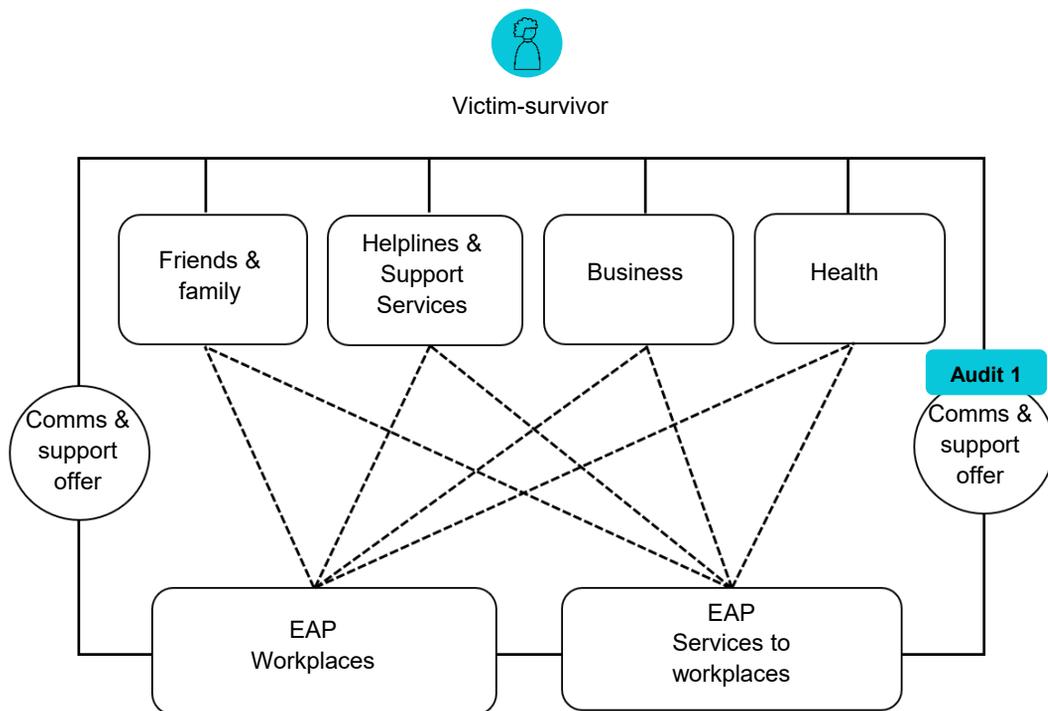


EAP Provider data and insights: No Hidden Door – EAP customised reports

Victim-Survivors have limited visibility of EAPs being an informed and ready responder to domestic and family violence, yet EAPs are heavily cited as a workplace response. In 2018, the Workplace Gender Equality Agency (WGEA) reported that the most commonly cited measure Australian employers say they offer employees experiencing domestic and family violence is access to their company's Employee Assistance Program (EAP) with 77 per cent of organisations reporting they offer this.

WGEA, 2018, 'Australia's Gender Equality Scorecard: Key findings from the Workplace Gender Equality Agency's 2017-18 reporting data'

Victim-survivors may explore public-facing websites to make sense of their experiences of violence and abuse. They may also browse public-facing websites to explore their options for support and to discern their safest options. The map below illustrates various 'doors' to support upon which a victim-survivor may consider and rely.



The **No Hidden Door** audit:

- Looked at EAP websites to understand the possible user experience for a victim-survivor, a supportive family member or friend, and for an external referrer.
- Asked questions important to victim-survivors (the importance and consequences may vary vastly between victim-survivors).
- Assumed no reliance on prior knowledge or contact with the service system when seeking information and support for DFSV.



Customised Report: Insight Exchange is providing a customised *No Hidden Door* report (with accompanying guidance) to the EAPs audited within the *No Hidden Door* project. The customised report reveals the unpublished provider specific results from the audit so that the EAP can address gaps without delay and with guided support.