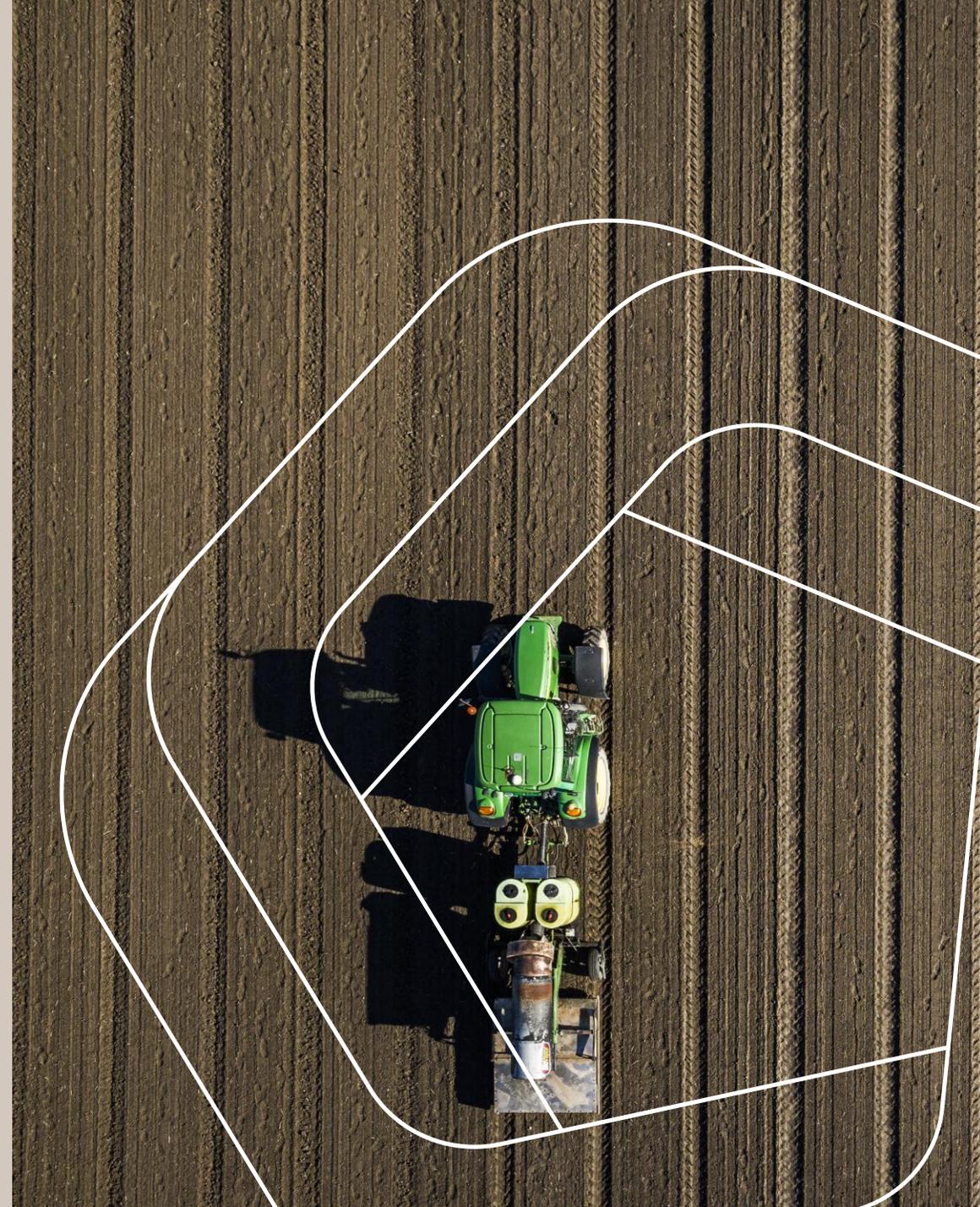


2023 WorkSafe segmentation and insights programme: employers and workers

Final report: 29 November 2023



Introducing Verian

Verian is the new name for Kantar Public (formerly Colmar Brunton).

Following our divestment from our former parent company, we are now an independent research and evaluation agency, providing evidence and advisory services to government and the public realm, across Aotearoa New Zealand and around the world.

Get in touch if you would like to know more.

Contact person

Jocelyn Rout



Powering decisions
that shape the world.

Contents

1. Summary of findings Page 4
2. Background and research method Page 9
3. Integrating health and safety into business Page 18
4. Perceptions of WorkSafe Page 33
5. A capable and educated workforce: workers Page 36
6. A capable and educated workforce: employers Page 47
7. Empowering workers to be partners in health and safety Page 57
8. Work-related harm Page 63

01

Summary of findings

Summary of findings – employers

The employer findings in this report were obtained from a nationwide survey of 2,494 employers that took place in August/September 2023.

57% ...of safety cultures in New Zealand are **mature** (in line with 2021).

There are two pockets of employers showing growth in mature safety cultures:

- **Large employers** (up 17 points to 74%)
- **Manufacturing** (up 10 points to 60%)

Large employers are more **confident** in 2023 in their efforts to build safe places to work and their ability to manage health and safety matters.

However, **heightened business pressures** are evident since 2021:

- More employers now prioritise making sure there is enough work in the pipeline (up 10 points to 24%).
- Employers in construction and healthcare & social assistance are less likely to prioritise keeping workers healthy and safe (down 10 points and 20 points respectively since 2021).

Fewer employers are engaged with health and safety education, guidance and training in 2023 (this is largely driven by small to medium sized businesses). This may be a post-COVID response:

- Fewer employers sought health and safety information and guidance in the last 12 months (down six points to 79% of all employers). This includes fewer employers searching online or visiting the WorkSafe website (and other government websites).
- Fewer employers have received useful and relevant education and training in the last 12 months (down six points to 34% of all employers).
- Fewer employers report having a H&S rep (down six points to 25%).
- Fewer employers sought internal or external advice or services from a H&S professional in the last 12 months (down four points to 34%) – this is evident across the spectrum of business sizes.

Summary of findings – workers

The 2021 research identified four broad, interwoven drivers of worker engagement with health and safety¹: quality information, belief, confidence, and a collaborative culture. Below we summarise the 2023 insights from the survey of 3,300 workers using this framework.

QUALITY INFORMATION

Having good health and safety information is the bedrock of health and safety engagement – it drives the ensuing beliefs and culture which then in turn engage workers with health and safety.

- Consistent with 2021, two thirds of all workers received easy to understand (63%) and relevant and useful (64%) H&S information from their employer.
- One third (32%) of all workers received useful and relevant training or education in the last 12 months (consistent with 2021). Pleasingly, recipients of the training or education are more likely to rate the training very favourably than in 2021.

BELIEF

Believing that following health and safety means you are less likely to come to harm is one the two single biggest drivers of engagement. This perception has strengthened since 2021 ('much less likely' is up 5 points to 53%).

This is important in establishing the key belief (and other direct driver of engagement) that always sticking to H&S guidelines is the right thing to do (84%) – the increase we observed between 2019 and 2021 has been maintained in 2023.

A COLLABORATIVE CULTURE

More workers in 2023 feel they 'always have a say in health and safety matters (up 8 points to 73%) pointing to a more collaborative culture for some. The 2021 modelling showed that particularly impactful to a collaborative culture is the sense that everyone (from the boss down) is playing a role in improving safety (64% in 2023, in line with 2021).

However, a number of other indicators of a collaborative culture have weakened since 2021: worker engagement practices are down (including informal conversations, standard reporting processes, and H&S reps). These decreases are often seen in the industries that also report lower levels of correct PPE use and training on its use (construction, healthcare & social assistance, and agriculture). Worker satisfaction with way employers deal with health and safety has also weakened a little.

CONFIDENCE

Worker confidence has weakened a little since 2021: workers are less confident that they have the knowledge and skills to keep safe (down three points to 87%), which leads to lower confidence in their boss being supportive to stop work because of a potential hazard (down four points to 74%), and weaker confidence to speak up about something risky (down three points to 83% in higher risk industries). These declines largely stem from workers in larger businesses.

¹Path modelling was carried out in 2021 to evaluate how behavioural influencers (including a wide range of attitudes and education/training measures) interact in driving worker engagement with health and safety.

Industry summary of employer results

This 'heat map' has been created using industry rankings for each measure. However, the numbers shown in each cell refer to the survey result for that measure.

Green depicts more positive results, while red depicts less positive results.

| | All sectors | Agriculture | Forestry | Manufacturing | Construction | Transport, postal and warehousing | Healthcare and social assistance | Other |
|---|-------------|-------------|----------|---------------|--------------|-----------------------------------|----------------------------------|-------|
| Employer sample size | 2,494 | 301 | 86 | 498 | 390 | 388 | 140 | 691 |
| H&S is a top 3 priority | 50% | 60% | 78% | 54% | 57% ▼ | 63% | 35% ▼ | 45% |
| Mature safety cultures (top two segments) ¹ | 57% | 41% | 75% | 60% ▲ | 50% | 59% | 66% | 60% |
| Have health and safety representative(s) | 25% ▼ | 19% | 33% ▼ | 35% | 24% | 29% | 33% | 24% |
| Policy for bullying and harassment | 57% ▲ | 46% | 62% | 62% | 48% | 60% | 75% | 59% ▲ |
| PPE is used when it should be | 87% | 87% | 98% | 94% ▲ | 95% | 90% | 80% | 82% |
| Action is taken straightaway when a potential hazard is identified | 96% | 98% | 100% | 98% | 96% | 97% | 96% | 96% |
| Do something to prevent worker harm from performing manual tasks / physical positions | 77% | 79% | 72% | 87% | 83% | 73% | 78% | 74% |
| Do something to prevent worker harm from airborne substances | 83% | 72% | 58% | 90% | 94% | 58% | 87% | 80% |
| Know a lot about WorkSafe | 46% | 50% | 65% ▼ | 57% | 57% | 51% | 38% | 41% |
| Engaged in useful and relevant education or training (last 12 months) | 34% ▼ | 29% | 48% ▼ | 36% | 38% | 41% | 50% | 31% |
| Sought and found useful and relevant H&S information/guidance in last 12 months | 55% ▼ | 50% | 64% | 57% | 59% | 57% | 59% | 53% |
| Employed or received advice from professionals in the last 12 months | 34% | 31% | 46% ▼ | 49% | 42% | 38% | 24% | 31% |
| Awareness of HASANZ Register | 17% | 14% | 27% | 21% | 20% | 22% | 16% | 15% |
| H&S is discussed in an open and helpful way | 77% | 80% | 93% ▼ | 84% | 79% | 76% | 82% | 74% |

¹These figures give the proportion of employers in either of the two most mature segments (Care for others or Protect me and mine).

Industry summary of worker results

This 'heat map' has been created using industry rankings for each measure. However, the numbers shown in each cell refer to the survey result for that measure.

Green depicts more positive results, while red depicts less positive results.

| | All sectors | Agriculture | Forestry | Manufacturing | Construction | Transport, postal and warehousing | Healthcare and social assistance | Other |
|--|-------------|-------------|----------|---------------|--------------|-----------------------------------|----------------------------------|-------|
| Worker sample size | 3,300 | 218 | 396 | 407 | 345 | 287 | 346 | 1,301 |
| PPE is used when it should be | 78% | 81% | 96% | 88% | 80% ▼ | 80% | 78% | 74% |
| Action is taken straightaway when a potential hazard is identified (at least most of the time) | 75% | 86% | 90% | 78% | 77% | 76% | 74% | 73% |
| Engaged in useful and relevant training | 32% | 23% | 43% | 36% | 35% | 30% | 37% | 29% |
| Received useful and relevant information from employer | 64% | 67% | 74% | 69% | 67% | 67% | 62% | 63% |
| Satisfaction with the way employer deals with H&S issues raised by workers | 67% ▼ | 78% | 83% | 66% | 71% | 67% | 57% | 67% ▼ |
| Team or group H&S representative | 41% ▼ | 29% ▼ | 65% | 49% | 36% ▼ | 47% ▼ | 46% ▼ | 38% |
| H&S is discussed in an open and helpful way (at least most of the time) | 60% | 63% | 81% | 68% | 65% | 61% | 60% | 56% |
| Very confident to speak up, or say no, if you're asked to do something that's risky | 59% | 60% ▼ | 86% ▲ | 59% | 61% | 61% | 55% | 57% |
| Making the effort to look out for the H&S of the people I work with is really important to me | 85% | 93% | 94% | 86% | 83% | 85% | 86% | 84% |
| Believe much less likely to be injured or harmed if follow all guidelines | 53% ▲ | 51% | 73% | 57% | 52% | 61% | 52% | 51% |
| Incidence of health problems in last 12 months | 27% | 25% | 21% | 25% | 31% ▲ | 24% | 35% | 25% |
| Incidence of physical harm in last 12 months | 11% | 9% ▼ | 12% | 13% ▲ | 16% | 11% | 11% | 9% |
| Incidence of musculoskeletal problems in the last 12 months | 10% | 12% | 7% | 11% | 11% | 13% | 11% | 9% |

02

Background and research method

The task at hand

WorkSafe's Workforce Segmentation and Insights Programme (WSIP) has been conducted in 2019, 2021 and 2023 to deliver nuanced insight into workers and employers in New Zealand workplaces allowing WorkSafe to design targeted and effective communications and interventions.

Specific aims of the 2023 survey are to...

Measure current employer perspectives on workplace culture to understand the contextual barriers that workers face in staying healthy and safe.

Measure workers' own attitudes towards health and safety practices.

Track improvements in workplace health and safety culture and worker attitudes since 2021.

Deliver behavioural insights into the drivers of and barriers to safe/unsafe behaviours (including the role of education and training).

Inform communications and intervention design.

Research methodology

| | Employers | Workers |
|---------------------------------|--|---|
| Sample size | 2,494 employers (including 53 businesses with no employees but had contractors, temps or freelance staff working for them). | 3,300 workers. |
| Methods | Nationwide online survey using a combination of push-to-web (letter) and phone pre-calls. | <ol style="list-style-type: none"> 1. Online panel survey (2,472 workers). 2. Face-to-face intercept survey (402 workers in high deprivation areas). 3. Push to web survey of Forestry workers (409) |
| Sample frames | <p>ACC database of levy payers with liable earnings in last two years, supplemented with Martins employer database.</p> <p>In addition, 53 Forestry employers were sourced from:</p> <ul style="list-style-type: none"> • Safetree Certified Contractor register for forestry (17) • WorkSafe Forestry email list (36) | <ul style="list-style-type: none"> • Online panels (main source). • Electoral Roll (for push-to-web methods) • In addition, 17 Forestry workers were sourced from: <ul style="list-style-type: none"> • Safetree Certified Contractor register for forestry (3) • WorkSafe Forestry email list (14) |
| Fieldwork period | 4 August to 25 September, 2023. | 2 August to 11 September, 2023 |
| Average interview length | 21-minutes. | 13 – 25 minutes (varied by method). |
| Main response rates | 16% (refers to the proportion of all estimated eligible employers who were sent a letter and/or received a phone pre-call <u>and</u> went onto complete the online survey). | <p>Online survey = 28% (for Kantar panel).</p> <p>Face-to-face survey = 69%.</p> |
| Data weighted | February 2022 Statistics NZ enterprise population data: business size within industry groupings (ANZSIC06), and overall detailed industry groups. | 2018 Census data and 2022 Household Labour Force survey data: age by gender within industry groupings, industry overall, and ethnicity by gender within higher and lower risk industry groupings. |

Data limitations

All surveys have limitations. The limitations relating to this survey are noted below.

The surveys are samples of the target populations

The surveys of workers and employers are samples of the target populations of workers and employers. There are a number of limitations with these sample surveys with issues related to coverage and non-response (these apply to all sample surveys) that cannot be fully adjusted for. These factors mean that compared with a Census the findings from the sample surveys may not exactly represent the actual behaviours or attitudes of the surveys' target populations.

Weighting of the data to known population characteristics (described on the previous page) addresses these issues, but only with respect to the variables used in the weighting.

Margins of error

The next page details the number of interviews achieved in each industry, along with the respective maximum margins or error. All estimated margins of error have been calculated at the 95% confidence level and assume simple random sampling. These maximum margins of error assume a survey result of 50%. As the survey result moves closer to 0% or 100% the margin of error decreases.

Self-reported information

All data in this report are based on self-reported information only. This should be taken into account when reading the report, particularly when reading findings related to levels of self-reported harm. As these are self-reported, they are not comparable with published industry harm statistics.

Sample sizes and margins of error* (industry level)

| | Employers | | Workers | |
|--|------------------------|-------------------------|------------------------|-------------------------|
| | Unweighted sample size | Maximum margin of error | Unweighted sample size | Maximum margin of error |
| Agriculture | 301 | ±5.6% | 218 | ±6.6% |
| Forestry | 86 | ±10.6% | 396 | ±4.9% |
| Manufacturing | 498 | ±4.4% | 407 | ±4.9% |
| Construction | 390 | ±5.0% | 345 | ±5.3% |
| Transport, postal and warehousing | 388 | ±5.0% | 287 | ±5.8% |
| Healthcare and social assistance | 140 | ±8.3% | 346 | ±5.3% |
| Other | 691 | ±3.7% | 1301 | ±2.7% |

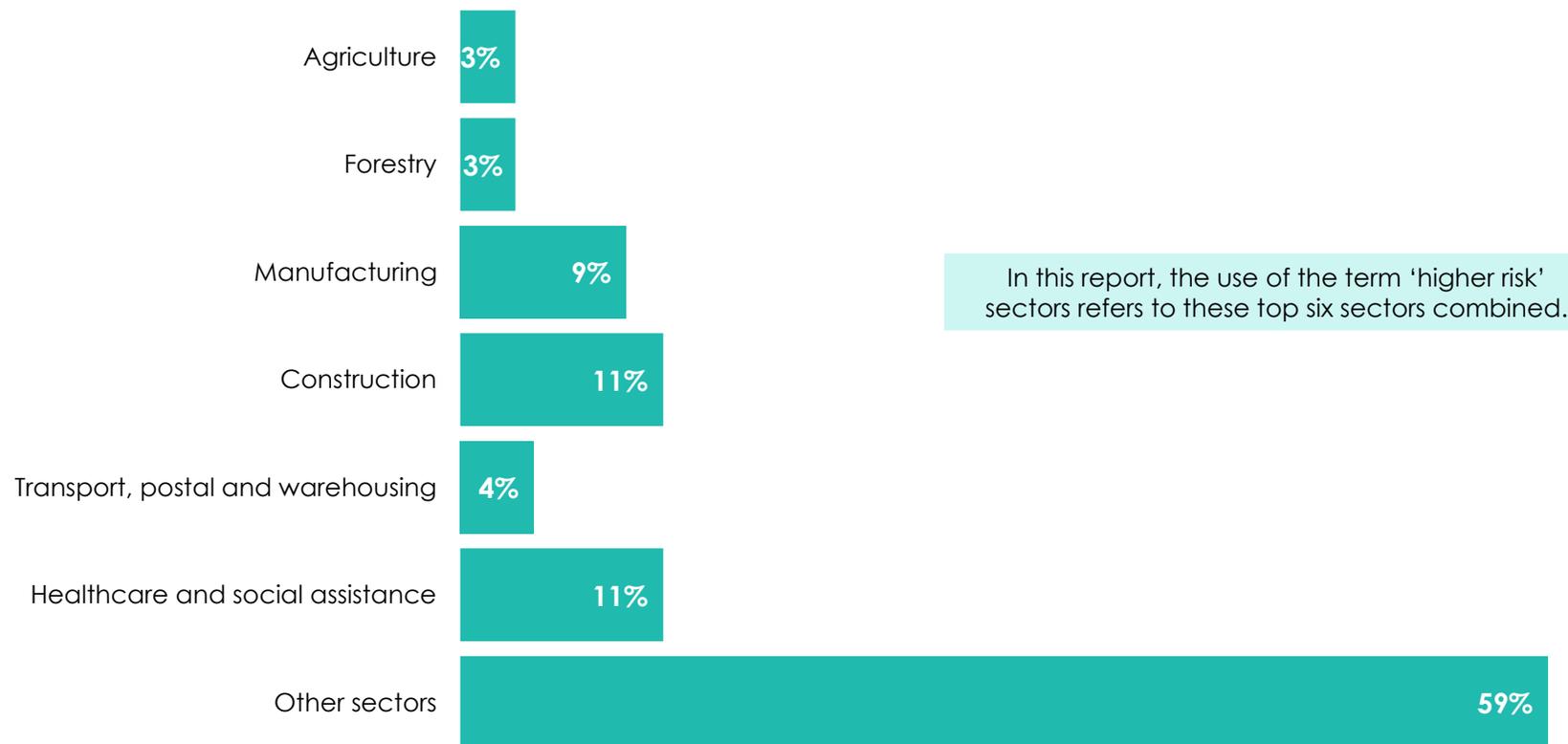
Total sample size: All employers (2,494) and all workers (3,300)

Who we surveyed

Workers

Industry

Weighted proportion of workers surveyed

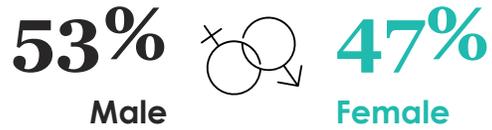


Base: All workers (3,300) Source: S2 *The 'Other' category consists of Commercial fishing (0.1%), Mining (0.2%), Electricity and gas/Water and waste (1%), Wholesale trade (4%), Retail trade (9%), Accommodation (5%), Information media and telecommunications (1%), Financial and insurance services (3%), Rental, hiring and real estate services (2%), Professional, scientific and technical services (9%), Administrative and support services (3%), Public administration and safety (7%), Education and training (8%), Arts and recreation services (2%), and Other (5%).

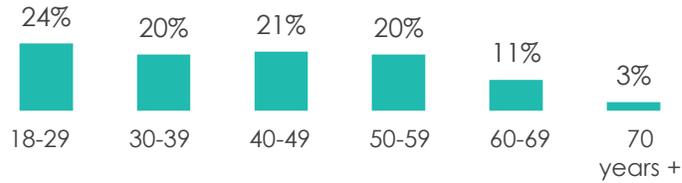
Who we surveyed

Workers

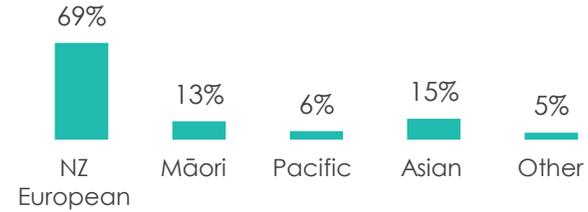
Gender¹



Age



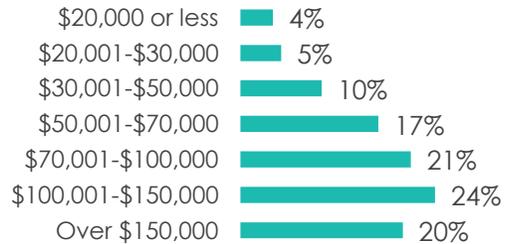
Ethnicity



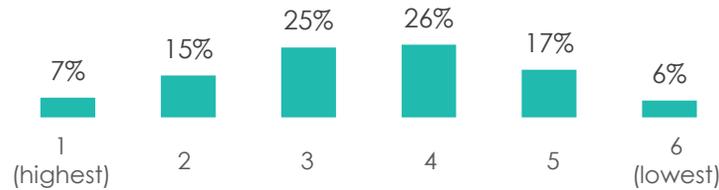
Dependent children



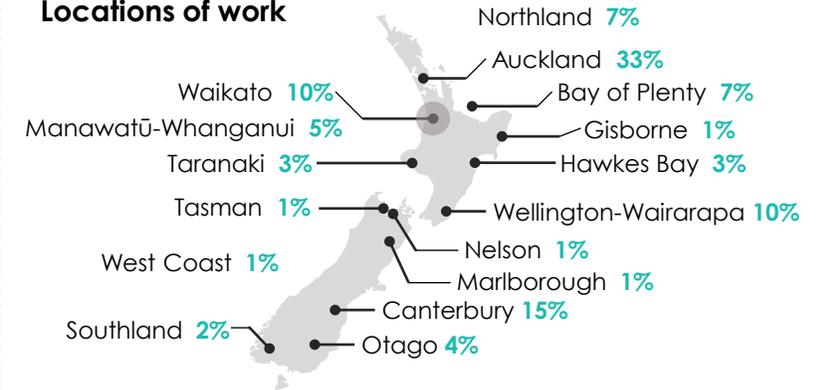
Household Income



Socio-economic status level²



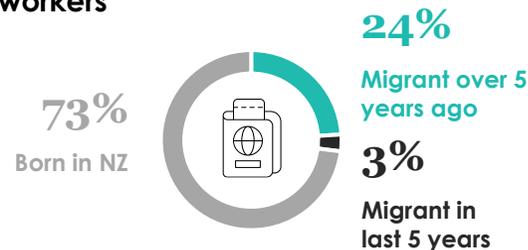
Locations of work



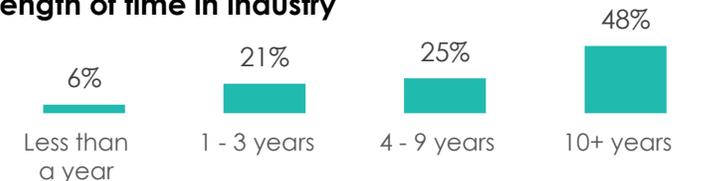
Size of employer



Origin of workers



Length of time in industry



All data on this chart is weighted. Base: All workers (3,300). Source: S3, S4, S5, S6, S8, Q1a, Q1f, Q12, Q13, Q15 (worker questionnaire). ¹Note: Less than 1% of respondents identified as 'another gender'.

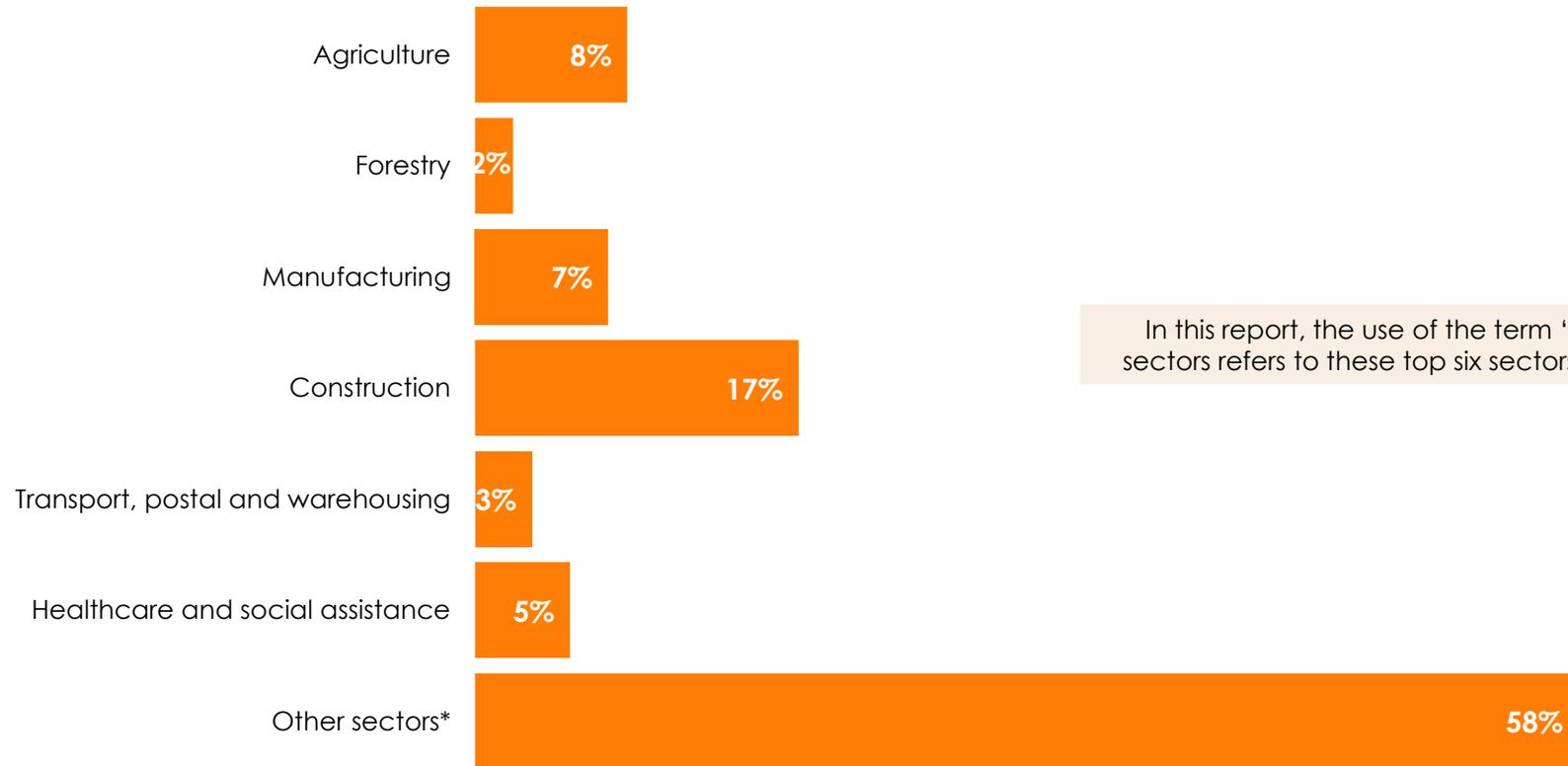
²<https://www.auckland.ac.nz/en/arts/our-research/research-institutes-centres-groups/compass/whole-population-data-analysis/nzsei.html>

Who we surveyed

Employers

Industry

Weighted proportion of employers surveyed



In this report, the use of the term 'higher risk' sectors refers to these top six sectors combined.

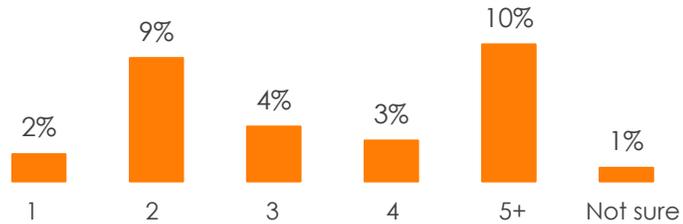
Base: All employers (2,494). Source: ACC levy and Martin database

*The 'Other' category consists of Commercial fishing (1%), Electricity and gas/Water and waste (0.3%), Wholesale trade (5%), Retail trade (9%), Accommodation (6%), Information media and telecommunications (1%), Financial and insurance services (2%), Rental, hiring and real estate services (4%), Professional, scientific and technical services (11%), Education and training (3%), Arts and recreation services (2%), and Other (15%).

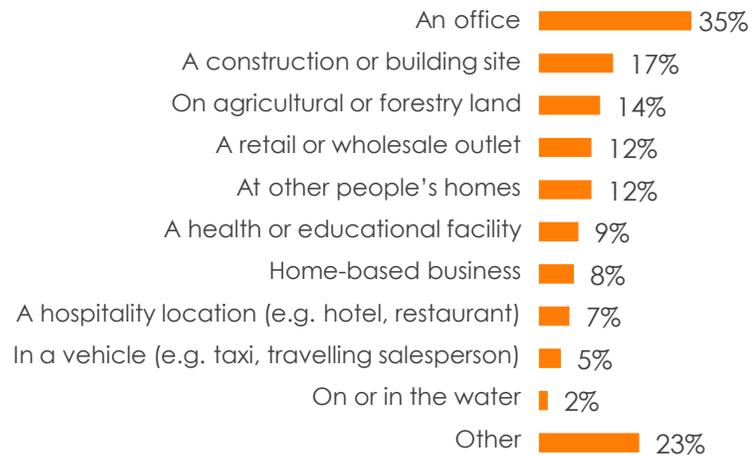
Who we surveyed

Employers

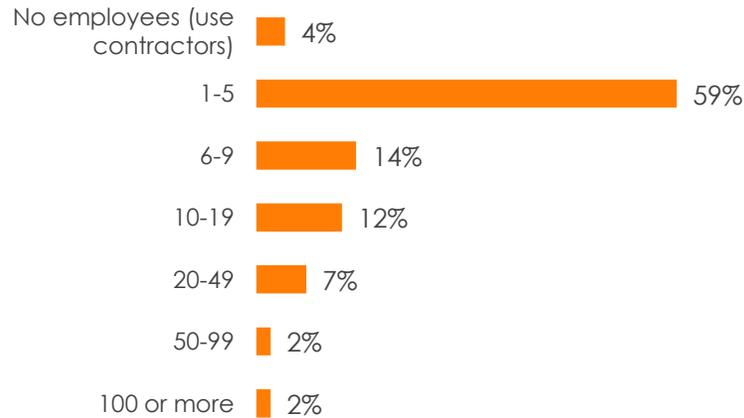
Number of sites



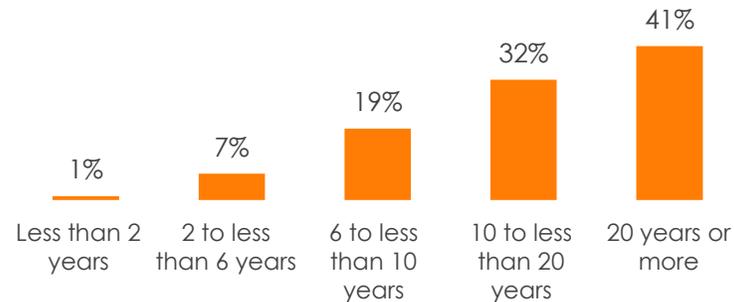
Location of work



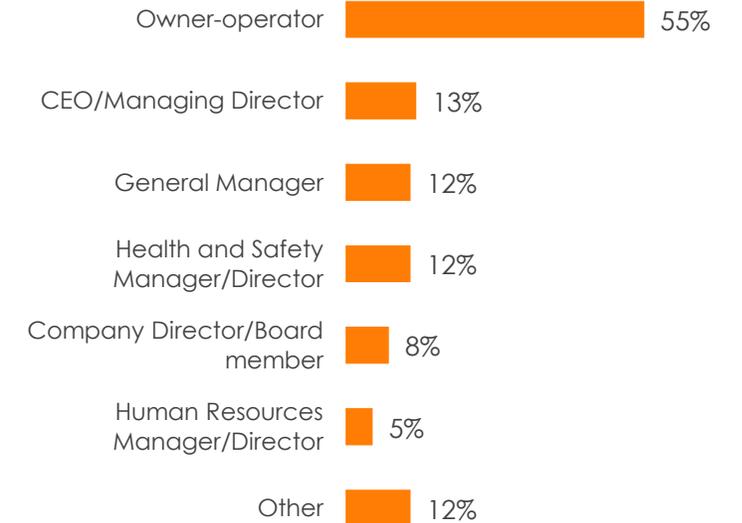
Number of employees



Length of time in industry



Respondent's role



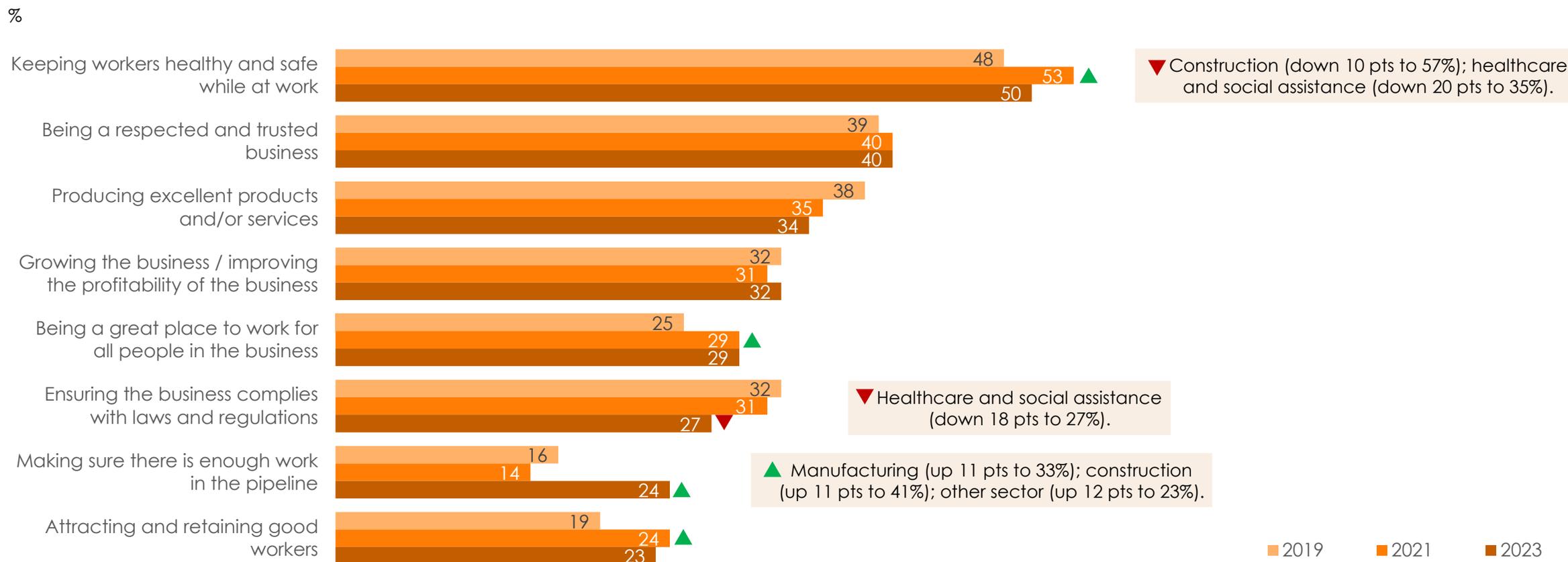
All data on this chart is weighted. Base: All employers (2,494)
 Source: S1, S2, S3, Q2, Q27, Q28 (employer questionnaire)

03

Integrating health and safety into business

Growing business pressures are evident, with greater focus on revenue generation. Health and safety is less of a priority in 2023 for the construction and healthcare & social assistance sectors.

Employers' top priorities in work



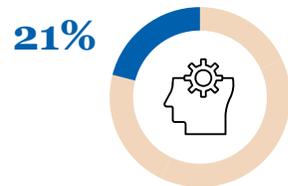
Base: All employers (3,838 in 2019, 2,672 in 2021, 2,494 in 2023) 1 Only categories with more than 20% mention are shown on the chart. Source: Employer questionnaire – Q3a

Four employer cultural landscapes were established in 2019 and replicated in 2021 and 2023.

Passive

- Undertake little review
- Question legislation and don't see value in it
- Behaviour is externally triggered

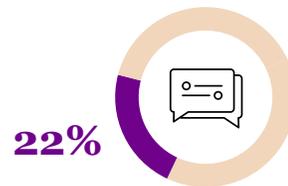
It's just common sense



Immature safety culture

- H&S lacks relevance
- Resent bureaucracy
- Cost to the business
- No safety measures beyond compliance
- Relies on own knowledge and experience and workers using common sense

All talk, little walk



Developing safety culture

- Management on board with safety, but little follow-through
- Disconnect between management and staff
- Staff question rules and procedures
- 'Keeping the peace' overrides enforcement

Dynamic

- Active in all facets of H&S
- Constantly monitor and review H&S policies and procedures
- View H&S as an evolving concept
- Accepting of legislation (and reasons behind it)
- Internally motivated

Protect me and mine



Autonomous safety culture

- Responsibility lies with everyone (individually)
- Desire to protect, self, business, livelihood
- Acknowledge consequences of unsafe behaviour
- Accept rules

Care for others



Co-operative safety culture

- Shared responsibility, with two-way employer-worker dialogue
- Desire to care for wellbeing and safety of others (manaaki)
- Holistic view – physical and psychosocial (across contexts)
- Strong, evolving culture

LESS MATURE SAFETY CULTURE

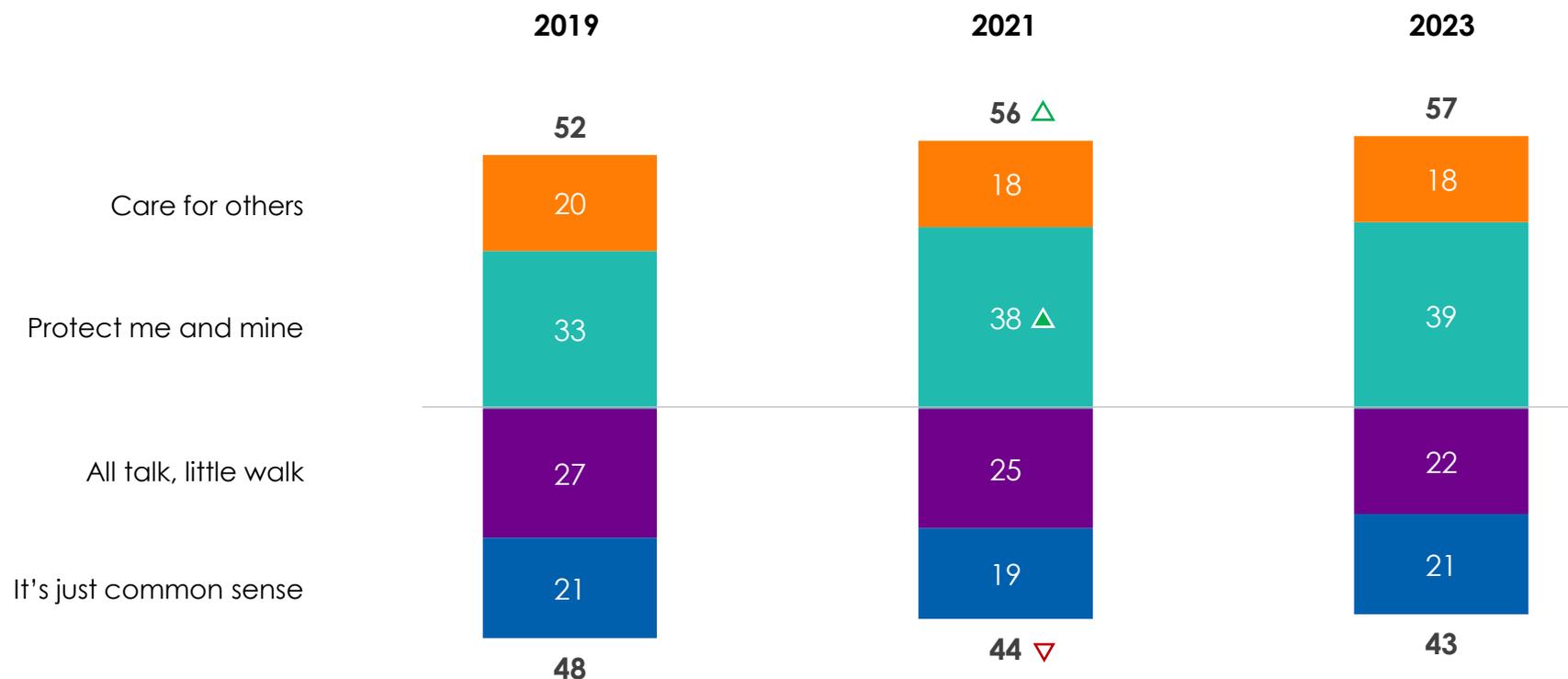
MORE MATURE SAFETY CULTURE

In 2021, we saw a shift to more mature safety cultures. Overall this maturity has been maintained in 2023, and grown further in larger businesses and the manufacturing sector.

Change in size of maturity segments over time

All sectors

%



Since 2021, we see more mature safety cultures in:

- Manufacturing 60% ▲ 10 pts
- Larger businesses (50+ employees) 74% ▲ 17 pts

Base: All employers (3,838 in 2019; 2,672 in 2021; 2,494 in 2023)

Since 2021, large employers feel more confident in their efforts to build safe places to work, and their ability to manage health and safety matters. However, heightened business pressures have shifted the focus away from health and safety improvement for some smaller employers.

Summary of attitudinal shifts

Large employer shifts* driving more mature safety cultures

▲ Since 2021, more large employers now believe:

- You are fully aware of your health and safety obligations as an employer ('very confident' up 14 pts to 75%).
- We have a strong safety culture where each person is always watching out for each other's health and safety (up 12 pts to 85%).
- I am confident we always give our workers health and safety information that is easy to understand (up 10 pts to 94%).
- If you put the effort in, health and safety is easy (up 11 pts to 72%).
- Taking risks around safety is not accepted by anyone in our business (up 12 pts to 83%).

▼ Fewer large employers believe:

- Our workers sometimes question the practicality of our safety rules and procedures (down 11 pts to 55%).
- The financial cost of complying with health and safety regulations is a big cost (down 11 pts to 37%).

And more large businesses reject that 'complying with health and safety regulations is a cost to our business, with little benefit' (strongly disagree up 13 pts to 36%).

Attitudinal shifts that work against mature safety cultures (mainly driven by small employers)

▼ Since 2021, significantly fewer employers believe:

- We're constantly looking for ways we can improve our health and safety culture (down 7 pts to 59%) – this stems from small employers.
- Our business strongly encourages workers to debate health and safety issues even if it means challenging what management think (down 5 pts to 58%) – this is driven by small businesses.

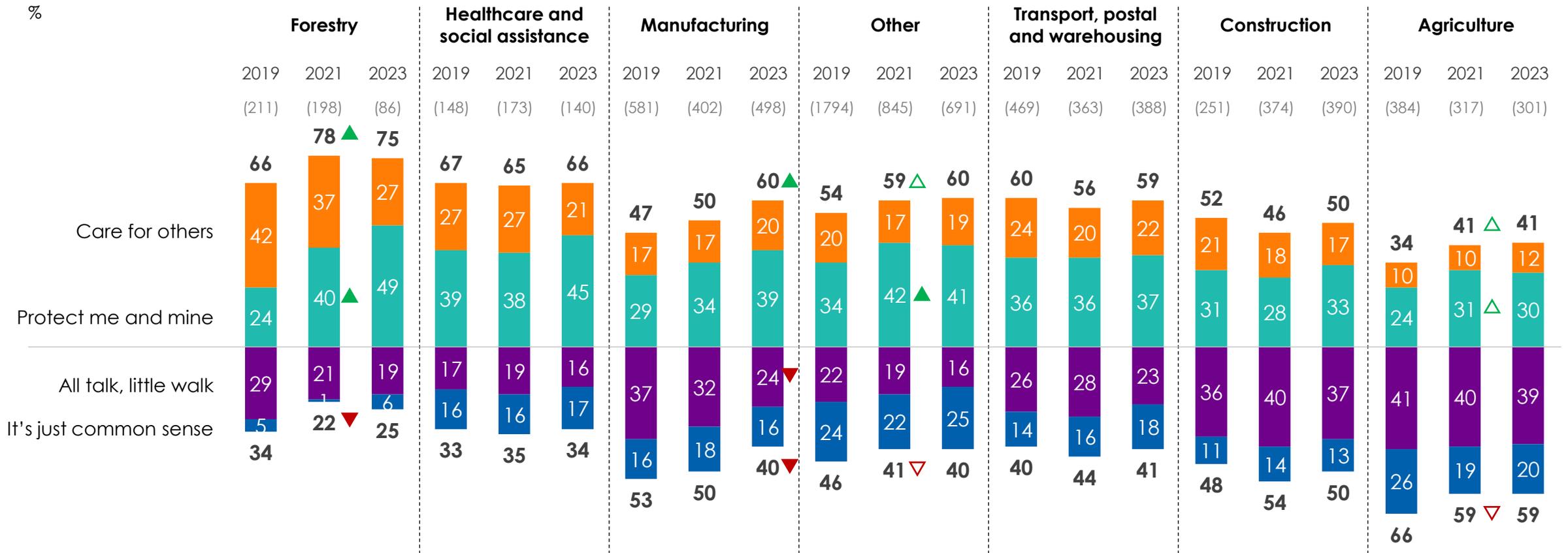
▲ And more large employers believe these negative sentiments:

- When we are really busy or under pressure, it's easy to forget about health and safety (up 17 pts to 58%).
- Health and safety is important, but it's not always practical for us to follow every rule and guidelines (up 14 pts to 64%).

*These are the largest attitudinal shifts (other smaller shifts exist).

Over the last two years, more mature safety cultures are evident in the manufacturing sector. Other sectors have remained fairly stable.

Employer maturity segments by industry



Base: Employers (base sizes on chart)

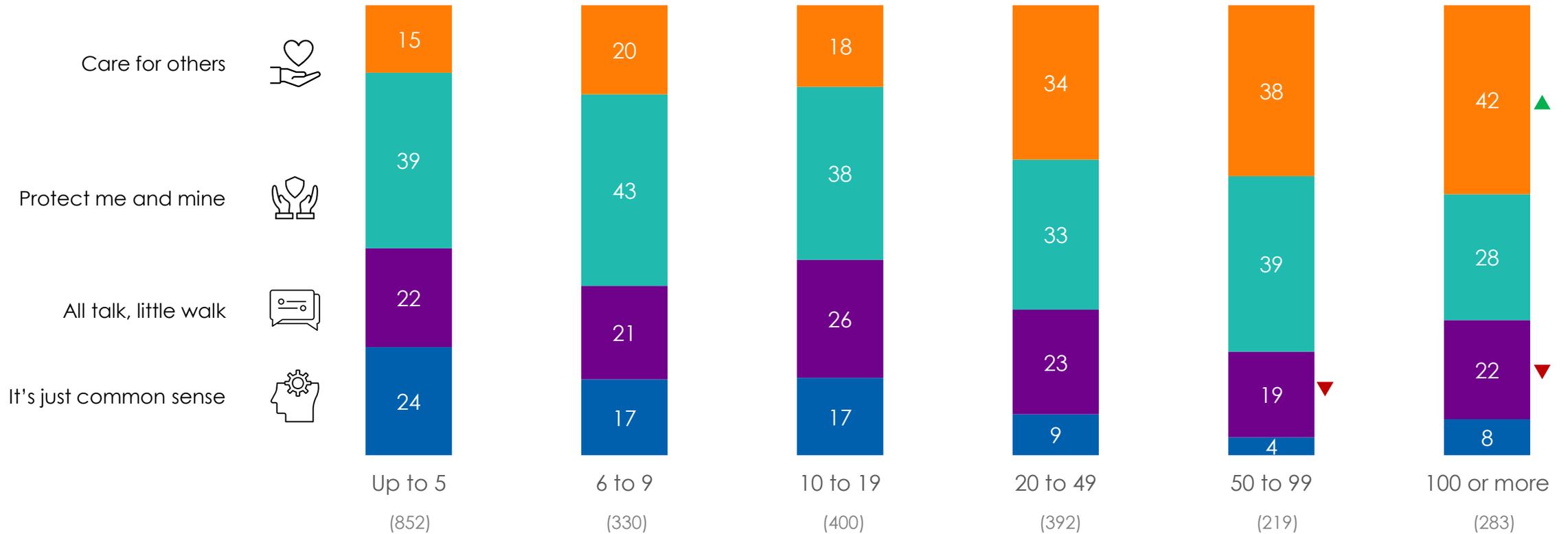
▲ Statistically significant change since previous wave (at the 90% confidence level)
▼ Statistically significant change since previous wave (at the 95% confidence level)

Employer cultural landscapes continue to vary by business size.

Protect me and mine and *It's just common sense* prevail among smaller employers, whereas *Care for others* and *All talk, little walk* become more prevalent as business size increases. The proportion of 'All talk, little walk, businesses has decreased since 2021 among businesses with 50 or more employees.

Number of employees

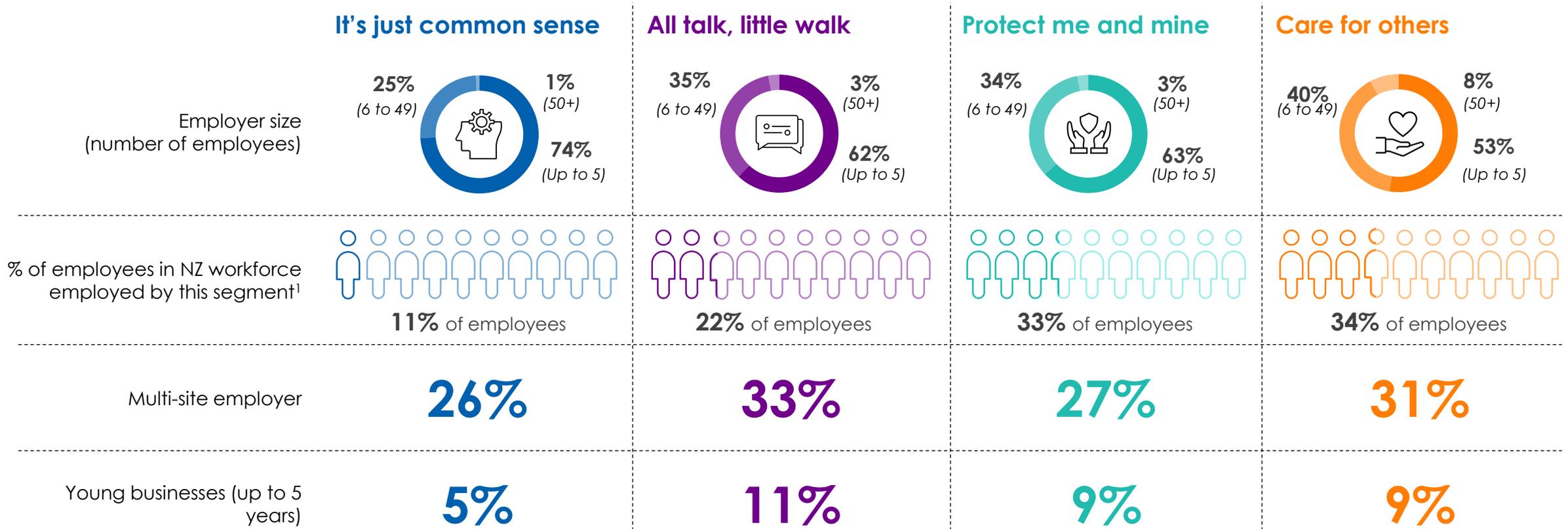
%



Base: Employers (see numbers in brackets on chart) Source: S3

The two mature segments employ around two thirds (67%) of workers in New Zealand, whereas the two less mature segments employ one third.

Profiles of employer segments



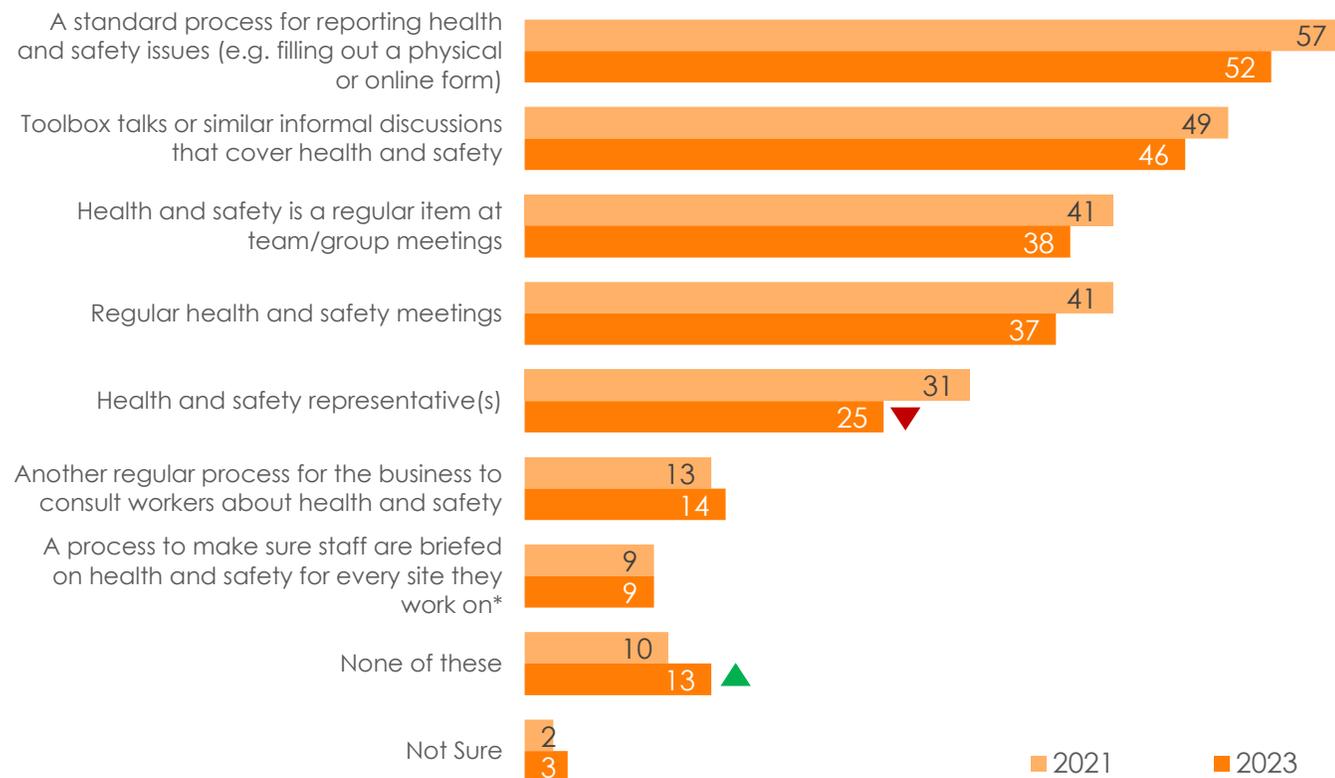
Source: 2023 Employer survey.

¹ Source: Employee projections estimated using Statistics New Zealand 2022 data on employee counts within enterprise size groupings: businesses with 1-5 employees have on average 2.4 employees, businesses with 6-9 employees have on average 7.2 employees, businesses with 10-19 employees have on average 13.4 employees, businesses with 20-49 have on average 29.8 employees, businesses with 50-99 employees have on average 68.2 employees, and businesses with 100+ employees have on average 427.8 employees.

The incidence of health and safety reps in New Zealand businesses has declined over the last two years (down six points to 25%). This stems from smaller businesses. Standard reporting processes and informal discussions remain key.

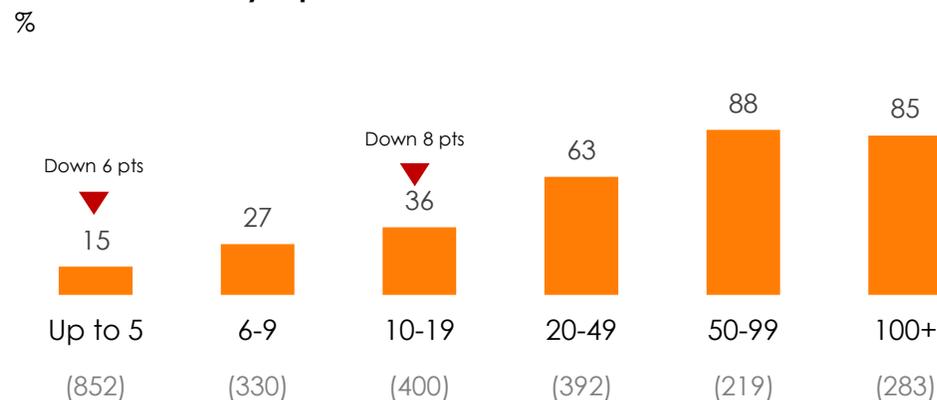
Positive health and safety practices in the workplace

% All employers



Health and safety practices increase with business size. Nearly one in five (19%) employers with up to 5 employees implemented none of the practices shown in the chart on the left

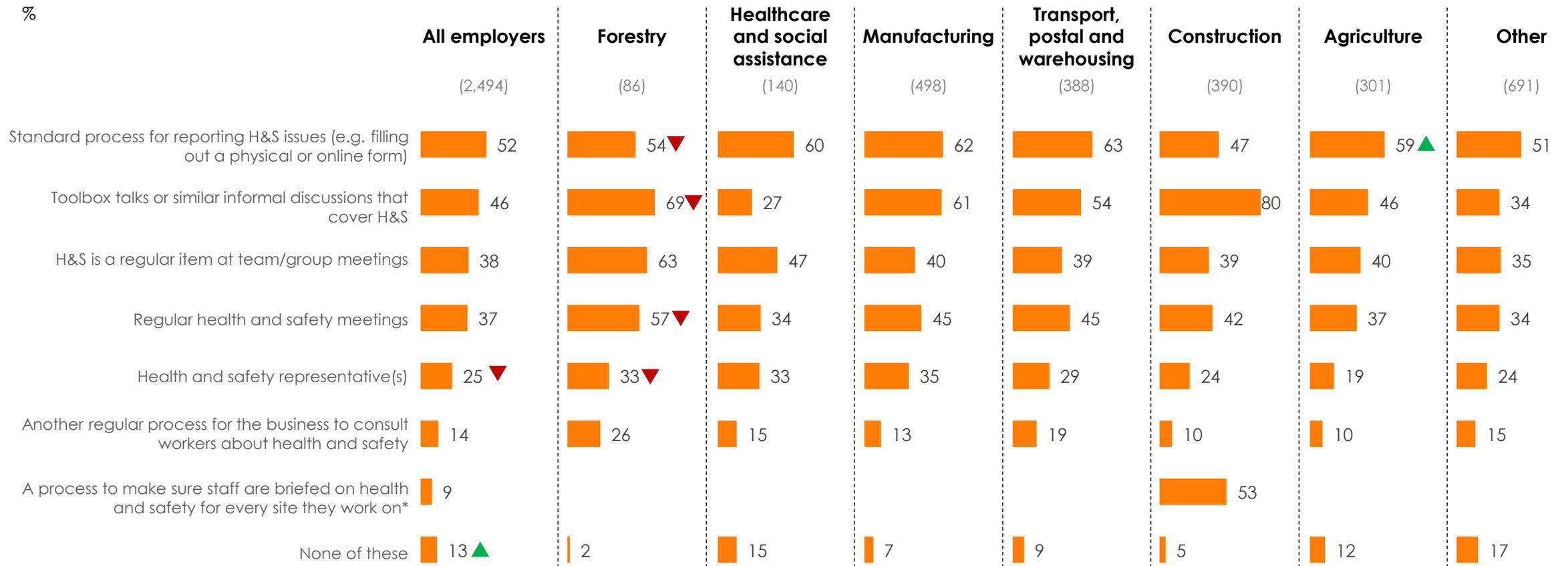
Health and safety representatives



Base: All employers (2,672 in 2021, 2,494 in 2023).
 Source: Employer questionnaire – Q14. *Only construction sector employers were asked about this practice.

Since 2021, standard reporting processes are more common in the agriculture sector. Conversely, several health and safety practices are less common in the forestry sector.

Positive health and safety practices in the workplace by sector

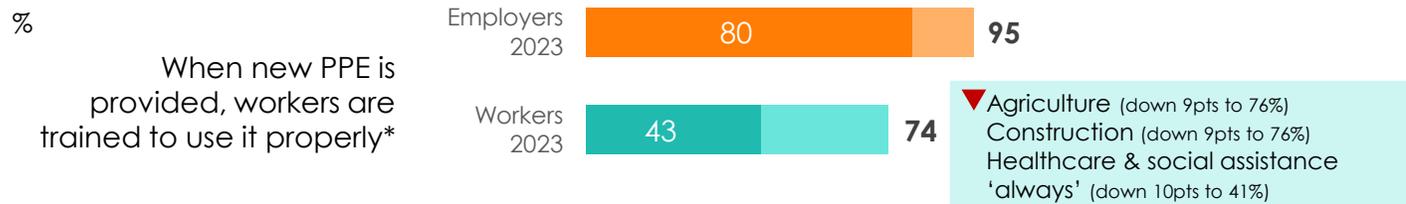


Source: Employer questionnaire – Q14 *Only construction sector employers were asked about this practice.

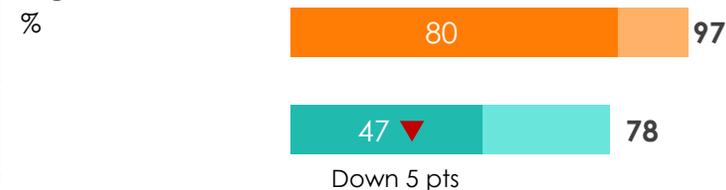
Since 2021, fewer workers report PPE is always used when it should be. Perception gaps between employers and workers remain, especially in relation to the provision of PPE training and fit-testing.

Positive health and safety behaviours: PPE

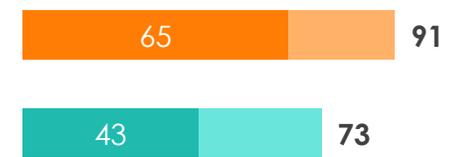
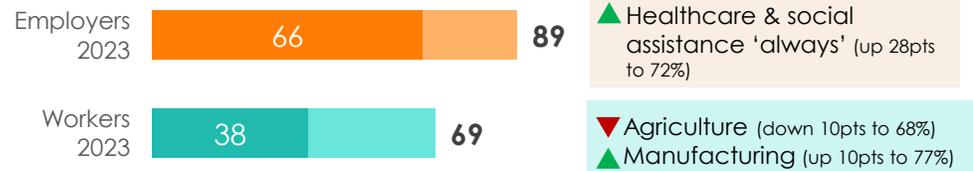
All sectors



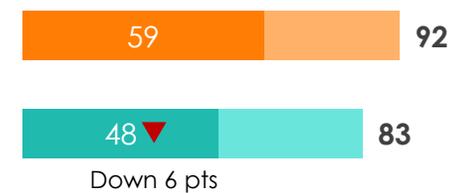
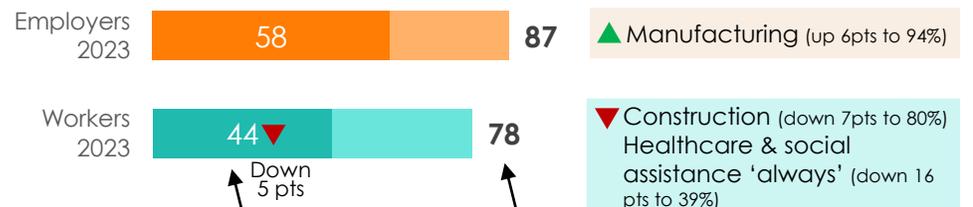
Higher risk sectors



Where appropriate, PPE is fit-tested to make sure it properly fits the wearer*



PPE (e.g. protection for eyes, ears, head, feet, or breathing) is used when it should be



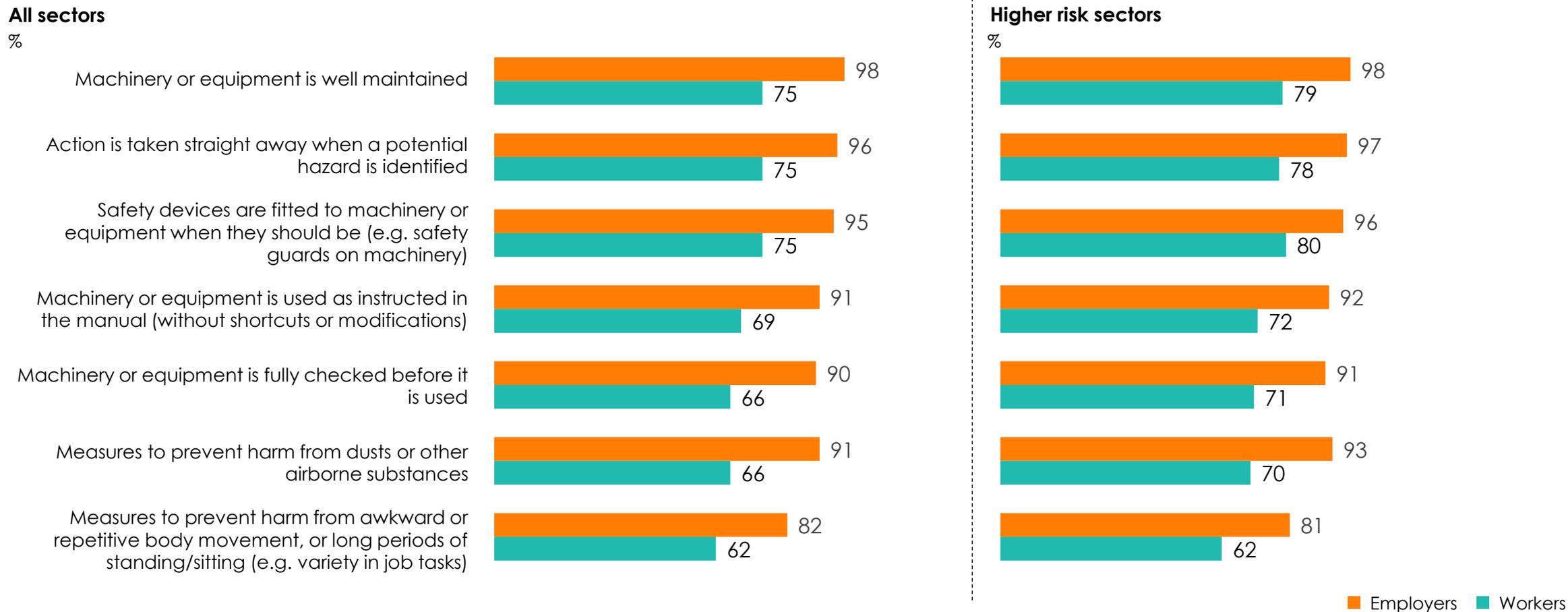
*New statement

■ Always
■ Most of the time or always
 Number at end of bar =

Source: Employer questionnaire – Q8, Worker questionnaire – Q7f. All employers excluding 'not applicable' responses. 2023 base sizes = 1,861 to 2,167 (all employers and 1,471 to 1,673 (employers in higher risk sectors). All workers excluding 'not applicable' responses. 2023 base sizes = 2,717-2,851 (all workers) and 1,767 to 1,848 (workers in higher risk sectors)

Most employers and workers feel that these health and safety practices occur in their workplace. However, only two thirds of workers (or fewer) indicate ongoing equipment checks, and preventative measures relating to airborne substances and physical movement/positions happen in their workplace.

Positive health and safety behaviours*

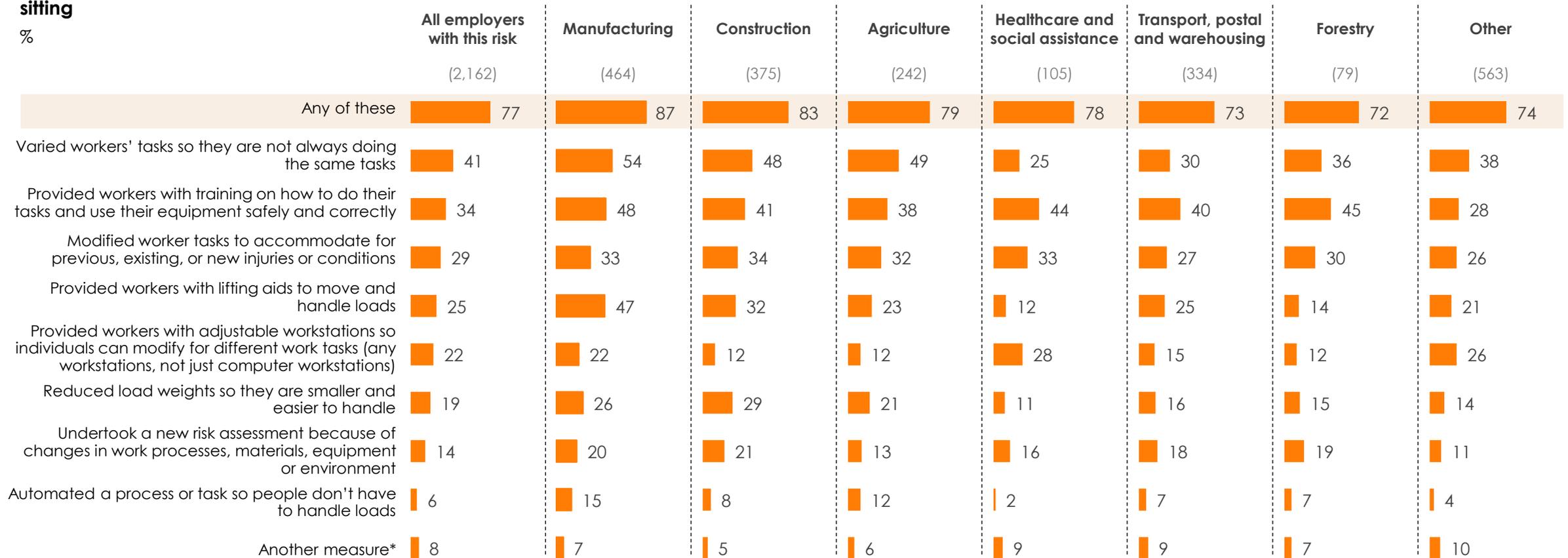


Source: Employer questionnaire – Q8, Worker questionnaire – Q7f Base: All employers excluding 'not applicable' responses. 1,599 to 2,326 (all employers) and 1,279 to 1,733 (employers in higher risk sectors). All workers excluding 'not applicable' responses. 2,395 to 2,947 (all workers) and 1,611 to 1,869 (workers in higher risk sectors)

Just over three quarters (77%) of employers do something to identify and control worker harm from performing manual tasks, working in uncomfortable positions or long periods of standing/sitting. Varying worker tasks (41%) and training on safe equipment use (34%) is most common.

Employer practices to address harm from physical positions (last 12 months)

Practices to identify and control worker discomfort, pain and injury from performing manual tasks, working in uncomfortable positions, or long periods standing or sitting



*The most common measures were breaks (2%), encouraging exercise/stretches/fitness (1%), workstation assessments (0.4%), and mats (0.4%).

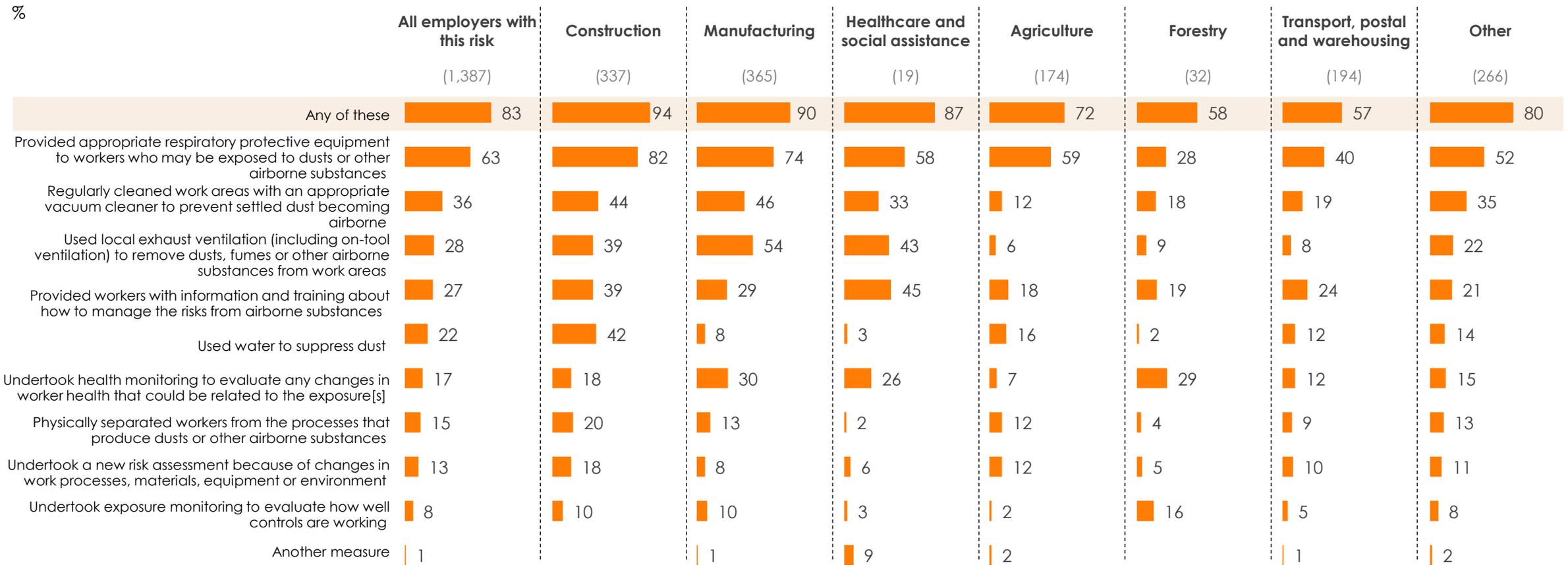
Source: Employers, Q24f (new question in 2023)

Base: Employers with work that involves risk of worker discomfort, pain and injury from working in awkward, cramped or tiring positions; long periods of standing or sitting still; awkward grip or hand movements; carrying or moving heavy loads, or lifting/moving people; using tools or working in vehicles/machines that vibrate; or loud noise.

Around eight in ten employers with workers exposed to airborne substances do something to identify and control the risks from these, most commonly respiratory protective equipment (63%) and regular cleaning to remove dust (36%).

Employer practices to address harm from airborne substances (last 12 months)

Practices to identify and control health and safety risks from airborne substances such as dusts, vapours, gases or fumes



Source: Employers, Q24g (new question in 2023)

Base: Employers with workers exposed to (or needing to be protected from) airborne substances including dust, fibres, fumes, solvents, and pesticides.

Worker incidences of sexual harassment, and exposure to threats of violence at workplaces, have risen since 2021. More employers have bullying and harassment policies in place than in 2021, while the prevalence of policies on violence in the workplace remains stable.

Policies on bullying and harassment, and violence

Bullying and harassment (including sexual harassment)

%

A policy in place is less common in 2023 among smaller employers (51% of those with up to 10 employees).

2023 incidence higher among women under 30 (33%), and workers in retail trade (29%), accommodation & food services (23%), and construction (18%).

Increase in 'policy in place' stems from businesses with 10-19 employees (up 8 pts to 72%) and 50+ employees (up 8 pts to 90%).

Increase in prevalence since 2021 driven by workers under 30 (up 15 pts to 31%) and construction workers (up 10 pts to 18%).

Violence (including threats of violence)

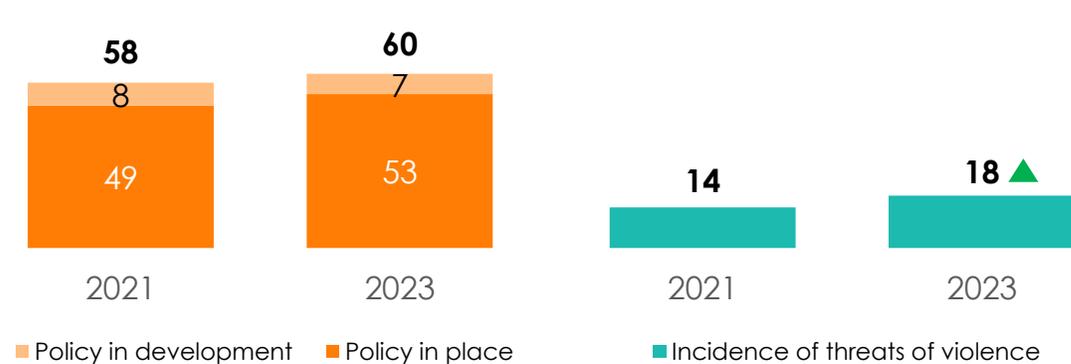
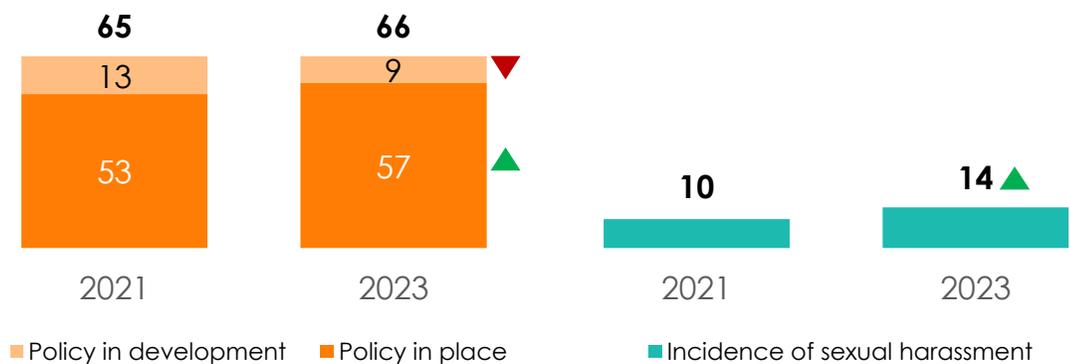
%

A policy in place is less common in 2023 among smaller employers (48% of those with up to 10 employees).

2023 incidence higher among Pacific (23%) and Māori (21%) workers than NZ European workers (17%), and workers in healthcare & social assistance (32%).

Increase in 'policy in place' stems from businesses with 50+ employees (up 8 pts to 82%), and healthcare & social assistance employers (up 14 pts to 72%).

Increase in prevalence since 2021 driven by workers under 30 (up 13 pts to 28%) and construction workers (up 11 pts to 21%).



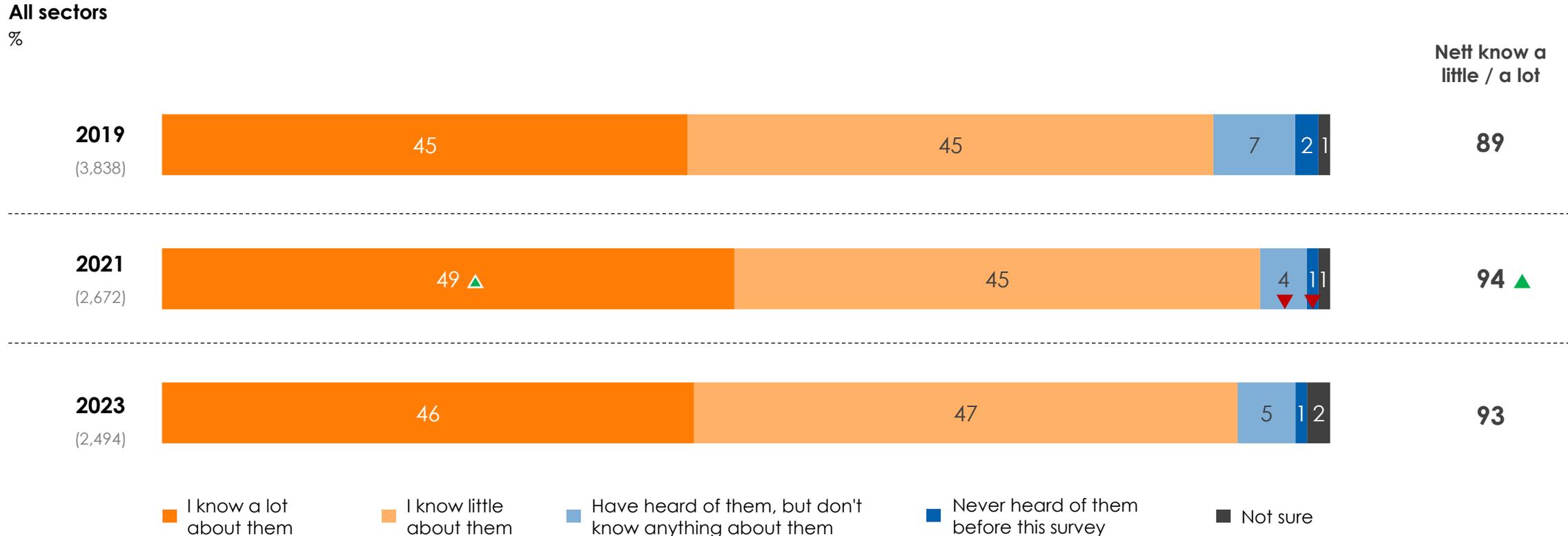
Base: Total 2023 sample base sizes are 2,494 for employers and 3,300 for workers. Source: Employer questionnaire Q3g (Policy in place and policy in development), Worker questionnaire Q2g (incidence of unwanted sexual attention at workplace in last 12 months), Q2h (incidence of exposure to threats of violence at workplace in last 12 months).

04

Perceptions of WorkSafe

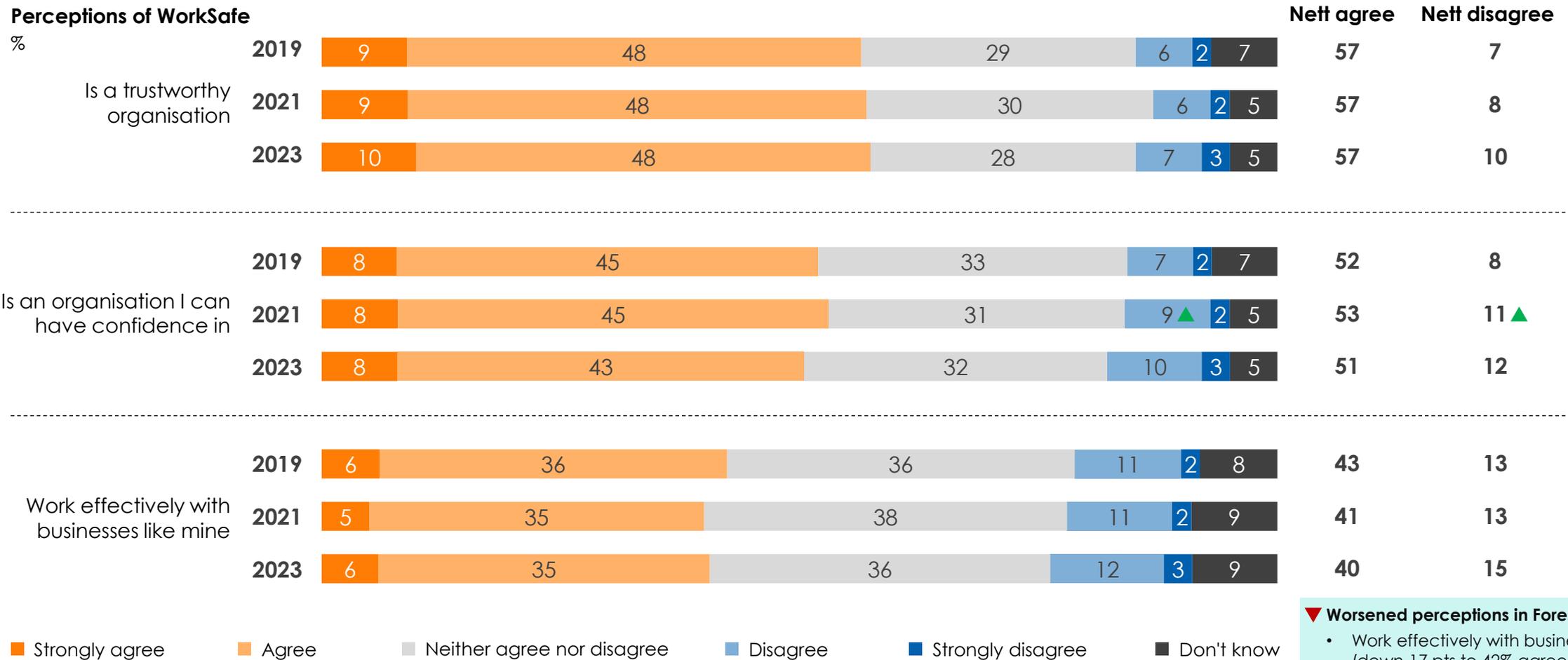
The overall increase in knowledge of WorkSafe that occurred between 2019 and 2021 has been maintained (93% in 2023).

Knowledge of WorkSafe



Base: All employers Source: Q24a

Perceptions of WorkSafe are fairly consistent with 2021. However, there is a little weakening in trust and confidence between 2019 and 2023 (with slightly more employers disagreeing that WorkSafe is trustworthy and an organisation to be confident in).



Base: All employers who know 'a lot or a little' about WorkSafe (3,580 in 2019, 2,577 in 2021, 2,385 in 2023)
 Source: Q24b.

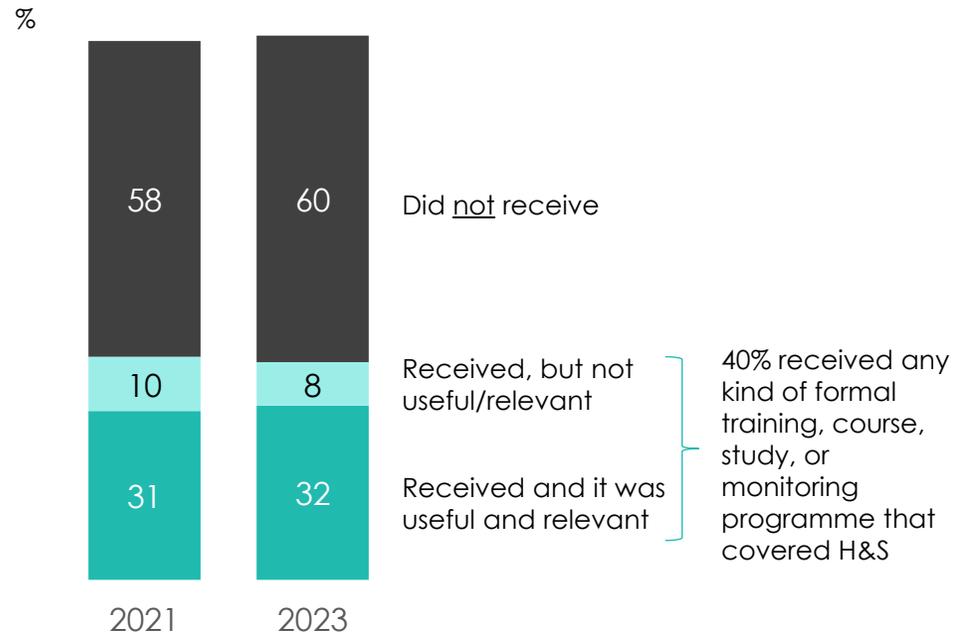
05

A capable and educated workforce: workers

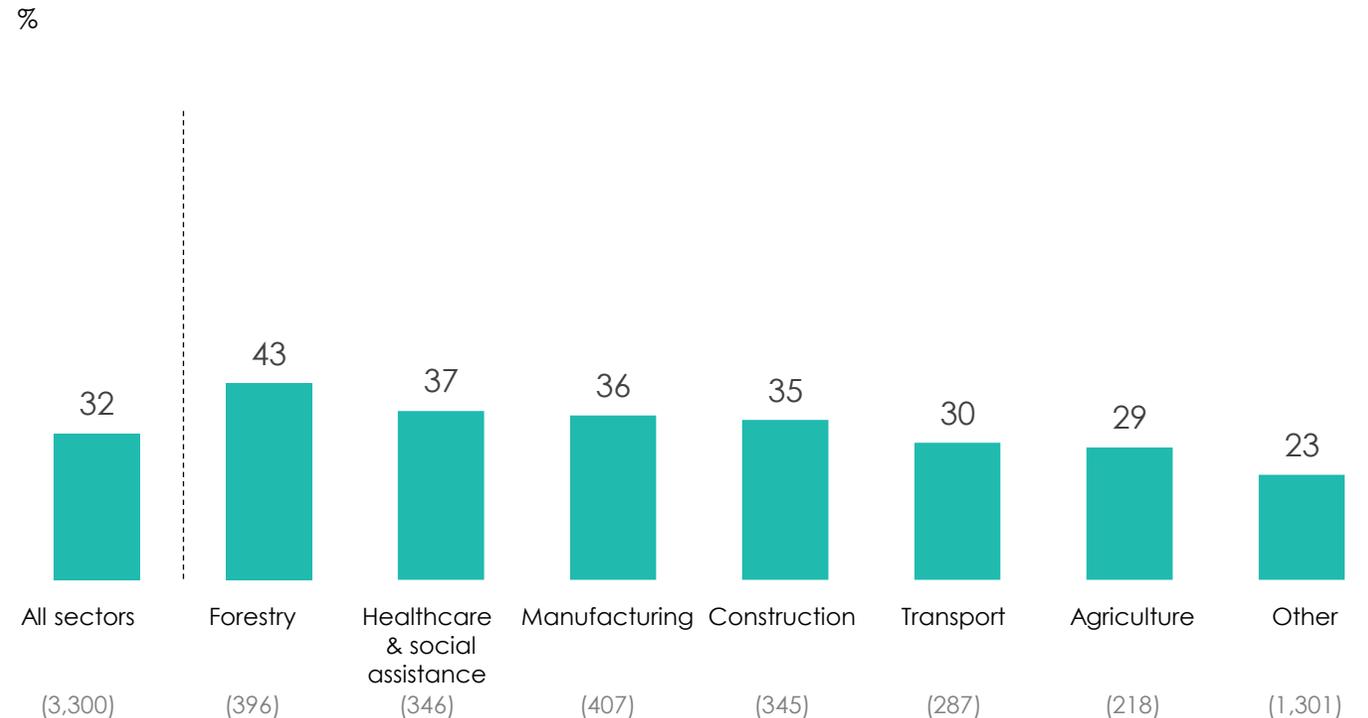
Nearly one third of all workers have received useful and relevant training or education in the last 12 months. This is most common in forestry and least common in agriculture.

Useful and relevant training or education

Whether useful and relevant training or education received in the last 12 months (based on all workers)



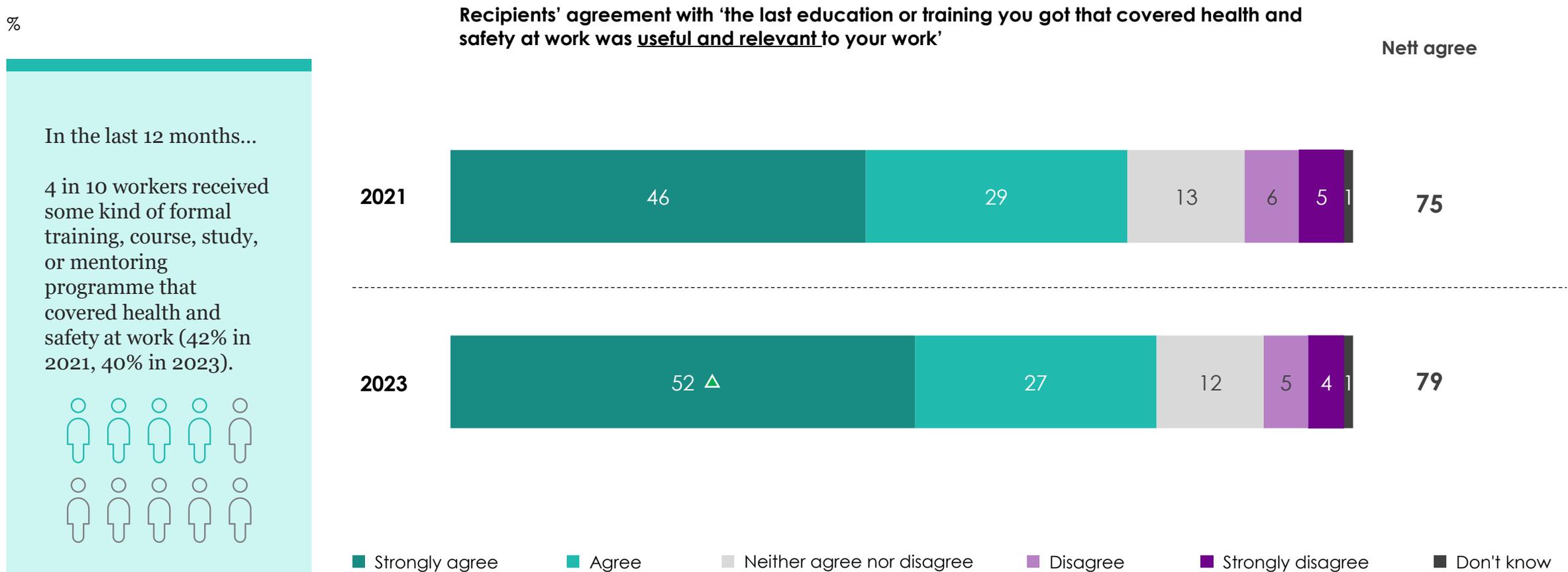
Proportion of all workers that received useful and relevant training/education in the last 12 months



Base: All workers in 2021 (3,627) and 2023 (3,300) Source: Worker questionnaire – Q6g and Q6i

Four in ten workers received training or education covering health and safety in the last 12 months; perceptions of this training have improved a little, with more recipients strongly agreeing that it was useful and relevant to their work. Overall, nearly eight in ten recipients rated the training and education favourably.

Formal training, course, study or mentoring programme that covered H&S at work (last 12 months)



In the last 12 months...
 4 in 10 workers received some kind of formal training, course, study, or mentoring programme that covered health and safety at work (42% in 2021, 40% in 2023).

Base: All workers in 2021 (3,627) and 2023 (3,300) Base of graph: All workers who received training/education in last 12 months (1,567 in 2021, and 1,405 in 2023)
 Source: Worker questionnaire – Q6g and Q6i

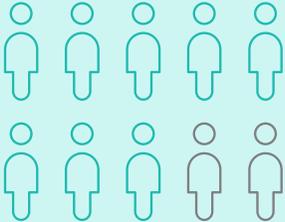
More than eight in ten workers report that their employer provided some kind of H&S information in the last 12 months. More than three quarters of recipients of this information rated it as easy to understand, and useful and relevant to their work.

Health and safety information provided by employer in last 12 months

All sectors

%

In the last 12 months...
Over 8 in 10 workers say their employer provided them with information about how to keep healthy and safe at work (84% in 2021, 82% in 2023).



Recipients' ratings of health and safety information

Nett agree

Easy to understand



Useful and relevant to my work



Strongly agree Agree Neither agree nor disagree Disagree Strongly disagree Don't know

Base: All workers in 2021 (3,627) and 2023 (3,300) Base: All workers who received H&S information in last 12 months (3,178 in 2021, and 2,780 in 2023)

Source: Worker questionnaire – Q6g and Q6i

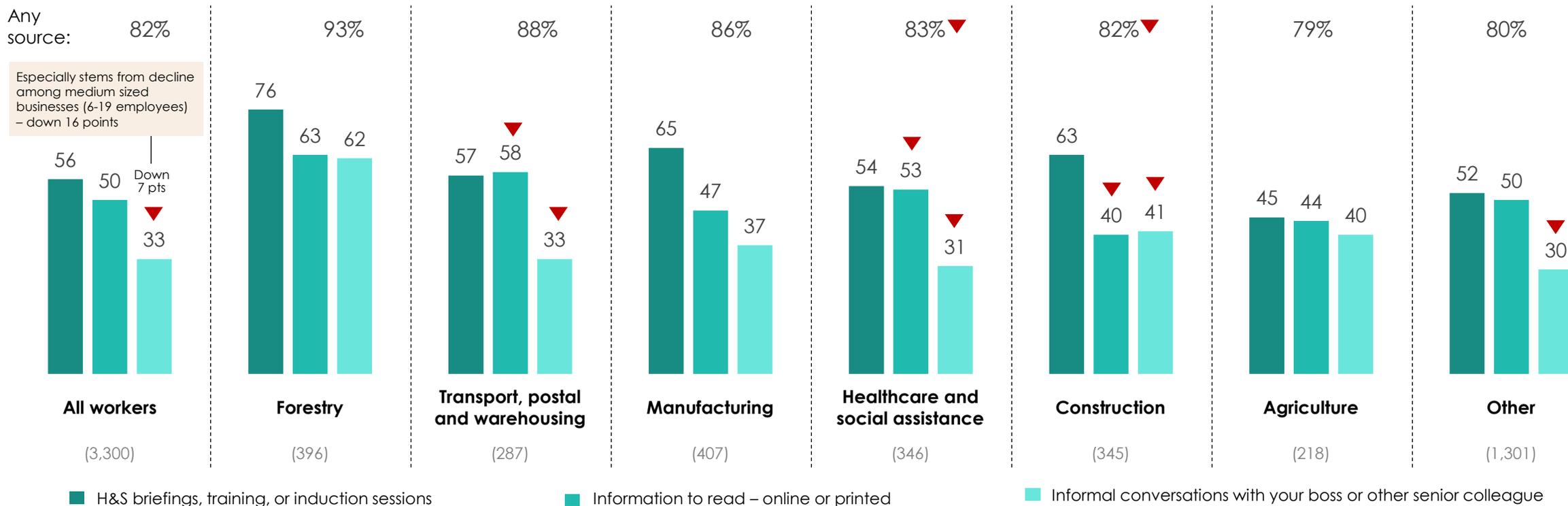
While H&S briefings, training or induction sessions are just as prevalent as they were in 2021, reading materials and information conversations are less common than in 2021. This decline is driven by the transport/postal & warehousing, healthcare and social assistance, and construction sectors.

Employer supplied information channels

How organisation provided information on how to keep healthy and safe at work in the last 12 months

%

Workers exposed to a higher number of risk factors* (6+) are somewhat more likely to have received information/guidance (84%, vs 78% for workers exposed to up to 5 risk factors).



Base: All workers

Source: Worker questionnaire – Q6j

Verian | WorkSafe 2023

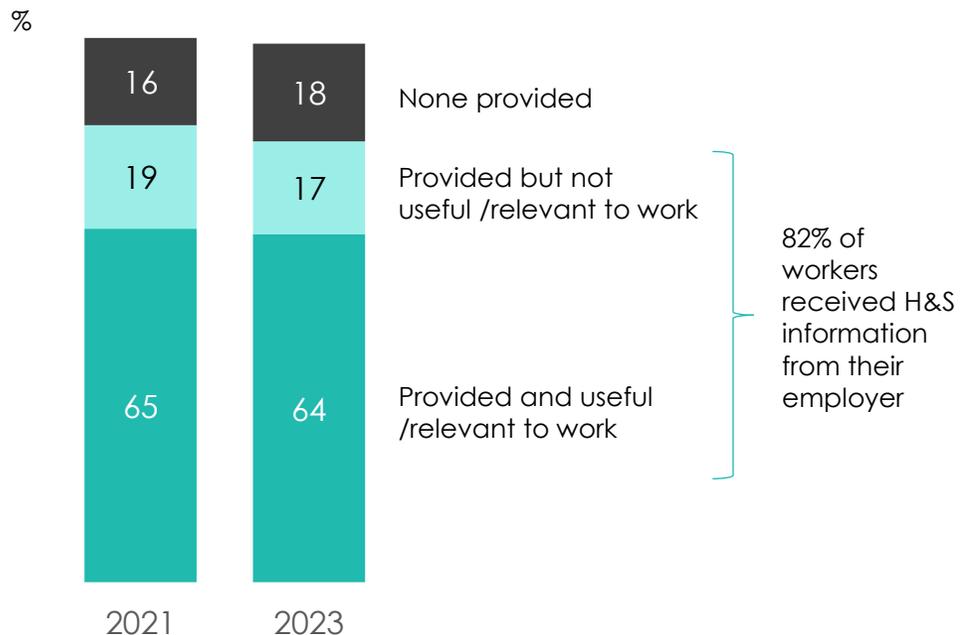
▲▼ Statistically significant change since previous wave (at the 95% confidence level)

*The survey measured 32 risk factors covering a range of airborne and other hazardous substances (e.g. blood and waste materials), types of physical work (e.g. awkward positions, standing/sitting for long periods, heavy loads, vibrating tools), challenging environments (e.g. loud noise, extreme temperatures), working with chemicals/electricity, working at height, operating vehicles, and working with animals.

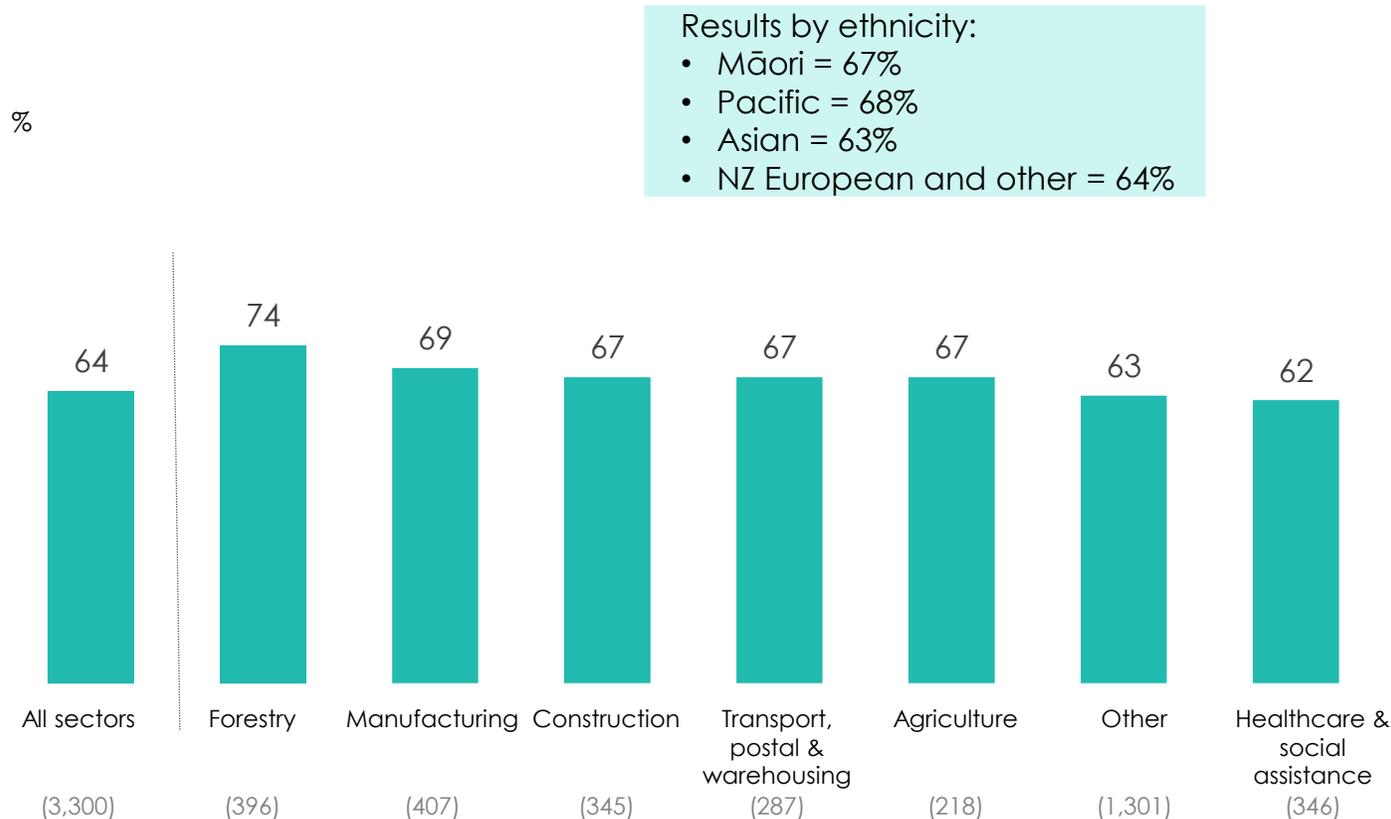
Nearly two thirds of all workers received useful and relevant H&S information from their employer in the last 12 months. This is most common in the forestry sector.

Useful and relevant information provided by employer

Whether useful and relevant H&S information provided by employer in the last 12 months (based on all workers)



Proportion of all workers that received useful and relevant H&S information relevant to their work in the last 12 months

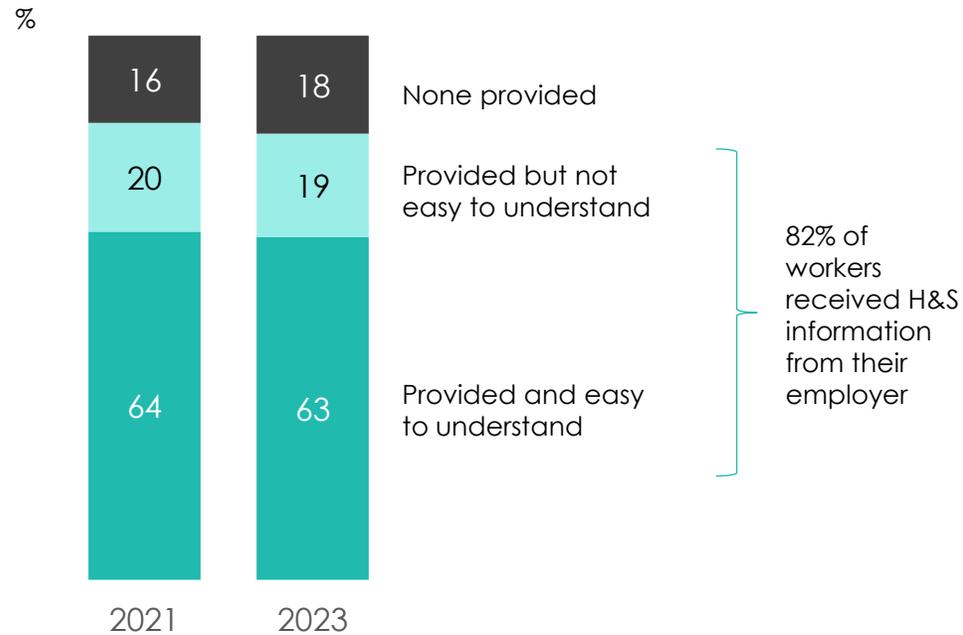


Base: All workers in 2021 (3,627) and 2023 (3,300)
 Source: Worker questionnaire – Q6j and Q6k

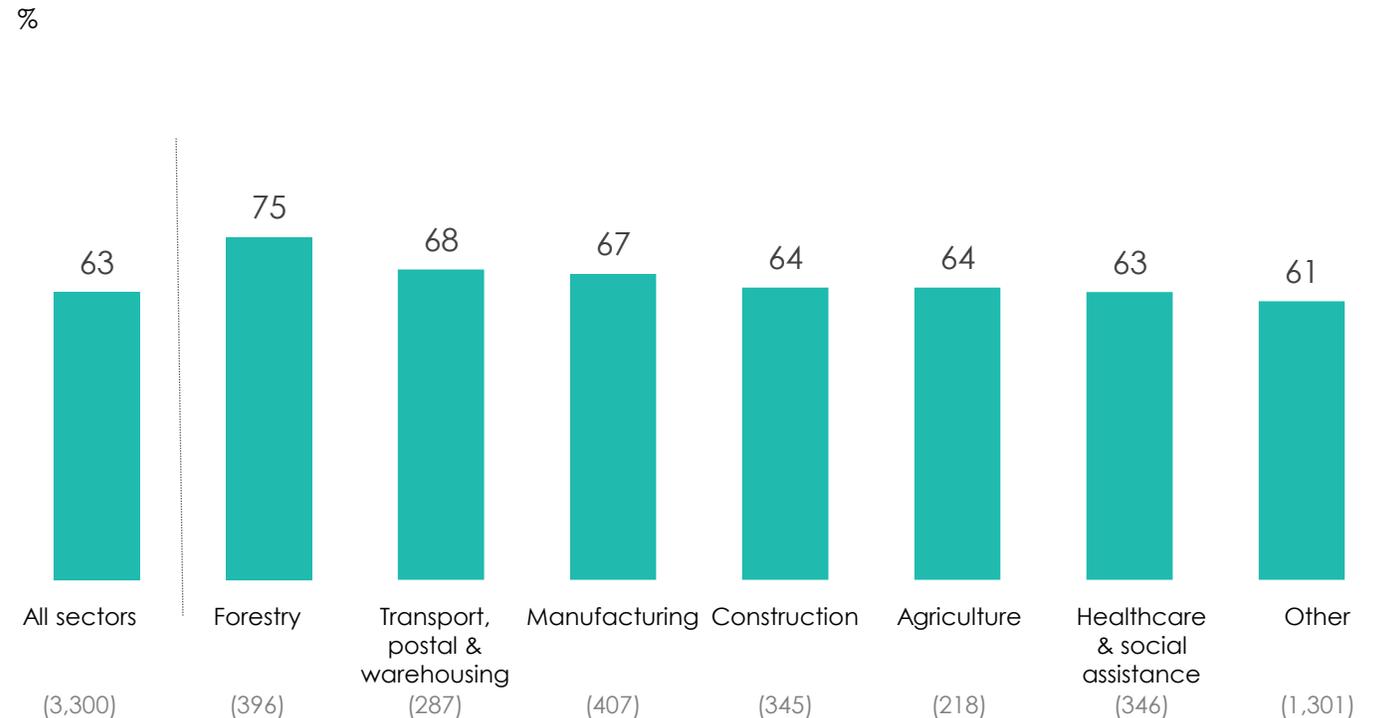
Nearly two thirds of all workers received easy to understand H&S information from their employer in the last 12 months. This is most common in the forestry sector.

Easy to understand information provided by employer

Whether easy to understand H&S information provided by employer in the last 12 months (based on all workers)



Proportion of all workers that received easy to understand H&S information in the last 12 months



Base: All workers in 2021 (3,627) and 2023 (3,300)

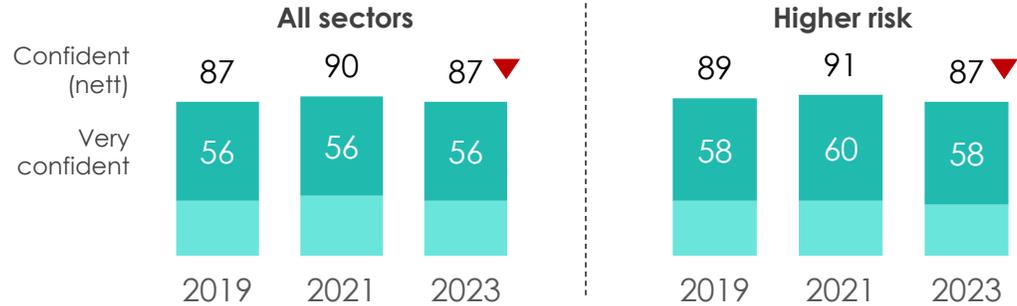
Source: Worker questionnaire – Q6j and Q6k

Since 2021, there is a weakening in worker confidence in their knowledge and skills to keep safe. Worker confidence in higher risk sectors has also softened in relation to speaking up or stopping work when facing risky situations.

Worker attitudes

Confidence in having the knowledge and skills to keep safe at work

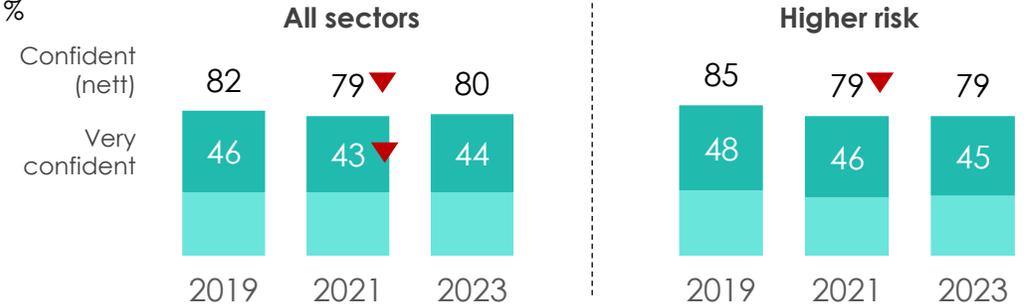
%



▼ Agriculture (down 6pts to 89%); ▲ Forestry up 3pts to 98%; ▼ Manufacturing (down 9pts to 85%).

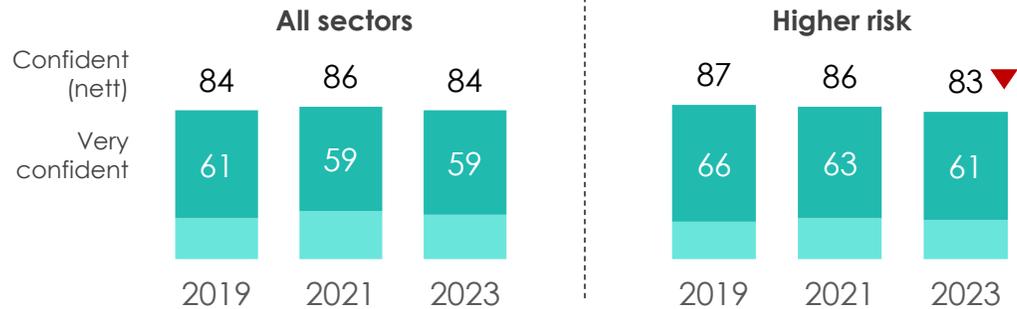
Confidence in having the knowledge and skills to make sure you don't get long-term health problems from your work

%



Confidence to speak up, or say no, if you're asked to do something that's risky

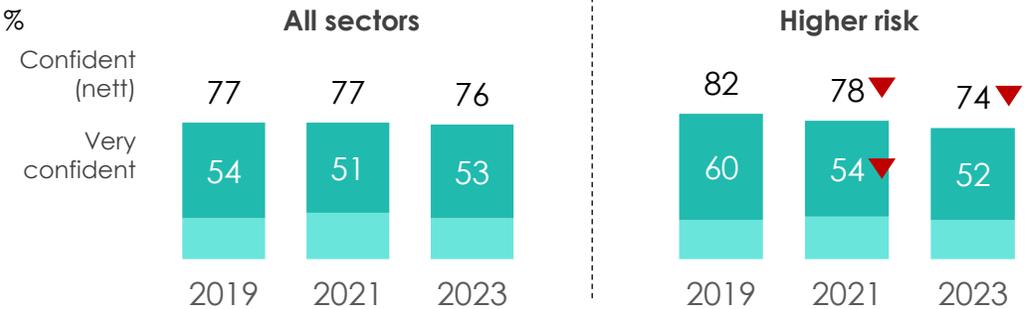
%



▲ Forestry (up 9 pts to 86%); ▼ Agriculture ('very confident' down 10pts to 60%).

Confidence that your boss would totally support you if you suggested stopping work because of a potential hazard*

%

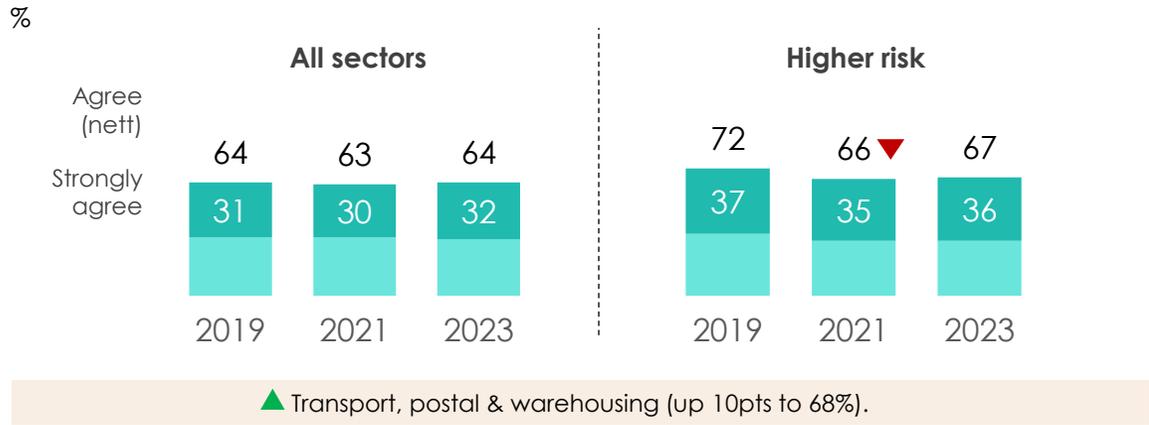


▲ Forestry (up 7pts to 90%); ▼ Manufacturing (down 9pts to 74%).

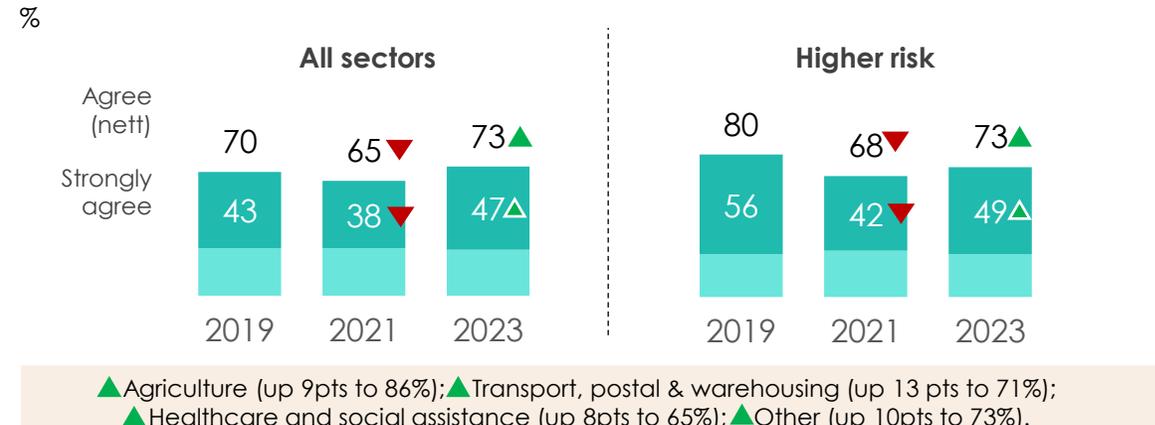
Base: All workers in 2023 (2,931-3,300); Workers in higher risk sectors (1,757 - 1,999). *Excludes self-employed. Source: Q7d

Conversely, some aspects of safety cultures have improved somewhat since 2021; more workers feel they have a say in decisions that affect their wellbeing (up eight points to 73%) and report the exchange of safety tips and advice in their workplace (up three points to 65%).

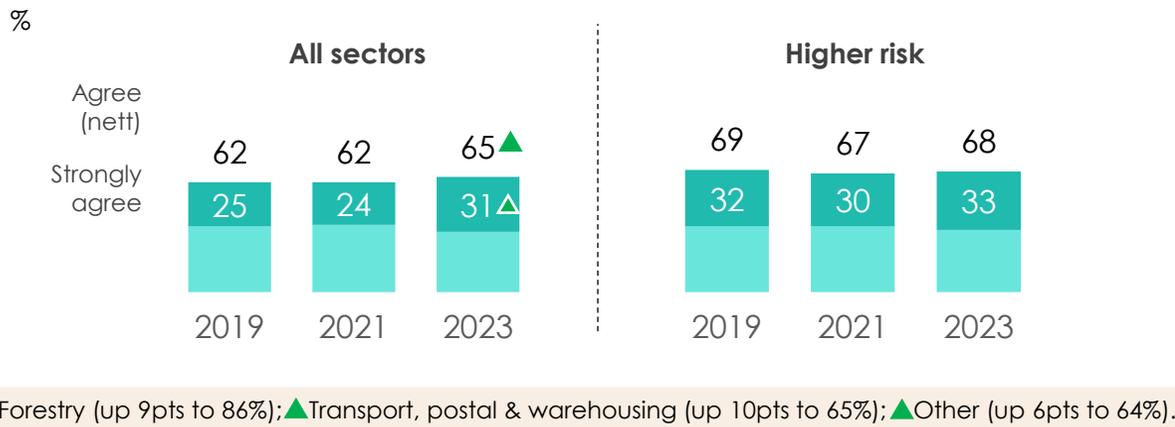
Everyone from the boss down is always trying to improve safety



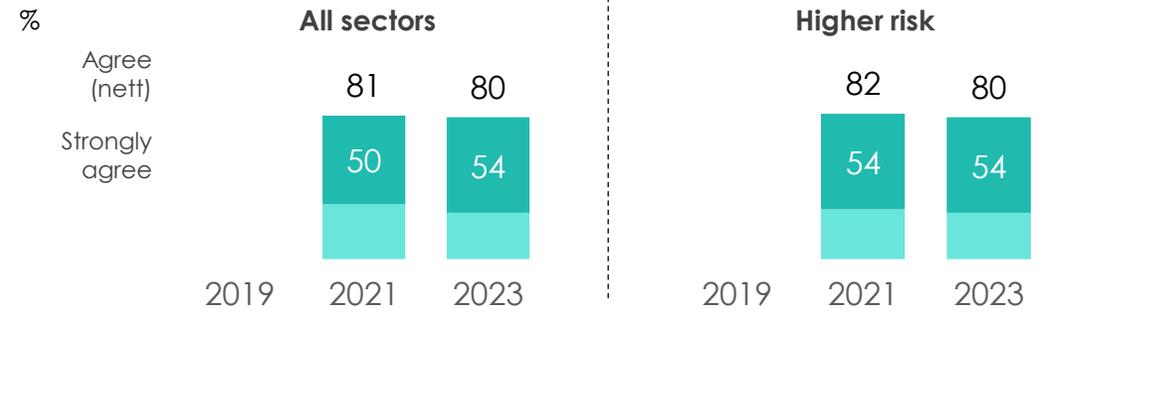
I always have a say in decisions that affect my health and safety



At my work, workers give each other tips and advice about keeping safe



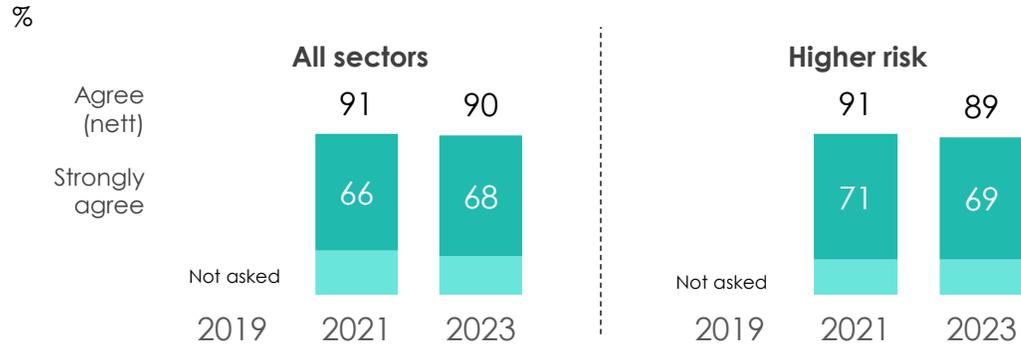
I'm comfortable having an honest conversation about health and safety with anyone at my work including bosses and co-workers



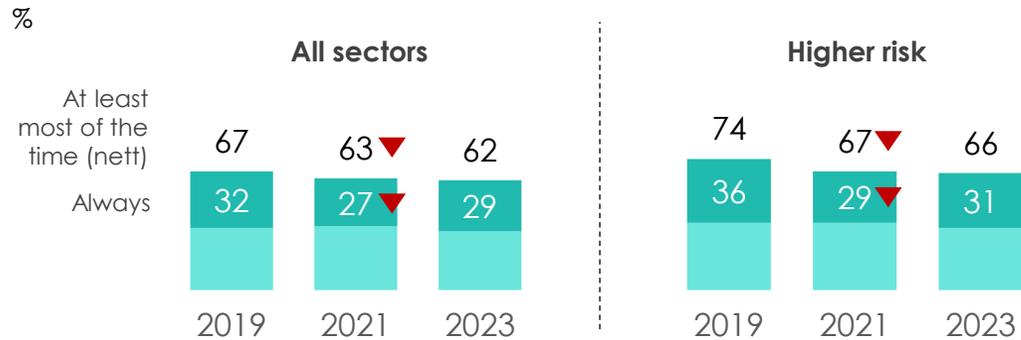
Base: All workers in 2023 (2,931-3,300); Workers in higher risk sectors (1,757 – 1,999). *Excludes self-employed. Source: Q7a

Personal responsibility and reporting hazards and accidents also contribute to a good safety culture. These measures have remained stable since 2021.

I accept responsibility for my actions at work, even when I make a mistake



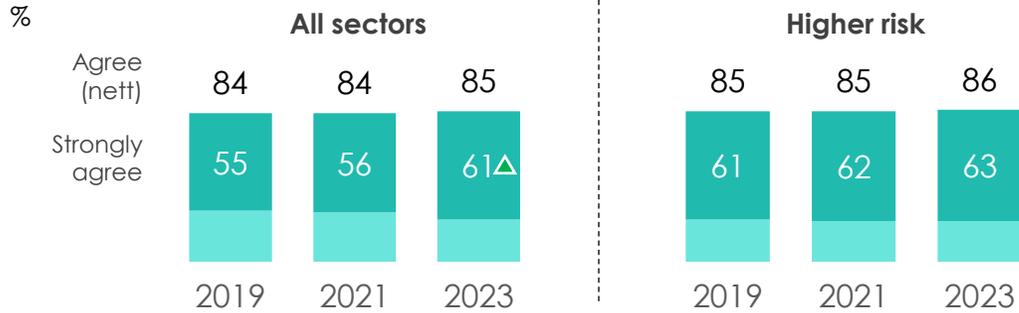
Workers report hazards, near misses and accidents to bosses/supervisors



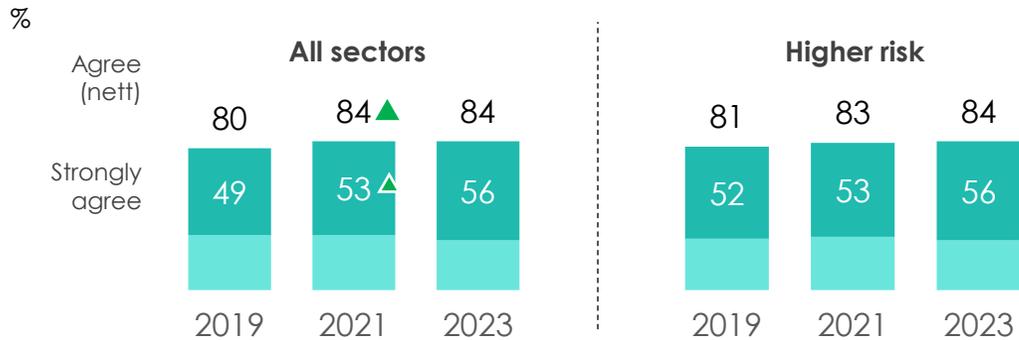
Base: All workers in 2023 (2,931-3,300); Workers in higher risk sectors (1,757 – 1,999). *Excludes self-employed.
Source: Q7a and 7e

Belief in health and safety is also an important driver of worker engagement. Since 2021, worker belief in the importance of looking out for others' safety has strengthened. The heightened belief in the importance of always adhering to H&S guidelines strengthened observed in 2021 has been maintained in 2023.

Making the effort to look out for the health and safety of the people I work with is really important to me



Always sticking to the health and safety guidelines is the right thing to do



Base: All workers in 2023 (2,931-3,300); Workers in higher risk sectors (1,757 – 1,999). *Excludes self-employed.
Source: Q7a and 7e

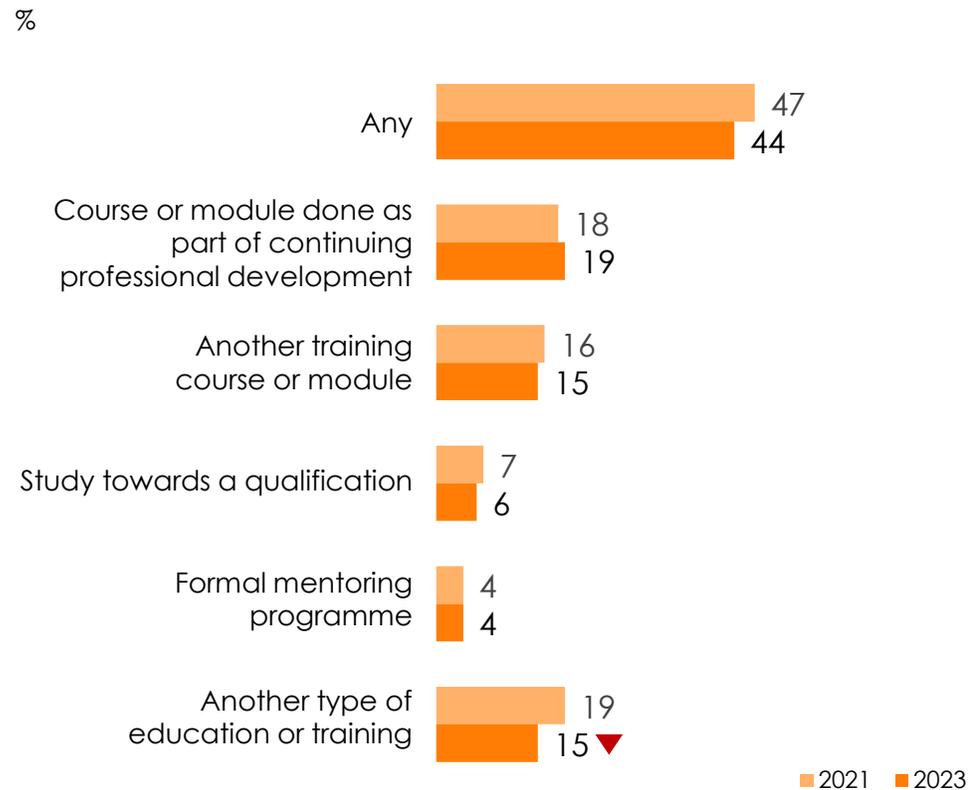
06

A capable and educated workforce: employers

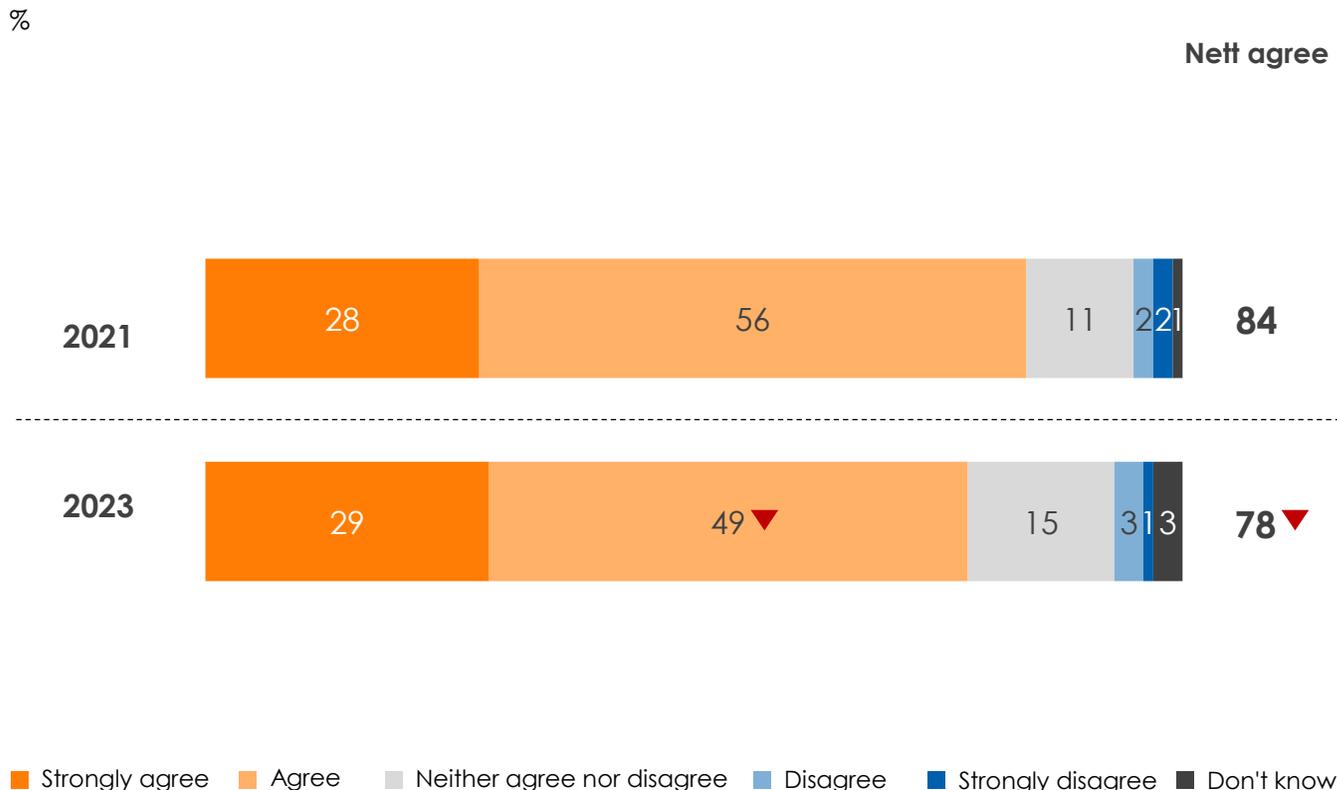
More than four in ten employers (44%) received education or training on H&S* in the last 12 months. The large majority (78%) of the recipients of this education and training felt it was relevant and useful to their work. However, this has weakened since 2021.

Training/education employers have received in last 12 months

Education/training received



Recipients' agreement with 'the education or training was useful and relevant to your work'



*Education and training was defined as that which supported the employer to manage the health and safety risks in their business – even if the education or training was not just about health and safety.

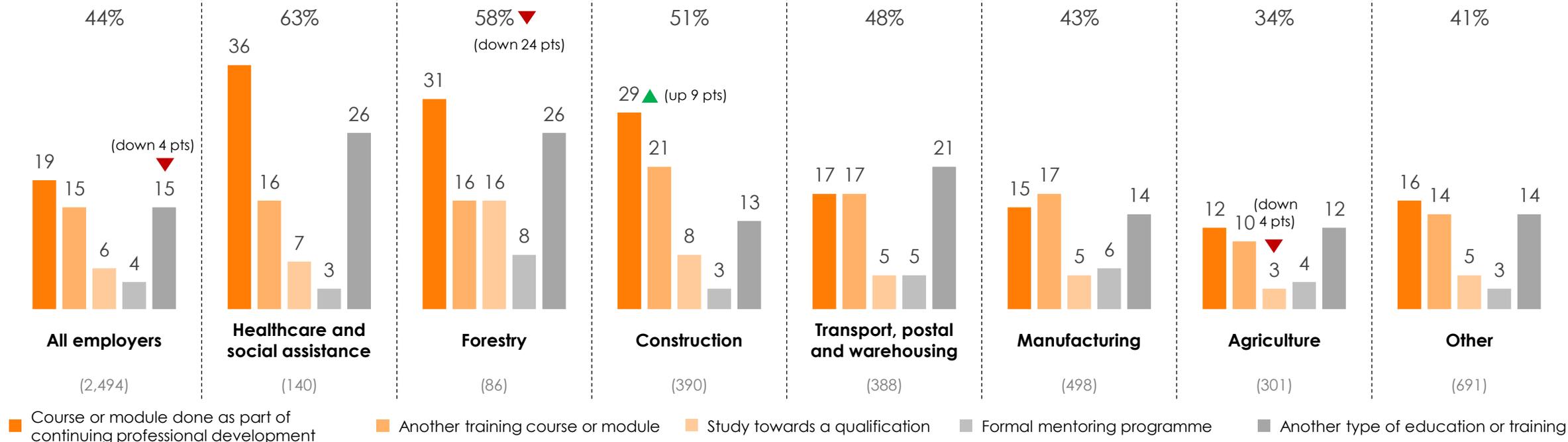
Base: All employers (2,672 in 2021 and 2,494 in 2023) Base: Employers who received education/training in the last 12 months (1,539 in 2021 and 1,399 in 2023)
Source: Employer questionnaire – Q13a and Q13b

A professional development course or module is most common, with this rising in the construction sector since 2021. Education and training is less common in forestry than in 2021.

Types of training/education employers have received in last 12 months

% *Training/education rises markedly with business size (from 36% for up to 5 employees to 86% for 100+ employees). Training/education is highest in Care for others cultures (62%, vs 46% for Protect me and mine, 44% for All talk, little walk, and 25% for It's just common sense).*

Any education or training:

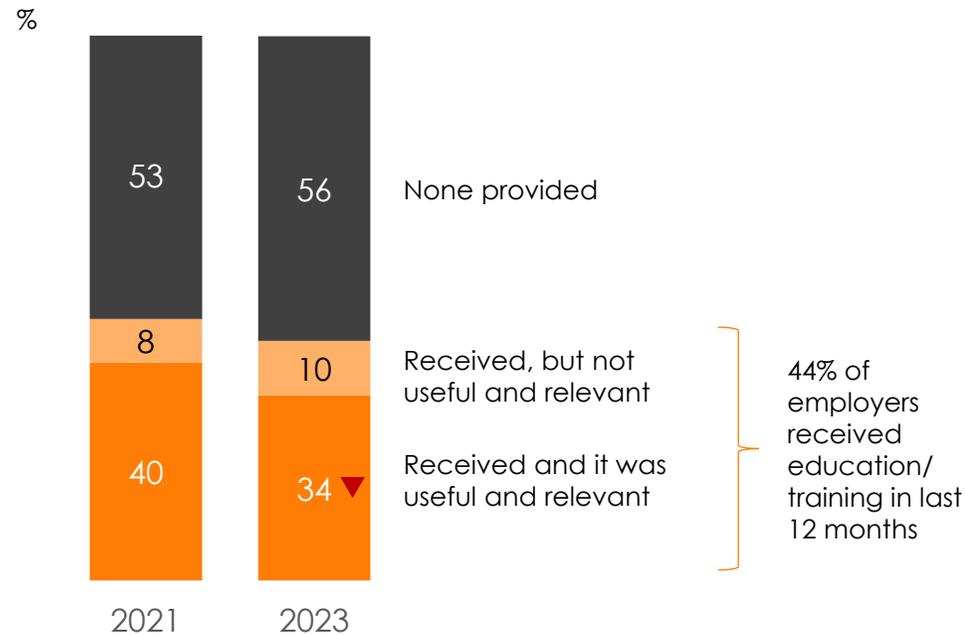


*Education and training was defined as that which supported the employer to manage the health and safety risks in their business – even if the education or training was not just about health and safety.

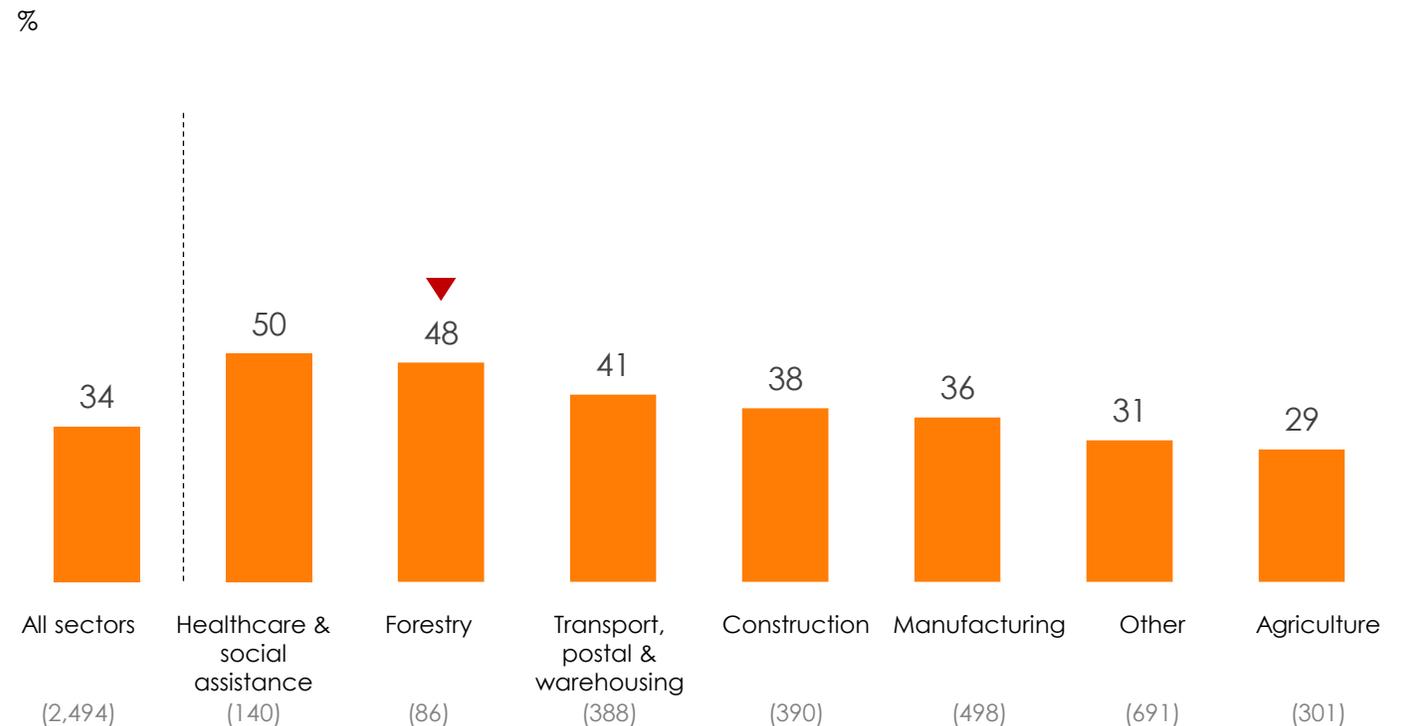
Around one third (34%) of all employers received relevant and useful education or training in the last 12 months, a drop of six points since 2021. Prevalence is more common in the healthcare and social assistance, and forestry sectors.

Incidence of useful and relevant training or education received by employers

Whether useful and relevant education or training received by employers in last 12 months (based on all employers)



Proportion of employers that received useful and relevant education or training in the last 12 months



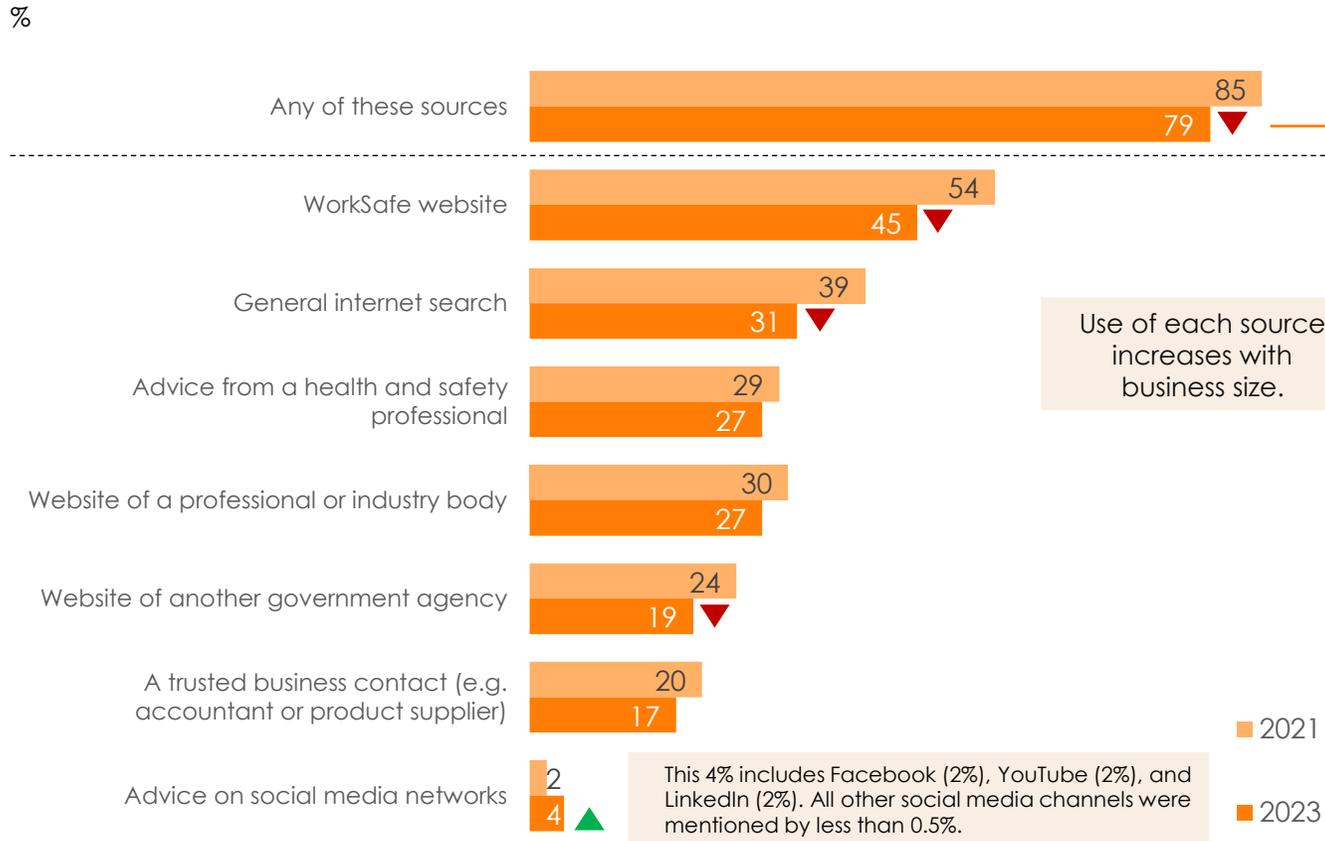
*Incidence refers to the proportion in the total employer population that received useful and relevant training or education

Base: All employers (2,672 in 2021 and 2,494 in 2023)
Source: Employer questionnaire – Q13b

Fewer employers sought information and guidance on H&S in the last 12 months (down six points to 79% in 2023). This decline stems from lower use of government websites (including WorkSafe) and general internet searches. Of those who sought information, moderate majorities found it easy to find and understand, and useful and relevant to their work.

Health and safety information and guidance for employers

Sources of health and safety information and guidance used in last 12 months



Base: All employers (2,672 in 2021 and 2,494 in 2023)

Ratings of information/guidance based on employers who sought this



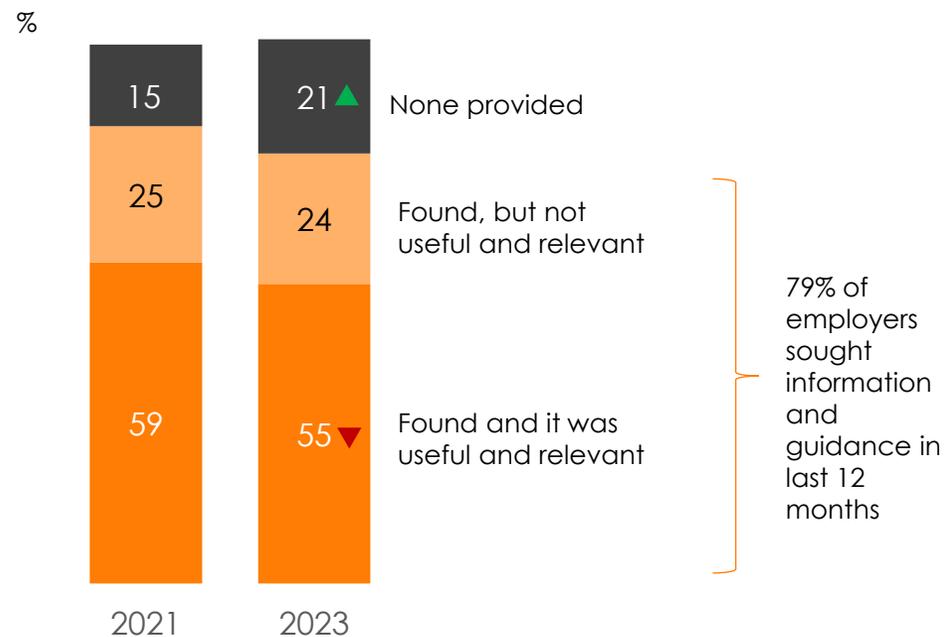
Base: Employers who sought H&S information and guidance in the last 12 months (2,171)

Source: Employer questionnaire – Q13c, Q13cii, Q13d

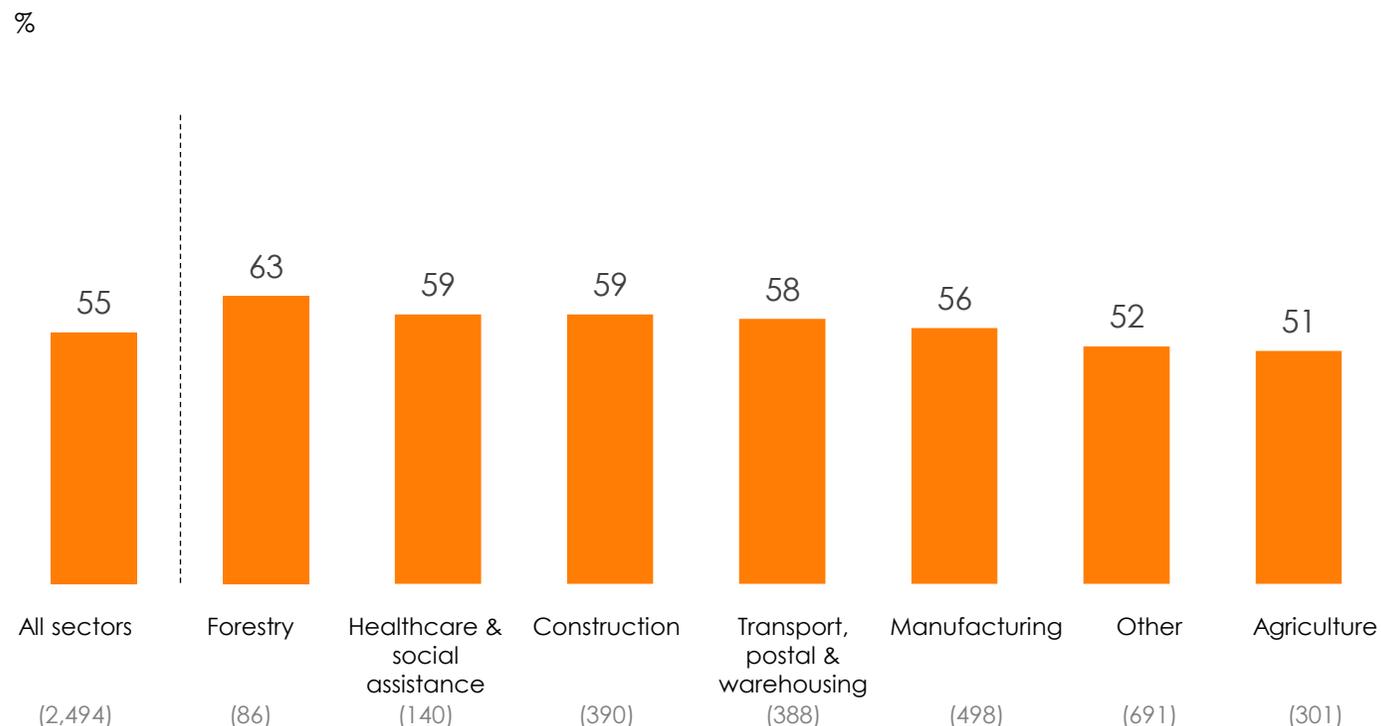
Over a half (55%) of all employers found relevant and useful information and guidance on health and safety in the last 12 months. This is a drop of four points since 2021.

Incidence* of useful and relevant information found by employers

Whether employer found relevant and useful information and guidance in last 12 months (based on all employers)



Proportion of all employers that found relevant and useful information and guidance in the last 12 months



*Incidence refers to the proportion in the total employer population that sought and found useful and relevant information

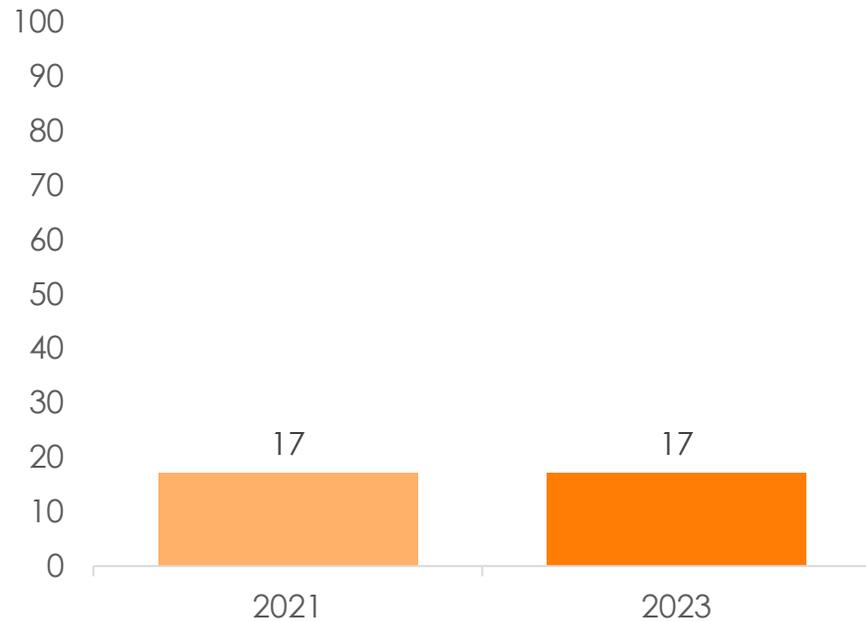
Base: All employers (2,672 in 2021 and 2,494 in 2023)
Source: Employer questionnaire – Q13c/d

Awareness of the HASANZ Register has been steady since 2021, with fewer than one in five employers aware of it. Six percent of employers who are aware of it have contacted a professional found on the Register. This equates to 1% of all employers.

Awareness and use of HASANZ register

Awareness of HASANZ Register

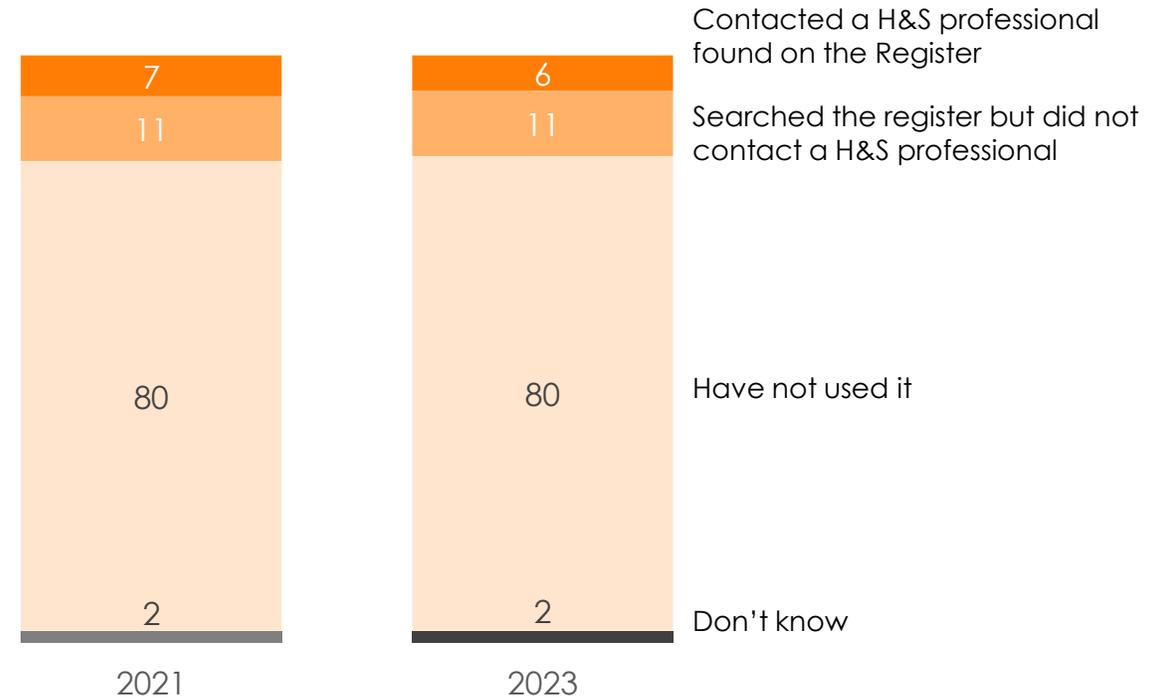
% Aware



Base: All employers (2,672 in 2021, 2,494 in 2023) Source: Q24c

Use of Register (based on those aware of it)

%



Base: Aware of HASANZ register (711 in 2021, 704 in 2023) Source: Q24d

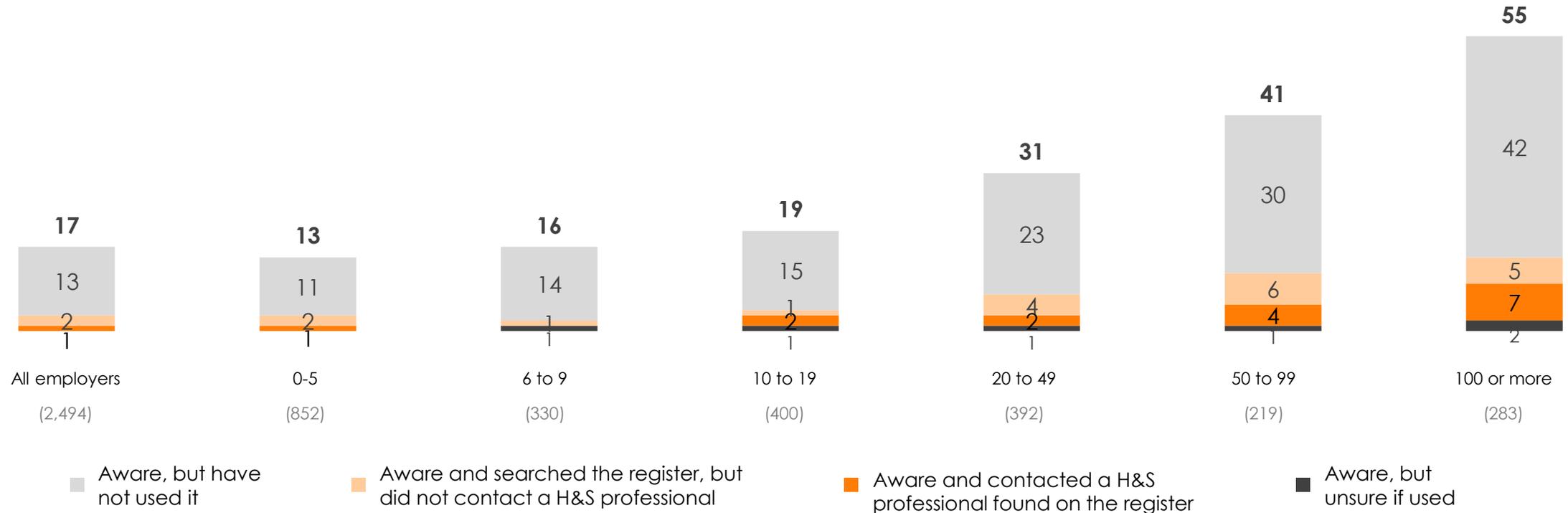
Awareness and use of the HASANZ Register climbs steeply with employer size. Over half (55%) of large employers (100+ employees) are aware of the Register and 7% have used it to source a professional.

Awareness and use of HASANZ register

Business size

Number on top of bar = total % aware

Awareness of HASANZ is highest in Forestry (27%), transport, postal & warehousing (22%), manufacturing (21%), and construction (20%), and lowest in agriculture (14%) and 'other' (15%).



Base: All employers (base sizes shown on chart).

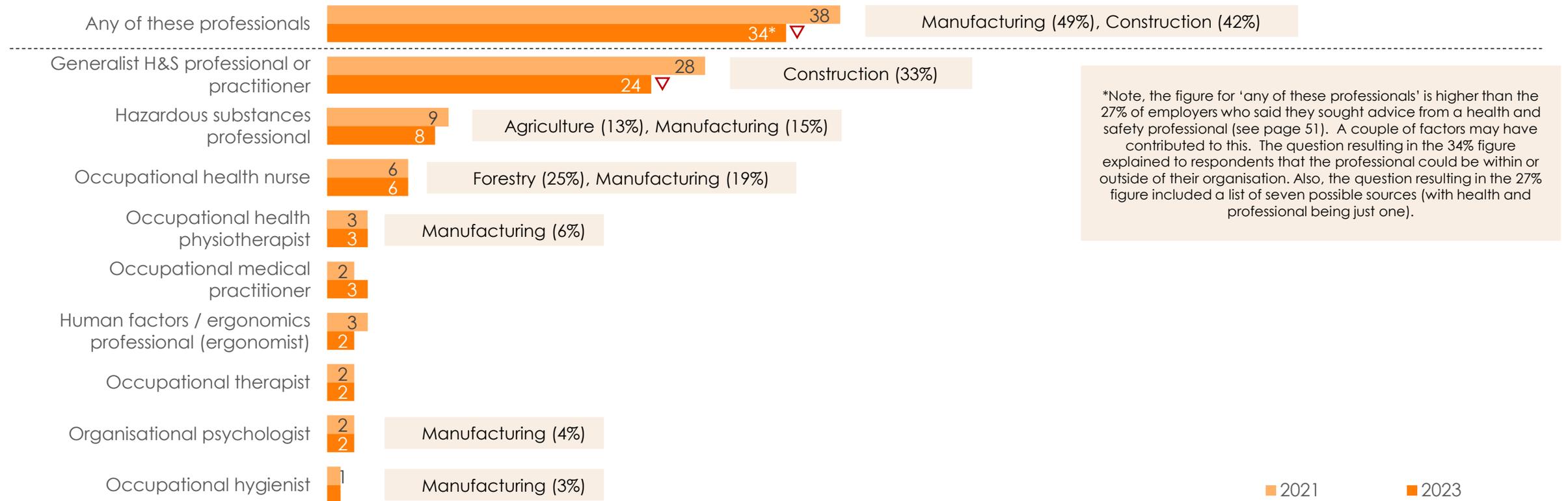
Source: Employer questionnaire – Q24c and d

Around a third (34%* of employers) sought internal or external advice or services from a H&S professional in the last 12 months, most commonly a generalist H&S practitioner.

Professional sources of advice / services used in last 12 months

All sectors

%



Base: All employers (2,672 in 2021, 2,494 in 2023)

Source: Employer questionnaire – Q3f

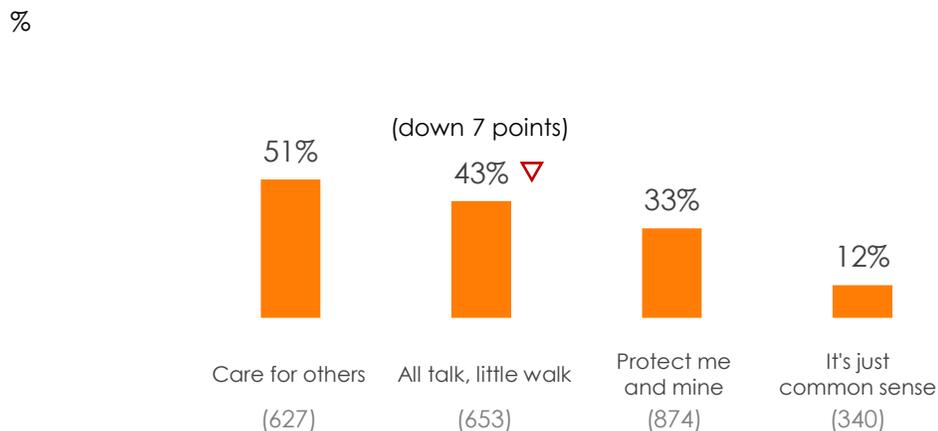
Seeking professional advice or services continues to be most commonly reported by larger employers (*Care for others* and *All talk, little walk* segments) and in the manufacturing, forestry, and construction sectors.

Advice from H&S professionals

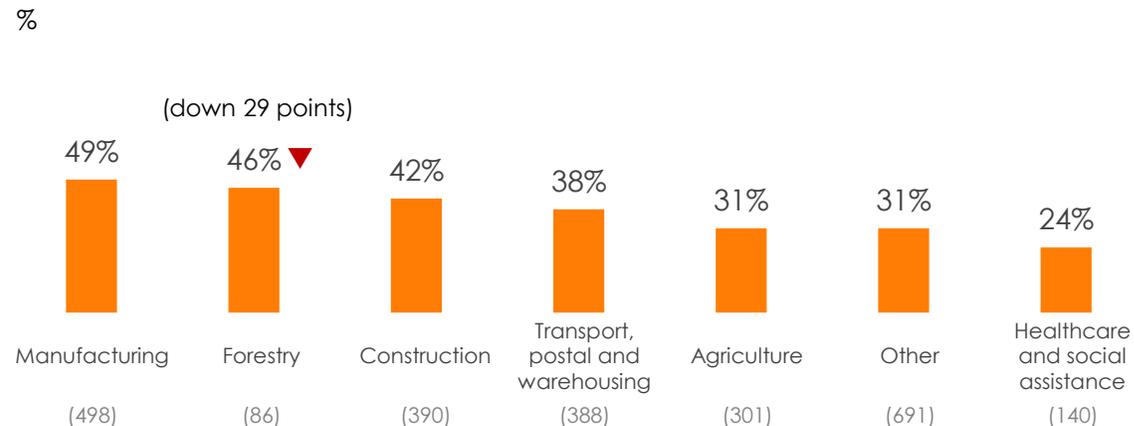
Sought advice or services from professionals about health and safety at work (past 12 months)



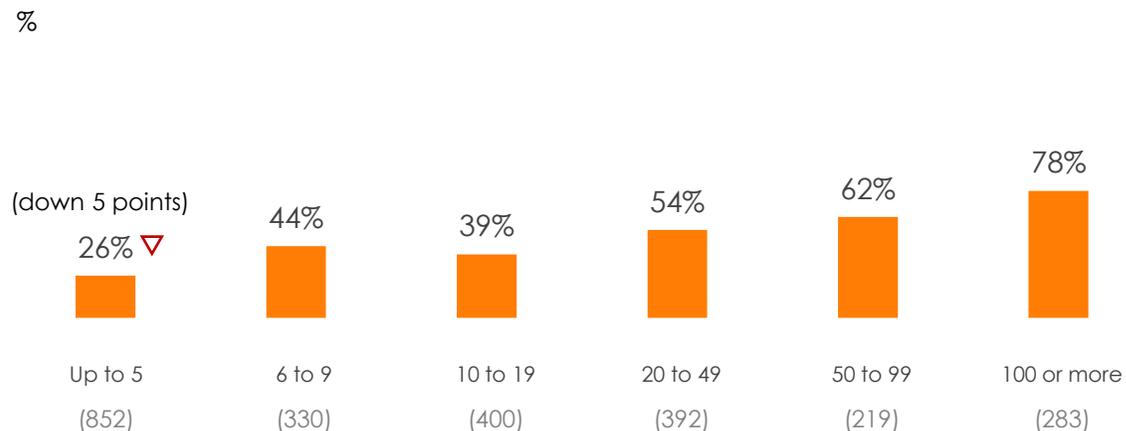
By employer segment



By industry



By business size (number of employees)



Base: All employers (2,494), subgroup base sizes shown on chart.

Source: Employer questionnaire – Q3f

07

Empowering workers to be partners in health and safety

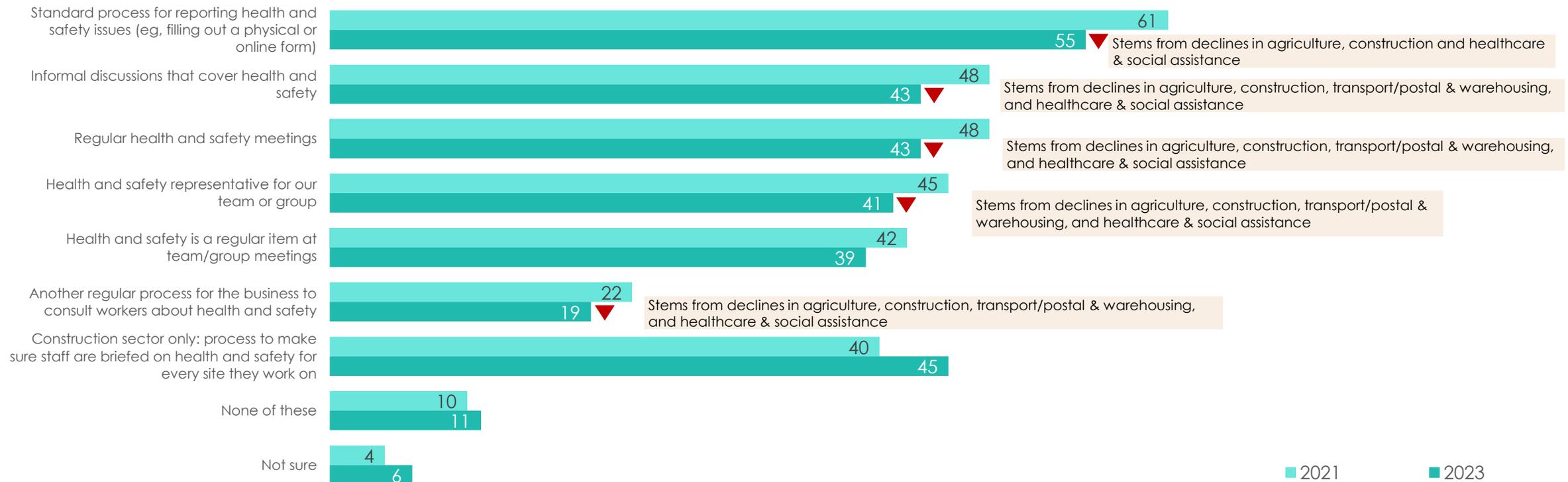
Since 2021, declines are evident in a number of worker engagement practices, especially standard reporting H&S processes, information discussions, and regular H&S meetings.

Formal worker engagement practices

All sectors

%

Each of these engagement practices are more common in larger workplaces. Forestry and Manufacturing sector workers are most likely to be in workplaces with these practices.



Base: All workers (3,627 in 2021, 3,300 in 2023), Construction sector workers (427 in 2021, 345 in 2023)

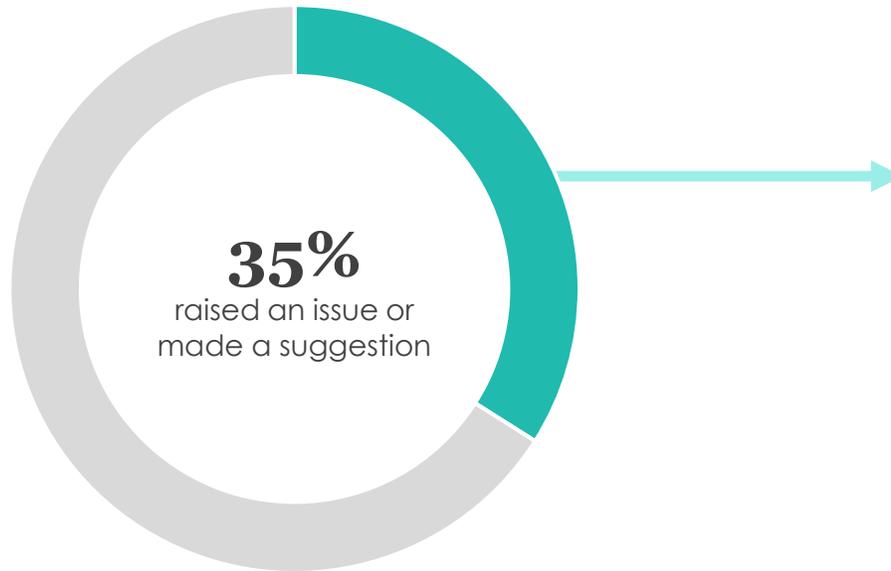
Source: Worker questionnaire – Q6a

Of the one third (35%) of workers who raised an issue or made a suggestion to their employer about H&S in the last 12 months, 60% report that changes were made as a result and 68% received feedback on how the issue was dealt with. These results are very similar to 2021.

Workers raising issues or making suggestions

In the past 12 months, have you raised an issue or made a suggestion about health and safety at work?

%



35%
raised an issue or
made a suggestion

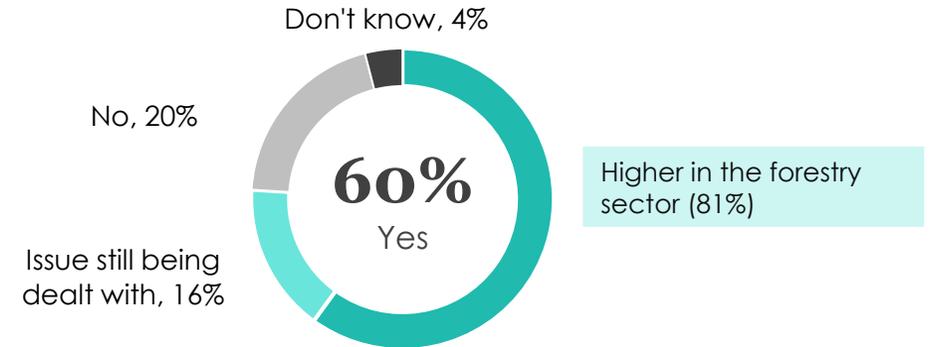
Lower than average in agriculture (27%) and 'other' (32%).
Significant decline since 2021 in agriculture (down 10 points to 27%).

Base: All workers (3,300)

Source: Worker questionnaire – Q6d, Q6e, Q6f

Were any changes made as a result?

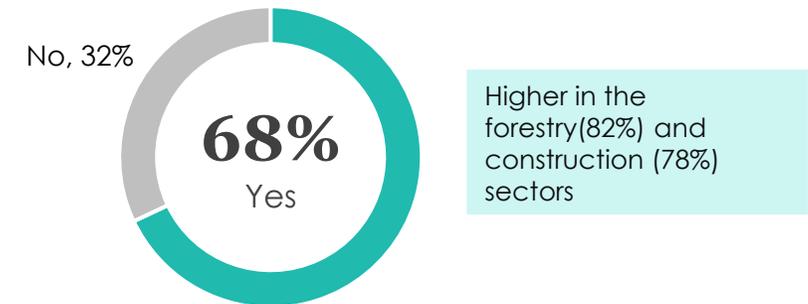
%



Base: All workers who raised an issue or made a suggestion in the past 12 months (1,256 in 2023).

Did your boss, manager or supervisor provide feedback about how your issue has been dealt with?

%



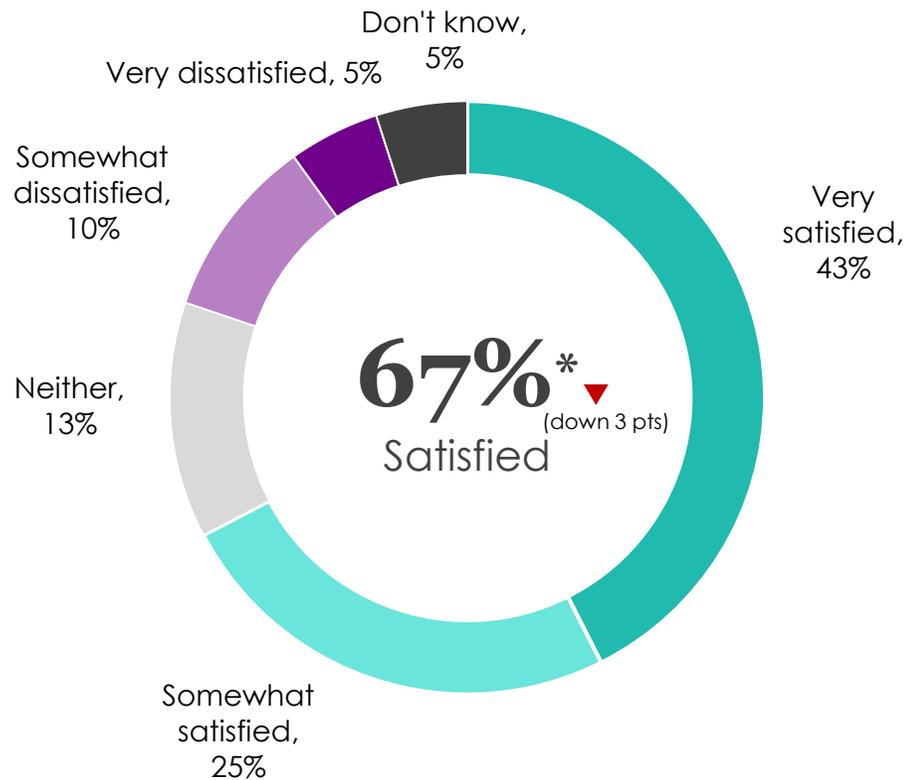
Base: All workers who raised an issue or made a suggestion in the past 12 months (1,256 in 2023).

Worker satisfaction with the employer’s response to H&S issues raised by workers has softened a little (down three points to 67%). Satisfaction is lowest in healthcare and social assistance, transport/postal & warehousing, manufacturing, and ‘other’ sectors.

Worker satisfaction with the way employer deals with the health and safety issues workers raise

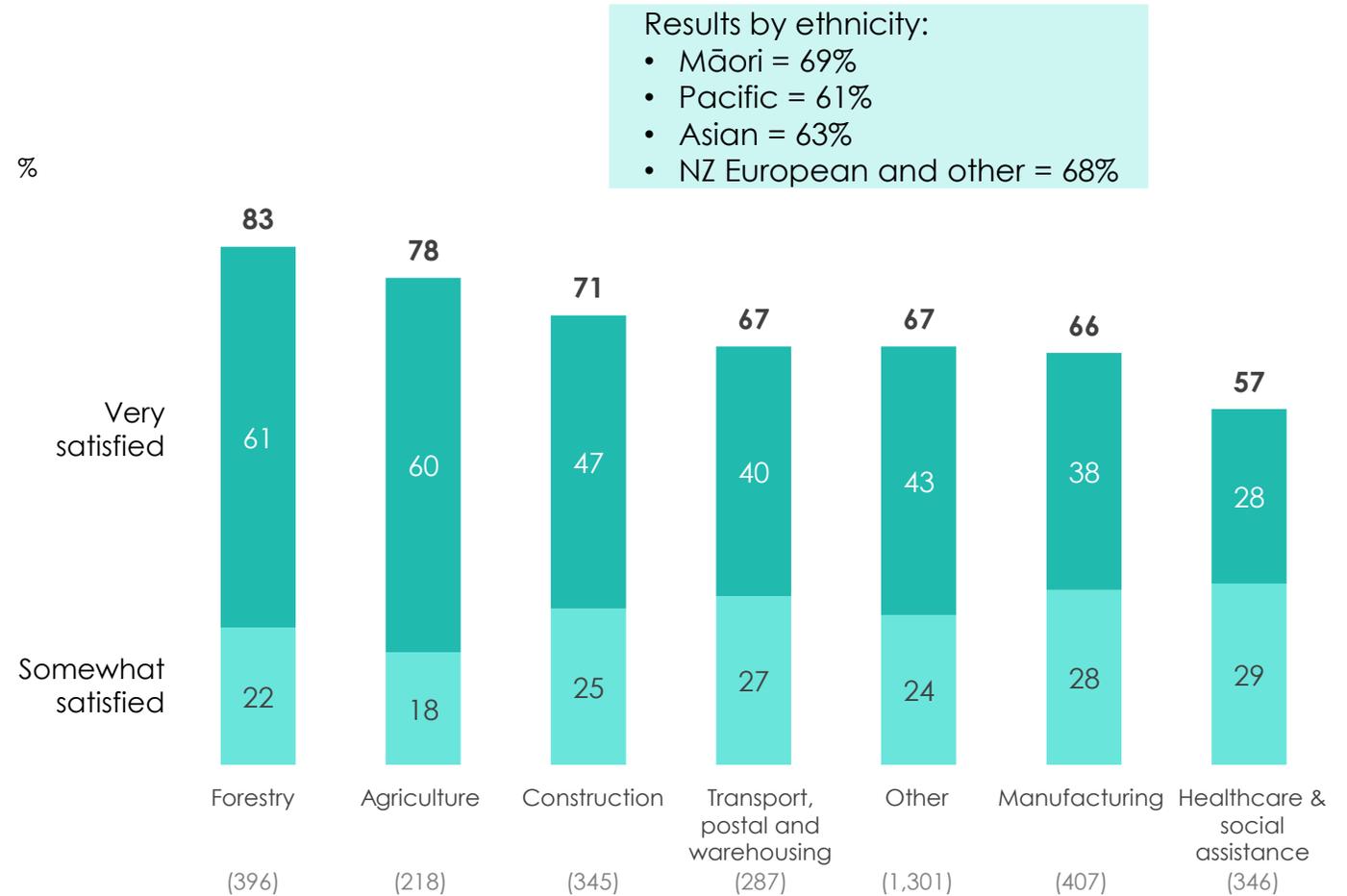
All workers

%



Proportion overall satisfied

%



Base: All workers. Source: Worker questionnaire – Q6c

*The combined score of 67% is slightly less than the sum of the rounded scores for very satisfied and somewhat satisfied shown on this chart. This is because the raw data (that takes into account decimal places) was used to calculate the combined score.

Consistent with previous years, employers are more likely than workers to feel that health and safety risks are discussed in an open and helpful way (77% versus 60%).

Health and safety risks are discussed in an open and helpful way*

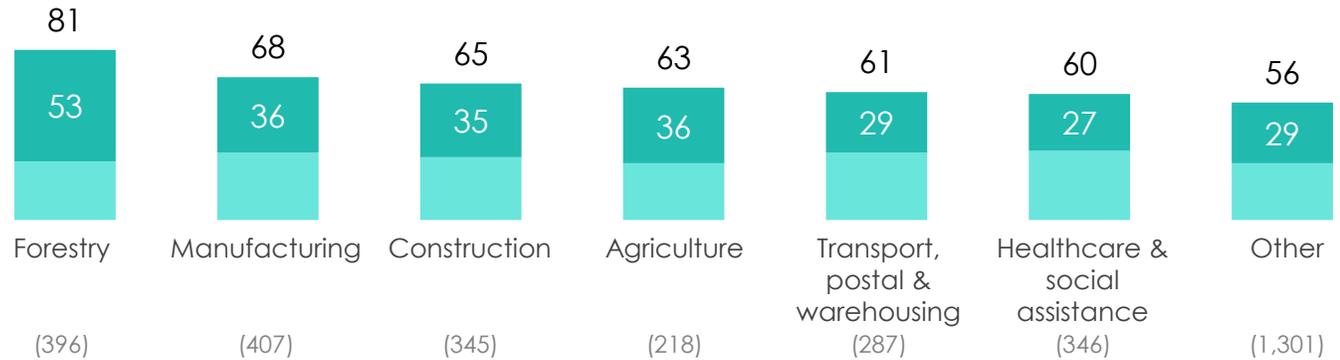
Workers

%



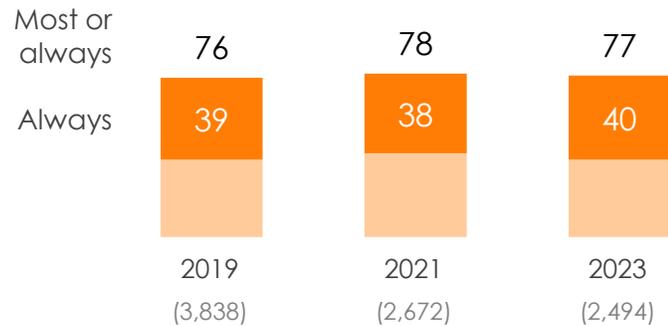
2023

%



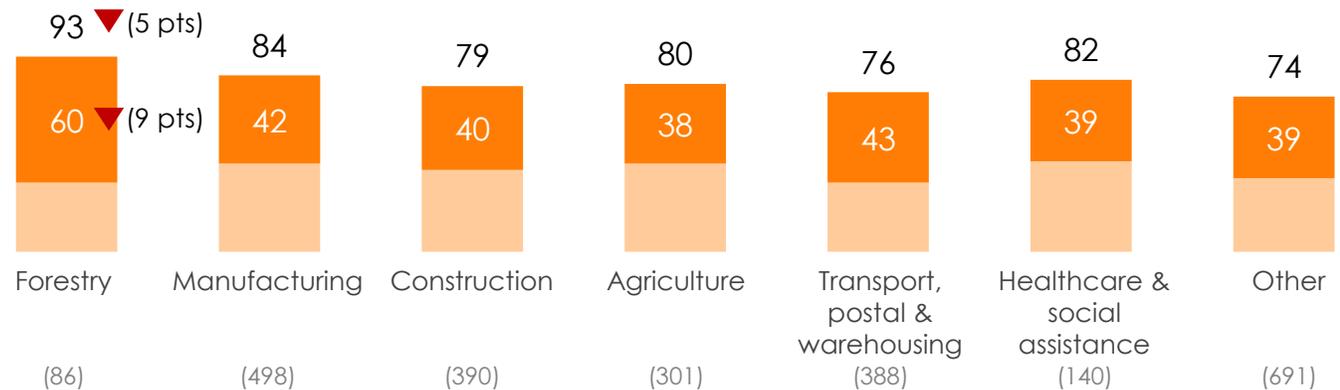
Employers

%



2023

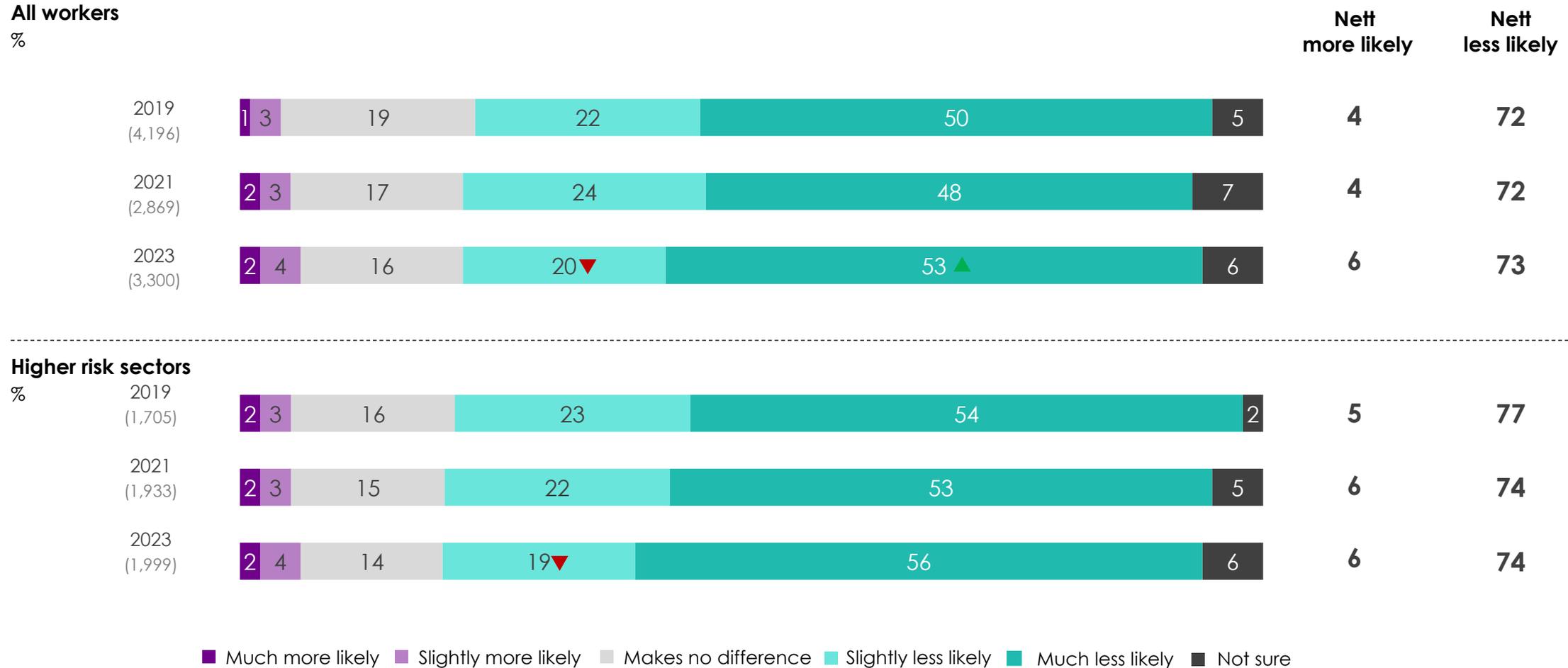
%



Source: Employer questionnaire – Q20, Worker questionnaire – Q7e. *Full statement: Things that put health and safety at risk (such as hazards, near misses, and accidents) are discussed in an open and helpful way.

Since 2021, more workers believe they are ‘much less likely’ to be injured or harmed if they follow all the H&S guidelines (up five points to 53%).

Perceived likelihood of being injured / harmed if follow all health and safety guidelines



Base: Workers. Source: Worker questionnaire – Q7b

o8

Work-related harm

Defining health problems and physical injuries

The next pages examine self-reported levels of work-related health problems and physical injuries.

Both the prevalence and incidence of health problems is reported:

- **Prevalence** is the % of the population who report experiencing a health problem in the last 12 months that they think has been caused or made worse by work (regardless of when they first experienced the problem).
- **Incidence** is the % of the population who report that they **first started** experiencing a health problem in the last 12 months that they think has been caused or made worse by their work.

The incidence of physical injuries is reported, i.e. physical injuries that occurred in the last 12 months needing medical attention or time off work.

Health problems were defined as follows:

Musculoskeletal harm was defined as discomfort, pain, numbness or loss of mobility in muscles, bones, or joints.

- Respondents were then asked what parts of their bodies had been affected: hips, legs, feet or knees; hands, arms, shoulders, or neck, back; or face.

Mental health or wellbeing issue.

- Respondents who indicated they had experienced a mental health or wellbeing issue were further asked whether they had experienced depression (low mood), anxiety (worries and fears), persistent headaches or stomach aches, persistent tiredness or problems sleeping, persistent difficulty concentrating, remembering or making decisions, or another mental health issue.

Dermatitis, eczema, or another skin condition.

Hearing loss or ringing in ears.

- Respondents were asked to indicate whether this was short-term hearing loss or ringing in their ears from exposure to loud noise, permanent hearing loss or ringing in their ears, or both short-term and permanent.

Infectious disease.

- Respondents who only indicated they had caught the common cold were excluded from this definition.

Breathing or respiratory problem.

- Respondents were asked to indicate whether this was a short-term breathing problem or irritation from exposure to dust, fumes, smoke, sprays, or other substances at work; asthma; chronic bronchitis or emphysema; another respiratory condition.

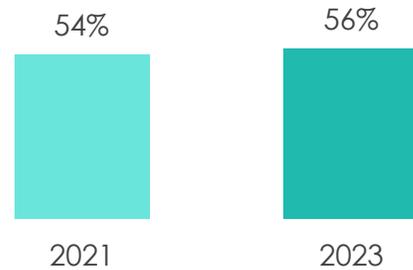
Physical injuries were defined as follows:

A sprain or strain, an eye injury; an injury to teeth, gums, or mouth; a broken bone or fracture; an injury from crushing; a deep cut or wound that required stitches; a body part amputated; burns requiring medical attention; unconsciousness as a result of physical injury or lack of oxygen, a serious head injury and/or concussion, a blow to another body part requiring medical attention; electrocution; or another type of physical harm or injury.

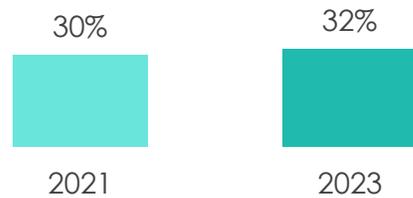
Consistent with 2021, just over half of workers report experiencing some kind of work-related harm in the last 12 months, and more than a quarter took time off work because of work related harm.

Time taken off for self-reported work-related harm in the last 12 months

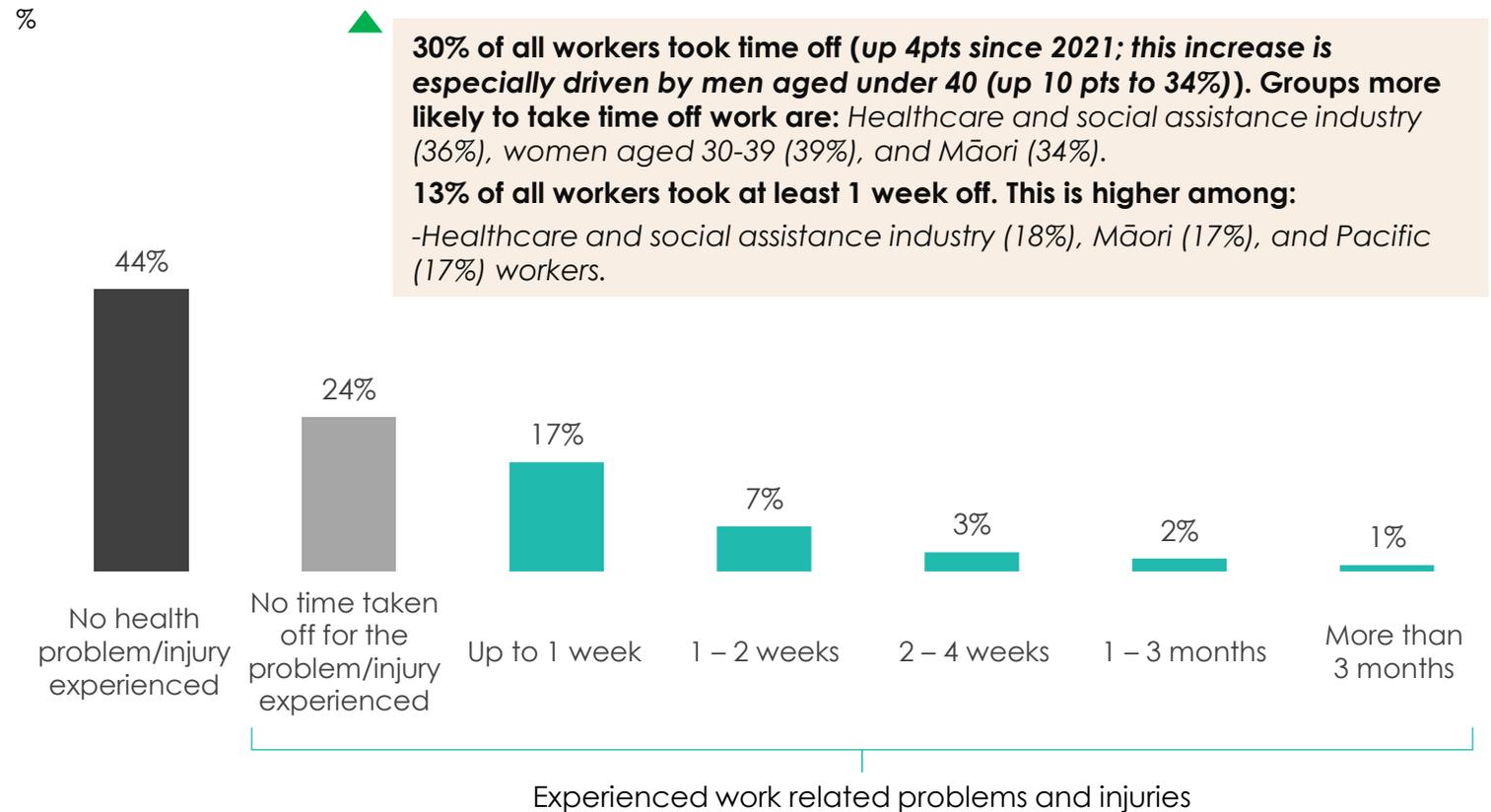
Prevalence: workers who report that in the last 12 months they experienced a physical injury that required medical attention or time off work, or a work-related health problem*.



Incidence: workers who report that they first started experiencing a physical injury that required medical attention or time off work, or a work-related health problem, in the last 12 months.



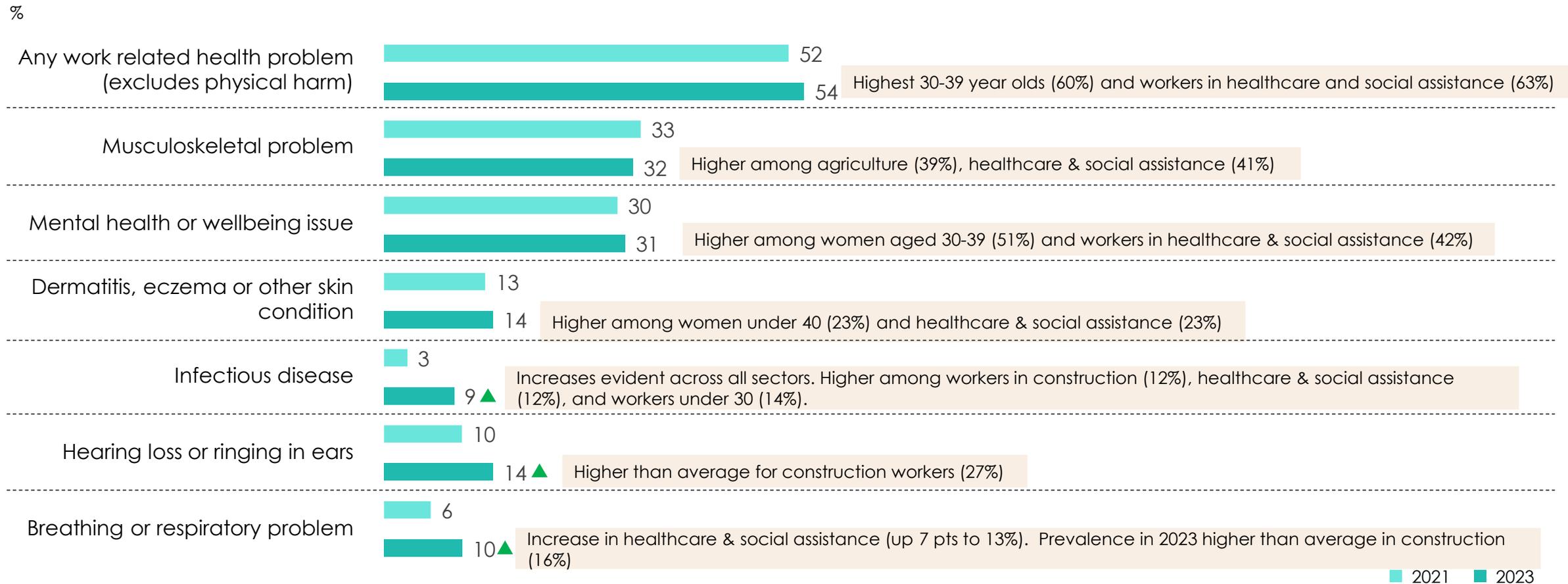
Time off work because of work related health problems and injuries in the past 12 months (2023 survey data)



Base: All workers (3,627 in 2021, 3,300 in 2023) Source: Q16a – Q16d
 *This work-related health problem may have first been experienced or got worse in the last 12 months or earlier than this.

Prevalence of work related health problems is just over half. Increases since 2021 are evident for self-reported levels of infectious diseases, hearing harm, and breathing or respiratory problems.

Prevalence* of self-reported work-related problems in last 12 months

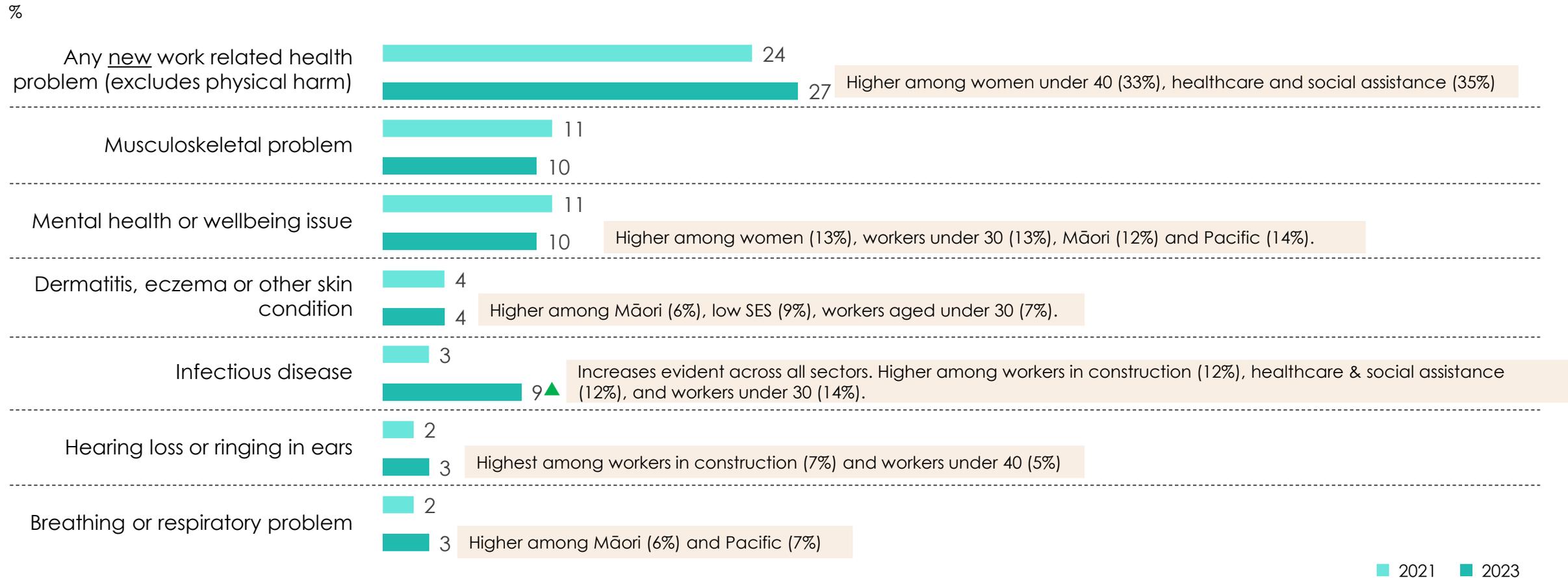


Base: All workers (3,627 in 2021, 3,300 in 2023)
Source: Q16a – Q16bii

*Prevalence is the % of the population who report experiencing a health problem in the last 12 months that they think has been caused or made worse by work (regardless of when they first experienced the problem).

Proportions of around one in ten workers report experiencing new musculoskeletal problems, and mental health or wellbeing issues, in the last 12 months. Self-reported levels of infectious disease are higher than in 2021.

Incidence* of self-reported work-related problems in last 12 months



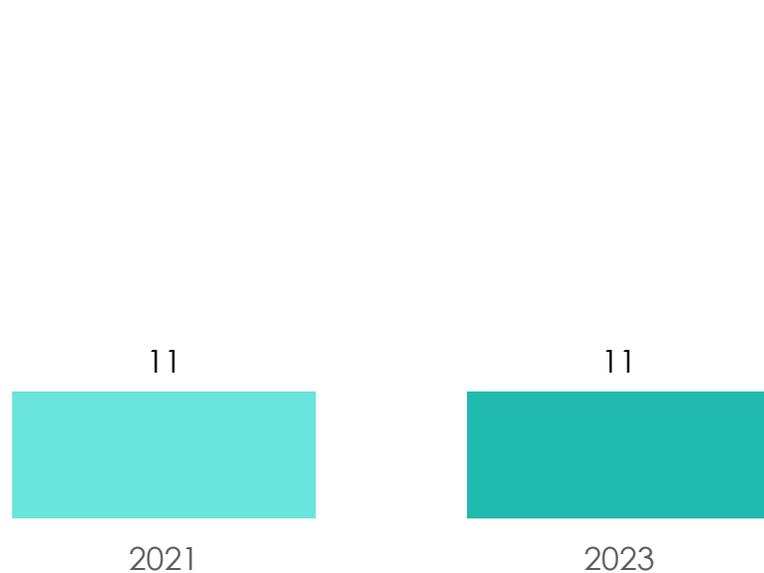
Base: All workers (3,627 in 2021, 3,300 in 2023).
Source: Q16a – Q16bii

*Incidence is the % of the population who report that they first started experiencing a health problem in the last 12 months that they think has been caused or made worse by their work.

Around one in ten workers report a physical injury in the last 12 months that needed medical attention or time off work.

Incidence* of self-reported work-related physical injuries in last 12 months

%



11%

...of workers reported experiencing some kind of **physical injury** or harm at work (or while working) that required medical attention or resulted time off work (in the last 12 months)

Higher among:

- Men (12%)
- Low SES (20%)
- Construction (16%)

Significant changes since 2021:

- ▼ Agriculture down 10pts to 9%
- ▲ Manufacturing up 5pts to 13%

Physical injuries included a sprain or strain (5%), an eye injury (0.6%); an injury to their teeth, gums, or mouth (0.6%); a broken bone or fracture (1%); an injury from crushing (0.6%); a deep cut or wound that required stitches (1%); a body part amputated (0.2%); burns requiring medical attention (0.4%); unconsciousness as a result of physical injury or lack of oxygen (0.2%), a serious head injury and/or concussion (0.6%), a blow to another body part requiring medical attention (0.8%); electrocution (0.1%); or another type of physical harm or injury (2.5%).

Base: All workers (3,627 in 2021, 3,300 in 2023).
Source: Q16ci and Q16ii

*Incidence is the % of the population who report that they experienced a physical injury or harm at work (or while working) in the last 12 months.