

## EAP/VAP FAQ

SportWest has partnered with Access Wellbeing Services (AWS) to provide expert and professional services to support State Sporting Association (SSA) employees and to support volunteers in the sporting community if a critical incident occurs. This is a pilot program, commencing on 1 November 2023 until 30 June 2024.

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

Employee Assistance Programs are aimed at supporting staff through a range of support services including:

- Counselling
- Professional Development
- Professional Supervision
- Employee Assistance Programs
- Management Support
- Critical Incident Response
- Conflict Management
- Wellness Checks

Volunteer Assistance Program will allow State Sporting Associations to provide support services to members (including volunteers, participants and parents supporting clubs and individuals) who experience a critical incident.

### ***What services are included in the SportWest EAP Program?***

EAP services available are:

- Counselling Service
- Critical Incident Management
- Wellness Checks

SSA employees will be eligible for 3 x 1-hour sessions under the pilot program. Additional AWS services may be accessed by employees at an additional cost to their SSA.

### ***What services are included in the SportWest VAP Program?***

VAP services available will include critical incident response under the following circumstances:

- A death or major incident at a sporting event.
- A death or major incident of a member causing further distress in the community.
- Significant member protection incident for a volunteer.

Organisations (SSAs and affiliated members) will be eligible for up to 4 hours of support under the pilot program. Additional services may be accessed by SSAs at their own cost. VAP services to be facilitated by SSAs on behalf of their affiliated members.

VAP services will be available for up to 3 funded incidents per SSA each year.

### ***Who are Access Wellbeing Services (AWS)?***

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 are eligible for the pilot program?***

Eligible SSAs must meet the following criteria:

### **EAP:**

- Be a current SportWest member
- Have under 30 full time equivalent (FTE) employees. (SSA sub-contractors are not eligible).
- SSAs must not have currently in place an EAP service provided by a national governing body.

### **VAP:**

- Be a current SportWest member
- Have under 30 full time equivalent (FTE) employees. (SSA sub-contractors are not eligible).

\*Note – an organisation that is not eligible to access the EAP services due to having an existing service in place from a national body may still access VAP services as long as they have less than 30 FTE.\*

## ***How do SSAs sign up?***

A EOI survey was sent to members asking for interest in participating in the pilot program. Additionally, the survey asks for some basic data to assess eligibility and inform future funding requirements and program design.

## ***What if my SSA is not eligible for the pilot SportWest EAP Program?***

Completing the EOI survey will help to inform SportWest of the need of the industry and allow us to plan for future programs and source required funding so that eligibility could be potentially extended in the future.

## ***What costs are involved?***

No cost is associated with members joining the pilot program. Services out scope or in addition to funded services (listed above) are accessible at the SSAs own cost.

## ***How long will the pilot program run for?***

The pilot program will run from the 1<sup>st</sup> of November 2023 to the 30<sup>th</sup> of June 2024 (or until allocated funding is exhausted).

## ***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	9.00 a.m. to 5.00 p.m.
Tuesday, Wednesday and Thursday	9.00 a.m. to 8.00 p.m.

Telephone: (08) 9288 2233  
24h/7: 1300 66 77 00  
Web: <http://www.accesswellbeingservices.com.au>  
Email: [admin@accesswellbeingservices.com.au](mailto:admin@accesswellbeingservices.com.au)

EAP (SSA staff) – 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.

VAP (clubs and community) – members SSAs will need to facilitate this process and communicate with AWS around the type of incident and support needed. Again, SSAs will need to provide the name of your organisation and explain that you are part of the SportWest program. Please note that cancellation fees can apply if services are cancelled last minute.

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

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

Email: [rhysking@sportwest.com.au](mailto:rhysking@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 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/Telephone/Video)	\$170 p/hr**
Counselling (Regional Face to Face)	\$180 p/hr**
Counselling (Remote Face-to-Face)	\$240 p/hr
Counselling (After Hours / Urgent)	\$220 p/hr
Case Management and Referral to Specialist Services	\$170 p/hr
Manager Support (per 15 min free)	\$45 per extra 15 min
Coaching	\$180 p/hr
Consultations	\$180 p/hr
On Site Support (not part of a Critical Incident)	\$180 p/hr
Critical Incident Management	\$200 p/hr
Conflict Management – Facilitated Discussion	\$190 p/hr
Conflict Management – Mediation	\$250 p/hr
Supervision – Individual	\$180 p/hr
Supervision – Group	\$240 p/hr
Wellness Check	\$180 p/hr
Training - Half Day	Upon Request
Training - Full Day	Upon Request
Travel Time	\$140 p/hr



Travel Expenses	\$At 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: 6/11/2023