

About Centacare

Centacare is the official social welfare service of the Catholic Diocese of Ballarat providing services to people throughout Western Victoria.

Building on more than 30 years of service, we work in partnership with Federal, State and other funding bodies, fellow welfare providers and the community to provide professional and responsive services.

Centacare's mission is to provide services which empower people to live with choice and opportunity. The vision is life giving communities in a just society.

Our values are respect, inclusion, integrity and accountability.

Services and Programs we offer

- Victims Assistance Program
- Family relationship services
- Family Relationship Centre
- Counselling Services
- Family Support Services
- School Support Services
- Mental Health Services
- Housing and Homelessness services
- Youth Services
- Employment Services
- Advocacy Services
- Respite Services

Centacare acknowledges the traditional custodians and their elders in the communities where we work.

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If you would like to receive this publication in an accessible format, such as large print, please telephone the Victims Support Agency, Department of Justice & Regulation on 03 8684 6700 or email vsa@justice.vic.gov.au

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Also published on www.victimsofcrime.vic.gov.au



Victims Assistance Program

Department of Justice & Regulation



What is 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:

- your day to day needs
- emergency home security
- managing your personal safety
- communicating with police and making a report
- organising counselling, transport and medical services
- getting ready for court
- preparing a Victim Impact Statement
- applying for financial assistance
- getting information about the offender.

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 (free call from landline phones) for advice.

Locations of service

Centacare's Victims Assistance Program Service is located in the Grampians and Barwon South West Regions of Victoria.

Offices are located at:

- Ballarat – 4–6 Peel Street North
- Horsham – 25 David Street
- Geelong – Suite 1, 15 Yarra Street
- Warrnambool – Level 1, 142 Timor Street.

Outreach services are provided across both regions as required.

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 8.00am – 11.00pm, 7 days a week.

You can also contact Centacare's VAP Central Contact Line on 1300 033 818, Monday–Friday, 9am–5pm (except public holidays).

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 Centacare's privacy officer.

The Victims' Charter is a law in Victoria that sets out the rights of victims of crime. You have the right to be treated with courtesy, respect and dignity by all criminal justice and victim support services.

You have a right to make a complaint if you believe any of the Victims Charter principles have not been followed.

If you would like to know more about your rights as a victim of crime, you can call the Victims' Charter Enquiries Line on 1800 118 728, or visit www.victimsofcrime.vic.gov.au/rights