



EAP REPORT

Ambulance Service of NSW

Employee Assistance Program

Report

Half Yearly

1/03/2008 - 31/08/2008

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Executive Summary

Davidson Trahaire Corpsych (DTC) is pleased to present to the Ambulance Service of New South Wales the first Half Yearly Employee Assistance Program (EAP) report for the period 1 March 2008 to 31 August 2008.

Utilisation of the Service

A total of 146 people contacted DTC for counselling and related services during the current reporting period. There were also 6 managerAssist[®] clients. A total of 17 family members accessed the EAP service during this quarter that suggests a good awareness amongst family members.

Based on our recorded number of 3,949 employees, the 152 new EAP and managerAssist[®] referrals in this reporting period equates to an annualised utilisation rate of 7.70%. Compared to all organisations using DTC's EAP this is a high utilisation rate and reflects a strong awareness of the program by employees and suggests the EAP has a high level of policy integration in the support of employees in their working environments. The table below gives a comparison of the Ambulance Service EAP utilisation with State Government and All Organisations.

Ambulance Service of NSW	State Government (68,111 employees)	All Organisations (773,619 employees)
7.70%	7.31%	4.39%

EAP counselling clients received a total of 319 hours of support – an average of 2.14 hours of support per client, which is in line with levels seen across other organisations. The average hours is a good indication that issues are being resolved within the short term counselling framework and is within the benchmark that DTC sees across all organisations.

Divisional and Job Category Utilisation

The table below shows the utilisation of the EAP broken down by Division. Northern Division had the highest utilisation, followed by Western and Southern Divisions. Aeromedical and Medical Retrieval Services did not use the EAP.

Division	Number of EAP Referrals	Utilisation Rate*
Sydney Division	34	2.37%
Northern Division	44	5.14%
Western Division	18	4.32%
Southern Division	23	4.21%
State Headquarters	2	0.47%

*Calculation based on Full-time Equivalent population

Operations – Clinical were the greatest users of the EAP at 80% of total users. Operations – Non-Clinical were the next most frequent users at 7% (9 cases) however other job categories had minimal use of the EAP.

Demographic Profile

The following statistical information is based on the 121 new employee clients who attended at least one EAP counselling session. Please note that family members have been removed from reporting from this point.

The gender breakdown of usage was 58% male and 42% female, demonstrating a greater usage of the EAP by females compared to their employee numbers (31% of the organisation). The age breakdown shows that 73% of people accessing the service were aged between 30 and 49 years. Length of service with the Ambulance Service was spread across all lengths of employment, with the highest users having 5 – 10 years (22%) of employment. Encouragingly there were 16 users who were employed for less than 1 year, indicating that the EAP has been promoted as part of the induction process.

Referral Sources

Data on referral shows a broad range of sources, indicating that the EAP service is being used in a preventative and pro-active manner. Eighteen percent of clients were referred by managers/supervisors, which is pleasing to see as managers are often in the best position to identify staff that may benefit from the EAP. However the manager rate of referral is lower when compared to State Government and all organisations. High rates of self referral (56%) demonstrate confidence in and broad awareness of the program amongst Ambulance Service employees. Brochures were the most effective promotion medium for referral (20%) but encouragingly Peer/ Colleague and Internal Support Service made up 20% of referral sources. The table below gives a comparison of the Ambulance Service EAP referral sources with State Government and All Organisations.

Referral Source	Ambulance Service of NSW	State Government	All Organisations
Self	56%	51%	50%
Manager / Supervisor	18%	24%	25%

Primary Presenting Issue

For this reporting period 60% of referrals were primarily for personal issues and 40% were for work related issues. This proportion of work related issues is higher than the average rate of 30% that we find across all organisations using DTC's EAP. The table below gives a comparison of the Ambulance Service EAP presenting issues with State Government and All Organisations.

Presenting Issue	Ambulance Service of NSW	State Government	All Organisations
Work Related	40%	40%	30%

Personal	60%	60%	70%
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Work Related issues are as follows:

- Work Related – Interpersonal Issue: Discrimination, Harassment or Bullying (45% or 10 cases), Co-workers (32% or 7 cases) and Supervisor / Manager (23% or 5 cases).
- Work Related – Occupational Health Issue: Work Trauma (80% or 16 cases), Accident / Injury (15% or 3 cases) and Shiftwork (5% or 1 case).
- Work Related – Interpersonal Issue: Work Role Change, Work Satisfaction, Worklife Balance (all 29% or 2 cases each) and Workload (14% or 1 case).

Work Related Issue	Ambulance Service of NSW	State Government	All Organisations
Discrimination / Harassment / Bullying	45%	34%	32%

The table above compares the Ambulance Service's rate of Discrimination / Harassment / Bullying as a Work Related issues when compared to State Government and all organisations. Note that the rate of Discrimination / Harassment / Bullying at the Ambulance Service is higher when compared to State Government and all organisations, which is of concern. This may warrant discussion with managers on any known interpersonal and the confidence of managers to effectively manage these situations. As the level is significantly above that seen in other organisations, training for all staff and / or managers may also be a valuable intervention to minimise the risks to individual employees as well as the risks to NSW Ambulance.

Personal issues are as follows:

- Family or Relationship Issues: Marital / Relationship Discord (53% or 19 cases), Separation Divorce (19% or 7 cases), Child/ Adolescent Issues and Family Relationship Discord (each 11% or 4 cases each) and Extended Family / Blended Family Issues (6 % or 2 cases).
- Legal, Financial, Medical or Addiction Issue: Medical / Health (33% or 2 cases), Alcohol Problem, Drug Problem, Financial Issue, Legal Issue (1 case each).
- Psychological Issue: Personal Stress (27% or 8 cases), Anxiety (20 % or 6 cases), Grief & Loss (17% or 5 cases), Depression (13% or 4 cases), Personal Trauma (10% or 3 cases), Anger and Self Esteem (each 7% or 2 cases each).

Work Related Impact

Of all employees attending the EAP, 45% reported that their presenting issue had impacted on their work and a further 7% had work impact issues raised by their manager. The impact is noted regardless of whether their primary presenting issue was personal or work-related. Of all EAP referrals, 20% of clients reported attendance issues, 19% of clients reported an impact on interpersonal relationships in the workplace and 12% of clients reported an impact on their productivity and performance.

The majority of cases (88%) were managed successfully by Davidson Trahaire Corpsych within the EAP. A further 12% required external referral. Under DTC's short-term employeeAssist™ model it is expected that the majority of cases will be adequately resolved in up to 6 counselling sessions.

Trauma and On-site Counselling

DTC's trauma and on-site counselling service was accessed for 2 incidents during this reporting period and provided a total of 17.75 hours of service was provided. Although employees have access to Peer Support and Chaplain services, utilisation of this service is low for an organisation providing emergency services.

managerAssist®

There were 6 managerAssist® referrals in this reporting period. Two of these referrals related to employees with personal problems. The utilisation rate for managerAssist® is low – it would be good to look at ways of raising awareness of this program as it is a highly valuable service for managers dealing with a range of people management issues.

Client Satisfaction

A total of 11 survey forms were returned to DTC, representing 7.5% of clients who used the service during this time. Eighty-eight percent of all responses were either very satisfied or satisfied with the service. In cases where clients were dissatisfied with an aspect of the service, all concerns are investigated and referred to the relevant Counselling Services Managers in each state for review and action as appropriate within the confines of confidentiality restrictions.

Conclusion and Recommendations

Utilisation of the EAP by Ambulance Service employees is healthy and demonstrates that the EAP has been promoted well since DTC commenced the service in 2008. Despite this ongoing promotion needs to occur to encourage use of the service, particularly given the stressful nature of employee's job roles and morale issues affecting the organisation.

Managers have been proactive in referring employees to the EAP but less so than when compared to managers at other organizations using DTC's EAP. Managers were also not active in using the EAP themselves. Further promotion in relation to the managerAssist® service needs to occur via briefings at management meetings.

Of the 121 employees profiled for the purpose of this report, 10 employees presented with a Discrimination/Harassment or Bullying issue. These were further investigated and we report that all employees expressed a concern about management's involvement in resolving these issues. Supporting this, during September 2008 a senior DTC psychologist has flagged that harassment / bullying at the Ambulance Service of NSW is of great concern, given what employees using the EAP are reporting to the counsellor. We take these concerns seriously and consider that action be taken by the Ambulance Service of NSW in dealing with these harassment / bullying issues. DTC is able to provide support for the Ambulance Service to address this issue by providing education and awareness on the matter.

Workplace harassment awareness training as a way of addressing concerns around perceived discrimination, harassment or bullying is becoming increasingly effective. Seminars on perceived discrimination, harassment or bullying identify what constitutes discrimination, harassment or bullying and provide strategies for dealing/coping with this issue. We encourage engaging DTC to provide such training to the Ambulance Service.

Davidson Trahaire Corpsych appreciates the support of the Ambulance Service of New South Wales in ensuring an active and well received EAP. We welcome a meeting to discuss any issues arising out of this report, future promotional plans and any other feedback from the program so far. We look forward to working with you in the future to continue to enhance the value of the EAP service across the Ambulance Service of New South Wales.

Summary of Service Provision

EAP Services

EAP Counselling

Number of new clients	146	clients
Number of ongoing clients	3	clients
Total number of clients	149	clients
Total case management hours	319.00	hours

EAP managerAssist®

Number of new clients	6	clients
Number of ongoing clients	0	clients
Total number of clients	6	clients
Total case management hours	6.00	hours

EAP Program Management

Total number of service hours	15.25	hours
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Total EAP Services

Number of new clients	152	clients
Number of ongoing clients	3	clients
Total number of clients	155	clients
Total number of service hours	340.25	hours

Conflict Consulting

Number of new cases	2	cases
Total number of service hours	35.25	hours

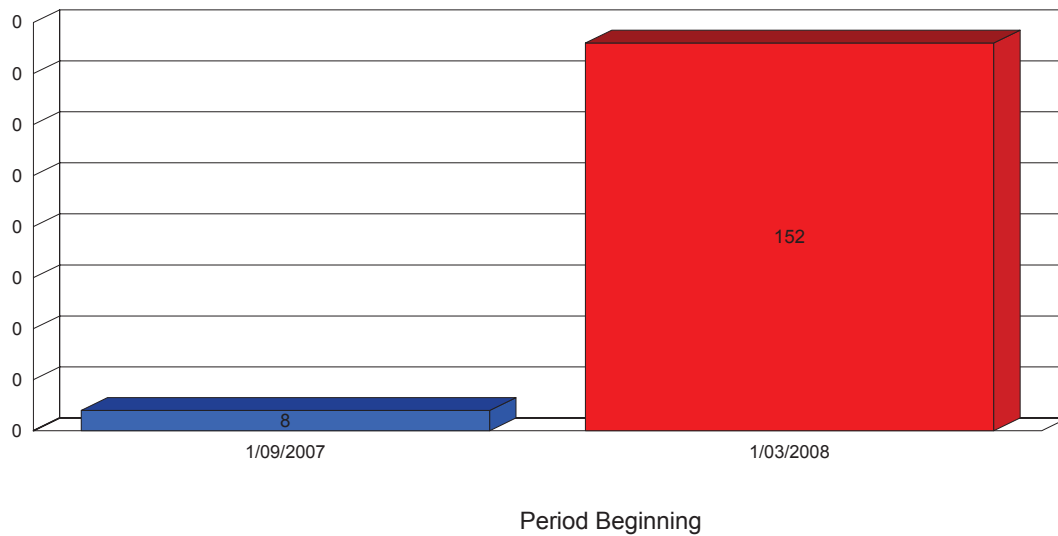
Trauma Debriefing

Number of new incidents	2	incidents
Total case management hours	17.75	hours

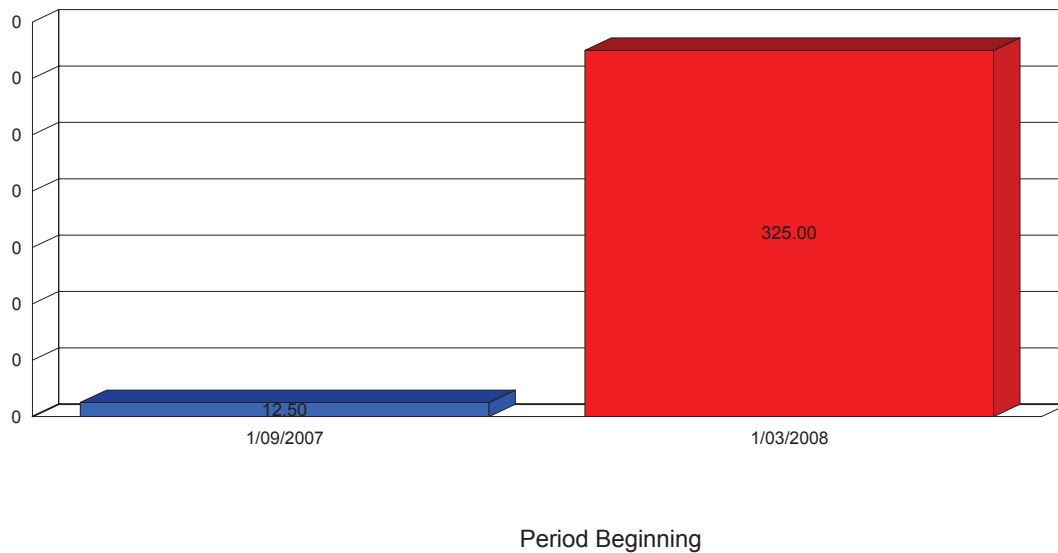
History of Service Provision - Comparison Data

EAP Services

New Clients



Case Management Hours



Annualised EAP Utilisation as a % Staff Numbers

<u>Period Beginning</u>	<u>New Clients</u>	<u>Total Employees</u>	<u>Utilisation %</u>	
1/03/2008	152	3,949	7.70	
1/09/2007	8	3,949	0.41	
Total of new clients contract YTD from Feb-08 to Aug-08			158	clients
Total of new clients contract YTD from Feb-07 to Aug-07			0	clients
Case management hours contract YTD from Feb-08 to Aug-08			334.75	hours
Case management hours contract YTD from Feb-07 to Aug-07			0.00	hours

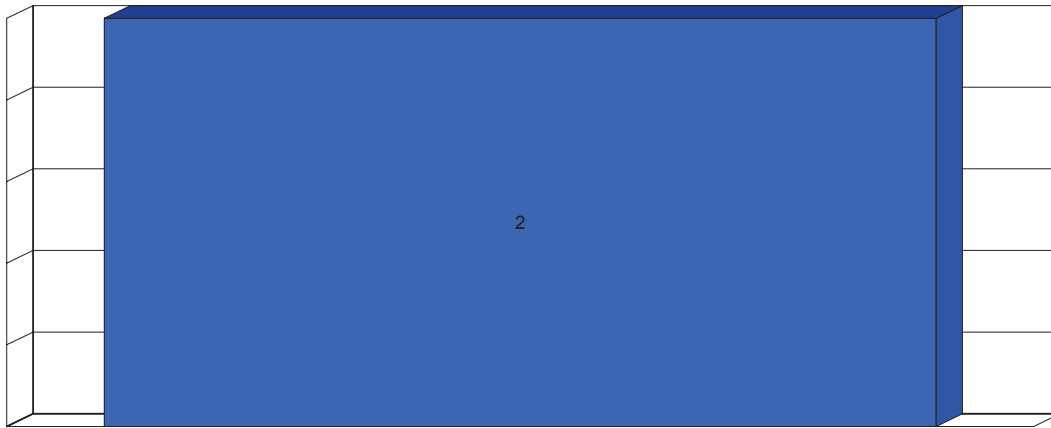
Annualised Utilisation

Counselling clients are classified as either new referrals (attending for an initial appointment) or further counselling clients. Detailed statistical information is gathered and analysed for all new referrals and a utilisation rate is established. The utilisation rate is a figure calculated on the number of new referrals as a percentage of total staff numbers over a period of 12 months (for reporting periods less than 12 months this figure is annualised). It enables an organisation to compare itself with previous years' utilisation and with those of other organisations, despite variations in staff numbers and other factors.

In addition, a range of qualitative information is gathered and analysed for all EAP contracts so that meaningful and useful information is available to organisations as indicators to further investigate for more effective people management.

Trauma Management Services

New Clients



1/03/2008

Period Beginning

Case Management Hours



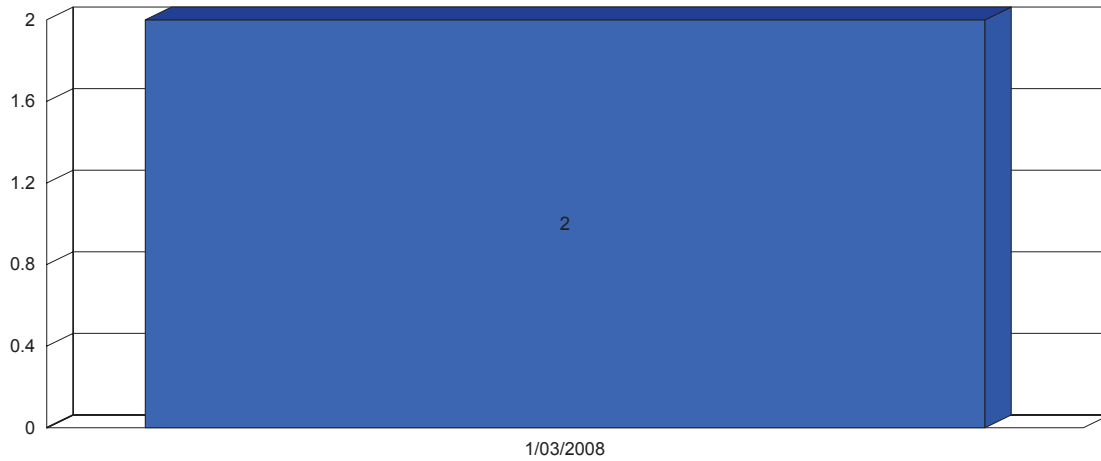
1/03/2008

Period Beginning

Total of new incidents contract YTD from Feb-08 to Aug-08	2	incidents
Total of new incidents contract YTD from Feb-07 to Aug-07	0	incidents
Case management hours contract YTD from Feb-08 to Aug-08	17.75	hours
Case management hours contract YTD from Feb-07 to Aug-07	0.00	hours

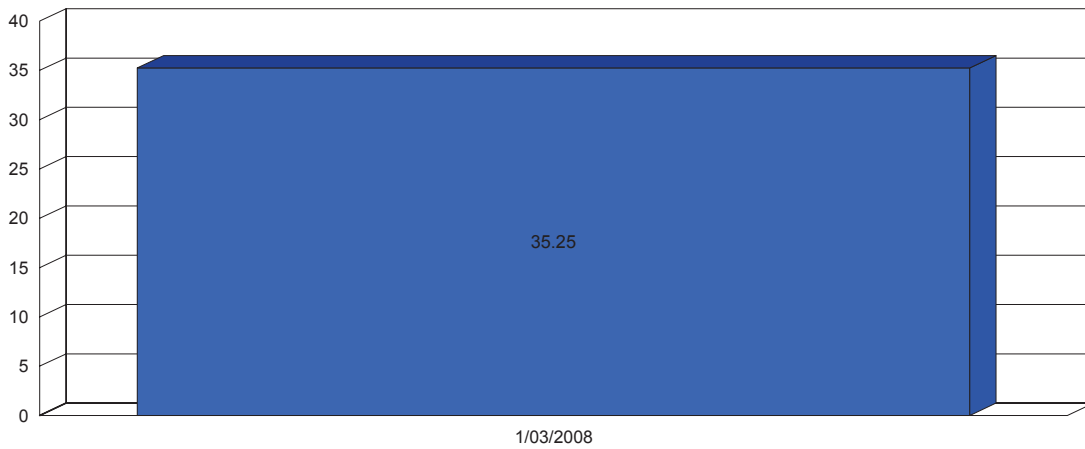
Conflict Management Services

New Clients



Period Beginning

Service Hours



Period Beginning

Total of new clients contract YTD from Feb-08 to Aug-08	2	clients
Total of new clients contract YTD from Feb-07 to Aug-07	0	clients
Total of service hours contract YTD from Feb-08 to Aug-08	35.25	hours
Total of service hours contract YTD from Feb-07 to Aug-07	0.00	hours

Detailed Analysis

EAP Services

EAP Counselling

Total case management hours 319.00 hours

Service Activity

Administration (chargeable)	1.50	hours
Counselling session (face-to-face)	246.25	hours
Counselling session (phone)	49.25	hours
Did Not Attend	21.00	hours
Internal case consultation	0.25	hours
Other agency/referral contact	0.25	hours
Phone consultation (key personnel)	0.25	hours
Phone consultation (supervisor)	0.25	hours

Client Service Details

Total number of clients 149.00 clients

Average number of case management hours per client 2.14 hours

Case Extensions

Number of extensions YTD 3 clients

Total Hours of extensions YTD 7.00 hours

Client Profiles

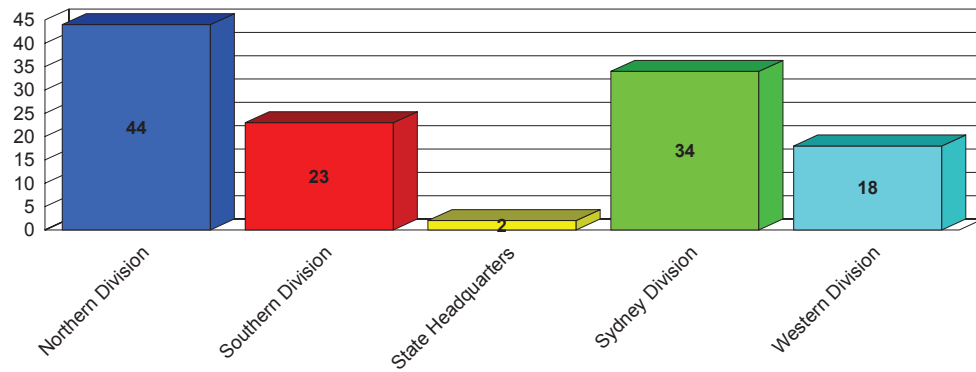
Number of new clients 146 clients

Number of employees (new clients) 129 clients

Number of family members (new clients) 17 clients

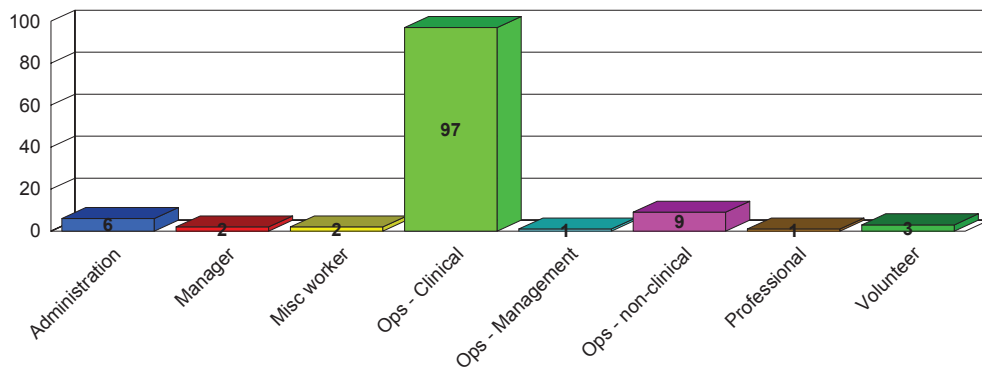
Number of employees profiled as new clients 121 clients

Business Area



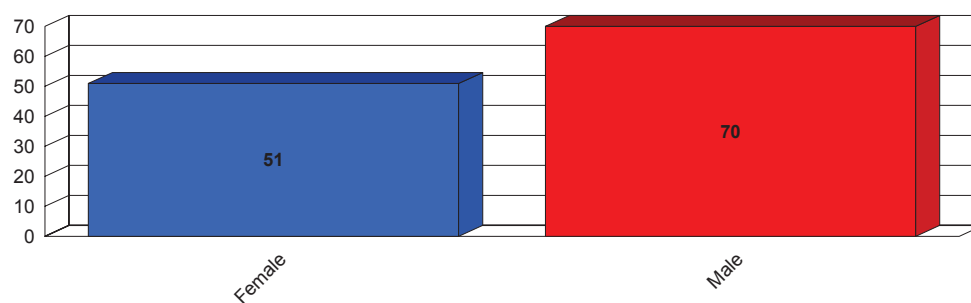
Northern Division	44	36%
Southern Division	23	19%
State Headquarters	2	2%
Sydney Division	34	28%
Western Division	18	15%
Total	121	100%

Job Category



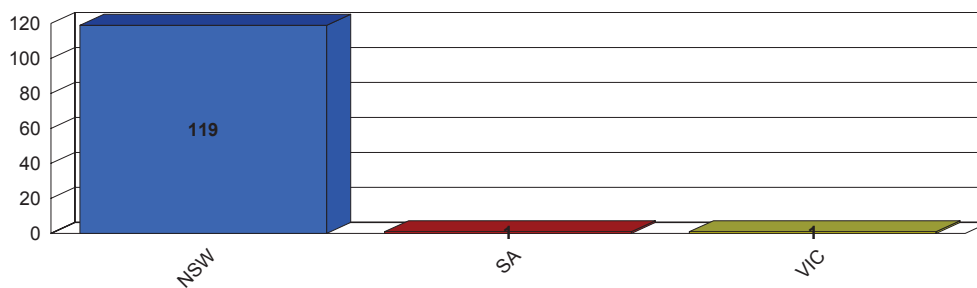
Administration	6	5%
Manager	2	2%
Misc worker	2	2%
Ops - Clinical	97	80%
Ops - Management	1	1%
Ops - non-clinical	9	7%
Professional	1	1%
Volunteer	3	2%
Total	121	100%

Gender



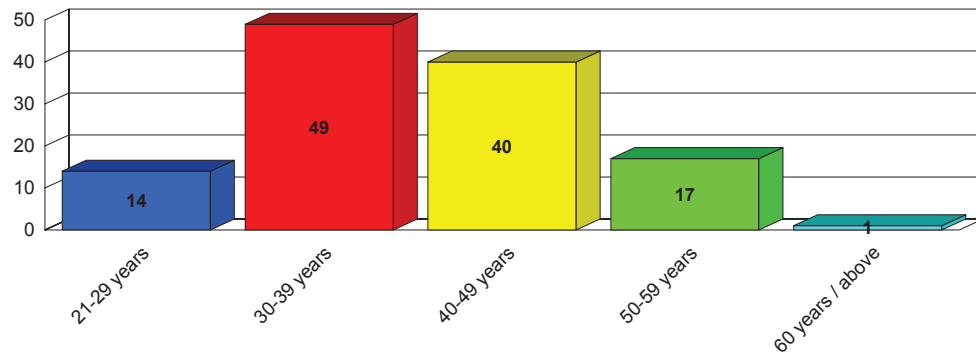
Female	51	42%
Male	70	58%
Total	121	100%

Client's State of Residence



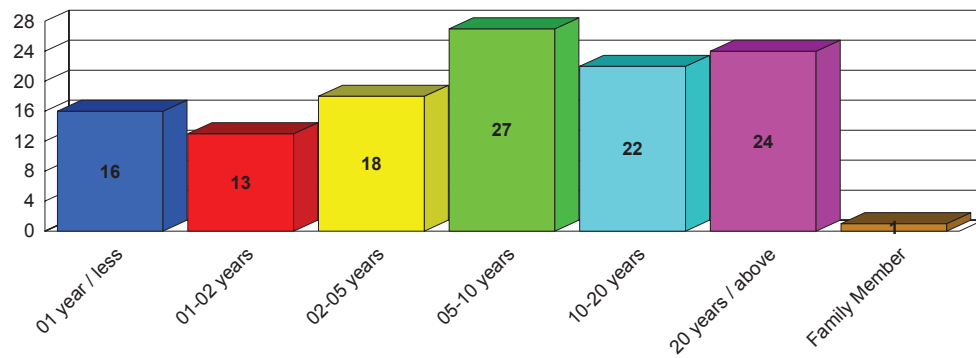
NSW	119	98%
SA	1	1%
VIC	1	1%
Total	121	100%

Age



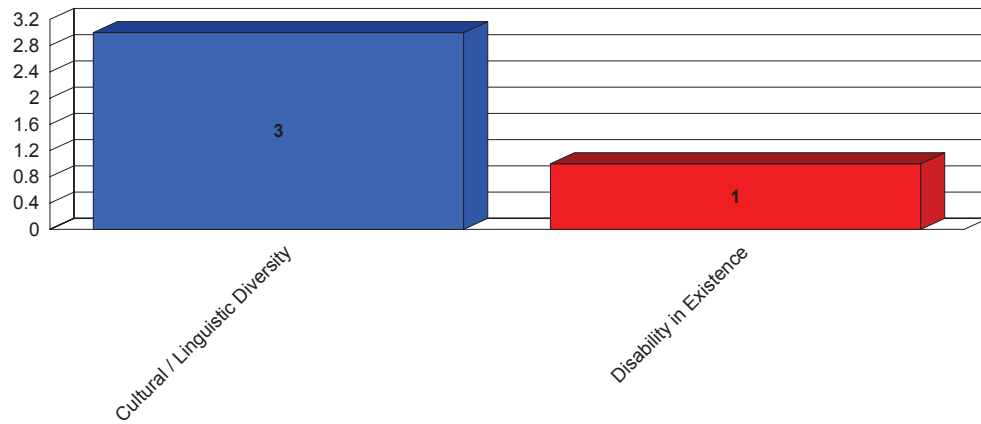
21-29 years	14	12%
30-39 years	49	40%
40-49 years	40	33%
50-59 years	17	14%
60 years / above	1	1%
Total	121	100%

Employment Period



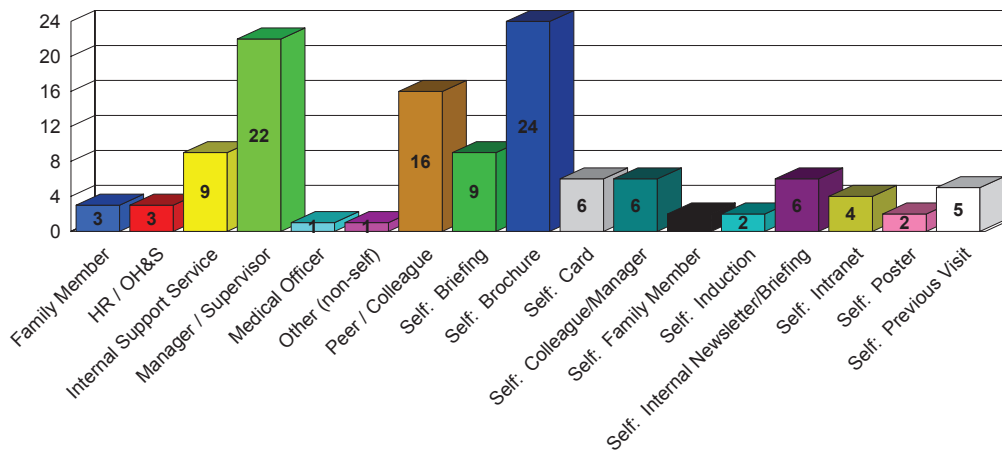
01 year / less	16	13%
01-02 years	13	11%
02-05 years	18	15%
05-10 years	27	22%
10-20 years	22	18%
20 years / above	24	20%
Family Member	1	1%
Total	121	100%

Work Place Diversity Group



Cultural / Linguistic Diversity	3	75%
Disability in Existence	1	25%
Total	4	100%

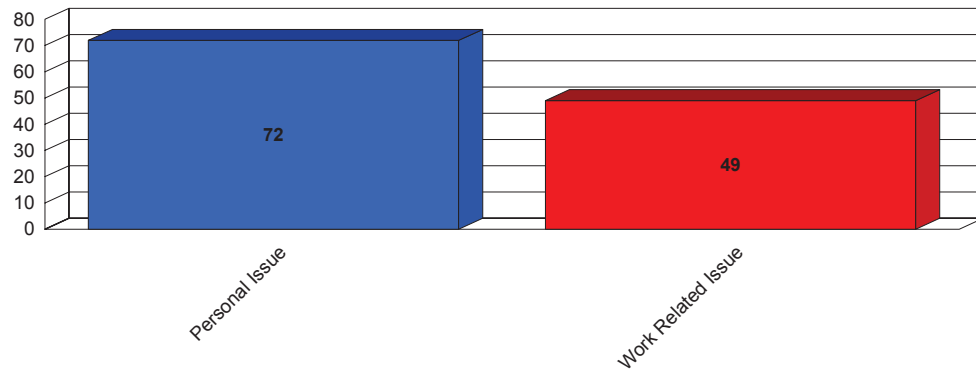
Referral and EAP Information Source



Family Member	3	2%
HR / OH&S	3	2%
Internal Support Service	9	7%
Manager / Supervisor	22	18%
Medical Officer	1	1%
Other (non-self)	1	1%
Peer / Colleague	16	13%
Self: Briefing	9	7%
Self: Brochure	24	20%

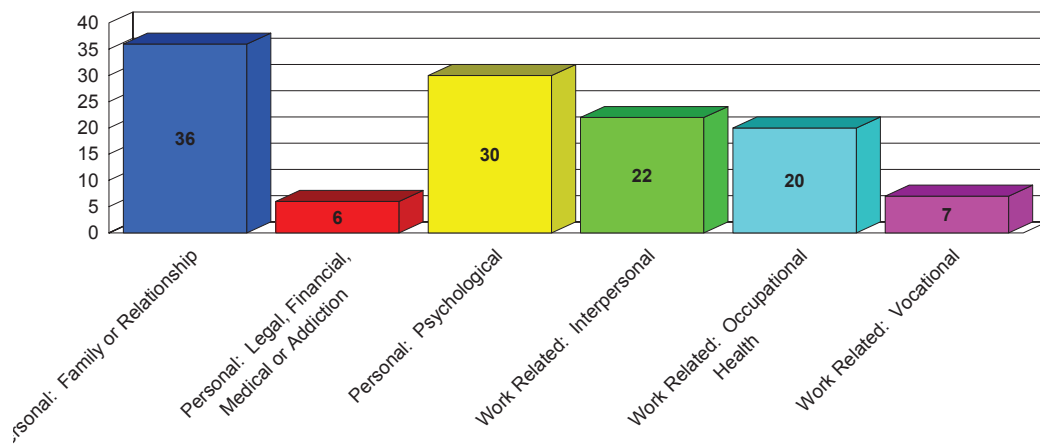
Self: Card	6	5%
Self: Colleague/Manager	6	5%
Self: Family Member	2	2%
Self: Induction	2	2%
Self: Internal Newsletter/Briefing	6	5%
Self: Intranet	4	3%
Self: Poster	2	2%
Self: Previous Visit	5	4%
Total	121	100%

Primary Presenting Issue



Personal Issue	72	60%
Work Related Issue	49	40%
Total	121	100%

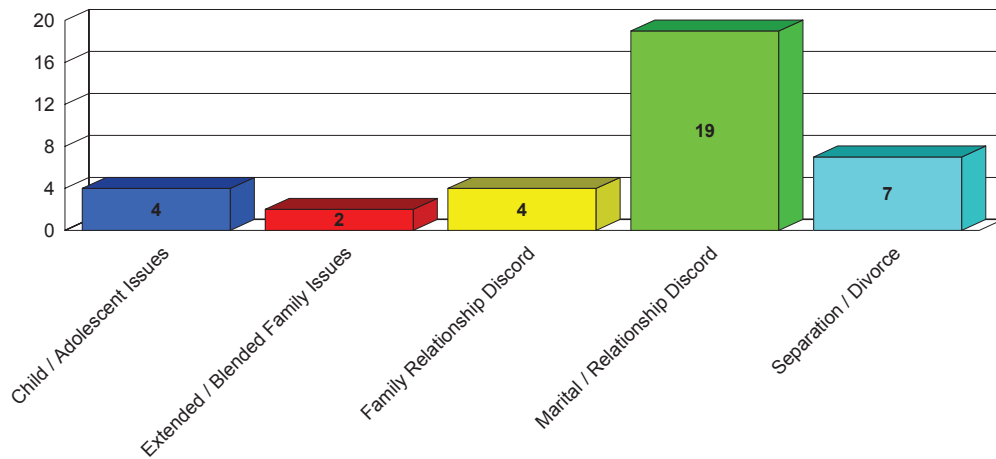
Primary Presenting Issue Category



Personal: Family or Relationship	36	30%
Personal: Legal, Financial, Medical or Addiction	6	5%

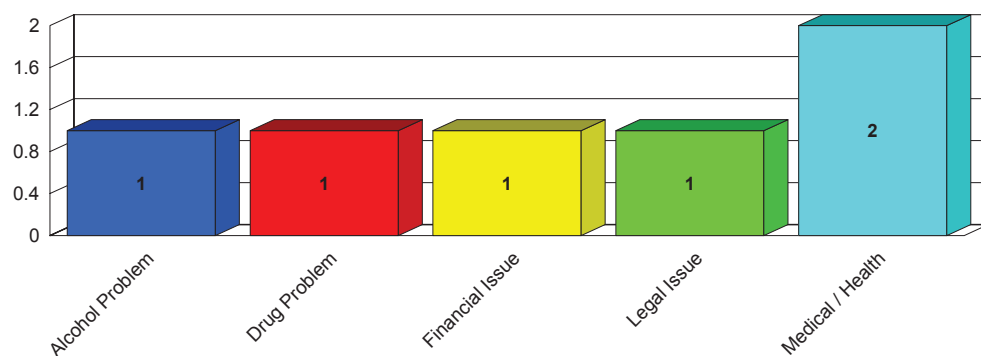
Personal: Psychological	30	25%
Work Related: Interpersonal	22	18%
Work Related: Occupational Health	20	17%
Work Related: Vocational	7	6%
Total	121	100%

Personal - Family or Relationship Issue



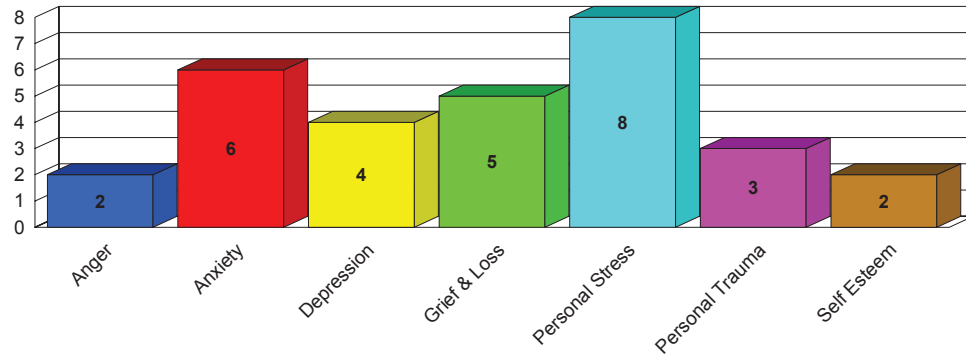
Child / Adolescent Issues	4	11%
Extended / Blended Family Issues	2	6%
Family Relationship Discord	4	11%
Marital / Relationship Discord	19	53%
Separation / Divorce	7	19%
Total	36	100%

Personal - Legal, Financial, Medical or Addiction Issue



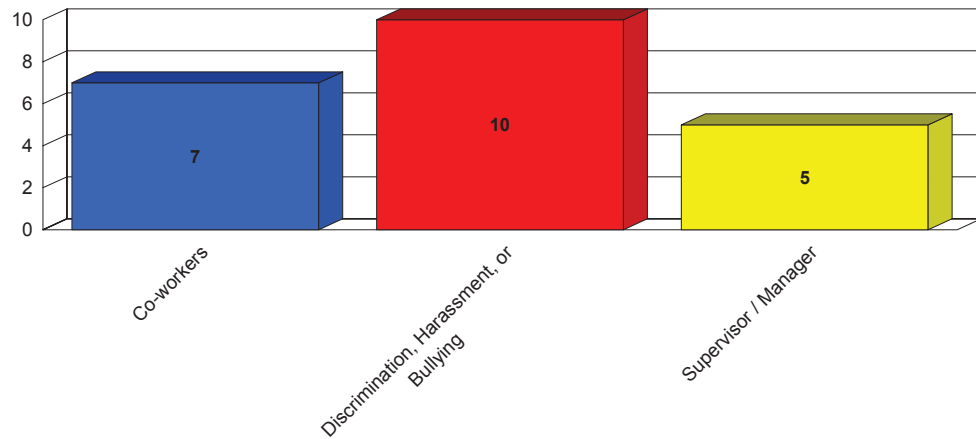
Alcohol Problem	1	17%
Drug Problem	1	17%
Financial Issue	1	17%
Legal Issue	1	17%
Medical / Health	2	33%
Total	6	100%

Personal - Psychological Issue



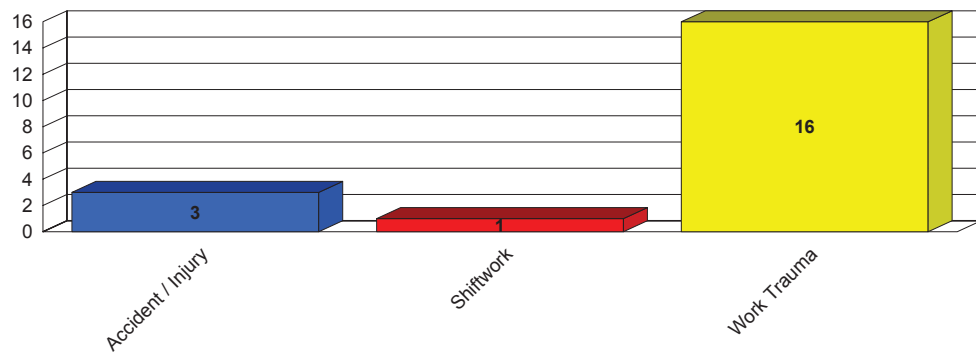
Anger	2	7%
Anxiety	6	20%
Depression	4	13%
Grief & Loss	5	17%
Personal Stress	8	27%
Personal Trauma	3	10%
Self Esteem	2	7%
Total	30	100%

Work Related - Interpersonal Issue



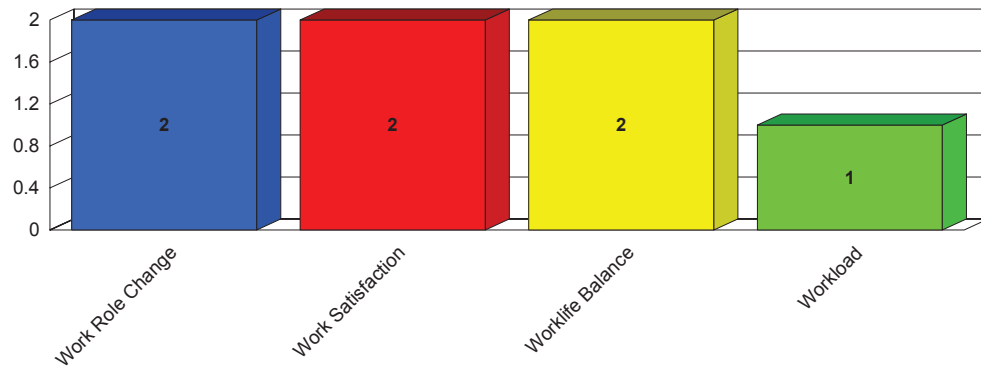
Co-workers	7	32%
Discrimination, Harassment, or Bullying	10	45%
Supervisor / Manager	5	23%
Total	22	100%

Work Related - Occupational Health Issue



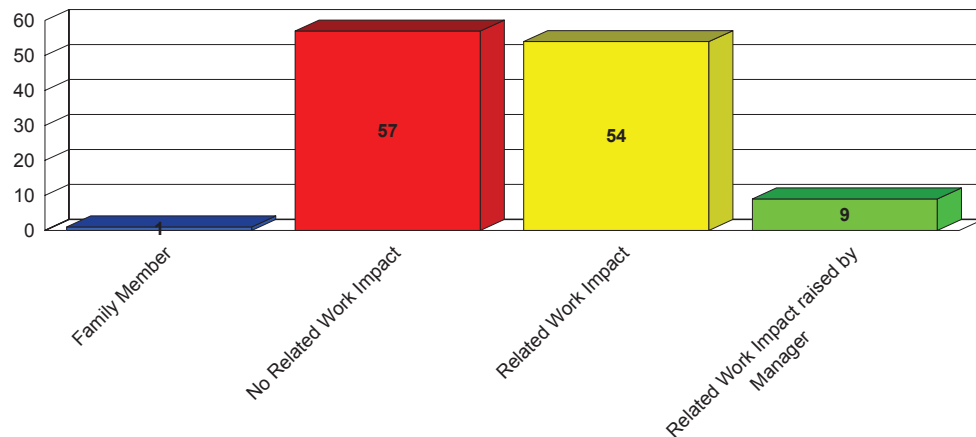
Accident / Injury	3	15%
Shiftwork	1	5%
Work Trauma	16	80%
Total	20	100%

Work Related - Vocational Issue



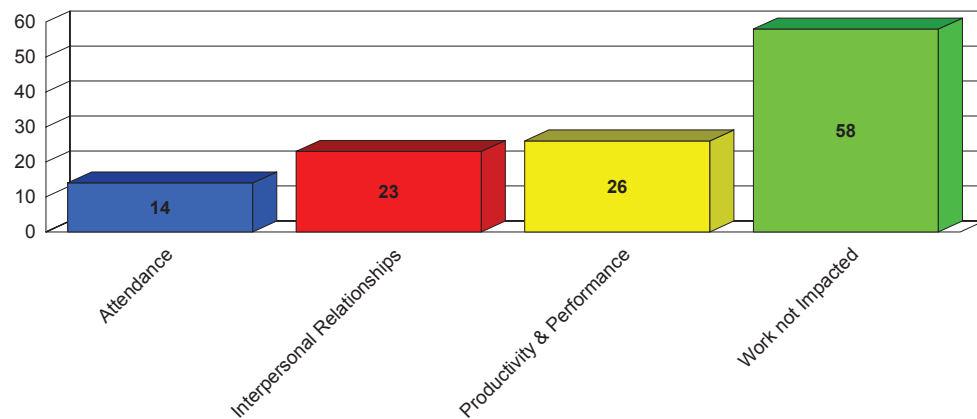
Work Role Change	2	29%
Work Satisfaction	2	29%
Worklife Balance	2	29%
Workload	1	14%
Total	7	100%

Related Work Impact



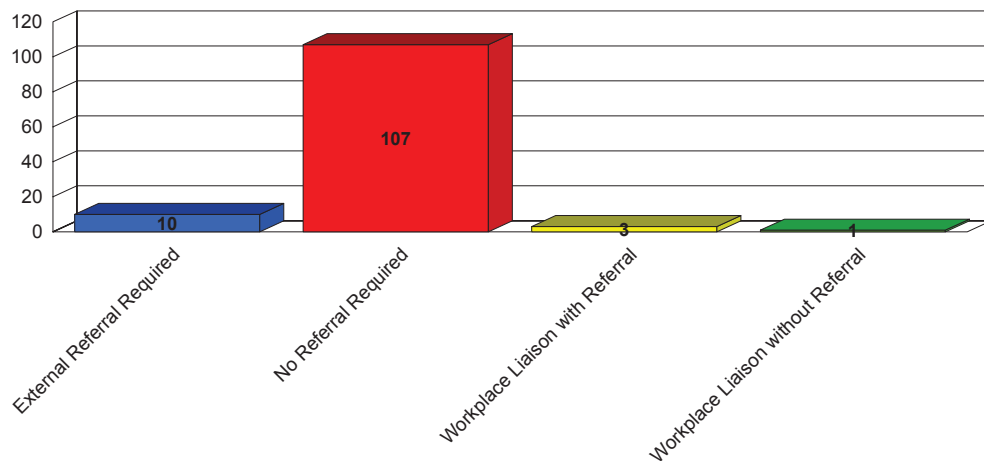
Family Member	1	1%
No Related Work Impact	57	47%
Related Work Impact	54	45%
Related Work Impact raised by Manager	9	7%
Total	121	100%

Nature of Work Impact



Attendance	14	12%
Interpersonal Relationships	23	19%
Productivity & Performance	26	21%
Work not Impacted	58	48%
Total	121	100%

Case Management



External Referral Required	10	8%
No Referral Required	107	88%
Workplace Liaison with Referral	3	2%
Workplace Liaison without Referral	1	1%
Total	121	100%

EAP managerAssist®

Total number of clients	6	clients
Average number of hours per client	1.00	hours
Number of new clients	6	clients
Number of new clients profiled	5.00	clients

Referral Source

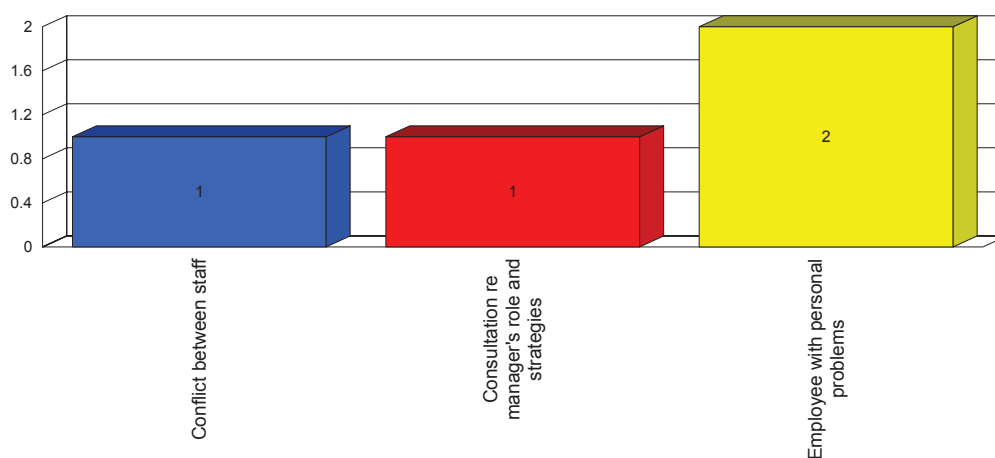


Initiated by Manager	5	100%
Total	5	100%

Issue with Referral

Behavioural problem at work	1	100%
Total	1	100%

Issue without referral



Conflict between staff	1	25%
Consultation re manager's role and strategies	1	25%
Employee with personal problems	2	50%
Total	4	100%

Trauma Management Services

Total case management hours 17.75 Hours

<u>Activity</u>	<u>Hours</u>
Administration (non-chargeable)	1.50
Liaison with management	2.50
Liaison with third parties	0.25
Trauma debriefing - out of hours	4.50
Travel - Chargeable	9.00

New Trauma Incidents Details

<u>Job No.</u>	<u>Location</u>	<u>Description</u>	<u>Date of First Service</u>
N216881	Walgett	Referred By: David Silver Incident: Staff frequently attending fatalities Incident Date: April-May Referral Date: 05/05/2008	5-May-2008

Satisfaction Survey Results

Total number of new clients	146	clients
Number of surveys received	11.00	Surveys
Response rate from new clients	7.53	%

Questions

Number of Responses

Efficient and courteous service provided by office staff

Very satisfied	8
Satisfied	3

Timely and convenient access to the service

Very satisfied	5
Satisfied	3
Dissatisfied	2
Very Dissatisfied	1

The overall organisation of the service

Very satisfied	2
Satisfied	6
Dissatisfied	3

The Counsellor's understanding of your problem

Very satisfied	8
Satisfied	3

The professionalism, interest, respect and courtesy of counsellor

Very satisfied	9
Satisfied	2

Level of satisfaction with the degree to which the counselling helped you deal with your problem

Very satisfied	4
Satisfied	5
Dissatisfied	2

If you had the need in the future, would you use the EAP service again?

No	3
Yes	8

Glossary

GENERAL

The report is accurate for the data received up to and at the close of the reporting period.

HISTORY OF SERVICE PROVISION - COMPARISON DATA

EAP Services

The New Clients Graph:

- reflects new EAP counselling and managerAssist® clients
- will not show data if there were zero clients referred in a period.

The Case Management Hours Graph

- reflects EAP counselling and managerAssist® *Case Management* hours.
- will not show data if there were zero hours utilised in a period.

Annualised EAP Utilisation as a % Staff Numbers

Annualised utilisation rate = New Clients/Total Employees x 100 x X

Annual report X = 1 Quarterly report X = 4

Bi-annual report X = 2 Monthly report X = 12

The *Annualised EAP Utilisation as a % Staff Numbers* Table will not show data if there were zero clients in a period. (i.e. will not show 0% utilisation).

Trauma Management Services

The Incidents Graph:

- reflects the *Total Number of Trauma Incidents* (new and ongoing) in a period.
- will not show data if there were zero Trauma Incidents in a period.

The Case Management Hours Graph:

- reflects the *Total Number of Trauma Service Hours* utilised in a period.
- will not show data if there was zero Trauma Service Hours utilised in a period.

DETAILED ANALYSIS

Client Service Details:

The *Average Number of Case Management Hours per Client* incorporates all case management activity including clients whom Did Not Attend (DNA).

Client Profiles:

The *Number of Employees profiled as new Clients* may not be equal the total *Number of New Clients*.

This may be the result of one or more clients who Did Not Attend (DNA), clients that are employee's family members, clients that participated in online counselling, or the data not being received at the time the report was written.

SUMMARY OF NEW CLIENT PROFILES

Graphs:

Data will not be shown graphically if there is only one category. Data details appear only as text.

If the *total* clients does not equal the total *Number of New Employees profiled as new clients* in the 'Detailed Analysis' section, it is because one or more clients did not respond to this question.