

MTIA Community Assistance Program (CAP)

Major Transport Infrastructure Authority (MTIA) works closely with the Department of Transport in planning, delivery and construction of major transport projects.

The Department of Transport and MTIA ensure major construction activities and disruptions are coordinated across the transport network, including plans to keep people moving through major works periods. The MTIA is responsible for the delivery of over 165 major transport projects in Victoria. It is made up of 5 project teams:

- Level Crossing Removal Project
- Major Road Projects Victoria
- North East Link Project
- Rail Projects Victoria
- West Gate Tunnel Project.

The Community Assistance Program (CAP) is a confidential 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. MTIA has engaged 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 NVP can 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
- Addiction problems in order to cope with change (increase in use of alcohol, smoking or other drugs)
- Financial distress
- Impact on livelihood
- Difficulty coping with change
- Sleeping problems
- Displacement
- Difficulty coping with environmental stressors (noise, dust and construction impacts)

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 qualified psychologists and social workers, with peak industry body accreditation and experience.

Who pays for the service?

MTIA, on behalf of the Victorian Government, has fully subsidised CAP for residents, business owners and their immediate families impacted through the development and delivery of major transport infrastructure projects delivered by MTIA.

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

Arrange an appointment at a convenient time and location for you by calling this number:

1300 830 687 and quote the relevant project client code:

Project Name	Client Code
Level Crossing Removal Project	CSLX
Major Road Projects Victoria	MRPV
North East Link Project	NEL
Rail Projects Victoria	RPV
West Gate Tunnel Project	WGTP