

# Benchmarking and EAPs

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# What is Benchmarking?

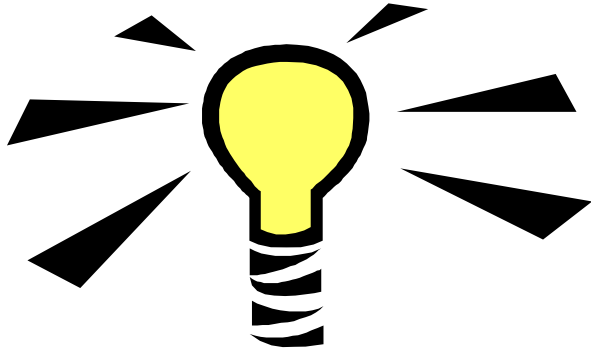
*“A point of reference from which quality or excellence is measured.”*

The Macquarie Dictionary

# Why has there been no benchmarking to date?

- Competition
- The tendering process
- Accountability
- Industry sophistication





# What can we learn from other Industries & Professionals?



What is the relevancy of  
benchmarking for EAPs?

# Perhaps Benchmark?

- Utilisation/Penetration rates
- Follow-up services provided
- Manager/Supervisor consultations
- Employee education programs
- Management training activities
- Organisational and noncase services (eg CISD)

# Pharmaceutical Industry Benchmarks

Utilisation rate	10%
Ease of access to services	99%
Did counselling assist the problem ?	84%
Would you use the service again ?	93%
Would you recommend EAP to others ?	93%
Did you know the service was available ?	91%
If you haven't used the service, would you if needed ?	76%

# Mental Health of Australian Adults (1997)

Aust. Bureau of Statistics/WHO

- Surveyed 13,600 adults
- ICD 10 - Affective, Anxiety, Drug & Alcohol
- 16.9% f/t employment - diag. disorder
- 19.9% p/t employment - diag. Disorder

\*\* 17.3% sought any intervention!!

# Mental Health of Australian Adults (1997)

Aust. Bureau of Statistics/WHO

12 - 16% diag. Disorder (12months) - no intervention

**Australia** - Industry standard utilisation/penetration rate  
3-5% ??

# The Benchmarking Process

## STAGE

## ACTIVITY

Focus

EAP implementation

Analyse

How is success measured?

Develop

Establish optimum targets

Implement

Carry through and evaluate

# Recommendations

1. Industry-wide benchmarks (external sources)
2. Include benchmarking in the tendering process
3. Evaluation of benchmarks (external, e.g. ABS and WHO)
4. Research and evaluation