



COMMUNITY OF AVIATION
PEER SUPPORT

HELPING TO BUILD A COMMUNITY OF CONNECTED PEERS WITHIN THE AVIATION INDUSTRY

Our Program and Support Services are working to establish a network within the Aviation Industry. The goal? To foster a sense of connection and help build resilience among industry peers. By creating a supportive space, we're crafting a more interconnected and robust community for those in aviation.

WHAT IS CAPS?

The Community of Aviation Peer Support (CAPS) Program is an initiative that offers a network of trained volunteer peers specifically for independent aircraft operators in Australia.

Recognising that independent and regional operations often lack access to the formal social supports offered by larger employers, CAPS provides a structured support network. It offers a platform where individuals facing personal, relationship, work or other issues, can reach out to a network of well-trained, coordinated peers for necessary assistance. The levels of support provided are personalised, ensuring everyone receives the help they need.

In the world of aviation, the significance of having peers is truly immeasurable. True peer support creates an environment in which people can grow, connect and thrive. It helps people who are passionate about helping others to get together, exchange ideas, support people through their challenges, and build a strong sense of belonging amongst industry enthusiasts.

HOW DO I GET HELP?

Visit the website to explore our readily available Peer Supporters under the CAPS Program and select your favoured Peer through the contact button.

We ensure a smooth connection with your selected Peer Supporter who will reach out to you within 48 hours of your request. From there everything is between you and your Peer Supporter, with CAPS there to ensure the connection remains strong.

Support comes in various forms - face-to-face, over the phone, or via video. Feel free to discuss any topic and seek support in any area.

Your Peer Supporter is there to listen and provide the assistance you need. If additional help is required, your Peer will guide you in finding it.



PEER SUPPORTERS




Our CAPS Program is designed to promote a community of trained Peer Supporters within the Aviation Industry. These are pilots and other safety-critical personnel who volunteer to provide support. They've had real-life experiences that help them empathise, support and guide people to get their lives back on track.

Each Peer Supporter completes a rigorous industry-standard training program, with ongoing education as long as they serve in this role. They are equipped to identify and respond to various life challenges, and they have a wealth of knowledge about available resources, ensuring you are directed to the right assistance if needed.

Confidentiality and privacy are cornerstones of their training, as is the art of listening - attentively and without judgment. Moreover, our Peer Supporters have the backing of professional psychologists and experts from various fields, ensuring a robust support system if additional help is necessary.

PARTICIPATE AS A VOLUNTEER PEER SUPPORTER

CAPS is recruiting volunteers eager to strengthen the Aviation Industry community by becoming trained Peer Supporters.

-  Participants should ideally come from flight or cabin crew, or maintenance/engineering backgrounds, ensuring alignment with the audience CAPS aims to support.
-  They should have relevant life experiences, both with positive events and challenges. This means that they have an open, growth focused mindset, something that is essential in supporting others in need.
-  All candidates have to go through an initial recruitment process that is designed to ensure they are ready to provide effective peer support.

The Peer Initial Training course, spanning three days, will equip you with essential knowledge and skills to be a great peer supporter. The course is free, and funded by the Program delivery partners, although operators are expected to cover the time and travel costs for their peers.

Upon course completion, you'll be added to the CAPS Peer registry, enabling those seeking help to connect with you. To maintain privacy, your personal contact details will not be made public; all connections will be made via the website.



PARTICIPATE AS A REGISTERED ORGANISATION

Building a supportive community within the Aviation Industry is vital. Employers can offer a range of services to foster staff wellbeing, including Personal Resilience training, Employee Assistance Programs, and addiction support services. The CAPS Program is one such initiative, open to aviation operators who are financial industry association members.

Financial members include Flight Safety Foundation BARS Registered Operators, and current RAAA Members.

Participation as a Registered Organisation provides encouragement to your employees to become Peer Supporters. Registered Organisations will provide their volunteer Peer Supporters time off for the Peer Initial Training course and pay for their expenses to participate in the Program. This should be extended and encouraged for all full-time and part-time employees, as well as full-time contractors in safety-critical roles.

Registration shows your commitment as an organisation that fosters a good support network within the Aviation Industry. It is free, requiring only a signed agreement from the CEO. Every two years, the CAPS Program Office will confirm your continued participation and verify contact details. All Registered Organisations are listed on the CAPS website and receive a CAPS Registered Organisation Certificate.

PARTICIPATE AS A PROFESSIONAL SERVICE ORGANISATION

Professional Services Organisations (PSOs) form an integral part of this program, providing additional levels of support based on the Peer's assessment. They also act as a safety net for Peer Supporters, supplementing their efforts.

As the CAPS Program expands state-by-state, we aim to ensure the availability of PSOs matches this growth. If you are a psychologist or psychiatrist with experience in aviation-related specialties and wish to contribute to the CAPS Program, please reach us at:

info@thecapsprogram.org



FAQs

- What can I get help with?**

You can get help from a CAPS Peer Supporter with pretty much anything that affects you. Work stress, relationships, family issues, psychological problems, physical health problems, alcohol, or drugs and so on.
- What can I expect?**

Your Peer Supporter will respond within a maximum of 48 hours. You have the freedom to choose your preferred mode of communication, whether that's a face-to-face, video call or classic phone call. The way you wish to steer the conversation with your Peer is entirely up to you.
- Is it confidential?**

Peer Support within the CAPS Program is completely confidential. This really is a cornerstone of what we do. You can have trust in the Program and the Peers. (See CAPS Confidentiality Policy on the website)
- What happens to my information?**

We do not store any personal data; we only compile broad statistics such as the number of individuals we interact with, the nature of their issues, and frequency of visits. This anonymous data aids us in optimising our Program, ensuring there's no personal information linked to these statistics.
- Is there a cost?**

No, Peer Support is totally free.
- Who can use CAPS for support?**

The CAPS Program is designed to support the safety critical personnel (the flight crew, cabin crew, and maintenance engineers) of the aircraft operators and maintenance organisations who are registered in the CAPS Program. The organisations who use CAPS come from the RAAA members and the Operators who are BARS Registered with the Flight Safety Foundation.
- What if I need more help than a Peer Supporter can provide?**

Peers are trained to help and to understand what they can help with. They also know what resources are out there and can help you find what you need. The Program is also supported by professional aviation psychologists, psychiatrists and other specialists who can step in and provide more help if you need it.
- Will CAPS tell CASA about me?**

No, all the Program interactions are completely confidential. CASA supports the CAPS Program but does not participate in the Program delivery or review personal information from the CAPS Program.

Further Support:

TRIPLE ZERO



If your life is in danger
call Triple Zero 000



For 24/7 Crisis Support
Call Lifeline on 13 11 14



For people aged 5 to 25,
call 1800 55 1800



Reach out to a counsellor
on 1300 22 4636

Program Delivery Partners:



For more information
flightsafety.org



For more information
flightsafety.org/bars



For more information
scentiapsych.com.au



For more information
raaa.com.au