... just quite a cool feeling."

You can see and experience the lasting results of your labour

"It's very satisfying. I can drive around the city now and see what I've done. It's leaving a legacy, which is neat."

It's an industry that has flexibility – easy to drop in and out of if you need or want to

Residential construction customers

Dealing with people's homes can lead to both positive & negative scenarios.

Residential customers can be 'emotional customers', as they tend to pick at everything to make sure it's perfect, as it's an emotional build.

They get more upset, so it does put more stress on the staff and they can always be on site to check upon everything. That means staff have to have more attention to detail to deal with customers.

Workers also have to become more customer service orientated. Some people are better suited to the client – 'people people'.

Some enjoy dealing with homeowners and found it easier to find solutions for them, whereas large commercial companies are always changing schedules and it's difficult to fit in with this. Everyone blames each other for things going wrong.

The impact of COVID-19 on residential construction

It has been a very stressful 2 years & there is a sense that some have been pushed to their limits.

Some companies are under huge pressure – staff shortages, supply issues, greater compliance – yet customers aren't any less demanding, deadlines haven't changed.

“Covid reinvented the residential construction space and added complexity and stress to everyday lives.”

Company owners and managers are under pressure to complete projects and can be unpleasant to work with.

“Everyone is short on the fuse. You get customers on the phone all the time asking where their stuff is. We know it's not our fault, but it becomes overwhelming and you go home not as happy as we were 2 years ago, but we know there is light at the end of the tunnel.”

There has been so much going on that there isn't time to slow down to work out a strategy to deal with it.

Economic uncertainty adds to this pressure

Developers' cutting costs put huge pressure on subcontractors and workers. Pessimistic talk in the industry is adding to stress. People fit into two camps: pessimistic or 'super optimistic', with not much in between.



Chinese residential construction sector context

Long working weeks & lower expectations of work–life balance.

Many young and / or new workers transitioned from other industries due to the pandemic. Some took up the government-subsidised free 2-year training course to make the transition.

Workers in Chinese construction companies are expected to work 6 days a week. Those who speak good English generally prefer working for Kiwi companies, where they can work 5 days a week and finish on time at 4:00 pm on most days.

The current labour shortage means lots of opportunities for employees and they are better able to negotiate their hours.

The expectations of a good job / company seem lower, possibly due to poor industry experiences from overseas. E.g. a participant's first reason for saying he had a good employer was that *"I get paid every Thursday, it's never late."*

Those who had worked in China or Singapore were used to working 10–12 hours a day, 6–7 days a week. In comparison, working hours and conditions in New Zealand seem favourable.

Chinese residential construction sector context

Boom or bust?

In the past, border closures have meant less competition from imported workers from China, who are willing to work longer hours for much less (therefore are more susceptible to exploitation) because their sole purpose in New Zealand is to make money to send back to their family in China.

On the other hand, some migrant workers are getting increasingly pessimistic about finding work in the coming year. Now that the borders are opened, Chinese recruitment agents are bringing in thousands of new migrant workers into New Zealand, but with the stagnant housing market, they are worried about having to go back to China and face the music (and losing their \$20k+ agency fee for a 3-year contract).

"I'd tell other people who are considering coming to work in New Zealand: 'don't listen to the agent, there are hidden costs, for example 20% tax, you need to pay your own rent in New Zealand about \$180 per week, whereas in Singapore board is usually covered, fuel prices, and you have to bring your own food on site.'"

Few successful Chinese businesses last for more than 5 years.

"The companies that can survive over 10 years must be doing something right, their owner and management must have something unique about them."





Chinese residential construction sector context

Family & reciprocity are important values for Chinese.

Chinese companies in general are expected to be supportive with staff's needs to take care of their family, e.g. children's schooling, sick leave, etc.

For those who work for their friends (quite common in the industry), it can be more difficult to ask for time off, pay rise and pay for overtime because they don't want to add to their friend's burden / stress.

Language – a barrier to development & opportunities in the industry.

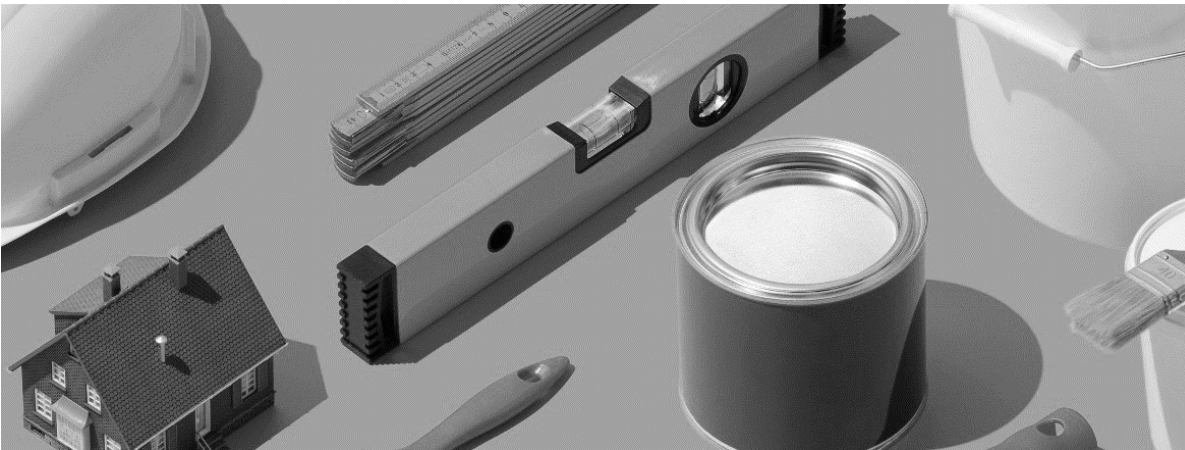
Some don't think they could have further career goals due to their lack of English language skills.

"To become a master plumber, you'll need to go to the course. And the courses are all in English."

Current context

A complex industry, yet the time is right for businesses & individuals to engage in the topic.

“Residential construction is very multi-limbed. There are many different niches and it’s very busy – filled with people who work long hours and work hard. It’s male dominated and feels filled with uncertainty, particularly financial uncertainty for a lot of people. This can be due to the way people get paid and the types of contracts people do.”



Consideration is required as to how we speak to this audience

- At an industry level – can ‘we all’ do this for the good of the industry and each other? Could this help create a sense of community in the manner of *Farmstrong*?
- At a sub-sector level – e.g. roofing, plumbing – engaging with industry bodies and organisations to reach the different ‘limbs’ within residential construction?
- Or a mixture of both?

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Residential construction – positive drivers



What's good about working in residential construction?

What we need to positively reflect...

Satisfying basic needs: If a site or team is working well, then the job can satisfy many needs, including social, physical and mental, while job satisfaction of completing a successful project can be long lasting.

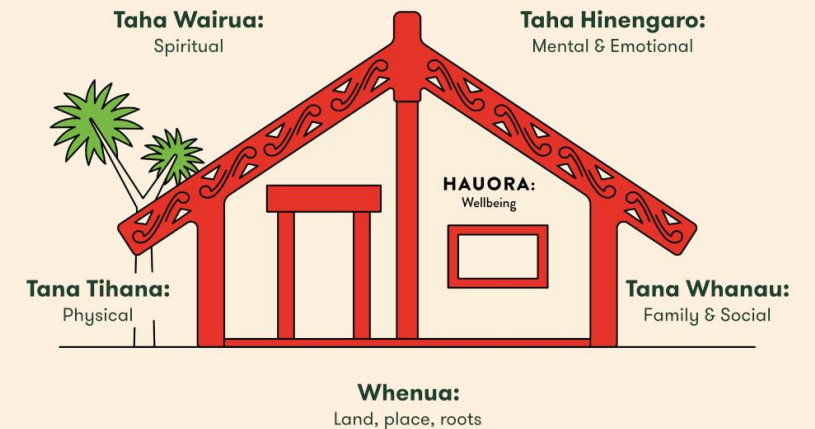
A sense of achievement: You get great job satisfaction when the job is complete (if you are allowed to buy into the project overall).

"It gives me the most satisfaction when a job is completely on time to high standards with no need to rework."

Friendships: You can hang out with great team mates with similar interests, barbecues after work, maybe go fishing.

A career in residential construction can help those working in the industry meet *mental and emotional, physical and family and social* hauora needs.

The 4 Pillars of Our Hauora



What's good about working in residential construction?

Opportunities & a unique environment...

Active and relaxed work environment – it's outdoors, you can take your top off in the summer, drive a ute; physical labour keeps you physically fit.

"I like having a physical job, I get bored and I like having an active day."

Diversity of environments can be stimulating.

"I like the variety, not being on the same site all the time, and I couldn't handle being in an office."

Ability to be your own boss and make good money.

"I know my friend likes plastering because it will give him the opportunity to be a businessman himself."

An egalitarian industry in comparison to other countries – tradies are valued.

"Here [vs Brazil] people don't compare or judge, builders are well regarded."

Can be good working conditions, e.g. good hours and company vehicles, etc.

You develop practical skills.

For the Chinese:

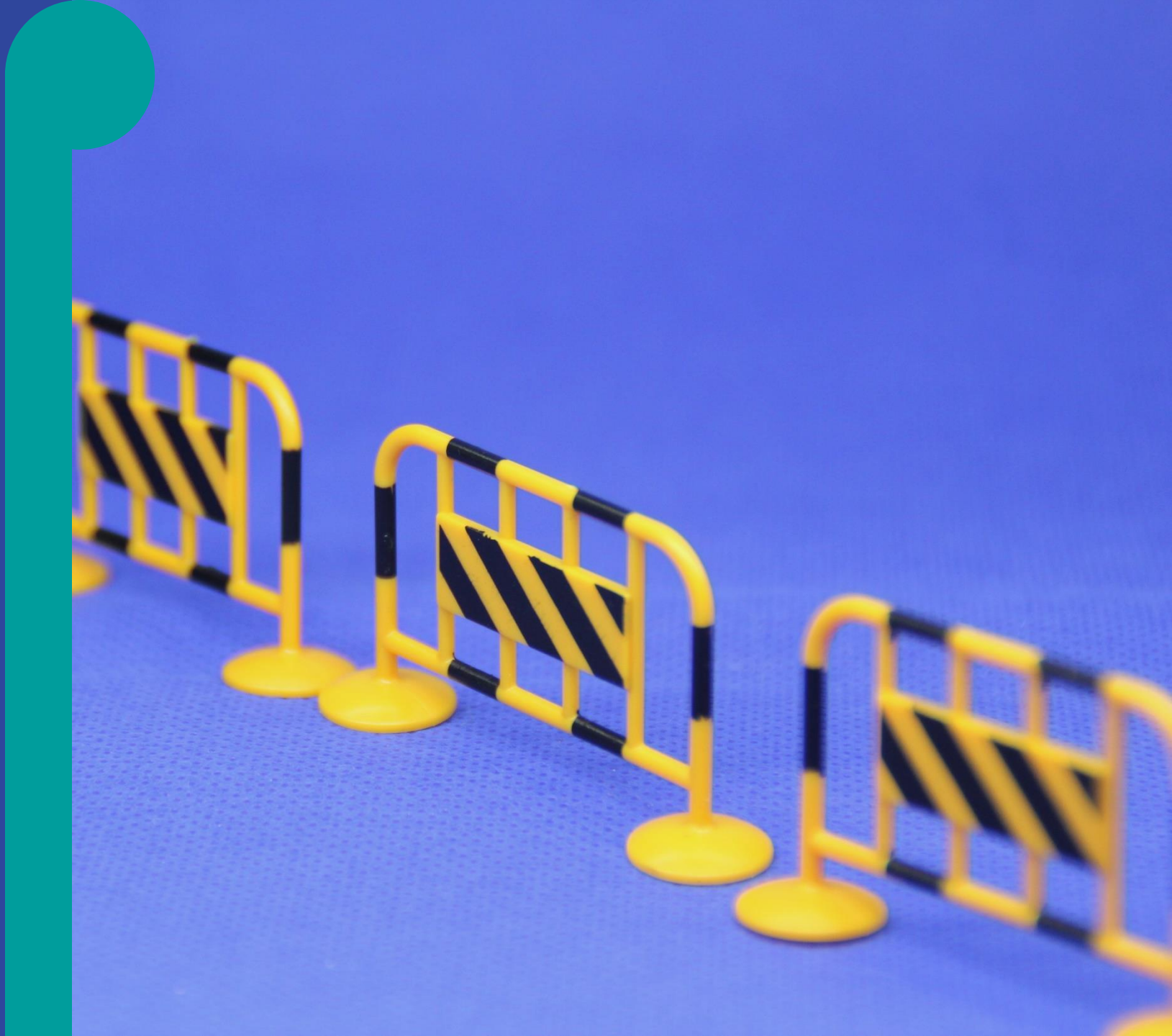
- Decent income with low-entry barriers to the trade, including language.

"So long as I work conscientiously, I can support the family with the income I pull in."

- There is room to grow and develop one's career, e.g. to become site manager, supervisor, master plumber, etc., especially when compared with hospitality, which also has low language barriers to entry.
- Unlike in China, where blue-collar workers are looked down on, building trade workers in New Zealand are considered to require technical skills and are well respected (comments from an ex-civil engineer from China).

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**Residential
construction
– barriers to
feeling good
& working
well**



What makes working in residential construction difficult?

What we need to acknowledge...

It's physically demanding

Although many workers like this side of the job, it can be hard when working in extreme weather conditions, or when they get a physical ailment and feel they are letting down the team, not working to their best.

"We know that a lot of the injuries we see are due to wear and tear – tradies wear themselves out mentally and physically."

Ideally we want to give people support to stop the wear and tear happening and create a career with longevity.

There can be a lack of a clear career pathway

This can lead to people leaving the industry or merely existing within it, which is unsafe and demoralising.

"It's a recurring theme that I see, a lack of career planning or pathway, and a lack of mentor or someone to guide you. People become lost, they become these vaping, energy-drink-consuming zombies – surviving, not thriving."

"Young guys are second-guessing, 'Where do I see myself? Do I want to be getting \$23 per hour swinging a hammer in the coming years?'"

What's not so good?

Traditionally it's 'blokey' & sometimes exclusive or sexist.

Residential construction has traditionally been a 'macho' and male-dominated industry. It is not for the 'thin skinned', and banter is part of the culture.

The 'old school' masculine code of *work hard, play hard, don't talk about your feelings, push yourself physically to the limit* is not conducive to strong mental and physical wellbeing.

Women feel they have to prove themselves more than men do in the workforce.

"I will get people at work asking if I have had a 'sleep in' if I get in a bit late, even though I start at 7 most days. It's quite subtle, but if it was overt, then people would get pulled up on it. You don't get respect straightaway, like a bloke would."

For the Chinese:

- Sexism, including putting down of females, is considered something old-fashioned and it happens more with older tradies.
- However, the trade is considered to have high safety risks and unsuitable for women. None has mentioned working with female Chinese tradies.
- Culturally women are thought too weak and delicate for the harsh working environment. Women in the building trade are either in admin or management roles.

What's not so good?



Bullying has always been present.

What may have been accepted as normal behaviour in the past – calling people out publicly for mistakes, shouting at staff – is still present and many people talk about builders having to have a thick skin. There is the sense that this is slowly becoming less accepted now and is not as bad as last century ('80s, '90s when many builders started out).

Bullying typically originates from older tradies – seen as a 'rite of passage' for apprentices – but its severity can be extreme (physical and mental) and is formative in terms of shaping apprentices' resilience and approach to stress.

"I don't know why they do it – is it trying to toughen you up? Trade has the atmosphere – typically a bunch of men flexing on each other. It made me question being in the trade, I thought about giving up, maybe I wasn't smart enough, I'm not cut out for it."

For the Chinese:

- Bullying occurs especially from older experienced tradies to apprentices. Having technical skills seems to offer the best protection from such bullying.

"I've never experienced it [bullying] by myself. The master treats me well because he needs my skills, but I've seen him use nasty colourful language loudly on a young apprentice."

- Some think calling people out publicly for mistakes is part of having good work ethics and being part of an honest team.

"Critiquing the quality of work does not equal criticising the worker."

What's not so good?



It's often hard to find someone to talk to.

Unless someone has explicitly given workers lines of communication, many do not know who they would turn to when they need help and support. It may also not be seen as safe.

"It was like a school yard bully – if you tell on me, I'll smash you."

"I never proactively go to people and ask people if they are OK. It would be unusual."

A supportive partner at home can often be the only form of communication and if home life isn't good, then this can be detrimental.

"They just don't talk to you, take instruction, communication stops, casual banter stops. You get that atmosphere, which isn't good. You just hope that you've built a relationship with that person that you can draw them out without condemning them. Really important. I've been on building sites and it all turns to custard."

"The home or family life of the apprentice is critical to their success."

For the Chinese:

- The spouse plays an important role in supporting their mental wellbeing.
- A female senior manager spoke about a successful developer's work–life balance. She said it was partly attributed to his wife, who had laid down rules for her husband to be home by 6:30 pm on weekdays and on weekends to spend family time.
- This manager has learned to ask her (Kiwi) partner to call her mobile phone at 6:30 pm to stop her boss (who is a friend) from asking her to work overtime.
- Another credits his wife with helping him stay safe.

"My wife has made a rule that she would always pick me up after drinking. If I drive instead, I will have to pay her a \$200 fine."

What's not so good?

Knowing who to talk to & how to listen...

Some respondents did not know who they would talk to in the workplace if they were having struggles, particularly as work is so busy at the moment. The main focus is getting the job done.

“They are late, why are they late? You hope they are OK, but you are one person down, so you have to get on with it and a crane’s arriving and you don’t have time to address it.”

Some larger companies are doing more, e.g. offering employee assistance programme (EAP) services and guest speakers on related topics. Most will talk to their boss, but only if their work is being affected in some way that their boss needs to know about. Otherwise it usually comes down to mates and partners.

Some businesses are guilty of bringing in providers or presenters to talk to mental health to ‘tick the box’ without making actual changes to internal culture.

Check-ins are not built into the workday, so issues can ‘slide’.

Some would like guidance on how to support people struggling when people are hard to get through to, e.g. people who stop turning up, show no enthusiasm, let the team down, but may be struggling. The site is so busy that it is hard to give them time.

“What are you supposed to do to help? Should you say something if you see someone struggling? What should you say? What happens if they just say, ‘Yeah, all good’?”

What's not so good?

It's often no one's job to mediate & facilitate wellbeing.

This leads to people internalising or not dealing with issues.

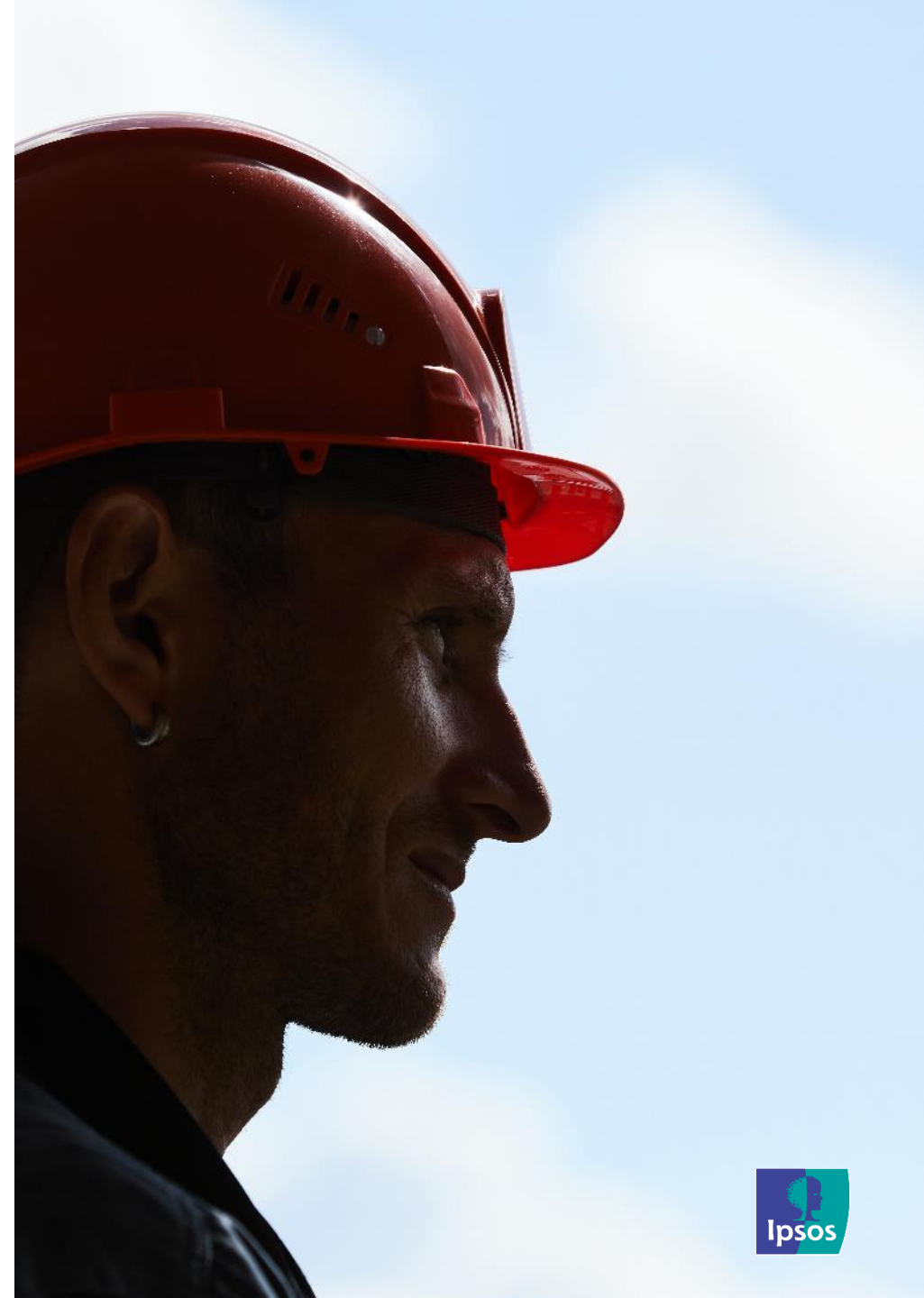
"Problematically it's no one's job to help or support or guide the team, it's the job of the person having the problem to sort it."

When there are policies and process in place, it creates a mentally and physically safe environment.

"There's not a lot of HR in the trades, in my current role we do have an HR lady and it makes you feel like people actually care, and it's a deterrent to bullies."

"Things go well when the builder in charge is paying attention and has the right procedures in place – accidents are far less likely to happen when the main contractor has a clue."

"Imagine if a leader actually said, 'I want you to do well. You are valued. What do you need energy for outside of work?'"



What's not so good?

People can 'self-medicate' to cope with the stresses of work.

Some builders (more likely to be middle aged) talk quite openly about being heavy drinkers, which they manage alongside working hard.

The industry has always had a strong booze culture and this is still accepted so long as it doesn't affect the quality of work and productivity.

Beers after work on a Friday is quite common, although there is a greater awareness of drink driving. Turning up hungover or smelling of alcohol is not generally seen as acceptable.



For the Chinese:

- Drinking was not mentioned as an issue. On-site safety is paramount, no drinking on site or at team lunches. Also, there is no strong drinking culture in most parts of China.

What's not so good?

Little guidance with regard to 'healthy living'...

Other than health and safety, which is generally taken very seriously, there seems to be very little guidance on healthy living (e.g. nutrition, sleep, alcohol consumption).

Given the physical nature of the work, many tradies enjoy physical recreation, e.g. gym, football and hunting, but these are for weekends at best (too tired mid-week) and so can easily slip.



Long days meaning for some work is their life...

Work becomes a key source for friendship, companionship, laughter. If you don't get that, the life can be hard.

"I can't believe the way that some people speak to each other and you really notice it, as our team is so nice to each other. You see it more with older workers who treat people like that, they are stuck in their ways and don't give people with less experience opportunity to learn. You don't need to put people down, just teach them the skills. If someone has made a mistake, then don't be angry with them."



What's not so good?

There can be a lack of trust in the industry.

Some workers claim that one has to be careful about who one confides in.

There is a sense that some people can't be trusted, it is quite competitive and gossipy within the industry for some.

Others feel they have to put on a front, not show their true feelings lest they be judged and talked about.

Some Chinese believe 'minding one's own business' is a virtue which could hinder them from reaching out to a struggling co-worker.

*"I'd say to them, 'Just go home if you don't feel up for it.'"
[Did you talk to him and find out what was troubling him?]*

"No, that would be too nosy."

What's not so good?

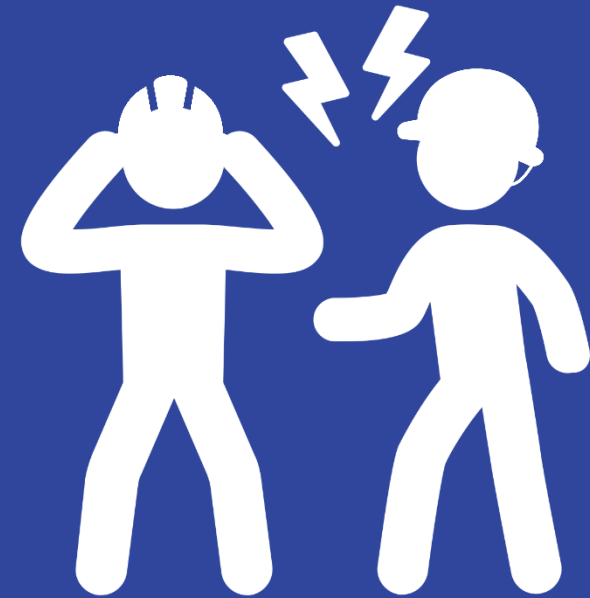
Personality clashes...

On some sites or in some companies there are people who you don't get along with. Interacting with these people can be challenging and can escalate if people don't have the skillset (or in some instances the authority) to address the issue.

"If you CAN have a conversation, you could bring it out into the open, ask 'How can we work this out?', but this might not work and you might have to ask if you can change teams."

For the Chinese:

- Disagreement between staff seems to be part of the job and not a major cause of stress.
- Stress usually comes from fatigue, health, financial worries and family life, e.g. kids getting into trouble at school, wife and mother-in-law not getting along.
- Most felt when money worries are taken care of, everything else is likely to sort itself out.



What's not so good?

Job not going to plan...

With so many variable elements, it is inevitable that jobs and projects may not go to plan.

Without healthy communication, issues on site can lead to bullying, stress and isolation.

"In group home building it's an assembly line procedure. It's critical that you have enough staff, resource and that things can move at speed. When it's not going well, people get angry, agitated and isolated."

For the Chinese:

- Sign-offs by government agencies, e.g. city councils, can take a long time. Often Chinese building companies and their subcontractors will try to 'make up for lost time by working overtime' to speed things up. This puts huge physical and psychological pressure on everyone involved. Sometimes it's the demand from clients, sometimes it comes from the boss, or it can be self-driven – 'the sooner I finish this job, the sooner I can move on to the next project and make more money.'

"Unlike a lot of Kiwis, who seem to have a more balanced attitude, work hard when there's work, take time off, go on holiday when there's no work, for us Chinese, you are either busy chasing the deadlines or stressing out because there's no work, it's never ending."



What's not so good?

Small-to-medium businesses feel at the greatest risk.

There is not a great deal of support available for small-business owners. Workers for smaller businesses are unaware of support services and, if the business is under pressure or the team building isn't strong, it can leave some people vulnerable.

It can be tough and lonely at the top, especially as small businesses are often owner-operated and bosses that are tradies first and managers second.



What's not so good?

Knowing what is expected...

There is little training on how to behave and operate in a residential construction working environment. People learn on the job and don't know what to expect.

Some training providers report a generational lack of understanding about how to behave in a workplace.

"I just spoke with a 19-year-old this morning, hadn't turned up at work for 2 days. He was at his mum's house. Said he didn't like the job so just stopped turning up."

Conversely low expectations of apprentices can also lead to exploitation from bosses or business owners.



For the Chinese:

- The industry can appear lucrative, they may have friends and family are in it – 'if they can do it, so can I.'
- Many underestimate the challenges, e.g. long hours, safety, impact on health, compliance costs and cash flow for business owners.

What is changing?



From stoical blokes...

"I'll probably sound like an old boomer, but people used to be brought up different. My kids have been brought up with the same values, but it's really easy for kids to stay home from school these days. In my day it was stay home unless you are almost dead, otherwise it's 'go to school'. Fast forward to now and some of those people are coming into the workforce and that seems to be where some of it comes from."

"'Don't bring your shit to work' was the saying at the time in the '90s. At work, just do your job."



... to a sense of emerging openness

"Younger guys are more inclusive, more aware of what can go wrong with relationships. When I was an apprentice, you did what you were told. Now they will question, open up, be a bit more forceful, get more of the action. This is good because if they are more confident, they are easier to train. They have more of a voice and are more confident generally and let their opinions heard. Important to listen to these opinions, too."

"It has changed over the last 3–4 years, the older guys feel you have to watch younger people due to their mental health situation. The older guys are really respectful, making sure we are ok and speak to us as if we are their own children. It is quite funny. Like they are overly kind, like not trying to upset us by saying the wrong thing. Speaking to us with a bit more emotion."

Things are slowly improving



A movement toward openness & better communication...

Greater awareness of importance of good mental health

... driven by the media and large employers. However, it tends to be a little more focused on reactive help rather than preventative (e.g. where to get help).

- E.g. a female Chinese manager often takes coffee or V for the workers when she goes on site. She would offer logistical help and pastoral care to the workers who struggle with English, e.g. booking and driving them to medical appointments and asking after their family. She stressed the importance of keeping the workers happy for on-site safety, productivity and staff retention.

While awareness is good, it doesn't always translate into active support or resilience / wellbeing training – it may simply mean getting approval more easily to have time off for mental health reasons.

Large employers are taking mental and physical wellbeing seriously

The HR function of large business is driving awareness of wellbeing. Employees are aware of confidential services and some businesses provide confidential lines of communication (e.g. the boss's boss). There is greater awareness of the importance of good mental health.

Some distinct generational differences

It is widely accepted that younger workers are more inclusive and aware of mental wellbeing, in particular (not so much physical wellbeing). Although this may be rejected by some more traditional workers, there is the sense that this is filtering through. At the least, older employers are aware that they need to humour this to retain employees.

Some also mention that some younger workers will challenge more – a distinct change from 10+ years ago, when the voice of the young apprentice wasn't encouraged.

Things are slowly improving

More women & greater sense of value...

More female tradies

Female respondents talked more openly about the importance of wellbeing and how they manage this at work. Large companies seem to be actively recruiting female tradies, and this seems to be having an effect on toning down masculine culture (although there are not too many female tradies on smaller sites). Both men and women actively reject derogatory talk about women and sexuality (although there is still a lot of this banter around).

Employers cannot afford to lose employees

With staff shortages, employers need to do whatever it takes to retain employees. Team building and being kind to employees is a vital part of this. Some workers will talk about walking out of a job, if a boss is abusive, and finding work quite easily. Offering perks that include encouraging healthy activity (e.g. gym membership, weekend fishing trips) may be part of this. Non-managerial staff are generally much less stressed, as they have job security and bosses to take the hits.



Things are slowly improving

The situation feels ripe for a conversation to begin.

Some trades are improving more quickly

Electricians, in particular, talk positively about healthy workplaces, good camaraderie – a sense that this work is not as physically demanding, a bit more intellectually involved.

There is some awareness of *Mates* and other progressions in mental health support

Occasional mention of *Mates*, Mike King, John Kirwan and generally more talk in the media. None of the Chinese participants mentioned these. Some felt mental health management and its importance for safety and productivity should be introduced and emphasised at the training courses for those who want to join the trade.

While on-site chat seldom gets into these sensitive subjects, it's become a lot more accepted to cite mental health issues as the reason for time off, etc. People are generally more understanding and some companies are very eager to ensure positive mental health. *Mates in Construction* is sometimes cited in this regard.



6

Wellbeing



How do people maintain their physical & mental health at work?

The need to be well is understood by most, as is its impact on performance.

Most people clearly understand the impact of poor mental and physical health in the workplace – it leads to a deterioration in the safety of the work and the quality of the output.

“If you are in a bad headspace, then you are going to make mistakes and that is dangerous.”

“Now it is vital to be well, otherwise workmanship is poor. If a job is done badly, then you know someone is not feeling that well.”

Good practice is often about understanding ‘what’s in my control vs what is out of it? What can I do about both of these things?’



Speak to the strong sense of pride in work that we see in residential construction in New Zealand.

To do your ‘best’ work you need to use the best ‘toolkit’. Wellbeing is one of the tools you have available to make sure you are delivering your very best for yourself, your client and your family.

Set yourself up for success – ‘bringing your very best tools to work every day’. You are your strongest asset.

What works?

Knowing yourself & having healthy coping mechanisms...

Some people have a good level of self-awareness and are good at self-managing. They have developed techniques and work processes that allow them to manage daily work stressors.

"If things are getting a bit out of hand (with my mental health) I'll go and sit in my car for 20 minutes till I cool down – I think my colleagues could probably learn a thing or two from me in this regard instead of soldiering on and doing a bad job, spreading their bad mood."

"I do have, I think, quite a strong mental attitude and quite a resilient attitude, to know when I need a break from work. And our boss is quite good in terms of, like, mental health days, if we just do feel low, and we need a day off to sort our own bit of life heaven. Our boss is quite accommodating in that sense. And then I've got my partner, she's always good for me coming home and just kind of debriefing with her from the day. And that helps me kind of switch off for the next day."



For the Chinese:

- One participant suggested to one of his flatmates taking time off after he complained about a sore back. But he refused and 'struggled to get back to work' because he was worried about not having enough money for his son, who is going to university in China.

"He's always wanting to save more."

- Physical injuries can lead to mental illnesses.

What works?

Healthy coping mechanisms – structure & eating well... (1)

Developing structure and processes

Learning to prioritise is important, as is having good basic processes, being on time, having the right gear, etc.

“If you have those things sorted, it makes you more able to anticipate the rest of the day.”

“I’ve got a weird strategy that somebody taught me. I have glass balls and bouncy balls. Sometimes I have to drop a work bouncy ball to catch a home glass ball. I weigh it up and it works really well, actually.”

Developing boundaries with regard to time

Understanding that the job cannot consume all of your time and creating a lifestyle that allows for a personal life.

“I’ve become disciplined with it – there is always more work than you’ll ever be capable of. It’s acceptable to work 5 days a week and not feel obliged or pressured.”

“He’s pretty good, but I’d like him to have a day off that’s a day off.”



What works?

Healthy coping mechanisms – structure & eating well... (2)

Eating well can be difficult if you don't know how and haven't got the resources to do so, but those who plan their meals find it can save time and money

"I pretty much have the same packed lunch everyday, but it's one less thing to think about."

"Eating healthy is a big problem in construction. Every site you are on, there is no kitchen. People just end up buying takeaways the majority of the time. The majority of people are buying lunches as cheap as possible. A lot of the young guys are buying energy drinks non stop and you watch them have huge crashes. It's not very sustainable. There is a lot of vaping in the younger – 16 up to 25. There is a Korean guy who brings in these huge lunches every day, he is super positive and does big hours. He brings in these massive bento boxes of rice and cooked meats."



Healthy food: a microwave for re-heating lunch is essential for Chinese, as is...

Exercise

Sleep

De-stress & mental health

What works?



Business owners adopting a holistic approach to employees...

Flexible working where possible

Flexible working can have hugely positive effects on productivity and wellbeing. Whilst more difficult on a building site, how can more flexible working practices be introduced?

Supporting life outside of work

Encouraging greater physical activity or practices that improve mental wellbeing. How can it be introduced in a way that isn't difficult? Teaching managers how to subtly introduce or giving advice on day 1.

"Work is busy and home is even busier. As they are both so mad, I have taught myself that I need a little bit for myself. I've started running and biking with the dog. I think you just find that with being so crazy with everything."

If employers have generous work policies, they 'get that back' with regard to loyalty and effort at work

Uncertainty puts more pressure on builders to perform at whatever cost. If the team is working too hard, it becomes hard to do team building.

Teach managers that benefits, rewards and support = greater productivity. It takes time and investment, but it's worth it.

Demonstrating fairness in the workplace

"We are all contracted for 40 hours, you can take on-call jobs and that might mean you go out at night, but it's worth it because the pay is good – time and a half for being on call."

What works?



Building the team is vital...

Managers who believe in team building believe the benefits are huge. Happy staff means higher productivity and they stay.

If something goes wrong for a team member in terms of issues or mental health, colleagues feel they can approach them or vice versa – act to support and help them get through it.

Building the team involves management, perks, buy-in to project, team building days. Wellbeing perks can be included, e.g. gym membership.

“They’re great. We’ve got a pretty nice team, I know. The construction environment can be an environment where people call each other out for mistakes, but our team is not like that. Because that way nobody learns and nobody grows. If you’re gonna spend that amount of time at work, with those people, you might as well see them as family.”



For the Chinese:

- Some larger Chinese companies offer regular team-building activities, e.g. lamb on the spit for team lunch, fishing trips and BBQ on weekends, dinners including the workers’ families on traditional festivals such Chinese New Year, Mid-Autumn Festival, Dragon Boat Festival, Christmas.

“It has to include their families, otherwise people won’t come.”

- Good teamwork starts with lending a hand when needed.
- The industry view is that having some social interaction with others would help reduce friction at work.

“The Chinese plumbers’ football team is a great example.”

What works?



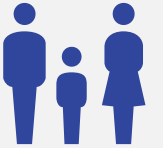
Being a good boss...

Leading by example is more powerful than lecturing

It is hard to tell people how to live well, so leading by example is a good way to do this: non-alcohol alternatives at socials, taking them for activity days out, free gym membership, letting them know that they can get mental health support, e.g. counselling free and confidentially.

“With our apprentices we get to know their families, find out what their outside interests are and encourage them. We used to go and watch one of our apprentices play rugby. Not treating them as a worker unit. Not a friend, but more than a colleague.”

“As a boss I’m a mentor or influencer, and that’s massive. I want to keep wellbeing at the front of my mind as often as possible, it’s a big responsibility – I need to check in with him, balance the praise with the other stuff.”



For the Chinese:

- It is more important for bosses to demonstrate it is okay to put family and their own wellbeing before work and not work overtime, and it is good to have interest and life outside of work. Power distance is greater at Chinese workplaces. Chinese staff will need permission to do the same.

“I work with a lot of builders... one of them seems to manage work–life balance particularly well. He works hard during work hours, avoids the drinks and dinners after work so he can spend time with the family... Some might feel obliged to go to these business dinners and drinks, it’s the Chinese way of doing business. After a while they might forget what is more important in life.”

What works?

Making work a place where people get along...

Having people to confide in at work

Making employees aware from day 1 of how they can speak to people confidentially. This might include a nominated person at work (boss's boss or HR) or access to confidential counselling services.

Using banter

Banter in the workplace is the norm. It can be used effectively, and in a kind way, to get people to tow the line. How can this be used to challenge toxic masculinity and bullying and encourage more openness?

For the Chinese:

- This is likely to take longer to change. There is an expectation of keeping private matters out of workplaces.

“Workplace is not for making friends.”



What works?



Making work a place where I can be safe...

All respondents cited a clean, tidy and safe workspace as a key basis for feeling good and doing a good job. When spaces indicate care, this makes workers feel valued

“Coming to work feeling like you are only going to be asked to do safe things, not risky things.”

“A tidy site, access to things that will make the job better – water, bathrooms, sunscreen.”

“Nice facilities, a toilet, somewhere to put your bag and lunch – make it accessible so it’s one less thing to worry about – make life for your workers easier – they will do their job properly and not worry about other things.”

Many migrant workers were trained overseas and / or in a different industry; therefore, they do not understand the health and safety requirements in New Zealand. Current onboarding training for these workers is insufficient or non-existent.

Subcontractors winning jobs on low prices might end up cutting corners on safety gear, e.g. scaffolding and personal protection equipment.

What works?



Greater equality in the workplace – or at least fairness...

Having more female influence

Strong female role models are important to both men and women – **desire for more equality in age and rank.**

“I haven’t experienced sexism only because those kinds of businesses would never employ a woman – I tend to get employed by super-liberal, easy-going guys.”

There is a strong desire for more respect for labourers, apprentices and younger workers rather than traditional hierarchy and *‘if you don’t know how to do something, you are stupid’* culture.

What are the ways that younger workers can educate older people and have their voice heard from the moment they start in a profession?

Changing the perception of masculinity

There is more awareness around evolving the masculine code and accepting that men do not have to be hard, aggressive, insensitive, closed. This is already happening culturally, but finding ways to accelerate this in the industry, in a way that is acceptable to all ages, is vital for change.

‘Looking after team mates’ could be a vital part of masculinity.

What residential construction workers feel would help



External experts & support...

Online counsellors

People who are trained in counselling but have also worked in construction. Suggestion of hiring retired builders who know the stresses and demands of the job (some rejection of speaking to those who haven't).

Support associations for women in the industry, including support staff

Female office staff report support for female tradies but not for office / admin / management staff who are working in a confrontational male-dominated environment and can also find working life very stressful.

ACC / MHF contributing toward the cost of therapy beyond a limited timeframe would be of help – therapy might not be a one-off and it can be expensive

"In New Zealand the funding behind mental health is horrible. You are allowed free counselling until 18 but at 18–25, such a critical time, you don't get it and you are paid pretty bad money. Those sort of things really hold it. Apprentices don't get paid enough and they are worried about bills, enough gas to get to work. Once that takes a toll on your mental health, you can't afford counselling."

What residential construction workers feel would help

Education beyond the practical skillset...

Resilience / coping mechanisms being taught – for all stages of your career

“In my culture we believe in saying things out loud. It’s not to get a solution or an answer, but it makes it easier and not so big. It’s easier to deal with if other people know about it.”

“I think it should be taught in year 9 and 10 as well.”

Business management being taught – a high proportion will become SMEs and learn how to run a business as they go, leading to high stress levels

“I know my friend, who started his own business, worries about providing for his family, about all the set-up costs involved.”



What residential construction workers feel would help

Encouraging open communication...

Clear directions / plans for the day / week can help everyone be on the same page and feel in control

“Success at work is a conversation at the beginning of the day – working out what you need to achieve within your means.”



Having someone to talk to outside of work

“I have a business mentor, which is promising. A guy who has been in business for years and is driving me to grow and do better.”

“It’s about what’s going on in your life – keeping the partnership close and an outside perspective from someone you trust.”

“I rely heavily on my wife and her support. I bounce ideas off her as well as other guys in the trades with similar experiences.”

This could include people in the industry, e.g. trade providers

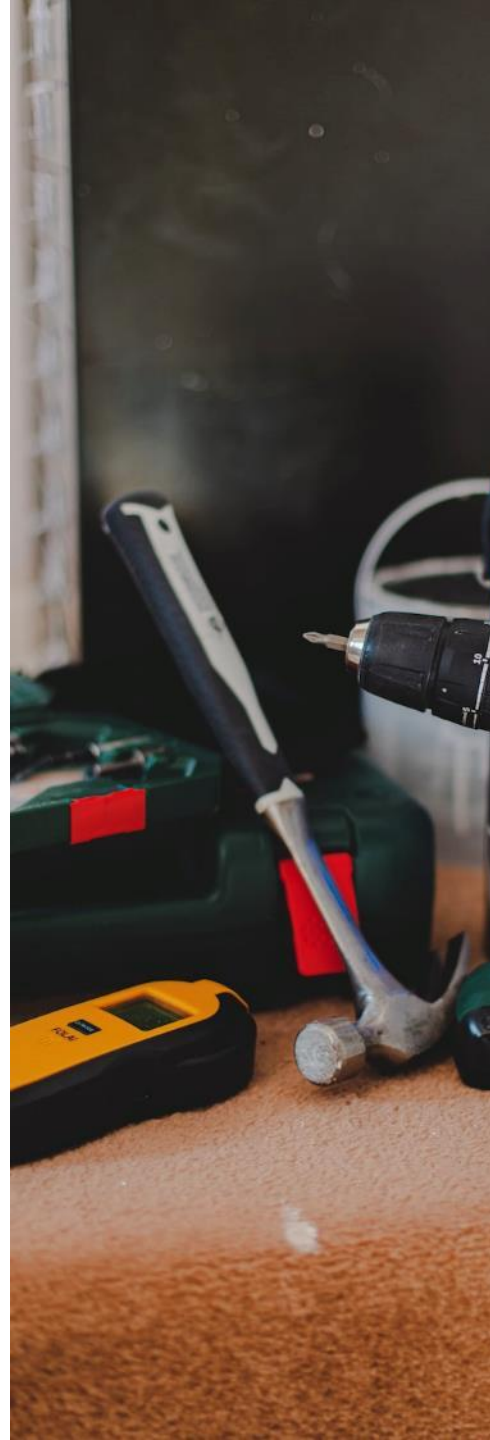
“We are seeing everyone from apprentices to owners and we have so many different types of conversations. We have that external view.”

What residential construction workers feel would help

Setting expectations...

For those planning to join the industry – it is important to understand the time commitments to study, job prospects, hours of work and the likely impact on their lifestyle and family.

“I almost wish he’d been able to see or experience ‘a day in the life’ before he signed up.”



For those starting a business – they need to be aware that at some point they might have to sacrifice a lot of their family time to get through the phase.

Family support is going to be important, as is managing expectation of the family – this is going to cyclical.

7

Influence



Where to put messages

Social media is a key source of information & relaxation.

Facebook, TikTok and Instagram – scrolling for relaxation, most of their friends are on there.

“I look at TikTok after work, it’s my unwind time, it’s a time waster.”

Some use podcasts or music to keep the mind occupied.

“It’s such physical work, there’s a point in the day where you’re not really thinking, it’s a rote task and your mind can wander.”

Given the prevalence of social media and mobile usage in this cohort, we would recommend a social media arm to this programme.

For the Chinese:

- WeChat and Little Red Book were cited as Chinese social media sites.
- Chinese workers were also reported as sometimes having better reading than spoken English.




Influencers

People respected – more about the personality traits exhibited than the person...

- Parental figures
- Hard-working, but kind mentors in the industry; people who have walked the talk
- Old managers who gave precious advice
- Selfless people who give back to others
“People who put people first”
- Role models / people who have experienced tough times
“A woman in the company has been through a lot in life – cancer, husband had a stroke, has kids, had another business. She has been through so much and is strong and she looked up to her. When she gives advice, it is really well thought out.”

Public figures...

- People already respected for talking about wellbeing, e.g. Mike King, John Kirwan
- Sportspeople, esp. UFC (for younger tradies especially) and rugby, e.g. Richie McCaw
- Industry figures who have walked the talk in construction, e.g. *All the Brothers* set up by Zane Munro, who has 40k Instagram followers
- Important that they talk to all people as equals
“He likes driven and determined people like David Goggins [ultra marathon runner]”



Not sure how this fits with the idea above

Hobbies & interests

A broad range of interests, but a key gap is physical wellbeing.

- People's interests were wide and varied, and included sports, history, politics, travel, food and gaming.
- We did not hear so much about physical wellbeing or fitness, with most mentioning the incidental fitness incurred on the job.

If we subscribe to the belief that many tradies like doing physical outdoors activities, then the ability for them to easily access such activities (which can be poor in cities) may have an impact on their wellbeing.

How can we encourage physical fitness and wellbeing without adding to the cognitive or physical load?

8

Whānau perspective



Whānau perspective

Whānau (which can encompass friends or relatives of the person working in residential construction) are aware of the various stresses & pressures faced. Typically, the following were discussed...

Long hours

“He works so hard, he wants to make people feel like he has done the right thing – he’s a real people pleaser.”

Finances

“He’s on \$20 an hour on his apprenticeship. When he isn’t an apprentice anymore, he will have more certainty over his hours, more pay.”

Urgency of the work

“You have to be careful all day.”

Physical wellbeing

“At this age he just puts up with it.”

Managing a business and / or other people

“It can get very heavy for my brother, I get so worried for him. He feels the weight of the livelihood of others. He turns to his sister when there is a problem.”

Long-term plans – what do I do when my body isn’t able to manage the physical nature of the role?

Roles can be blurred, which can be challenging – some are working in the business whilst also providing emotional support

“My brother can always talk to me, I’ve tried to be a beacon of light for him.”

“Things that go unspoken are not unfelt.”

“Putting a proper structure in place around him has been key, help to alleviate the pressure a little.”

Important to acknowledge and understand the multi-faceted nature of some support roles – a cog in the business, but also there in times of critical need

“I know what my brother is like, no one wants to see the boss go down.”

Whānau perspective



Whānau being a sounding board for daily stresses & concerns, as well as daily 'wins'...

- Can be concerned for workplace influence on health, e.g. culture of unhealthy eating.
- Can appreciate it to be a good job if partner has supportive employer and workmates – and the workplace skills required suit the skills of their partner.
- Notices that partner really respects and listen to those who have walked in their shoes, e.g. experienced gruff builders who show vulnerability and open up.

Because of their role as a sounding board, whānau themselves would find information about 'keeping well' helpful with regard to knowing how they can support & encourage their friend / family member.

"I don't want to encroach, but it would be good to know how significant others can support."

"I think they need to make it more ok to use services like EAP – more inviting, more contactable, people need to be encouraged to check in, not use it like the ambulance at the bottom of the cliff. It should be the fence at the top."

"I encourage a good before sleep routine, things are better when he's not tired. But I'd like to know how we can have those conversations that turn into arguments, e.g. when he is travelling too far for work and is always late home."

9

Possible personas



Potential personas – Stoical

Work hard, play hard – strong masculine code...

Don't really 'get' younger generation

Jack, 57, owns a small scaffolding business and employs his sons as well as 3–4 labourers. He was in the Army and then Fire Service before he became a scaffolder. He claims to be a very hard worker. He believes that problems should be left at home and that it is important to set an example to his sons.

He quietly despairs of the younger generation, believing that they have no work ethic and issues with smoking weed. He feels that scaffolding often attracts quite tricky characters that need a lot of management. His view is that work is not the place to discuss personal issues and that employees will just leave if they aren't happy or have problems at home. He can talk through his issues with his wife but worries about burdening her too much, as she has her own issues with depression.

He likes to unwind after work with a few drinks, but he never lets this affects his work. It is his way of relaxing and winding down at the end of each day.



Considerations for Stoical

More likely to be Gen X or Boomers

Strong values and work ethic. *“Don’t bring your shit to work”*, complain about younger generation being snowflakes.

- Could possibly bully younger team members if stressed. Will call out mistakes publicly OR will be respectful to the face, but privately despair of workers who ‘lack work ethic’.
- Tend not to complain or seek help with issues, but may de-stress with a few beers at home.
- Reminisce a lot about the old days, e.g. drinking on the site at the end of the day.

Difficult to engage with or change

- Play to their ego – get them on side as ambassadors
- Get them to share ‘tales of caution’, e.g. ‘get your bad knee seen to before it get so bad you need a knee op like me’
- Don’t put them down – teach them how to support the ‘snowflakes’ for the good of their business

Potential personas – It Is What It Is

Don't think too hard about keeping well, just trying to fit into the workplace & learn their new trade...

Mika, 20, is an apprentice electrical engineer. He works for a large sawmill that makes materials for housing. He lives in a van and is saving to get on the housing market. He has a partner and likes tinkering with cars and skateboarding in his free time. He unwinds by playing computer games in the evening.

His work mates are very supportive and his employers take the health of their employees seriously. He has been told he can talk to his boss's boss confidentially if he has any issues. He loves workplace banter, has a happy-go-lucky attitude to life – he feels he could talk to workmates about personal stuff but doesn't feel the need. He feels that it wouldn't be his place to help older colleagues. He doesn't have any strategies for keeping well and doesn't really seem to know what this means – *“it is what it is.”*



Considerations for It Is What It Is

Important to intercept & encourage...

- May be young, haven't yet formed ideas on maintaining wellbeing
- Not yet empowered, at the mercy of the culture around them, but will challenge and question more than their parents' generation did when young
- May complain about older generation being grumpy, bullying, calling out their mistakes
- Happy heading to work and heading home – if they don't like their current job, they may just leave without saying why (plenty of work around at the moment)
- Not wanting to feel negative emotion, put on a chirpy brave face (could become 'stoical' if not educated around mental health)
- Apathetic and change averse; don't really think about stress – may compartmentalise
- Relax by gaming, social media

“The younger generation are on a different level with regard to what they think is important – they are more entitled and always ask why. They think it should be easy. Their priorities are different and their skin not as thick.”



- Showcase opportunities in the industry
- Showcase what good looks like in a workplace so they know what to aim for
- Work is one part of you – staying well so you can do all the stuff you like doing
- Finding pleasure in work – highlight the good stuff and how to deal with the negative
- Be a good mate – what does this look like at work?
- Connecting with others in the industry – those a little bit older who can mentor or be a sounding board
- Broader message about life – not preachy, but about work–life balance

Potential personas – Building Resilience

Will build personal resilience & have a positive effect on immediate team members, but perhaps doesn't yet feel empowered to change industry...

Ally is a 31-year-old building apprentice. She chose construction as she likes to be active, outdoors and able to solve her own problems.

She has a really great team. They look after each other, share hot tips. She feels this culture comes from the people rather than management. They are quite a young team. She talks fluently about mental health. If it's good and people are happy and you treat each other the way you want to be treated yourself, then you will all have a good day and be in a good headspace.

The best thing about the day is always learning, every job is a bit different – progressing as a person and developing your own skills. She likes the challenge. She believes you need to eat healthily to keep strong – she tries to do that and also has a smoothie in the morning.

She has heard of support services but isn't very clear about that – doesn't feel very accessible. She has heard that the suicide rate is very high. She feels that services should be more available than they are – *'if you need help, here is where you need to go'*. She puts mental health on her toolbox – health and safety form that you fill in at the start of a new site.

Ally would like guidance on how to support people struggling when they are hard to get through to, e.g. people who stop turning up, show no enthusiasm, let the team down, but may be struggling. The site is so busy that it is hard to give them time.



Considerations for Building Resilience

Building confidence & competence...

- Knowledgeable about wellbeing, know the dangers of poor mental and physical health
- Able to talk articulately about the importance of supporting team mates and building rapport first so you can support in good times
- Conscious of building good habits to maximise health
- May have had a negative work environment or work experience and learned from that

- Empower them – look after yourself first so you can eventually support others
- What you are doing is good – here's how to do more
- Talk to longevity in the industry
- Be safe and confident at work – be proud of this approach as much as the work itself



Potential personas – Change-Maker

Will challenge existing culture & actively try to bring about change...

Noa is a 26-year-old, third-year building apprentice working for a medium-sized construction company in Auckland. He likes the work but doesn't really like the culture of residential construction. His current employer is good though, and if it wasn't for them he would have left construction. His company is very supportive, plans regular social events and sponsors *Mates*. He says it is quite difficult to find good work mates, as most guys just want to talk about 'fishing and drinking'. He has found a really good group and they like to talk about subjects he enjoys, such as climbing, reading and investments.

He feels strongly about wellbeing. Now he is a bit more senior, he makes sure each site has a clean kitchen area so that workers can prepare food and drinks. He feels that dirty sites are not conducive to feeling good at work each day. He feels confident about challenging the macho culture of the industry and promoting openness in the work place.



Considerations for Change-Maker

Change-Makers...

- Think about the future
- Are comfortable addressing issues
- Have a strong ethical lens
- Are open to emotions – don't see it as a barrier or burden
- Are open to going the extra mile

Important...

- Support with resources – e.g. new starter pack / wellbeing pack
- Acknowledge efforts



Potential personas – Team Builder

Mature, wants to nurture & grow younger team members & create a positive culture...

David is at the end of his building career after 48 years in residential building. He had a business partner and at one point they had 6 employees. They specialised in large renovations, which he believes is harder than new builds. He is starting to step back and does 4 days per week, 6 hours per day most weeks, doing small jobs for local businesses in Omaha. In his spare time he loves walking, cycling and reading.

He thinks the industry is harder now. When he was younger, most builders could do anything, and now they tend to specialise due to efficiency and economies. There are major challenges in the industry with supply chain issues, costs rising, financing, compliance, recruitment. One of his old apprentices who has his own business is really struggling to find and retain staff and has quite a negative outlook. He can't see things changing quickly.

David always enjoyed being his own boss and the team-building aspect of the job – working with clients, making contact, planning the project and delivering. It is a satisfying job and you create legacy. When you drive around, you can see the buildings you created. A good day at work is achieving goals on time with no mess-ups and the client being happy. It is good to build a team and give away some of your authority, see your team being proud of what they have done and feel ownership of the job.



Considerations for Team Builders

Important...

- May be company managers focused on team building to minimise issues
- Are concerned and educated about mental health
- Want to attract and retain good staff, create a strong company culture, celebrate outside interests.
- Know that to be successful you need healthy staff, handle them delicately
- Will use discipline only when absolutely necessary
- Care about people – want to be approachable and non-judgemental
- Conscious of changes and generational differences – may feel mental health issues are owned by the young (and not see the issues hidden by older generation)
- Are down to earth

Ambassadors

This is what I have done to achieve success / overcome issues

9

**Moving
forward**



Quantitative measurement of indicators

Indicator measurement research

Baseline and repeat quantitative research

Once the wellbeing programme for the construction industry is launched, quantitative research will be conducted to measure the impact of the wellbeing programme, the key wellbeing indicators and behaviour change in the sector.

This research will also allow the MHF to include mental health, injury and wellbeing measures (e.g. the WHO-5 Wellbeing Index).

Ipsos will run an baseline survey early next year:

- A quantitative survey of n=300–350 residential construction workers – this is a smaller sample size given the smaller population size of those working in residential construction
- Conducted online, with respondents recruited from reputable online NZ panels, including Ipsos's own, as well as through river sampling (non-panel recruitment)
- A 10–15 minutes' survey
- A mix of closed and open-ended questions (up to 3 open-ended questions will be coded)

The survey will be repeated after the programme launch to track the impact.

Quantitative measurement of indicators

Indicator measurement research

Baseline and repeat quantitative research

We will work closely with the MHF to determine the contents of the questionnaire. We anticipate it will include the following (not in this order):

- Standardised wellbeing measures such as WHO-5, loneliness, life satisfaction
- Customised wellbeing behaviours from the qualitative stage (e.g. got enough sleep)
 - assume around 15–25
- Programme measures:
 - Awareness (prompted and unprompted)
 - Attribution of the programme of any behaviour change
- Injury information – e.g. have they had a recent injury, if so, impact of the injury (e.g. days off)
- Demographic questions

The MHF will be required to provide a final questionnaire sign-off.



Thank you

GAME CHANGERS



Example topic flow – Residential builders

Understanding motivations & influencer/s – What helps & hinders wellbeing?

Welcome and introductions

Understanding background situation / context

- Description of current role – how long in role, what a typical week looks like
- How did you get into this line of work? What were your initial motivations?
- Who do you work with / who helps you in the business? What are they like / how would you describe them?

Wellbeing

- What do you like about your job? What helps you have a good time at work?
- What is less enjoyable? What makes for a bad experience at work? Can you give me some examples?
- How do you feel about your job at the moment – are the reasons you got into the industry still applicable?

Wellbeing (Cont.)

- How would you describe the residential build community – what do you wish you had known about it starting out? (In terms of what the job entailed, what kind of people you would be dealing with, what kind of skills you would need, etc.)
- We talked about harder or less enjoyable work experiences – how do you deal with them?
- If there is something impacting your physical or mental wellbeing, what do you do about it? How come?

Influence

- Is there something that has captured your interest at the moment? Could be a topic, thing – how did you find out about it?
- Is there someone that you think would be respected by people in your line of work? Who and how come?