



COMMUNITY ASSISTANCE PROGRAM (CAP)

What does the CAP mean for you?

Rail Project Victoria's Community Assistance Program allows you to feel comfortable knowing that you or your immediate family members can confidentially discuss any work or personal issues that are an inevitable part of life.

What CAP assists you with?

CAP provider, Optum, will help you to identify, explore and manage any issues impacting your life, which can include:

- Conflict and communication
- Maximising performance
- Depression, anxiety and stress
- Relationship and marital problems
- Children or family member concerns
- Grief and bereavement
- Elder care issues
- Addictions
- Career path issues
- Retirement
- Work life balance
- Work stress

What you need to know

Who are the counsellors?

All Optum counsellors are highly professional qualified psychologists and social workers, with peak industry body accreditation and experience.

Where does counselling take place?

It's up to you! We can provide counselling services over the phone or off-site, face to face at one of our national locations.

Who pays for the service?

Rail Projects Victoria has fully subsidised the CAP so it's free to you and any eligible immediate family members.

How long are CAP Sessions?

Each CAP session lasts about an hour and you're entitled to 3 sessions. You will also have access to the new member portal, which has an abundance of wellbeing resources and self-help tools.

Make an appointment

By calling the number below you can arrange an appointment in Australia or New Zealand at a convenient time and location.

Australia: 1300 361 008

New Zealand: 0800 155 318

Access Member Portal

Visit the www.livewell.optum.com and enter your access code as below:

Access Code: capmelbourne