

EAP Effectiveness Assessment

Choosing the right Employee Assistance Program is a critical decision for any organisation – particularly in the human and community services where staff are exposed to complex, high-pressure work. This assessment is designed to help you move beyond assumptions and take a clear, structured look at how effective your current EAP really is. It will highlight strengths, uncover gaps, and provide a practical foundation for making informed decisions about how you support your workforce.

Rate each statement from 1–5 (1 = Strongly Disagree, 5 = Strongly Agree)

Relevance to Workforce

Statement	Score (1-5)				
Our current EAP provider understands frontline work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Clinicians have human services sector experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support is trauma-informed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Our Staff feel understood	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Access & Utilisation

Statement	Score (1-5)				
Staff know how to access Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff feel comfortable using Our EAP	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Utilisation is adequate (Min 7%/Better 15%)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are no barriers to access	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Quality of Support

Statement	Score (1-5)				
EAP Support is meaningful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EAP Supports reflection & decisions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
EAP Supports wellbeing & practice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Feedback about EAP is positive	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Critical Incident Response

Statement	Score (1-5)				
Responds quickly (Initial response within 2 hours)	0	0	0	0	0
EAP has a structured incident response process	0	0	0	0	0
Leadership are supported throughout incident	0	0	0	0	0
Our Staff feel safer afterwards	0	0	0	0	0

Organisational Impact

Statement	Score (1-5)				
Our EAP reduces burnout	0	0	0	0	0
Our EAP improves morale	0	0	0	0	0
Our EAP value is clear	0	0	0	0	0
Our EAP aligns with our values	0	0	0	0	0

Total Score (out of 100): _____

Interpretation

Your score provides a snapshot of how effectively your current EAP is supporting your workforce. Higher scores indicate stronger alignment, relevance, and impact, while lower scores highlight areas where your current approach may be falling short. This is not about pass or fail – it’s about clarity. Use your results to identify where your EAP is working well, where there are gaps, and what needs to change to better support your team.

0–49: High Risk | 50–74: Partial Effectiveness | 75–100: Strong Foundation

Ready to strengthen how your organisation supports its people?

Your results are a valuable starting point – but the real impact comes from knowing what to do next.

Book a 15-minute strategy session from our website below

We’ll walk through your results, highlight key gaps, and give you a clear, practical view of how your current EAP can be strengthened – or where a different approach may better support your team.