

SportWest, through our True Sport Mental Health and Wellbeing Initiative, in partnership with the Department of Creative Industries, Tourism and Sport, have collaborated with PeopleSense by Altius to provide expert and professional psychological wellbeing services to support member employees and to support volunteers in the sporting community.

GENERAL

1. What has changed with the EAP and VAP?

True Sport has transitioned to a new provider, **PeopleSense by Altius**, to deliver Employee and Volunteer Assistance Program (EAP & VAP) services, offering expanded support and improved accessibility across Western Australia.

2. What do the EAP and VAP provide?

The programs offer **free, confidential support** for employees and volunteers, covering personal, professional, and wellbeing needs.

WHAT'S INCLUDED

3. How many counselling sessions are available?

Eligible users can access **up to six (6) free and confidential counselling sessions per person.**

4. Who can access the service?

- Employees of eligible SportWest member organisations.*
- Volunteers within affiliated clubs and organisations.

**Eligible organisations have already enrolled in the Altius system for quick, easy access with no extra setup required.*

5. What types of support are available?

Support includes:

- Up to six free, confidential counselling sessions per person.
- Support for employees and volunteers.
- Help with personal and work-related concerns.
- 24/7 critical incident response support.
- Phone, online, and face-to-face support options (where available).
- Workplace wellbeing programs and initiatives.
- Practical support including nutrition, exercise, and financial advice.
- Access to the AltiusLife wellbeing app and resources.
- Online dashboard to book and manage services.

EMPLOYEE ASSISTANCE PROGRAM & VOLUNTEER ASSISTANCE PROGRAM

FREQUENTLY ASKED QUESTIONS

WHAT'S INCLUDED (CONTINUED)

6. What additional tools are included?

You also receive access to:

- AltiusLife digital wellbeing platform and app
- Online dashboard to book and manage services
- A range of self-guided wellbeing resources

ACCESSING SUPPORT

7. How do I book counselling or support services?

Appointments can be booked online:

- Booking link: peoplesense.au/H53-A82
- Booking code: **H53-A82**

Eligible SportWest members are already set up in the system for easy access.

8. What access options are available?

You can access support via:

- Phone
- Online (virtual sessions)
- Face-to-face sessions (where available across WA)

CRITICAL INCIDENT SUPPORT

9. Is immediate support available in emergencies or critical incidents?

Yes. **24/7, 365-day critical incident support** is available.

10. How do I access urgent support?

Call **1300 307 912** and press “2” to connect to the critical support line.

ALTIUSLIFE APP

11. What is AltiusLife?

AltiusLife is a **digital wellbeing platform** offering tools, resources, and support to help you manage your wellbeing.



12. How do I access AltiusLife?

- Download **AltiusLife** via the App Store or Google Play
- Website: sportwest.altiuslife.com.au
- Registration code: **H53-A82**

TRANSITION TO NEW PROVIDER

13. What happens if I'm currently using Access Wellbeing Services?

You can continue your existing counselling with Access Wellbeing Services until **17 June 2026**.

14. Who handles new bookings?

All **new appointments are now managed by PeopleSense by Altius**.

15. Will there be any disruption to services?

No. The transition is designed to ensure **no interruption** to support services.

BENEFITS OF THE NEW PROVIDER

16. What are the key benefits of the new EAP/VAP?

- Greater coverage across **metro, regional, and remote WA**.
- Access to a **large network of qualified professionals**.
- Improved **digital access and on-demand support**.
- Enhanced support for **regional and remote communities**.

SUPPORT & RESOURCES

17. What resources are available to organisations?

Organisations will receive:

- PeopleSense Welcome Brochure
- Customised onboarding pack
- Communication templates
- Launch guidance and timeline
- Booking posters for easy promotion

CONTACT

18. Who can I contact for more information?

For questions or support, contact the True Sport team for eligibility and for further information.



[\(08\) 9387 8100](tel:(08)93878100)



truesport@sportwest.com.au



truesport.com.au

EMPLOYEE ASSISTANCE PROGRAM & VOLUNTEER ASSISTANCE PROGRAM

FREQUENTLY ASKED QUESTIONS

SERVICE FEES & TERMS

19. What additional services are available and what are the associated costs?

Key fees associated with the services covered by this agreement are as follows.

Item	Unit	Price (Excl. GST)
Psychological Support (EAP Counselling)	Per hour	\$195.00
Family Support (Counselling - Includes couples' therapy)	Per hour	\$195.00
Psychological Support (Counselling - Regional Affiliate)	Per hour	\$210.00
Psychological Support (Counselling - After Hours Crisis)	Per hour	\$210.00
Psychological Support (Counselling - Mental Health Chat)	Per Hour	\$210.00
Manager Assistance Program (MAP)	Per hour	\$210.00
Welfare Calls	Per hour	\$210.00
Critical Incident Response (CIR) Management	Per hour	\$250.00
Onsite Support (other than CIR)	Per hour	\$195.00
Wellbeing Support - Career Redirection Support	Per hour (3 hours required)	\$210.00
Wellbeing Support - Exercise Physiology	Per hour (3 hours required)	\$210.00
Wellbeing Support - Financial Assist	Per hour (3 hours required)	\$210.00
Wellbeing Support - Legal Assist	Per hour (3 hours required)	\$210.00
Wellbeing Support - Nutrition Support	Per hour (3 hours required)	\$210.00