

Research shows Territorians want more support for retail workers



Australia's **1.5 million retail workers** are the country's second-largest workforce cohort. The Coronavirus pandemic has seen retail workers shoulder a disproportionately large burden of ensuring society can continue to function during the crisis. This has amplified pre-existing issues impacting the health and wellbeing of retail workers.

Public opinion research¹ across the Territory last week provides evidence that NT residents want more government support to help retail workers tackle health and wellbeing issues.

essential workers essential support

1 in 4

Northern Territory adults have worked in retail, including food retail, in the past 3 years



of Territorians agree that leaders should be doing more to support retail workers, similar to other essential services like healthcare

Crime and abuse are leading to retail workforce attrition.



67% of retail workers in the Northern Territory agree that abuse and crime faced by workers are reasons retail staff look for other jobs.

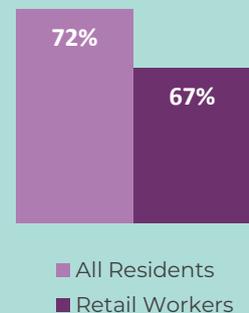
Abuse is more accepted in retail than other workplaces.

88% of retail workers nationally have experienced physical or verbal abuse from customers.

Two-thirds (68%) of NT retail workers feel this abuse is more accepted in retail than in other workplaces, and 48% of NT residents agree.

Calls for more action to combat abuse.

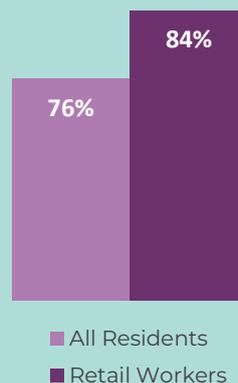
Nearly **three-quarters** of Territorians (72%) agree that government should invest in campaigns and support programs to combat abuse of retail workers. 67% of NT retail workers agree.



Territorians want harsher penalties for retail crime.

There is overwhelming support in the Northern Territory to look at stepping up penalties for these offences.

Three quarters (76%) of Territorians agree their leaders should consider harsher penalties to address retail crime. Support is even higher among those most affected – the retail workers themselves – with **84%** agreeing harsher penalties for retail crime should be considered.



1. n=618 telephone survey of NT residents 18+ on 13-14 August. Data weighted to Australian Bureau of Statistics figures to be representative of the NT population by age and gender to within a maximum margin of error of +/-3.3%.

Retail workers at greater risk of poor health and wellbeing

Stress and abuse towards retail workers makes them even more vulnerable to negative lifestyle choices. The pandemic has brought the importance of health and wellbeing sharply into focus around Australia, but especially for essential workers.

While the retail industry is undertaking many actions to accommodate the changing demands of the Coronavirus response, increased tensions faced by the retail workforce may be exacerbating the poor lifestyle choices of some retail workers such as poor nutrition, lack of physical exercise and smoking.

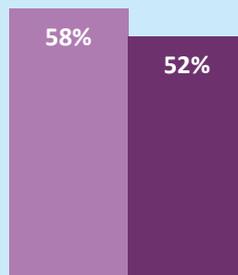


NT residents are aware of their disproportionately high smoking rates.

The Australian Bureau of Statistics' latest National Health Survey figures show the smoking rate is 19.6% in the NT, considerably higher than the national average of 13.8%¹, and that rate is no longer going down.

Higher than average smoking rates in the Northern Territory are an issue that NT residents want leaders to address.

58% of NT residents are aware that the Northern Territory has the highest smoking rates in the country and that smoking rates are no longer going down.

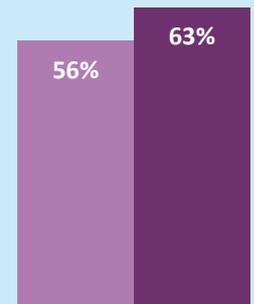


■ All Residents
■ Retail Workers

Calls for leaders to look at legalising vaping products to reduce smoking.

Northern Territory residents are supportive of NT leaders considering legalising less harmful alternatives to cigarettes – such as smoke-free vaping products – to reduce smoking rates for smokers who don't quit.

56% agree the NT should consider legalisation, and this is considerably higher among NT retail workers at 63%.



■ All Residents
■ Retail Workers

NT residents support health & wellbeing investment in retail workers.

In 2010, the Department of Health² found that retail workers (those in retail and food service) were overrepresented for inadequate fruit and vegetable intake and inadequate physical activity outside of work.

Territorians see the need for health issues impacting retail workers to be addressed.

59% agree that government should invest in campaigns to improve the health and nutrition of retail workers. This rises to 64% among retail workers.



This research supports the National Retail Association's **landmark report into retail worker wellbeing**, which details the health and wellbeing struggles of the retail workforce.

Find the report at www.essentialretail.com.au

essential workers
essential support

It's time to act.

www.essentialretail.com.au

¹ <https://www.abs.gov.au/ausstats/abs@.nsf/Lookup/by%20Subject/4364.0.55.001~2017-18~Main%20Features~Key%20Findings~1>

² <http://www.healthyworkers.gov.au/internet/hwi/publishing.nsf/content/industry>.