

# NewAccess workplaces Interim Evaluation Summary

NewAccess workplaces is a two-year national mental health initiative led by Comcare in partnership with Beyond Blue. The program is an evidence-based early intervention model of Low-intensity Cognitive Behavioural Therapy that has been proven to be an effective mental health support service for workers who are feeling overwhelmed with work or life pressures. Following a successful pilot in 2018-19, NewAccess workplaces was adopted by 16 participating Australian Public Service agencies and promoted to around **120,000 workers in July 2020.**

An independent mid-program interim evaluation was conducted by Pricewaterhouse Coopers to assess the appropriateness of the program, ease of implementation, uptake and return on investment.

## Key highlights



### Program uptake and participant recovery

<ul style="list-style-type: none"> <li>› <b>700+</b> enquiries received</li> <li>› <b>450+</b> booked assessments</li> <li>› <b>400+</b> service packages</li> </ul>	<ul style="list-style-type: none"> <li>› <b>93%</b> 'satisfied or very satisfied' with the program</li> <li>› <b>90%</b> said the program '<b>met or exceeded their expectations</b>'</li> </ul>
<ul style="list-style-type: none"> <li>› <b>73%</b> of participants achieved recovery at the end of program.</li> </ul>	<ul style="list-style-type: none"> <li>› <b>95%</b> of participants sustained their recovery at <b>one month follow up</b></li> <li>› <b>100%</b> that participated at <b>six month follow up</b> continued to demonstrate sustained recovery</li> </ul>

## Key highlights continued



### Reasons for accessing the program

#### Top work-related reasons

- › Workload demands
- › Workplace changes
- › Work-related interpersonal issues
- › Role clarity
- › Remote or isolated work
- › Physical environment

#### Top personal reasons

- › Family issues
- › Relationship difficulties
- › Interpersonal or social issues
- › Grief/bereavement
- › Other personal issues



### Benefits of the program

#### Measured improvements in:

- › Level of work engagement
- › Job satisfaction
- › Productivity
- › Absenteeism and presenteeism

#### The program supported:

- › Reduced symptoms
- › Increased ability to manage symptoms

**Every \$1 invested in the program generated \$1.30 in productivity benefits for employers.**

For more information, please contact [NewAccess@comcare.gov.au](mailto:NewAccess@comcare.gov.au)



Australian Government  
Comcare

