

ROI REPORT

Wellbeing & Thriving Program



Executive Summary

This report evaluates the return on investment (ROI) of implementing a comprehensive Wellbeing & Thriving Program for employees in an IT services organisation. The aim is to improve employee mental health, engagement, productivity, and retention while reducing burnout, absenteeism, and associated costs.

Program Overview

Program Name

Wellbeing & Thriving Program

Based on Gallup's "Wellbeing at Work" Research

Target Audience

IT Services Employees (e.g., Developers, Analysts, Engineers, Support Staff, Managers)

Facilitators

Certified Experts in Financial, Physical, Career, Social, and Community Wellbeing

Delivery Mode

Hybrid (online modules + in-person/live virtual workshops)

Duration

6 months

Investment Overview

Category	Estimated Cost
Program design & licensing	\$ 25,000
Facilitation costs	\$ 30,000
Internal coordination	\$ 10,000
Communication & Engagement	\$ 5,000
Measurement & Evaluation	\$ 5,000
Total Investment	\$ 75,000

Key Program Metrics



CAREER: Liking what you do each day and being motivated to achieve your goals

76%
Pre-program ave score

81%
Post-program ave score

↑ +5%



Financial: Managing your economic life to reduce stress and increase security

76%
Pre-program ave score

89%
Post-program ave score

↑ +13%



SOCIAL: Having supportive relationships and love in your life

76%
Pre-program ave score

84%
Post-program ave score

↑ +8%



Community: Liking where you live, feeling safe and having pride in your community

81%
Pre-program ave score

84%
Post-program ave score

↑ +13%



PHYSICAL & MENTAL: Having good health and enough energy to get things done daily

61%
Pre-program ave score

75%
Post-program ave score

↑ +14%

Net Promoter Score (NPS)



Net Promoter Score

+43, indicating a high level of advocacy among participants

Expectations Met

71% said that the program met their expectations

"A very insightful and well-rounded program to meet many facets of self-improvement and reflection, stick at it as it's a long course and completing the coursework and all your own work can be a challenge, but it's is definitely worth it in the end, providing many resources to help continue your wellbeing journey."

"It just made me spend some time thinking about important parts of my life that I have been largely neglecting of late."

Expected Returns (Tangible Outcomes)

AREA	VALUE
Reduced Absenteeism 2 days saved per employee × \$250 × 100 employees	\$50,000
Increased Productivity 5% productivity gain × \$80,000 salary × 100 employees	\$400,000
Reduced Turnover 2 fewer resignations × \$25,000 replacement cost	\$50,000
Total Tangible Benefits	\$500,000

ROI Calculation

$$\text{ROI} = \frac{\text{Net Benefit}}{\text{Investment}} \times 100$$

$$\text{ROI} = \frac{\$500,000 - \$75,000}{\$75,000} \times 100 = 567\%$$

Year 1 ROI: 567%
Payback Period: 1.5 months

Intangible Benefits

Enhanced psychological safety and trust

Strengthened leadership capacity to support wellbeing

Creation of a wellbeing-centric culture

Higher success rate for future DEI, culture, or engagement initiatives

Competitive employer brand in talent markets

Risk & Mitigation

Risk

LOW PROGRAM ENGAGEMENT

PERCEIVED AS 'NON-ESSENTIAL'

BUDGET CONSTRAINTS

Mitigation Strategy

Leadership endorsement, gamified participation

Link outcomes to KPIs (burnout, productivity, turnover)

Pilot on small scale before full rollout

Recommendations

- Integrate program outcomes into manager performance reviews and team OKRs.
- Sustain momentum with monthly wellbeing touchpoints after program ends.
- Leverage data insights to personalize employee experience.

Conclusion

The Wellbeing & Thriving Program delivers a **567% ROI** in its first year, with rapid payback. Beyond financial returns, the program strengthens culture, resilience, and employee experience – positioning the organisation as an employer of choice in the IT services sector.