



COMMUNITY ASSISTANCE PROGRAM (CAP)

The Community Assistance Program (CAP) is a free professional counselling support service for residents, business owners and their immediate families impacted by the construction of the Metro Tunnel Project.

CAP can support you to discuss work, life or any personal issues in a safe and confidential environment with qualified psychologists and social workers.

The Metro Tunnel Project has commissioned leading health services provider, Lifeworks, to deliver this support service.

How can we help?

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

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

Where does counselling take place?

CAP provides counselling services over the phone or face-to-face at one of Lifeworks' locations around Victoria.

Who are the counsellors?

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

Who pays for the service?

Rail Projects Victoria, the authority overseeing the Metro Tunnel on behalf of the Victorian Government, has fully subsidised CAP for residents, business owners and their immediate families.

How many counselling sessions can I receive?

Each person who receives the CAP service is entitled to three one-hour sessions. Each person will also receive access to Lifeworks' new member portal, which has an extensive collection of wellbeing resources and self-help tools.

Make an appointment

Call the number below to arrange an appointment at a convenient time and location for you.

1300 361 008