

EMPLOYEE ASSISTANCE PROGRAM & VOLUNTEER ASSISTANCE PROGRAM

FREQUENTLY ASKED QUESTIONS

SportWest, through our True Sport Mental Health and Wellbeing Initiative, in partnership with the Department of Local Government, Sport and Cultural Industries, have collaborated with Access Wellbeing Services (AWS) to provide expert and professional psychological wellbeing services to support member employees and to support volunteers in the sporting community.

What is an Employee Assistance Program (EAP) and Volunteer Assistance Program (VAP)?

Employee Assistance Programs aim to support staff with their mental health and wellbeing via a range of support services including:

- Counselling Services
- Manager Initiated Referral
- Management Support
- Access Training
- Critical Incident & Onsite Response
- Conflict Management
- Wellness Checks

SSA employees will be eligible for six (6) one-hour sessions under the program. Additional AWS services may be accessed by employees at an additional cost to their SSA.

Volunteer Assistance Program will allow State Sporting Associations to extend these support services to members (including volunteers, participants and parents supporting clubs and individuals) who experience a critical incident. The VAP also includes up to six (6) one-hour sessions with a counsellor as well in a bid to proactively support our volunteers and club members.

What services are included in the SportWest EAP/VAP Program?

Eligible EAP members may automatically access the following services:

- Counselling Services – up to six (6) one-hour sessions
- Critical Incident & Onsite Support
- Wellness Checks

The following services may still be accessed but SportWest must be consulted prior to confirming services with AWS to determine which organisation shall be billed for the service:

- Manager Initiated Referral
- Management Support
- Access Training
- Conflict Management

Who are Access Wellbeing Services (AWS)?

Access Wellbeing Services (AWS) is a social enterprise division of Centrecare Incorporated, providing high-quality Employee Assistance Program (EAP) solutions to government, corporate, and community organisations.

AWS are a Level 1 member of the Employee Assistance Professional Association of Australasia (EAPAA), demonstrating our commitment to the development of best practices for EAP in Australia. A Western Australian run and operated social enterprise offering personalised account management.

<https://accesswellbeingservices.com.au/about-us/>

Which SSAs and Organisations are eligible for this program?

Eligible member organisations must meet the following criteria:

EAP:

- State Sporting Associations (SSAs)
- SSAs that do not already have an EAP service provided by a national governing body.
- Current SportWest membership with all fees paid in full.
- Any other SportWest member organisations as approved by SportWest management.

VAP:

- State Sporting Associations (SSAs) with under 30 full time employed staff.
- SSAs deemed ineligible for EAP services due to having access to EAP services through a national body can access VAP if the SSA has fewer than 30 full time employees
- Current SportWest membership with all fees paid in full.

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How do SSAs and Organisations sign up?

If you'd like to access this service, please contact truesport@sportwest.com.au to ensure your organisation has been added to the eligible organisations database with Access Wellbeing Services.

What costs are involved?

No cost is associated with members joining the program. Services outside of this scope or in addition to funded services (listed above) are accessible at the SSAs/organisations own cost.

How do I contact AWS to access services?

EAP and VAP services critical in nature (listed above) may be accessed automatically by eligible SSAs by contacting AWS directly. Organisations should inform AWS that they are part of the SportWest program and provide the name of their organisation.

Office Hours:

Monday and Friday 9:00am – 5:00pm
Tuesday, Wednesday & Thursday 9:00am – 8:00pm

Phone: (08) 9288 2233
24h/7: 1300 66 77 00
Web: www.accesswellbeingservices.com.au
Email: admin@accesswellbeingservices.com.au

Both EAP (SSA staff) and VAP (clubs and community associated with an eligible EAP) – can call AWS directly for confidential support. When talking to AWS simply provide the name of your organisation and explain that you are part of the SportWest program. No names or specifics of services will be provided to SportWest or your organisation. For club level volunteers, provide the name of the sport you are involved in only.

What services are available following a critical incident i.e. death of a member, traumatic/severe injuries etc.

The relevant SSA/organisation must contact SportWest first to request access to AWS's Grief and Loss group counselling sessions. There is no limit to accessing these sessions, but for records and billing reasons, the relevant SportWest staff member must first sign off on this with AWS.

Are additional (non-critical incident related) services able to be accessed?

Yes, AWS additional services may be accessed by members at own cost (pending situation). SportWest will need to facilitate and approve any additional services. Members will then be billed by SportWest for additional services by SportWest.

Email: truesport@sportwest.com.au or call the office on 9387 8100 to coordinate access to out of scope or additional services

Is regional support available?

Depending on location, AWS may be able to provide face to face regional counselling services at no additional cost. However, due to funding constraints, counselling may need to be provided online via Teams for areas without AWS coverage. SportWest pilot program will only fund Teams meetings and no additional regional costs.

What if a member or staff does not attend a scheduled session or changes their mind?

AWS has a 24hr cancellation policy in place, therefore cancellations or 'no shows' may still incur costs or count as a members allocation of funding in the current pilot program.

What additional services available and what are the associated costs?

	Fee for Service (excl. GST)*
Counselling Metro Face-to-Face in the Perth Metro area, Online and Telephone Delivery	\$170 p/hr
Counselling (Regional) Face-to-Face delivery in the South-West, Wheatbelt, Gascoyne and Goldfields regions of WA	\$200 p/hr
Counselling (Remote) Face-to-Face delivery in the East Kimberley, West Kimberley, and Pilbara regions of WA	\$240 p/hr
Counselling (After Hours, 24/7) Telephone delivery outside of normal business hours	\$220 p/hr
Case Management and Referral to Specialist Services Online and Telephone Delivery	\$170 p/hr
Critical Incident Response Perth Metro Face-to-Face in the Perth Metro area	\$200 p/hr
Critical Incident Response Regional Face-to-Face delivery in the South-West, Wheatbelt, Gascoyne and Goldfields regions of WA	\$230 p/hr
Critical Incident Response Remote Face-to-Face delivery in the East Kimberley, West Kimberley, and Pilbara regions of WA	\$250 p/hr
On Site Support (Non-Critical Incident) Perth Metro Face-to-Face in the Perth Metro area	\$180 p/hr
On-Site Support (Non-Critical Incident) Regional Face-to-Face delivery in the South-West, Wheatbelt, Gascoyne and Goldfields regions of WA	\$200 p/hr
Onsite Support (Non-Critical Incident) Remote Face-to-Face delivery in the East Kimberley, West Kimberley, and Pilbara regions of WA	\$230 p/hr
Conflict Management Perth Metro – Facilitated Discussion Face-to-Face in the Perth Metro area	\$200 p/hr
Conflict Management Perth Metro – Mediation Face-to-Face in the Perth Metro area	\$250 p/hr
Supervision – Individual Face-to-Face in the Perth Metro area, Online and Telephone Delivery	\$180 p/hr
Supervision – Group Face-to-Face in the Perth Metro area	\$240 p/hr
Wellness Check Online and Telephone Delivery	\$180 p/hr
Training – Half Day Face-to-Face Delivery	Upon Request
Training – Full Day Face-to-Face Delivery	Upon Request
Travel Time	\$140 p/hr
Travel Expenses	Sat cost
Provision of Written Reports (excluding Utilisation Reports)	\$150 per report

Prices listed are an indication of current AWS fee structure only. Quotes should be sought on a case-by-case basis to establish pricing for a specific incident.

Information is correct as of: 6 June 2025