

## 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)

# Victims Assistance Program

cohealth

Authorised and Published by the Victorian Government, 1 Treasury Place, Melbourne

Printed by Prominent Group, Shepparton

October 2018



Unless indicated otherwise, content in this publication is provided under a Creative Commons Attribution 3.0 Australia Licence. To view a copy of this licence, visit [creativecommons.org/licenses/by/3.0/au](http://creativecommons.org/licenses/by/3.0/au)

It is a condition of the Creative Commons Attribution 3.0 Licence that you must give credit to the original author who is the State of Victoria.

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)

**VICTORIA**  
State  
Government

## The Victims Assistance Program

The Victims Assistance Program (VAP) is a network of agencies across Victoria that provides services to victims of violent crime against the person. Agency staff aim to assist victims to effectively manage and recover from the effects of crime and tailor services to individual needs.

The Victims Assistance Program is a **free service** that provides information, practical assistance and referrals to other services. It offers support to access the criminal justice system (for both reported and unreported crimes) and to lodge Victims of Crime Assistance Tribunal (VOCAT) applications where eligible.

## 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.

## Who is the service for?

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

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 service is available in the local government areas of:

- Brimbank
- Hobsons Bay
- Maribyrnong
- Melbourne
- Melton
- Moonee Valley
- Wyndham.

The service is delivered from the cohealth office in Footscray.

The service is also co-located with Victoria Police at Footscray, Sunshine, Melton, Caroline Springs and Werribee Police Stations.

## Contacting the service

The Victims of Crime Helpline can refer you to your local service. Call the Victims of Crime Helpline on 1800 819 817. The Helpline is open every day from 8.00am–11.00pm.

You can also contact cohealth directly:

### cohealth

215 Nicholson Street  
Footscray VIC 3011

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

**Call** 03 9448 5517

**Email** [WesternVAP@cohealth.org.au](mailto:WesternVAP@cohealth.org.au)

## 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, or visit [www.victimsofcrime.vic.gov.au](http://www.victimsofcrime.vic.gov.au)

cohealth is committed to maintaining the confidentiality and security of personal and health information.

Your privacy is important to us and we will protect the information we collect, monitor its use and maintain its integrity.

## About cohealth

cohealth is a not-for-profit community health organisation that provides a range of vital local health and support services throughout Melbourne's inner, north and western suburbs.

Visit [www.cohealth.org.au](http://www.cohealth.org.au) for more information.