

### **Centacare's story**

Centacare, Catholic Diocese of Ballarat Inc. (Centacare) was established in 1978 as the social welfare arm of the Catholic Diocese of Ballarat. Today Centacare is the largest social welfare organisation in Western Victoria,

Centacare's mission is to provide services which support people to live with choice and opportunity free from discrimination. The mission is life-giving communities in a just society, based on the values of:

- Respect
- Justice
- Collaboration
- Community
- Integrity
- Accountability

### **Locations of service**

Outreach services are provided across the regions, meeting people in their hometown as required. Central offices are located in Geelong, Ballarat, Warrnambool and Horsham.

### **Centacare, Catholic Diocese of Ballarat Inc**

- Ballarat            - Geelong
- Horsham           - Warrnambool

Phone: 1300 033 818

9:00am – 5:00pm

Monday – Friday, except public holidays

Fax: (03) 5332 4465

Web: [www.centacareballarat.org.au](http://www.centacareballarat.org.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)**



BARWON SOUTH  
WEST & GRAMPIANS



## 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 the damaging consequences of such crimes and tailor service to individual needs.

## About Centacare's Victims Assistance and Counselling Program

Centacare's Victims Assistance and Counselling Program provides assistance and support to victims, their families and anyone affected by violent crime. Caseworkers will assist victims to access information, including information on the judicial system as it relates to their experiences, and provide practical support. Referrals to counselling and psychological services are also available.

## How we can help

Support is offered by providing emotional and practical support to people who are victims of both reported and unreported violent crime.

## What we do

The Victims Assistance and Counselling Program provides high quality service responses to victims of violent crime to assist their recovery from the effects of the crime.

## Who can use our service?

People of any age who live or work in the Grampians and Barwon South West Regions are eligible for assistance after experiencing or witnessing a violent crime.

## What services do we provide?

- information and advocacy (a voice for victims)
- immediate security and accommodation needs
- travel to appointments
- court support
- other practical assistance
- support with intervention orders and Victim Impact Statements
- assistance with Victims of Crime Assistance Tribunal (VOCAT) applications
- referral to specialist services
- referral to counselling and support groups.

## Referrals

Referrals can be made through Centacare's Victims Assistance and Counselling Program intake worker on 1300 033 818.

## Is there a waiting list?

When service demand is high, people can still expect to receive timely support to meet their immediate needs.

## How much does it cost?

This is a free service.

## Your rights

Files and records relating to you will be kept secure at all times as required under the Information Privacy Act 2000 (Vic) and the Health Records Act 2001 (Vic).

Personal information will only be disclosed to a third party if Centacare has your consent or is required to do so by law. If you believe your privacy has been breached, or you are not happy with the service you have received, please contact the privacy officer.

## Who we assist as an organisation

Centacare provides a range of services to the community at large, with a focus on enhancing communities in order to strengthen individuals and families so that people have increased opportunity to achieve their potential without discrimination.

## Services and Programs we offer

- Victims Assistance and Counselling Program
- Family Relationship Centre
- Family Relationship Services
  - Relationship Counselling
  - Family Dispute Resolution
  - Family Relationships Education and Skills Training
- Family Support Services
- School Support Services
- Mental Health Services
- Personal Helpers and Mentors Program
- Drought Counselling
- Gambler's Help Program
- Housing and Homelessness Services (Centacare Housing Service Inc)
- Youth Services
- Youth Justice Services
- Employment and Vocational Services (CentaBRACE)
- Advocacy Services