

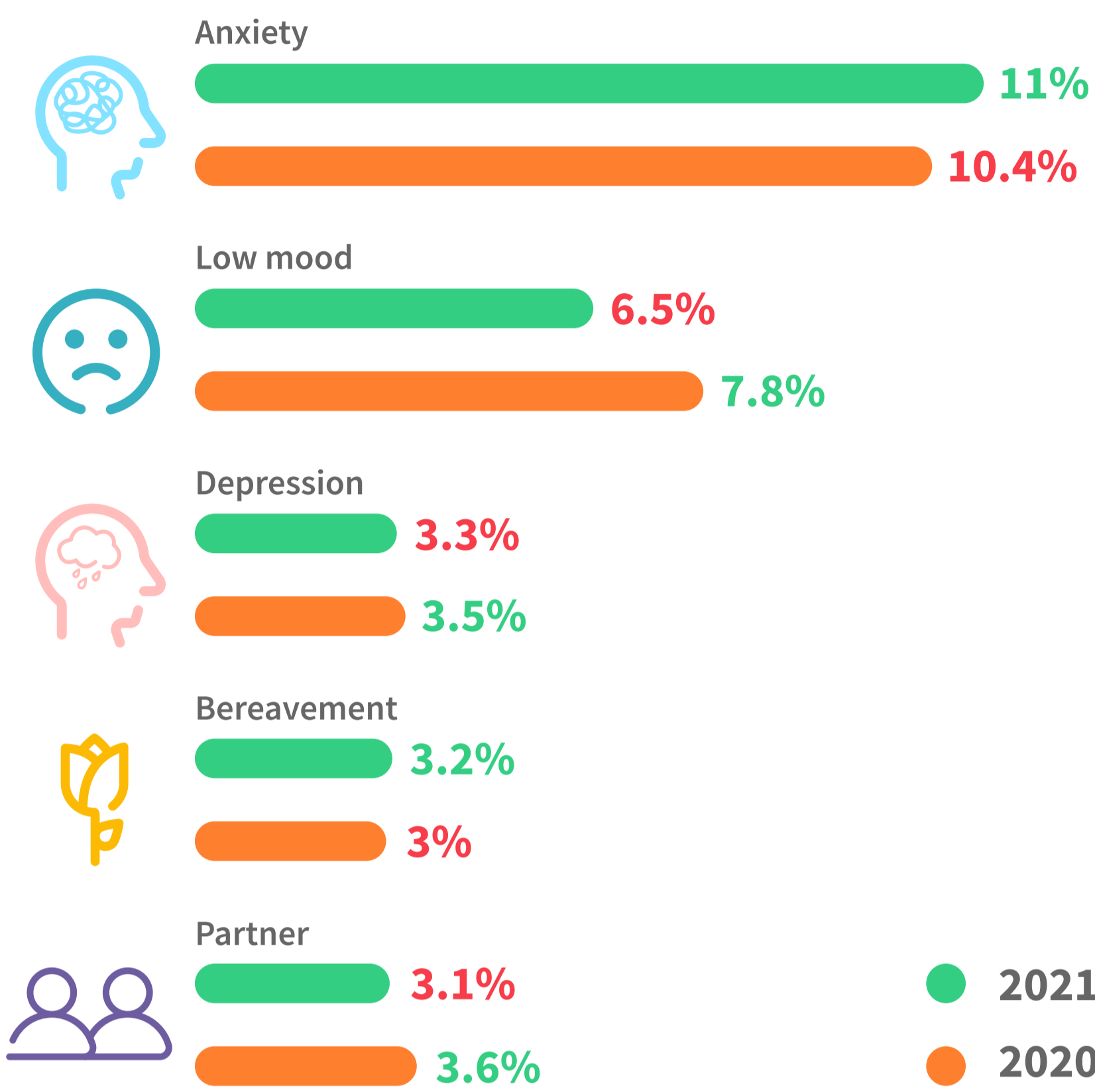
# Service highlights from 2021



**294,411**  
calls received

↑ increased from  
272,223 in 2020

## Top 5 counselling call reasons:



**17,595**

EAP and SAP  
Manager Referrals  
received



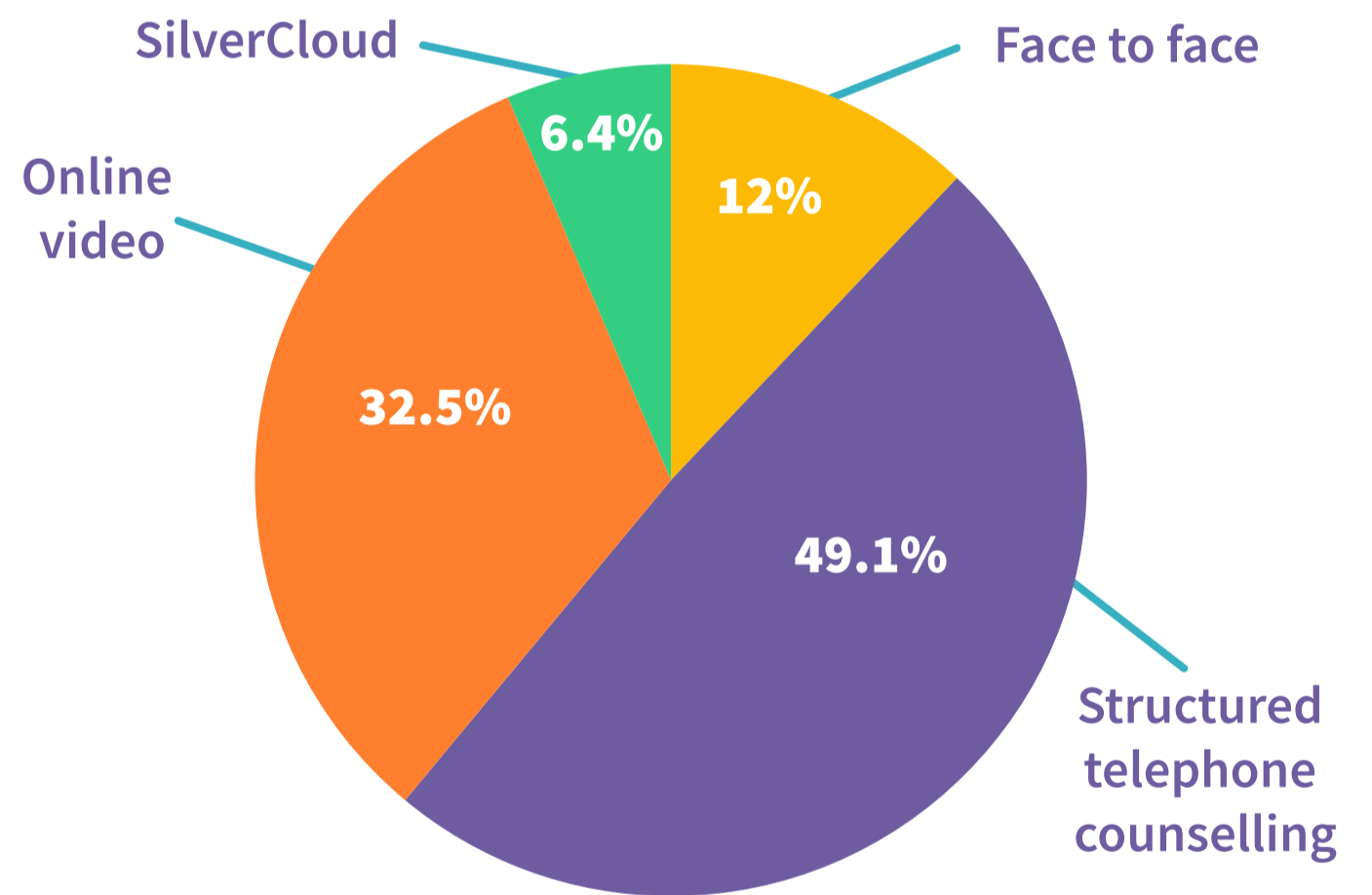
**34,409**  
legal cases supported  
by the legal team

Average course  
of counselling

**5.1**  
sessions

**53,686**  
cases matched for  
structured counselling

↑ increased from  
40,682 in 2020



**370**

Critical Incident  
Stress Management



**402**

Workshops and  
webinars



**139**

MHFA courses  
completed



**907**

Structured Professional  
Support sessions  
completed



**136**

Enhanced Psychological  
Referrals completed

**5,170**

Occupational health  
assessments completed

