

# Sample Report

## EAP Utilisation

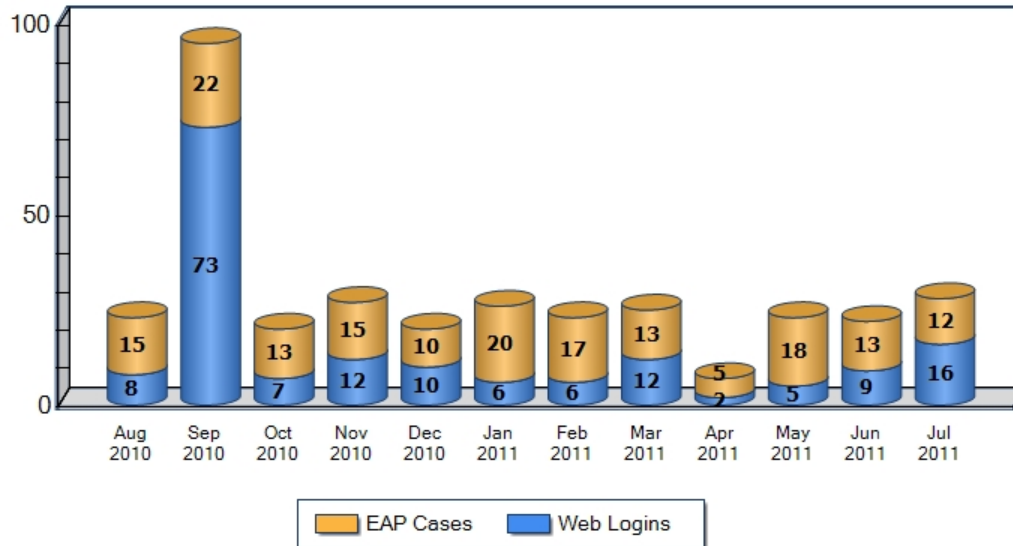
### ***Report***

1/8/2010 - 31/7/2011

**Report Period****1/8/2010 - 31/7/2011****UTILISATION OVERVIEW**

Number of Employees: 11,000

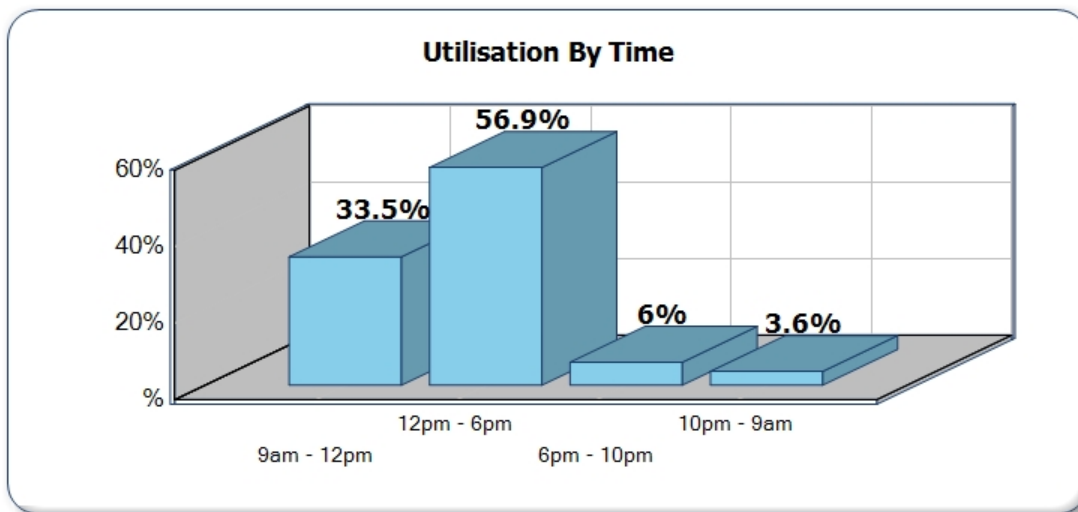
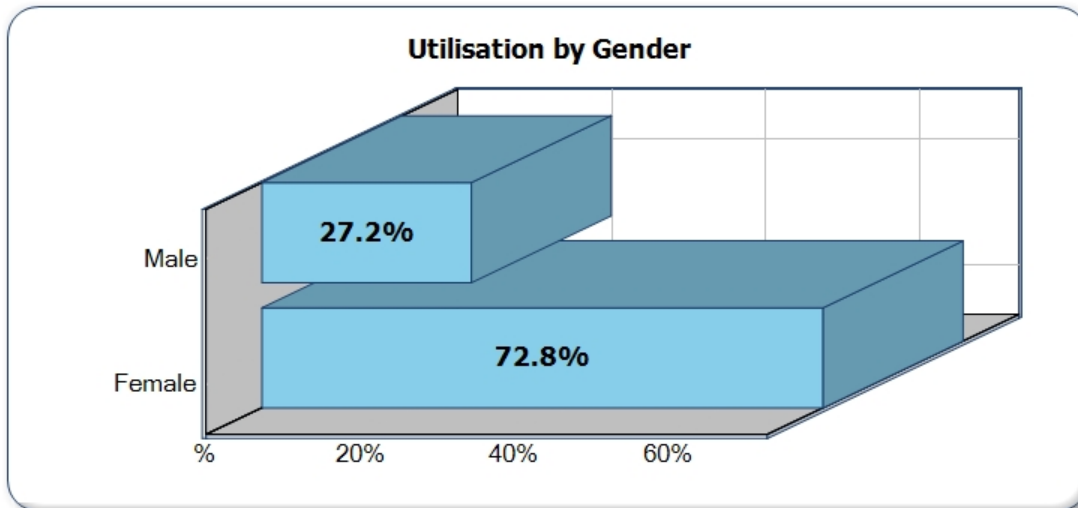
Service Component	Web Logins	EAP Cases	Total
Actual Number of Cases	166	173	339
Annualised Usage (%)	1.51%	1.57%	3.08%

**Cases Per Month**

Report Period

1/8/2010 - 31/7/2011

## CALLER INFORMATION



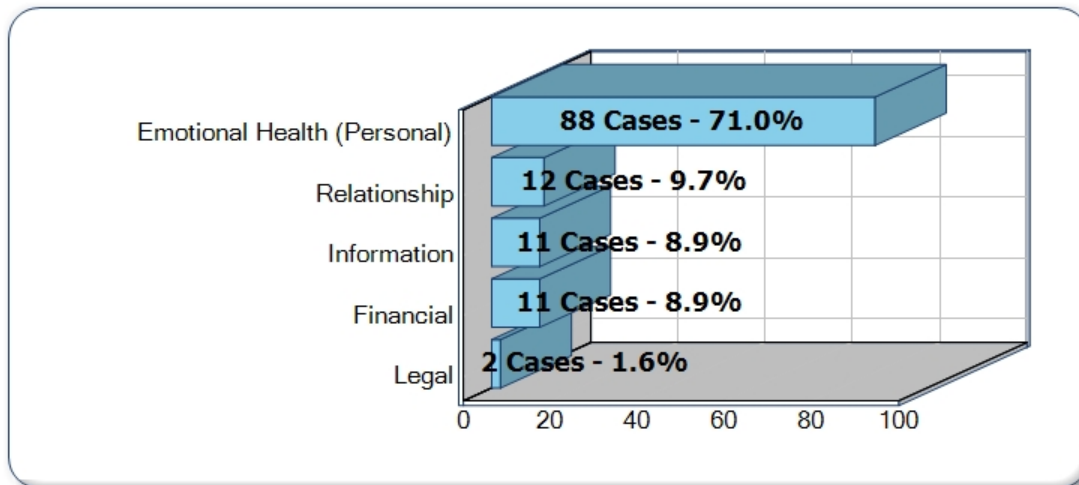
Report Period

1/8/2010 - 31/7/2011

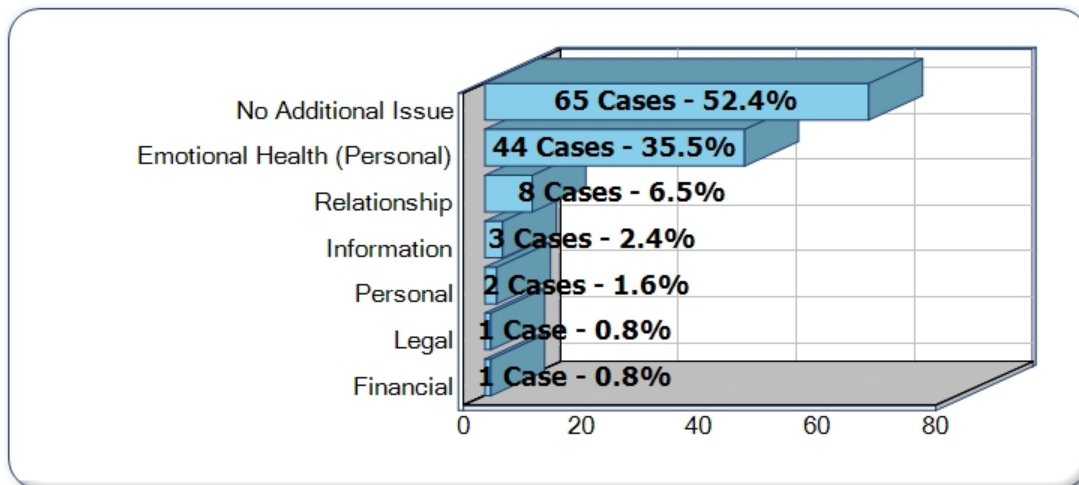
## MAIN ISSUES

## Personal Issues

Presenting Issues - 124 Case(s)



Secondary Issues - 124 Case(s)

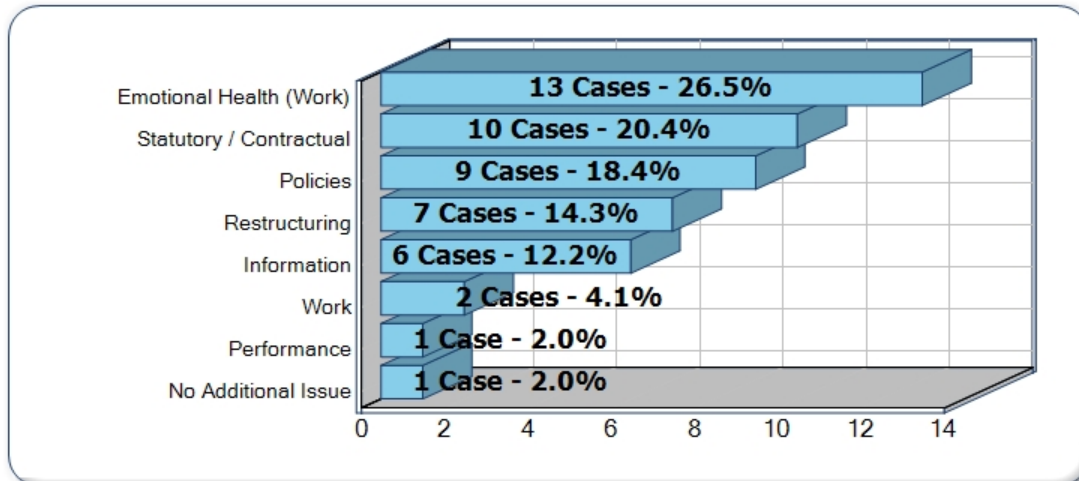


Report Period

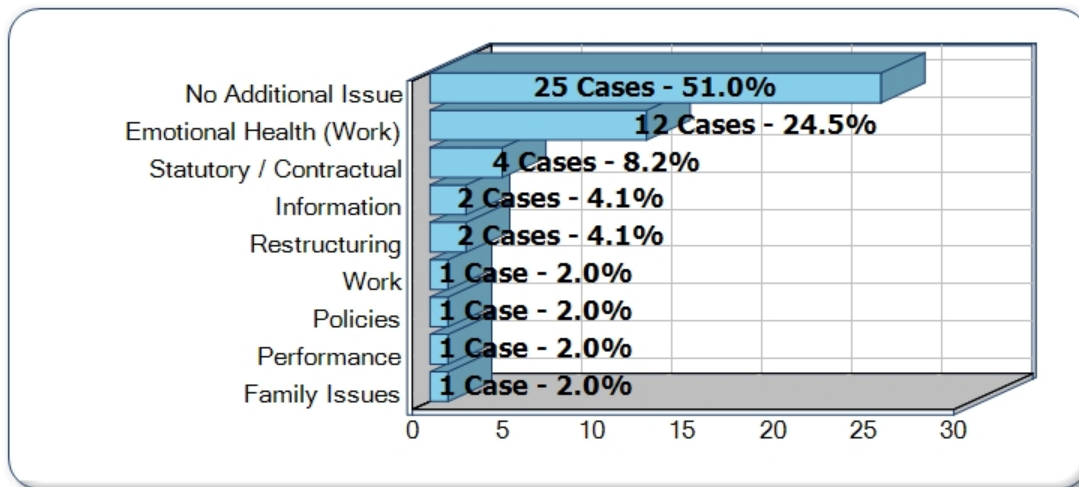
1/8/2010 - 31/7/2011

## Work Issues

## Presenting Issues - 49 Case(s)



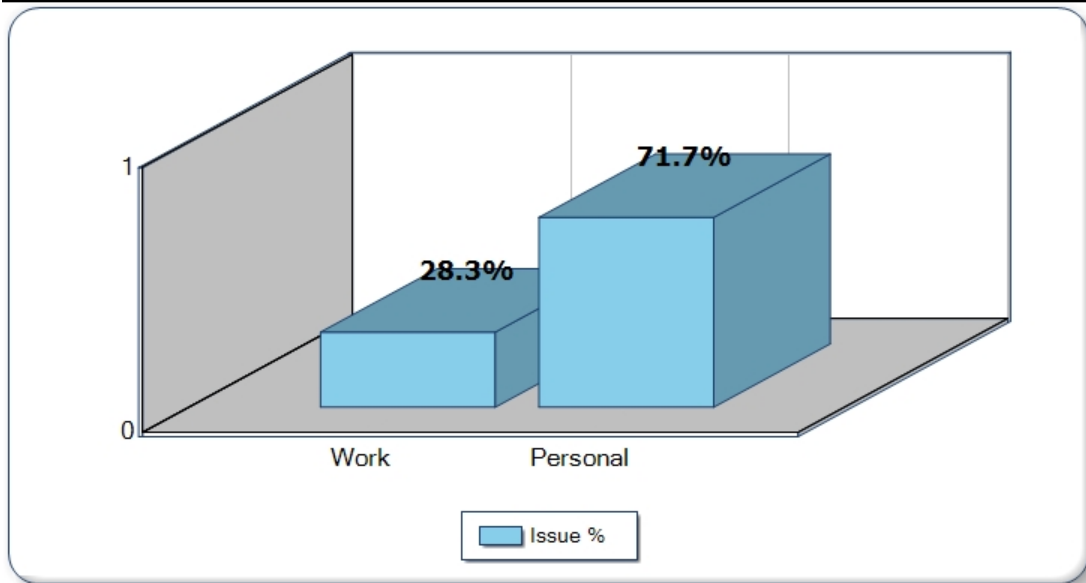
## Secondary Issues - 49 Case(s)



Report Period

1/8/2010 - 31/7/2011

Event Category Issues Percentage



**Report Period****1/8/2010 - 31/7/2011**

## Presenting Personal Issues

Information	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	
Education	0	0	0	0	0	0	0	0	0	0	1	0	1
Family Issues	0	0	0	0	0	0	0	0	0	2	1	0	3
Health	0	0	0	1	0	0	0	0	0	0	0	0	1
Information Services	0	0	0	0	0	0	2	0	0	0	0	1	3
Service Overview	1	0	0	0	0	0	0	0	0	0	0	0	1
State Benefits	0	0	0	1	0	0	0	1	0	0	0	0	2
Total	1	0	0	2	0	0	2	1	0	2	2	1	11
Emotional Health (Personal)	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	
Addiction	0	1	0	0	0	0	0	0	0	0	0	1	2
Adjustment Issue	0	1	1	1	0	0	0	0	0	0	0	0	3
Anxiety	0	0	0	0	0	0	0	0	0	0	0	1	1
Bereavement	1	1	1	1	1	0	1	0	0	0	1	0	7
Depression	0	1	0	1	0	0	1	0	1	1	0	0	5
Emotional Health Personal	4	6	2	3	1	4	2	2	3	3	5	3	38
Family Member Work Issue	1	0	0	0	0	1	0	0	0	0	0	0	2
Impacted by drugs/alcohol	0	0	0	0	1	0	0	1	0	0	0	0	2
Mental Health	0	0	0	0	0	1	0	0	0	0	0	0	1
Physical Health	0	0	0	0	0	0	0	0	0	1	0	0	1
Stress Personal	1	1	2	4	2	7	0	1	0	1	2	2	23
Trauma Related	0	0	0	0	0	1	0	0	0	2	0	0	3
Total	7	11	6	10	5	14	4	4	4	8	8	7	88

**Report Period****1/8/2010 - 31/7/2011**

Relationship	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	
Family	0	0	0	1	0	0	0	1	0	0	0	0	2
Marital	0	1	2	0	0	0	0	0	0	2	0	0	5
Relationship Issue	1	1	1	0	0	0	0	0	0	1	0	0	4
Sexual	0	0	0	0	0	0	0	1	0	0	0	0	1
Total	1	2	3	1	0	0	0	2	0	3	0	0	12
Financial	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	
Debt	0	3	0	1	1	0	0	0	0	0	0	3	8
Financial Advice	1	2	0	0	0	0	0	0	0	0	0	0	3
Total	1	5	0	1	1	0	0	0	0	0	0	3	11

Legal	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	
Child Issues	0	0	1	0	0	0	0	0	0	0	0	0	1
Tenancy	0	0	0	0	0	0	0	1	0	0	0	0	1
Total	0	0	1	0	0	0	0	1	0	0	0	0	2

Report Period

1/8/2010 - 31/7/2011

## Secondary Personal Issues

Information	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	
Family Issues	0	0	0	0	0	1	0	0	0	0	0	0	1
State Benefits	0	0	0	0	0	0	0	0	0	0	0	2	2
Total	0	0	0	0	0	1	0	0	0	0	0	2	3
Emotional Health (Personal)	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	
Addiction	1	0	0	0	0	0	0	1	0	0	0	0	2
Adjustment Issue	0	0	0	0	0	0	0	0	0	0	0	1	1
Anxiety	0	1	0	0	1	0	0	1	1	1	0	0	5
Bereavement	0	1	0	1	0	0	0	0	0	0	0	1	3
Child Abuse	0	0	0	0	0	0	0	0	0	0	1	0	1
Depression	0	0	0	0	0	1	0	0	0	0	0	0	1
Emotional Health Personal	0	2	2	1	1	2	2	1	1	0	0	0	12
Mental Health	0	0	0	1	0	0	0	1	0	0	1	1	4
Stress Personal	3	4	2	1	0	2	0	0	0	0	0	2	14
Suicidal ideation	0	0	0	0	0	0	0	0	0	1	0	0	1
Total	4	8	4	4	2	5	2	4	2	2	2	5	44
Relationship	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	
Emotional Health	2	0	1	0	0	0	0	0	0	1	0	0	4
Family	0	1	0	0	0	0	0	0	0	0	0	0	1
Relationship Issue	0	0	0	1	0	0	0	1	0	0	1	0	3
Total	2	1	1	1	0	0	0	1	0	1	1	0	8
Financial	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	
Pensions	1	0	0	0	0	0	0	0	0	0	0	0	1
Total	1	0	0	0	0	0	0	0	0	0	0	0	1

**Report Period****1/8/2010 - 31/7/2011**

Legal	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	
Child Issues	0	0	0	0	0	0	0	0	0	1	0	0	1
Total	0	0	0	0	0	0	0	0	0	1	0	0	1
No Additional Issue	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	
No Issue Identified	3	9	5	9	4	8	4	3	2	7	7	4	65
Total	3	9	5	9	4	8	4	3	2	7	7	4	65
Personal	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	
Alcohol	0	0	0	0	0	0	0	0	0	1	0	0	1
Depression	0	0	0	0	0	0	0	0	0	1	0	0	1
Total	0	0	0	0	0	0	0	0	0	2	0	0	2

**Report Period****1/8/2010 - 31/7/2011**

## Presenting Work Issues

Information	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	
Career Coaching	0	0	0	0	0	0	1	0	0	0	0	0	1
Information Services	0	0	0	0	0	0	1	0	0	0	0	0	1
Job	0	1	0	0	1	0	0	0	0	0	0	0	2
Management Assist	0	0	0	0	0	0	2	0	0	0	0	0	2
Total	0	1	0	0	1	0	4	0	0	0	0	0	6

Emotional Health (Work)	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	
Conflict with colleagues	0	0	0	0	0	0	0	0	0	1	0	0	1
Conflict with parents	1	0	0	0	0	0	0	0	0	0	0	0	1
Depression	1	0	0	0	0	0	0	0	0	0	0	0	1
Emotional Health	0	0	0	0	0	0	1	0	0	1	0	0	2
Harassment/Bullying	0	1	0	0	0	0	0	0	0	0	0	0	1
Interpersonal relationship	1	0	0	0	0	0	0	0	0	0	0	0	1
Job Anxiety/Job Security	0	0	1	0	1	0	0	1	0	0	0	0	3
Work Related Stress	0	0	0	0	1	1	0	1	0	0	0	0	3
Total	3	1	1	0	2	1	1	2	0	2	0	0	13

Performance	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	
Work Injury	0	0	0	0	0	0	0	1	0	0	0	0	1
Total	0	0	0	0	0	0	0	1	0	0	0	0	1

**Report Period****1/8/2010 - 31/7/2011**

Policies	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	
Grievance / Disciplinary	1	0	0	0	1	0	0	1	1	0	0	0	4
Harassment / Bullying	0	2	0	0	0	0	0	0	0	0	1	0	3
Industrial Relations	0	0	0	0	0	1	0	0	0	0	0	0	1
Industry Injury / Negligence	0	0	0	0	0	1	0	0	0	0	0	0	1
Total	1	2	0	0	1	2	0	1	1	0	1	0	9
Restructuring	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	
Job Insecurity	0	0	0	0	0	0	2	0	0	0	0	0	2
Redundancy	0	0	0	0	0	0	4	1	0	0	0	0	5
Total	0	0	0	0	0	0	6	1	0	0	0	0	7
Statutory / Contractual	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	
Benefits in Kind	0	0	0	0	0	0	0	0	0	0	1	0	1
Holidays	0	0	1	0	0	0	0	0	0	0	0	0	1
Pay	0	0	0	0	0	0	0	0	0	0	1	0	1
Sickness & Disability	1	0	0	1	0	0	0	0	0	1	0	0	3
Terms & Conditions	0	0	1	0	0	2	0	0	0	0	0	1	4
Total	1	0	2	1	0	2	0	0	0	1	2	1	10

Work	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	
Other Work Issue	0	0	0	0	0	1	0	0	0	0	0	0	1
Workplace suicide	0	0	0	0	0	0	0	0	0	1	0	0	1
Total	0	0	0	0	0	1	0	0	0	1	0	0	2

**Report Period****1/8/2010 - 31/7/2011**

## Secondary Work Issues

Information	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	
Management Assist	0	0	0	0	0	0	1	0	0	0	0	0	1
Term & Conditions	0	0	0	0	0	1	0	0	0	0	0	0	1
Total	0	0	0	0	0	1	1	0	0	0	0	0	2

Emotional Health (Work)	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	
Conflict with colleagues	1	1	0	0	0	0	0	0	0	0	0	0	2
Conflict with management	0	0	0	0	0	0	0	0	0	1	0	0	1
Emotional Health	0	0	0	0	0	0	0	0	0	1	0	0	1
Harassment/Bullying	0	1	0	0	0	0	0	0	0	0	0	0	1
Job Anxiety/Job Security	0	0	0	0	0	0	0	1	0	0	0	0	1
Onsite Intervention	0	0	0	0	0	0	0	0	0	1	0	0	1
Stress	0	2	0	0	0	0	0	0	0	0	0	0	2
Work Related Stress	2	0	0	0	0	0	0	0	1	0	0	0	3
Total	3	4	0	0	0	0	0	1	1	3	0	0	12

Performance	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	
Attendance / Absence / Punctuality	0	0	0	1	0	0	0	0	0	0	0	0	1
Total	0	0	0	1	0	0	0	0	0	0	0	0	1
Policies	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	
Grievance / Disciplinary	0	0	0	0	0	0	0	1	0	0	0	0	1
Total	0	0	0	0	0	0	0	1	0	0	0	0	1

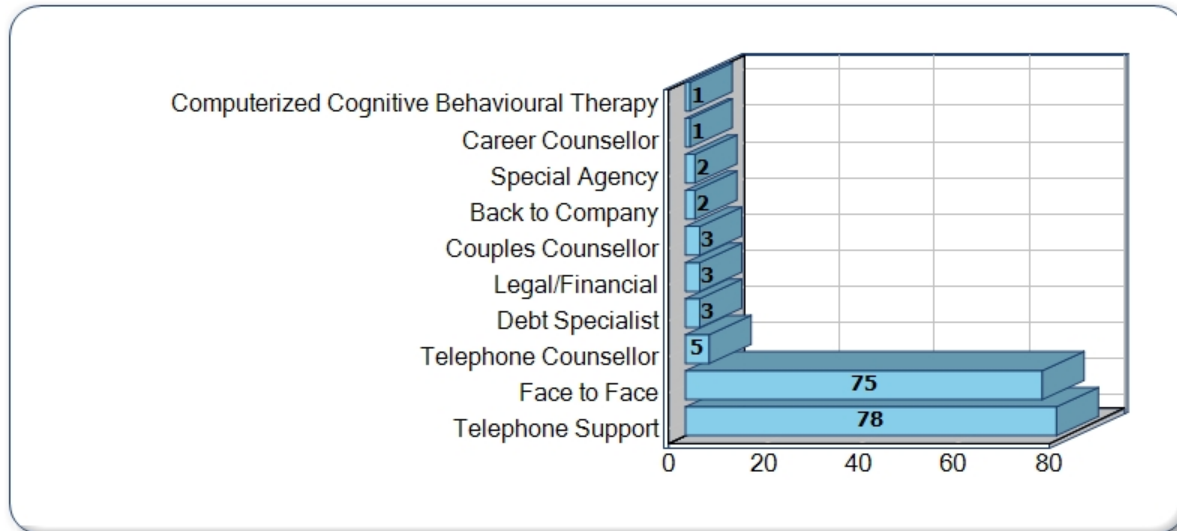
**Report Period****1/8/2010 - 31/7/2011**

Restructuring	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	
Job Insecurity	0	0	0	0	0	0	1	0	0	0	0	0	1
Redundancy	0	0	0	0	1	0	0	0	0	0	0	0	1
Total	0	0	0	0	1	0	1	0	0	0	0	0	2
Statutory / Contractual	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	
Pay	0	0	0	0	0	1	0	0	0	1	0	0	2
Termination / Notice	1	0	0	0	0	0	0	0	0	0	0	0	1
Terms & Conditions	0	0	1	0	0	0	0	0	0	0	0	0	1
Total	1	0	1	0	0	1	0	0	0	1	0	0	4
Family Issues	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	
Emotional Health	0	0	0	0	0	0	0	1	0	0	0	0	1
Total	0	0	0	0	0	0	0	1	0	0	0	0	1
No Additional Issue	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	
No Issue Identified	1	0	2	0	3	4	9	1	0	1	3	1	25
Total	1	0	2	0	3	4	9	1	0	1	3	1	25
Work	Aug 10	Sep 10	Oct 10	Nov 10	Dec 10	Jan 11	Feb 11	Mar 11	Apr 11	May 11	Jun 11	Jul 11	
Other Work Issue	0	0	0	0	0	0	0	1	0	0	0	0	1
Total	0	0	0	0	0	0	0	1	0	0	0	0	1

Report Period

1/8/2010 - 31/7/2011

## SUPPORT PROVIDED



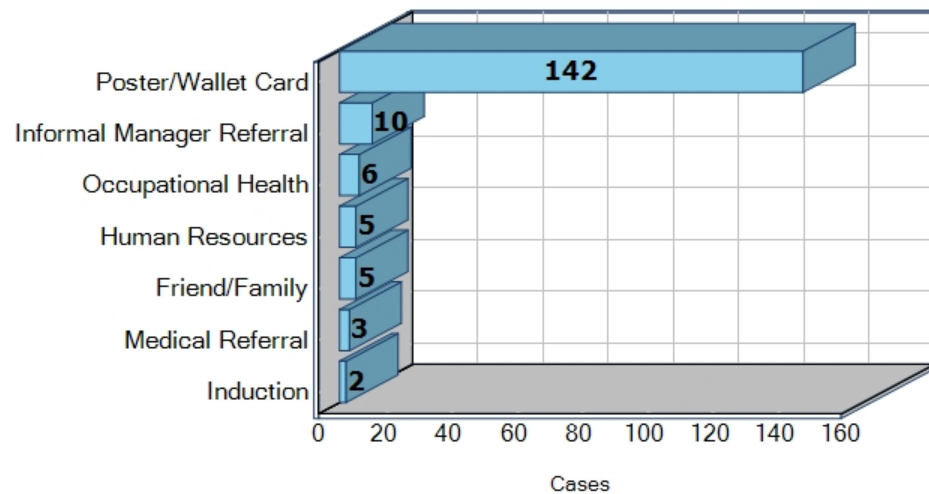
Support Provided	%
Telephone Support	45.1%
Face to Face	43.4%
Telephone Counsellor	2.9%
Couples Counsellor	1.7%
Legal/Financial	1.7%
Debt Specialist	1.7%
Special Agency	1.2%
Back to Company	1.2%
Computerized Cognitive Behavioural Therapy	0.6%
Career Counsellor	0.6%
Total	100.0%

Report Period

1/8/2010 - 31/7/2011

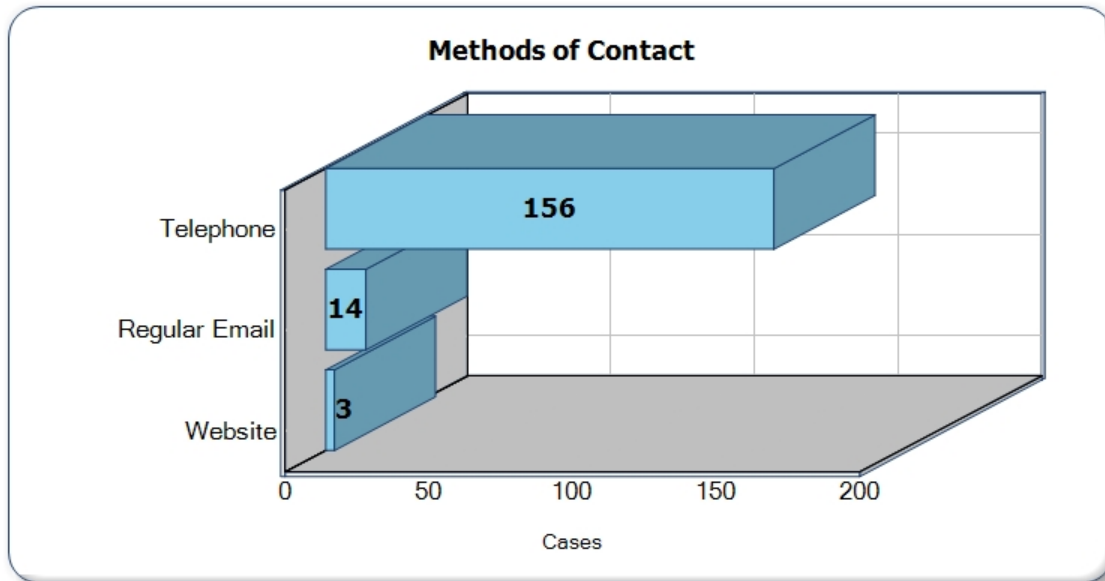
## COMMUNICATIONS

Sources of Information	%
Poster/Wallet Card	82.1%
Informal Manager Referral	5.8%
Occupational Health	3.5%
Friend/Family	2.9%
Human Resources	2.9%
Medical Referral	1.7%
Induction	1.2%



Report Period

1/8/2010 - 31/7/2011



Methods of Contact	%
Telephone	90.2%
Regular Email	8.1%
Website	1.7%

*Report Period**1/8/2010 - 31/7/2011*

## WEB PAGE HITS BY CATEGORY

Content Category	Period	Total	YTD %
<b>Accomplished Employee</b>			
Accomplished Employee	8	8	100.0%
Sub Total	8	8	
<b>Addiction and Recovery</b>			
Addiction and Recovery	7	7	100.0%
Sub Total	7	7	
<b>Adults with Disabilities</b>			
Adults with Disabilities	2	2	100.0%
Sub Total	2	2	
<b>Advanced Search</b>			
Advanced Search	1	1	100.0%
Sub Total	1	1	
<b>Ageing</b>			
Adults with Disabilities	16	16	28.1%
Ageing	12	12	21.1%
Caregivers	11	11	19.3%
Home Care	13	13	22.8%
Housing Options	3	3	5.3%
Planning the Future	2	2	3.5%
Sub Total	57	57	
<b>Balancing</b>			
Communication	2	2	1.6%
Families	8	8	6.3%
Grief and Loss	24	24	18.8%
Mental Health	43	43	33.6%
Personal Growth	16	16	12.5%
Relationship	35	35	27.3%
Sub Total	128	128	

**Report Period****1/8/2010 - 31/7/2011**

Content Category	Period	Total	YTD %
<b>Caregivers</b>			
Caregivers	1	1	100.0%
Sub Total	1	1	
<b>Centres</b>			
Advanced Search	4	4	1.9%
Archived Seminars	2	2	1.0%
Contact A Counsellor	1	1	0.5%
Content	8	8	3.9%
Homepage	141	141	68.1%
Learning Centre	4	4	1.9%
Pocketsmith Calculators	2	2	1.0%
Search	28	28	13.5%
Search Detail	17	17	8.2%
Sub Total	207	207	
<b>Communication</b>			
Communication	2	2	100.0%
Sub Total	2	2	
<b>Contact a Counsellor</b>			
Contact A Counsellor	4	4	100.0%
Sub Total	4	4	
<b>Effective Manager</b>			
Effective Manager	2	2	100.0%
Sub Total	2	2	
<b>Families</b>			
Families	3	3	100.0%
Sub Total	3	3	
<b>Financial</b>			
Financial	5	5	100.0%
Sub Total	5	5	

**Report Period****1/8/2010 - 31/7/2011**

Content Category	Period	Total	YTD %
<b>Grief and Loss</b>			
Grief and Loss	14	14	100.0%
Sub Total	14	14	
<b>Health</b>			
Adolescents' Health	1	1	0.6%
Children's Health	2	2	1.2%
Health Challenges	27	27	16.4%
Health Tools	16	16	9.7%
Healthy Eating	9	9	5.5%
Infants' and Toddlers' Health	4	4	2.4%
Live Healthy	17	17	10.3%
Medical Care	4	4	2.4%
Mens' Health	16	16	9.7%
Seniors' Health	2	2	1.2%
Womens' Health	67	67	40.6%
Sub Total	165	165	
<b>Home Buying and Selling</b>			
Home Buying and Selling	3	3	100.0%
Sub Total	3	3	
<b>Home Care</b>			
Home Care	1	1	100.0%
Sub Total	1	1	
<b>Homepage</b>			
Contact A Counsellor	20	20	17.4%
Division Feature	4	4	3.5%
Homepage	66	66	57.4%
Learning Centre	1	1	0.9%
Monthly Feature	9	9	7.8%
Online Seminars	14	14	12.2%

<i>Report Period</i>		<i>1/8/2010 - 31/7/2011</i>		
Content Category	Period	Total	YTD %	
Search	1	1	0.9%	
Sub Total		115	115	
<b>Housing Options</b>				
Housing Options	1	1	100.0%	
Sub Total		1	1	
<b>International</b>				
Working Abroad	2	2	100.0%	
Sub Total		2	2	
<b>Living</b>				
Consumer Tips	7	7	16.7%	
Financial	16	16	38.1%	
Fraud and Theft	1	1	2.4%	
Home Improvement	2	2	4.8%	
Legal	5	5	11.9%	
Pets	5	5	11.9%	
Safety	2	2	4.8%	
Social Security	4	4	9.5%	
Sub Total		42	42	
<b>Management</b>				
Effective Manager	29	29	93.5%	
Workplace Safety	2	2	6.5%	
Sub Total		31	31	
<b>Mental Health</b>				
Mental Health	64	64	100.0%	
Sub Total		64	64	
<b>Parenting</b>				
Child Care	3	3	4.8%	
Developmental Stages	9	9	14.5%	
Education	4	4	6.5%	

**Report Period** **1/8/2010 - 31/7/2011**

Content Category	Period	Total	YTD %
Kids' Well-being	17	17	27.4%
Parenting	29	29	46.8%
Sub Total	62	62	
<b>Personal Growth</b>			
Personal Growth	14	14	100.0%
Sub Total	14	14	
<b>Pets</b>			
Pets	5	5	100.0%
Sub Total	5	5	
<b>Relationships</b>			
Relationship	4	4	100.0%
Sub Total	4	4	
<b>Seasonal Pak</b>			
Content	5	5	9.8%
Search	23	23	45.1%
Search Detail	23	23	45.1%
Sub Total	51	51	
<b>Training and Development</b>			
Training and Development	1	1	100.0%
Sub Total	1	1	
<b>Working</b>			
Accomplished Employee	17	17	37.8%
Career Development	10	10	22.2%
Career Development and Transition	1	1	2.2%
Training and Development	7	7	15.6%
Workplace Diversity	3	3	6.7%
Workplace Productivity	6	6	13.3%
Workplace Safety	1	1	2.2%
Sub Total	45	45	

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**Report Period** **1/8/2010 - 31/7/2011**

Content Category	Period	Total	YTD %
<b>Workplace Productivity</b>			
Workplace Productivity	3	3	100.0%
Sub Total	3	3	
<b>Workplace Safety</b>			
Workplace Safety	4	4	100.0%
Sub Total	4	4	
<b>Total</b>	1,054	1,054	