



Recovery Partners

The safety, wellbeing
& rehab experts



TRANSIT SYSTEMS

RESILIENCE PROJECT RECAP

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Commercial-in-Confidence
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Redeployment survey - Interpretation limitations

The same online survey was delivered to Transit System Bus Driver employees to reevaluate their resilience and wellbeing following delivery of resilience program videos, a medium-term recommendation put forth by Recovery Partners. Notably, three additional questions were included to gauge whether a respondent had viewed the resilience videos, whether the respondent had found the videos helpful and whether the respondent would participate in similar programs in the future. The survey was available to employees for a period of 4-6 weeks following the strategic delivery of mental health awareness messaging that coincided with 'R U Okay' Day in the month of September 2021.

It is unknown whether all medium-term recommendations suggested by Recovery Partners have been actioned by Transit Systems prior to the redelivery of the survey.

Notably, there are several key considerations which will be discussed in the proceeding paragraphs that may limit the inferences drawn from the data and therefore generalisations of those results to the larger Transit Systems workforce.

The sample size collected for the redeployed survey is small. 91 respondents in total completed the survey a second time compared to 947 who completed the initial survey which was used to identify a baseline measure of resilience. The difference in sample sizes infer that the data cannot be directly compared and thus although statistically significant ($p=.05$) results cannot be generalised. Moreover, it is unknown whether employees who completed the redeployed survey completed the initial survey, with this challenging the reliability of data collected.

The baseline measure of resilience and redeployment of the survey was gathered across 6 states. Results show that there were disproportionate surveys completed by respondents in each state, with a higher number of results collected in New South Wales, South Australia and Western Australia compared to employees in other states who completed the survey on a second occasion.

Employees who completed the initial survey, may/may not have participated in focus groups and completed the survey on a second occasion may have experienced respondent fatigue. This could have resulted in error in responses and misclassification of percentages to responses using the 5 point Likert Scale. Furthermore, fatigue can cause non-responses and missing data. The latter is highlighted in the current sample. For example, a number of respondents skipped or did not answer all questions on the second time the survey was made available to employees for completion.

The short timeframe for redelivery of the survey following targeted resilience strategies, could infer that employees have not had ample time to consolidate content and apply the newly gained knowledge in a real world setting. Therefore, it is difficult to identify how respondents have approached questions and

whether the targeted resilience program videos or other factors have contributed to the way they in which they scored survey questions.

Analysis of data

The results in this report are based on the valid responses of 91 employees across 6 states.

Figure 1: Breakdown of responses and helpfulness of resilience programs

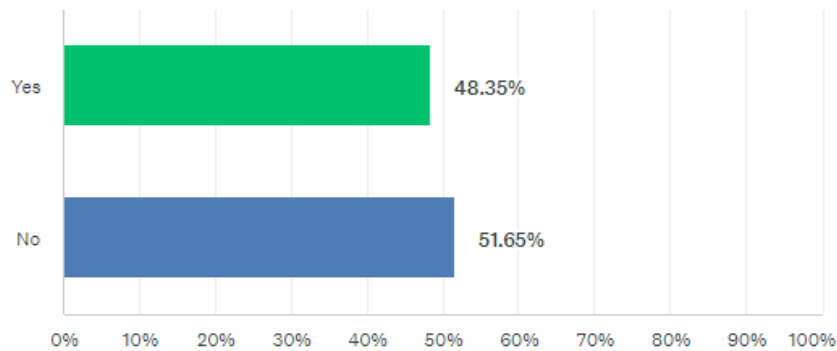


Figure 1: Respondents reported that helpfulness of resilience videos were equally as helpful as not viewing the resilience videos

Demographics

Figure 2: Breakdown of responses by helpfulness of resilience programs and State

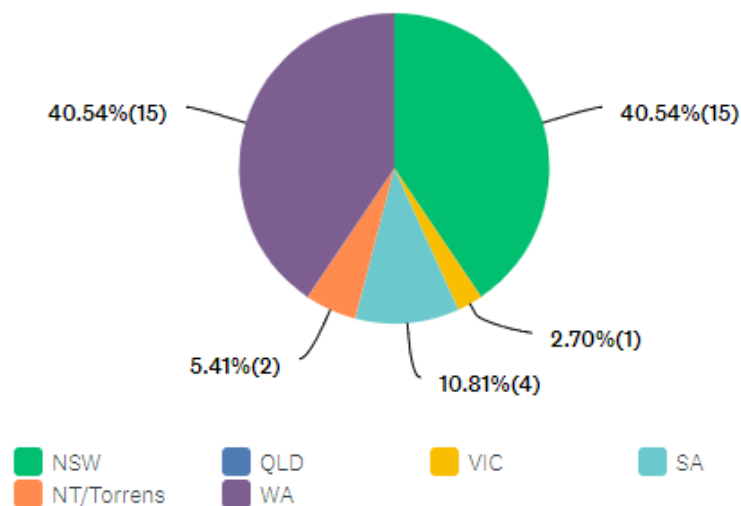


Figure 2: WA and NSW, recorded the highest number of respondents who completed the redeployed survey, with these states also reporting the highest scores for helpfulness of resilience program videos

Analysis of data

Figure 3: Breakdown of responses by helpfulness of resilience programs and gender

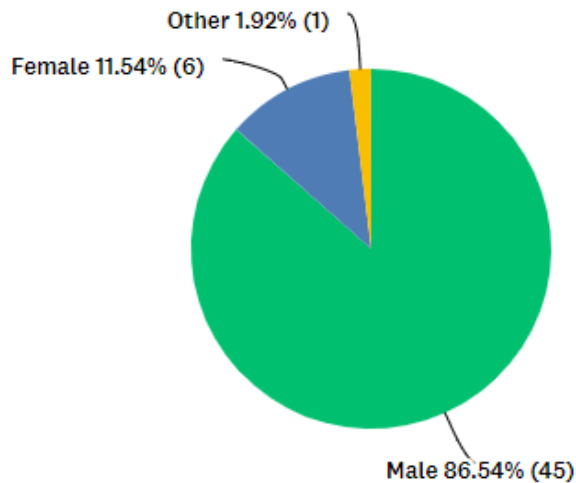


Figure 3: Consistent with baseline data, the majority of responses collected on the second occasion were received by male bus drivers. In addition, male respondents also recorded the highest scores for helpfulness of resilience program videos

Figure 4: Breakdown of responses by helpfulness of resilience programs and age

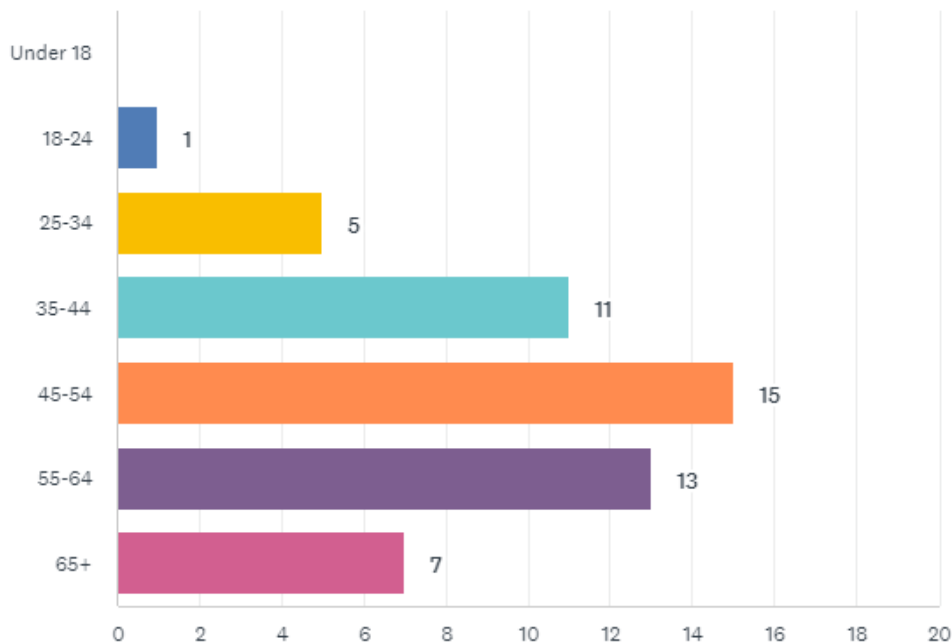


Figure 4: The age groups that recorded highset scores for helpfulness of resilience programs were 45-54 years of age, 55-64 years of age and 35-44 years of age

Analysis of Data

Figure 5: Breakdown of responses by helpfulness of resilience programs and years of service

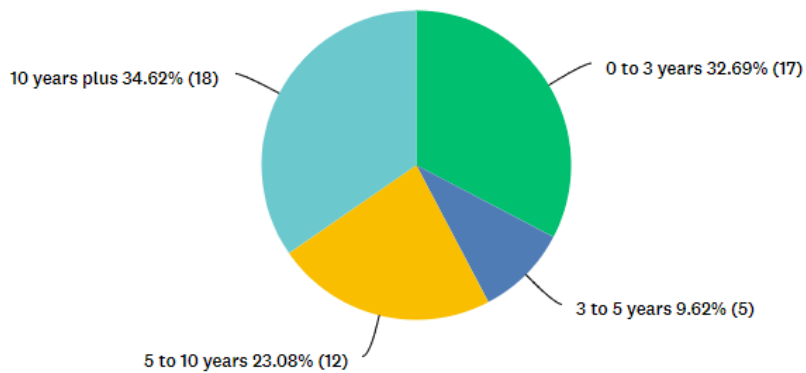


Figure 5: The majority of respondents who found the resilience programs helpful had fulfilled a bus driving role for a period of over 10 years

Figure 6: Breakdown of responses by helpfulness of resilience programs and openness to additional content in the future

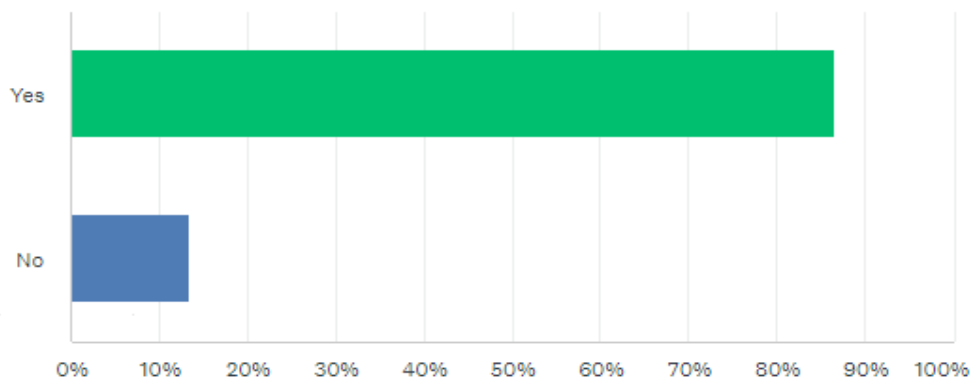


Figure 6: 87% of respondents who found the video helpful would welcome and participate in similar programs in the future

Analysis of data

Trends between groups

Analysis showed some statistical differences ($p=.05$) between some demographic groups.

- 68% of respondents who watched the resilience program videos found the information to be helpful
- 78% of respondents who watched the video felt emotionally ready at the beginning of a workday, with this figure increasing to 88% when they reported helpfulness from viewing the resilience program videos.
- 69% of respondents who found the resilience program videos helpful felt supported by their management and organisation.
- 80% of respondents who found the resilience program videos helpful care about their passengers equally even when they are difficult

Ability to Recover and Recharge

The survey measured a dimension of resilience which is employees' current ability to disconnect from occupationally induced fatigue to recover from stressful job events. The items presented in **Table 1** measured employees' ability to refocus and recharge at baseline and revaluation post targeted resilience program videos.

Analysis of Data

Table 1: Transit Employee's Ability to Recover and Recharge

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
<i>Baseline</i> I rarely lose sleep over work issues	7%	25%	20%	35%	13%
<i>Revaluation</i> I rarely lose sleep over work issues	9%	18%	24%	33%	17%
<i>Baseline</i> I am able to free my mind from work when I am away from it	4%	19%	20%	40%	17%
<i>Revaluation</i> I am able to free my mind from work when I am away from it	5%	20%	20%	36%	18%
<i>Baseline</i> I can enjoy my personal time without focusing on work matters	3%	14%	18%	47%	18%
<i>Revaluation</i> I can enjoy my personal time without focusing on work matters	4%	18%	22%	35%	22%
<i>Baseline</i> I am able to disconnect from work communications during my free time (emails/phone etc)	4%	15%	21%	45%	15%
<i>Revaluation</i> I am able to disconnect from work communications during my free time (emails/phone etc)	7%	18%	24%	42%	10%

Trends between groups

Analysis showed some statistical differences ($p=.05$) between some demographic groups.

- Results show a slight trend in a positive direction from baseline data collected compared to revaluated survey data for employees' ability to refocus and recharge.

Analysis of Data

Ability to Find Meaning in their Work

The item presented in **Table 2** measured employees' ability and commitment to approach passengers as individuals at baseline and revaluation post targeted resilience program videos.

Table 3: Transit Employee's Ability to find meaning in work

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
<i>Baseline</i> I care about my passengers equally even when they are difficult	2%	10%	17%	44%	28%
<i>Revaluation</i> I care about my passengers equally even when they are difficult	2%	15%	18%	38%	28%

Trends between groups

Analysis showed some statistical differences ($p=.05$) between some demographic groups.

- Results show minimal changes from baseline data collected compared to revaluated survey data for employees' ability to find meaning in their work.

Analysis of Data

Feelings of Burnout

The items presented in **Table 4** measure feelings of burnout across employees at baseline and revaluation post targeted resilience program videos.

Table 4: Transit Employee's Feelings of Burnout

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
Baseline This job rarely makes me feel down and worthless	12%	25%	20%	32%	12%
Revaluation This job rarely makes me feel down and worthless	7%	24%	15%	42%	13%
Baseline At the beginning of a workday I am emotionally ready for whatever comes my way	1%	8%	19%	49%	23%
Revaluation At the beginning of a workday I am emotionally ready for whatever comes my way	2%	7%	13%	58%	20%
Baseline I rarely experience burnout from my work	9%	27%	23%	33%	8%
Revaluation I rarely experience burnout from my work	11%	24%	16%	38%	11%
Baseline At the end of a work day, I have enough energy to pursue non-work activities	12%	29%	22%	30%	6%
Revaluation At the end of a work day, I have enough energy to pursue non-work activities	18%	27%	16%	35%	4%
Baseline My work does not affect my emotions and behaviour	11%	30%	22%	29%	8%
Revaluation My work does not affect my emotions and behaviour	15%	31%	15%	33%	7%

Analysis of Data

Trends between groups

Analysis showed some statistical differences ($p=.05$) between some demographic groups.

- Results show a slight trend in a positive direction from baseline data collected compared to revaluated survey data for employees' feelings of burnout.

Workplace Support

The items presented in **Table 5** measured employees' perceptions of emotional support provided by colleagues, supervisors and the organisation at baseline and revaluation post targeted resilience program videos.

Table 5: Transit Employee's perceptions of emotional support provided

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
Baseline My fellow co-workers help alleviate the stress of my daily work	3%	10%	25%	46%	16%
Revaluation My fellow co-workers help alleviate the stress of my daily work	9%	10%	30%	40%	11%
Baseline I feel fully supported by my management and organisation.	13%	19%	25%	32%	11%
Revaluation I feel fully supported by my management and organisation.	20%	9%	20%	35%	16%

Trends between groups

Analysis showed some statistical differences ($p=.05$) between some demographic groups.

- Results show a slight trend in a positive direction from baseline data collected compared to revaluated survey data for employees' perception of emotional support provided by management and organisation.

Analysis of Data

- Respondents felt less supported by their fellow co-workers to alleviate stress of their daily work

Effects on Mental Health

The item presented in **Table 6** measured employees' perceptions of the impact of work on their mental health at baseline and revaluation post targeted resilience program videos.

Table 6: Transit Employee's impact of work on mental health

	Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly Agree
Baseline My mental health has never impacted my work	10%	21%	22%	34%	13%
Revaluation My mental health has never impacted my work	13%	26%	31%	24%	8%

Trends between groups

Analysis showed some statistical differences ($p=.05$) between some demographic groups.

- Results show minimal changes from baseline data collected compared to revaluated survey data for employees' impact of work on mental health

Discussion and recommendations

Discussion

Transit Systems has a moral, legal, and financial obligation to reduce the hazards associated with Mental Health related injuries. Recovery Partners' aim was to assist the organisation reduce risks relating to mental health incidents by way of integrating and recommending strategies with a key focus on building a mentally resilient workforce. Overall results indicate a slight trend in a positive direction, demonstrating the importance of targeted strategies to support employee health and wellbeing. Self-reported responses through the delivery of surveys have been important in understanding perceptions and attitudes about respondents' general mental health and resilience levels.

Although results demonstrated that respondents reported that helpfulness of resilience videos were equally as helpful as not viewing the resilience videos, data from other responses collected indicate otherwise, with 82% of employees welcoming initiatives like that of resilience program videos in the future. This suggests that although the videos alone may have not yet changed respondents' perceptions it does support the premise that the overall messaging aimed at resilience and wellbeing was effective at targeting employee's general mental health. In addition, results support the notion that employees believe initiatives similar to that of what was distributed will be helpful in the long term.

Recommendations

Recovery Partners recommends the below inclusions to better capture employee perceptions and attitudes and as a means to generalise results on a national level.

The redeployed survey did not contain questioning that collected whether respondents had completed the initial survey. Of the 91 employees who completed the second survey it is unknown whether they had too completed the initial survey prior to the delivery of resilience program videos. Additional questioning such as, whether an employee had completed the initial survey would provide an indication of the percentage of employees who were also completing the survey on a second occasion or those who had only completed one. Furthermore, to address respondent fatigue, incorporating questions that capture whether an employee had participated in the focus groups may have provided insight to whether fatigue of participation impacted responses.

Questioning that targets effectiveness of other initiatives i.e., brochures, posters, BLINK posts/educational content would provide details of distribution channels and most effective avenues for content uptake. It may be beneficial to request respondents who viewed the resilience program videos an opportunity to provide feedback to gain an understanding of the messages delivered and opinions for inclusions or changes to improve uptake. Sharing results with employees and involving them in the ideation process

encourages refinement of potential actions, leading to greater employee commitment to an action plan, and improvement in staff perception of Transit's commitment to mental health.

The continual release of educational content in to align with national campaigns to strengthen the messaging to employees will continue to be an effective strategy. Other possible calendar year campaigns include Mental Health Awareness Week and World Mental Health Day could be as an integration tool to support further workplace mental health campaigns.

To allow for a direct comparison between collected baseline data and data post delivery of resilience initiatives, a larger sample size of survey data should be collected. It is recommended that the survey be redelivered in 6 months to make valid and reliable comparisons to baseline data, with the timeframe also a key tool to allow for employees to consolidate, apply and rely upon educational content in challenging situation/s.

A review of the organisations EAP data in the next 6 months to reevaluate uptake of the service following the delivery of targeted health awareness initiatives should also be introduced along with measuring the number of mental health injuries to identify if there was a reduction in mental health issues as a result of the targeted resilience programs initiatives.



Recovery Partners