

Bourke Street incident 20 January 2017

Support for those affected

victimsofcrime.vic.gov.au



Following the tragic Bourke Street incident on 20 January 2017, the Department of Justice and Regulation's Victims Support Agency is supporting victims and witnesses of this crime, and their families.

This fact sheet explains the services and compensation that may be available to people affected by this incident.

The Victims of Crime Helpline

The Victorian Government's Victims of Crime Helpline provides information, support and referral for people affected by this incident, and is the gateway to a range of services that can help.

The Helpline can also refer people to the Victims Assistance Program (VAP) for case management support. This is a free service available state-wide.

You can refer clients to the Helpline by calling 1800 819 817.

Open 8am–11pm every day.

The Victims Assistance Program

Through the VAP, people can get help with:

- managing their day to day needs
- communicating with police and making a statement
- organising counselling, transport and medical services
- getting ready for court
- preparing a Victim Impact Statement

- applying for financial assistance and entitlements from TAC, WorkSafe, Victims of Crime Assistance Tribunal and the Victorian Government's Bourke Street Fund.

Help navigating the criminal justice process

The VAP can help people get:

- updates from police during the investigation
- dates and times of court hearings
- support for going to court.

Help to prepare a Victim Impact Statement

In a Victim Impact Statement, people can explain to the court how the crime has affected them physically, emotionally, socially and financially. This statement is considered by the judge or magistrate when determining the offender's sentence.

Referral to other specialist services

The VAP can refer people to specialist services including:

- legal
- medical
- children and youth
- health
- housing.