

COMMUNITY ASSISTANCE PROGRAM (CAP)

Rail Projects Victoria (RPV) is the Victorian Government body responsible for the delivery of Melbourne Airport Rail, the Metro Tunnel Project, Regional Rail Revival, Sunbury Line Upgrade and the Geelong Fast Rail.

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 these major projects.

CAP can support you to discuss work, life or any personal issues in a safe environment with qualified psychologists and social workers. RPV has commissioned leading health services provider, New View Psychology (NVP), to deliver this support service.

NVP is an independent third party. You can rest assured that the service is strictly confidential. NVP abides by mandatory Privacy Acts & Principles and also Professional Standards and Codes of Ethics.

How can we help?

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

- Stress
- Anxiety & low mood
- Anger & emotional regulation
- Grief & loss / adjustment difficulties
- Family issues / impact
- Sleeping problems
- Financial distress
- Impact on livelihood
- Difficulty coping with change
- Displacement
- Difficulty coping with environmental stressors (noise, dust & construction impacts)
- Addiction problems in order to cope with change (increase in use of alcohol, smoking or other drugs).

Where does counselling take place?

CAP provides counselling services via phone, video modalities and face-to-face at one of NVP's locations around Victoria.

Who are the counsellors?

NVP's 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, 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 household or business accessing the CAP service is entitled to six one-hour sessions.

Make an appointment:

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

Call **1300 830 687** and quote client code "RPV".