

About CatholicCare Victoria

At CatholicCare Victoria we are committed to empowering communities and building strength and resilience, to enable everyone to reach their full potential and live life to the full.

Our services are available to all individuals or groups regardless of race, religious beliefs or economic status.

CatholicCare Victoria is the social service agency of the Catholic Archdiocese of Melbourne and the Catholic Dioceses of Ballarat, Sandhurst and Sale.

Other services and programs we offer

- relationship, family and parenting
- family and property dispute resolution
- mental health and counselling
- school support
- housing and homelessness
- advocacy
- respite

We acknowledge the traditional custodians and their elders in the communities where we work.

Other useful services

Lifeline

13 11 14

Kids Helpline

1800 55 1800

Safe Steps 24 hour family violence response service

1800 015 188

Men's Referral Service

1300 766 491

The Victims of Crime Helpline

Open 8am–11pm every day

Call 1800 819 817

Text 0427 767 891

Email vsa@justice.vic.gov.au

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service.

For more information, visit www.relayservice.gov.au

www.victimsofcrime.vic.gov.au

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If you would like to receive this publication in an accessible format, such as large print or audio, please telephone the Victims of Crime Helpline on 1800 819 817 or email vsa@justice.vic.gov.au

Victims Assistance Program



The Victims Assistance Program

The Victims Assistance Program (VAP) is funded by the Victorian State Government to provide **free services** to victims of violent crime against the person.

We provide information, practical assistance and referrals to other services, tailored to your individual needs.

The crime does not need to have been previously reported for you to access services.

Services available

The Victims Assistance Program can help you with:

- communicating with police
- changing locks and other emergency security
- managing your safety
- organising transport and medical services
- finding other services that can help you
- getting ready for court
- making a Victim Impact Statement for court
- making a submission to the Adult Parole Board
- organising counselling
- applying for financial assistance to the Victims of Crime Assistance Tribunal (VOCAT) if you are eligible.

Who is the service for?

Any person who has experienced or witnessed a violent crime against the person can use the service.

Not all violence is physical. Some violent crimes against the person are by psychological abuse.

If you are unsure if you are eligible for this service, call the Victims of Crime Helpline on 1800 819 817.

Locations of service

The Victims Assistance Program has locations right across Melbourne and in regional towns throughout Victoria.

Contacting the service

The Victims of Crime Helpline can refer you to your local service.

Open 8am–11pm every day
Call 1800 819 817

You can also contact your local service directly:

CatholicCare Victoria

Open 9am–5pm Monday–Friday
(except public holidays)

Call 1300 033 818

Email vap@catholiccarevic.org.au

Ballarat

34 Peel Street North
Ballarat VIC 3350

Horsham

107 Firebrace Street
Horsham VIC 3400

Your information and privacy

Files and records relating to you will be kept secure as required under legislation. Without this information we may be unable to provide you with the adequate support you may require.

Information the agency holds about you may also be disclosed to other organisations under the Victims Assistance Program and to the Victims of Crime Helpline.

In situations where you or someone else, including a child, might be at serious risk of harm, agency staff may share information with other prescribed services in order to assess and manage risk.

You can find out more about our privacy policy at www.victimsofcrime.vic.gov.au/privacy

You should be treated with respect

The *Victims' Charter Act 2006* is a law in Victoria that says that police, victims support services and prosecutors should treat you with:

- respect
- courtesy
- dignity.

If you believe that you haven't been treated with respect or given the right information, you can make a complaint.

For more information:

Call the Victims of Crime Helpline on 1800 819 817

Visit www.victimsofcrime.vic.gov.au