

## About Anglicare Victoria

Anglicare Victoria is a not-for-profit community organisation.

We work using strengths based and solution focused approaches that enhance the capacities of individuals, groups, families, neighbourhoods and communities to deal with their own challenges.

Anglicare Victoria works to bring hope and create opportunities for lasting change.

## 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](mailto: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](http://www.relayservice.gov.au)

[www.victimsofcrime.vic.gov.au](http://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](mailto: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:

### Anglicare Victoria

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

**Call** 1800 244 323

**Email** vap@anglicarevic.org.au

### Bendigo

10 Mundy Street  
Bendigo VIC 3550

### Mildura

138 Pine Avenue  
Mildura VIC 3500

### Swan Hill

62 McCallum Street  
Swan Hill VIC 3585

### Echuca

51–55 Heygarth Street  
Echuca VIC 3564

### Kyneton

1 Victoria Street  
Kyneton VIC 3444

## Maryborough

75 Clarendon Street  
Maryborough VIC 3444

## 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](http://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](http://www.victimsofcrime.vic.gov.au)