If you have accessed the Employee Assistance Program (EAP), FedUni would like to receive feedback from you. Your comments will help improve the delivery of the service.

Please take a minute to complete the form and return it anonymously via internal mail to:

**Injury Management and Wellbeing Coordinator**

**Human Resources, Federation University Australia, Mt Helen Campus**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **How do you rate the EAP Services** | **Excellent** | **Good** | **Average** | **Poor** |
| Establishing contact with EAP(Finding the number, having the call answered or returned) | [ ]  | [ ]  | [ ]  | [ ]  |
| Courtesy/helpfulness of the staff answering your call | [ ]  | [ ]  | [ ]  | [ ]  |
| Waiting time to get an appointment | [ ]  | [ ]  | [ ]  | [ ]  |
| Ease of arranging the appointment | [ ]  | [ ]  | [ ]  | [ ]  |
| Counsellor’s level of understanding/concern for your issue(s) | [ ]  | [ ]  | [ ]  | [ ]  |
| Counsellor’s helpfulness | [ ]  | [ ]  | [ ]  | [ ]  |
| If you were referred to an outside counsellor or support service, please indicate your level of satisfaction | [ ]  | [ ]  | [ ]  | [ ]  |
| Outcome of addressing your issue(s) through EAP | [ ]  | [ ]  | [ ]  | [ ]  |
| My overall experience with the EAP service was | [ ]  | [ ]  | [ ]  | [ ]  |

|  |  |  |
| --- | --- | --- |
|  | **Yes** | **No** |
| Would you use the EAP service again | [ ]  | [ ]  |
| Would you recommend the EAP to another staff member  | [ ]  | [ ]  |

|  |
| --- |
| How did you find out about the EAP: |
| [ ]  Manager/Supervisor  | [ ]  | HR Business Partner |
| [ ]  FedUni Website | [ ]  | Recommendation from another staff member |
| [ ]  | Other  |       |

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| --- |
| **Do you have a specific comment or complaint\* about the EAP service provided** |
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|       |
|       |

**\**Note If you have a complaint about the EAP service that you would like the University to act on, please contact the Injury Management and Wellbeing Coordinator for confidential assistance on 5327 6197.***

**Thank you for your assistance.**