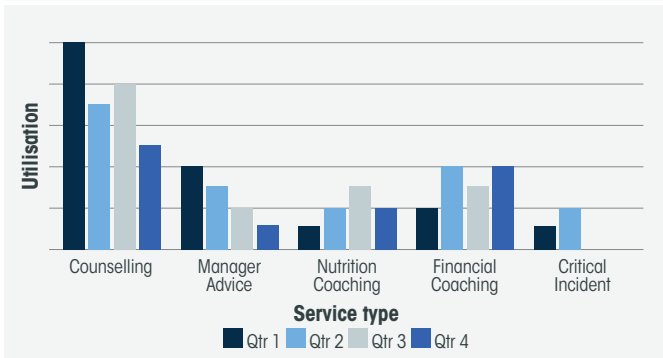




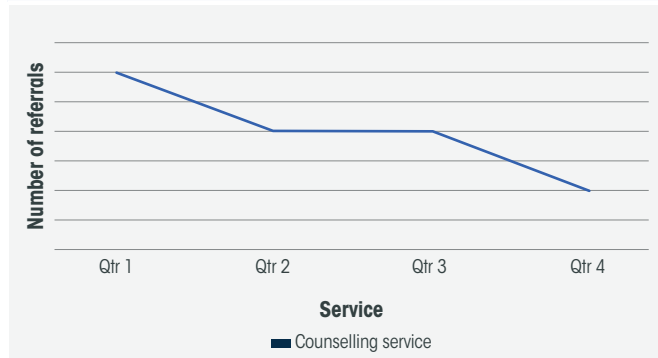
SAMPLE: EAP EVALUATION DASHBOARD

The charts below use fictional sample data to demonstrate the data items described in the [Evaluation Framework](#) might be utilised to support evaluation activities. For example, to understand if the services are meeting the needs of users.

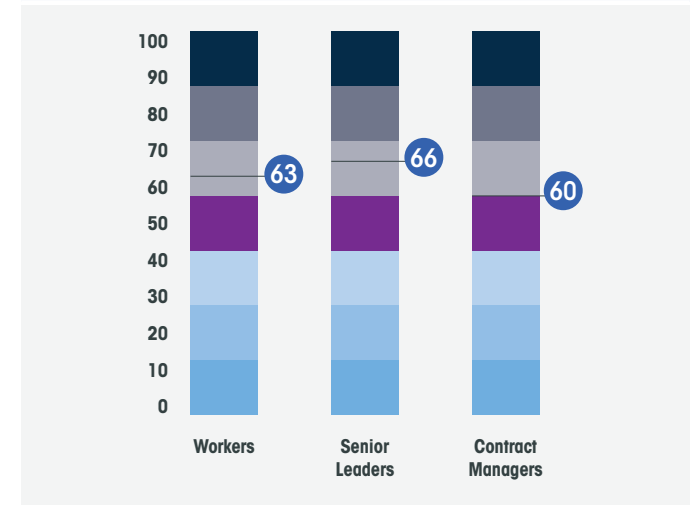
Utilisation rates – by service type



Clinical referrals – by service



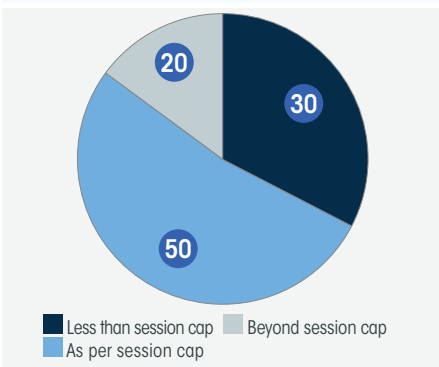
Satisfaction – by stakeholder type



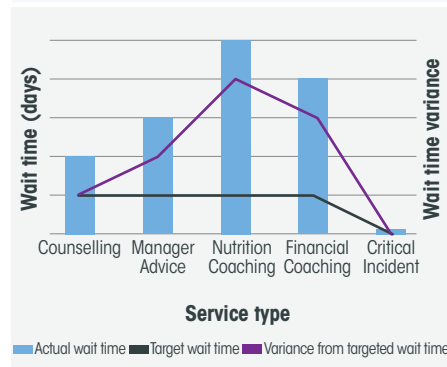
Tip: Consider reporting measures over time periods that are meaningful for the organisation. For example, weekly, monthly, quarterly, or year-on-year trends.

Tip: Consider which cohorts are relevant for your workforce (e.g. age, gender, geographic location, team/ division, job role, disability, cultural and linguistic diversity, LGBTI, Carer, Veteran).

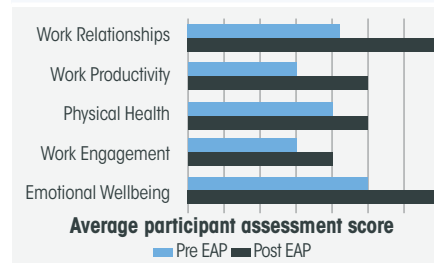
Service – consumption



Service – delivery KPIs



Service – outcomes



Tip: Refer to the psychological measures described in the [Evaluation Framework](#).

Feedback





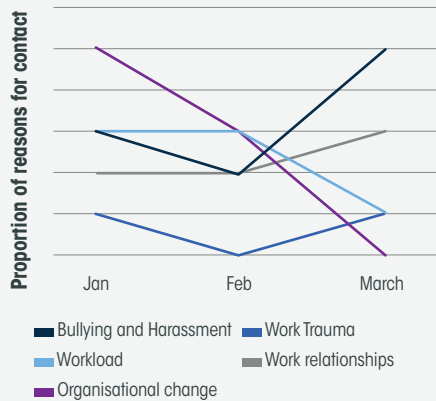
SAMPLE: EAP EVALUATION DASHBOARD

The charts below show an example of how patterns in EAP service utilisation, and across cohorts, can assist organisations to monitor and manage risks and identify improvement opportunities. *For example:* If one business area or age group sees an increase in EAP utilisation relating to 'organisational change', this might indicate the need for a review of process or communications.

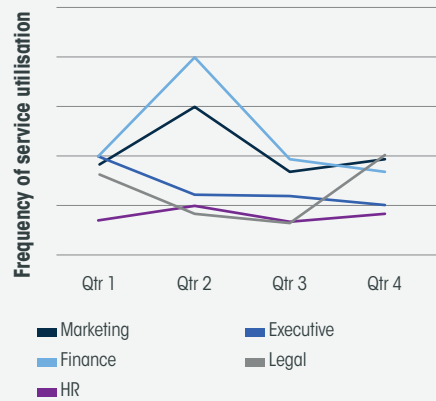


Counselling/Coaching Service

Reasons for contact - Top 5

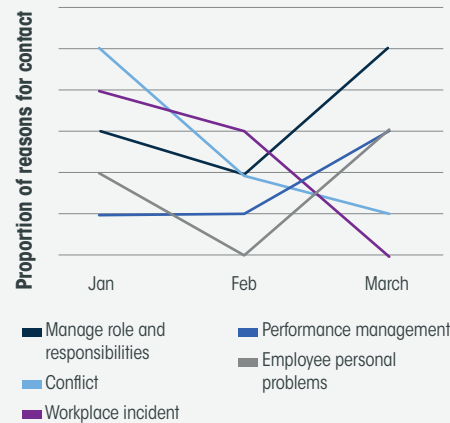


Service utilisation - by business area

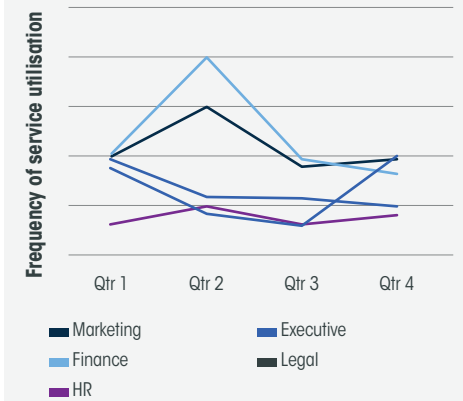


Advice Service for Managers

Reasons for contact - Top 5



Service utilisation - by business area



Tip: Consider which cohorts are relevant for your workforce (e.g. age, gender, geographic location, team/ division, job role, disability, cultural and linguistic diversity, LGBTI, carer, veteran).