

### useful eastern region numbers

victims of crime helpline

1800 819 817

eastern domestic violence outreach

03 9870 5939

eastern centre against sexual assault

03 9870 7310

Ringwood Magistrates' Court (VOCAT)

03 9871 4444

### extended hours services

women's domestic violence crisis service

1800 015 188

men's referral service

(12 – 9 pm weekdays) 03 9428 2899

lifeline (suicide help)

131 114

kids helpline

1800 55 1800

### EACH Social and Community Health

46 Warrandyte Rd Ringwood 3134 VIC

Phone: 1300 884 284

Fax: (03) 9870 4688

[www.each.com.au](http://www.each.com.au)

### Further information

If you need information or advice as a victim of crime, you can call the Victims of Crime Helpline. The statewide Helpline can refer you to your local VACP and provide information about the criminal justice system and processes.

### Victims of Crime Helpline 1800 819 817

Free – except from mobile phones

8.00am – 11.00pm

Monday – Friday, except public holidays

### Translating and Interpreting Service

13 14 50

### TTY Service 13 36 77

Information is available in a range of community languages at [www.justice.vic.gov.au/victimsofcrime](http://www.justice.vic.gov.au/victimsofcrime)

## Victims Assistance and Counselling Program (VACP)



EASTERN –  
METROPOLITAN



## What is the Victims Assistance and Counselling Program?

The Victims Assistance and Counselling Program (VACP) is a network of service providers across Victoria, which provide services to victims of violent crime. The service aims to assist victims to effectively manage and recover from the effects of such crimes and tailor services to their individual needs.

### eastern victims assistance and counselling program

The Eastern VACP brings together a range of support and counselling services for individuals, families or groups who have been affected by violent crimes such as family violence, sexual assault, physical assault and murder.

### support services

The Victims Assistance and Counselling Program provides information, referral, and practical assistance.

It offers support to access the criminal justice system (for both reported and unreported violent crimes) and to lodge Victims of Crime Assistance Tribunal (VOCAT) applications where appropriate.

Practical assistance is wide-ranging and can include:

- Referral to other services, such as solicitors
- Advocacy
- Community education and training
- Assistance with transport
- Support at VOCAT hearings
- Assistance with Victim Impact Statements.

### counselling

The VACP offers therapeutic supports to promote recovery from the negative effects of crime and victims are eligible for these supports whether the crime has been reported to police or not.

For longer term counselling, the VACP can assist with applications to VOCAT for a counselling award and eligibility criteria are as follows:

- The crime occurred in Victoria; and
- The crime was reported to police; and
- The crime occurred in the last 2 years.

The VACP can assist you to make an application to VOCAT.

### who?

Participants must live in Melbourne's eastern region, which is comprised of the local government areas of:

- Boroondara
- Knox
- Manningham
- Maroondah
- Monash
- Whitehorse
- Yarra Ranges

### how much?

There is no cost for support services or counselling through this program.

### where?

Arrangements can be made to see people at offices throughout the region, or in their homes or other locations, if required.

### typical reactions to a traumatic event

people react differently, but tend to have similar responses to a crisis. Some typical responses include;

- **physical symptoms** such as headaches, nausea, aches and pains, sleeping problems, changes in appetite, shakiness, fatigue and jumpiness.
- **strong feelings** anxiety, fear, anger, guilt, sadness, helplessness, frustration, numbness, detachment, vulnerability and confusion.
- **affected thinking** poor concentration, confusion, poor memory, recurring thoughts of the event or thoughts about past events.
- **behaviour** reduced performance at school or work. alcohol or drug use, anger or violence, self harming, blaming or withdrawal from others.

### victims assistance and counselling program and other useful numbers

North (Preston) 03 9480 6166

South (Narre Warren) 03 9705 3200

West (Footscray) 03 8398 4178