



About the organisation

Merri Community Health Services aspire to make a positive difference in people's lives by being an innovative and integrated Health, Community and Advocacy service provider. Our core values are Passion, Responsibility, Integrity, Diversity, and Engagement.

Services and Programs we offer include:

- Allied Health
(including podiatry, physiotherapy, dietetics)
- Case Management Services
- Children's Services
- Counselling & Support Services
- Integrated Family Violence Services
- Family Support Programs
- Victims Assistance and Counselling Program
- Commonwealth Respite & Carelink Centre
- Disability Services
- Dental Services
- Health Promotion
- Hospital Admission Risk Program
- Primary Care Partnerships
- Planned Activity Groups
- Worker Health Checks
- Youth Health Programs

For more comprehensive information on all programs please visit www.mchs.org.au

Merri Community Health Services

Level 2 110 Chifley Drive
Preston 3072
Phone: (03) 9480 6166
Fax: (03) 9480 3653
VACPintake@mchs.org.au
www.mchs.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

www.justice.vic.gov.au/victimsofcrime

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Victims Assistance and Counselling Program (VACP)



Northern – Metropolitan





What is the Victims Assistance and Counselling Program?

The Victims Assistance and Counselling Program (VACP) 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 and Counselling 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.

Practical assistance is wide-ranging and can include:

- referral to other services, such as solicitors, medical and mental health
- criminal justice information, advocacy, support in making statements with police and courts
- support at court and VOCAT hearings
- assistance with preparing Victim Impact Statements and submissions to the Adult Parole Board
- counselling and other therapeutic interventions.

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 – except from mobile phones) for advice. The freecall Helpline operates between 8am and 11pm Monday to Friday (except public holidays).

Locations of service

Merri Community Health Services offer the Victims Assistance and Counselling Program in the municipalities of:

- Banyule
- Darebin
- Hume
- Moreland
- Nillumbik
- Whittlesea
- Yarra

Arrangements can be made to see people in offices throughout the northern metropolitan area or other locations as required.

Contacting the service

Call the Victims of Crime Helpline on 1800 819 817, and a Victims Support Officer will refer you to your local service. You can also contact Merri Community Health Services directly on 03 9480 6166.

Your Rights

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. Victims have a right to make a complaint if they 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.

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). Your personal information will only be disclosed to a third party if Merri Community Health Services has your consent or is required to do so by law.

Other useful information and numbers:

VACP West (Footscray)	(03) 8398 4178
VACP East (Ringwood)	1300 884 284
VACP South (Narre Warren)	(03) 9705 3200
Police/Ambulance/Fire	000
Lifeline	131 114
Women's Domestic Violence Crisis Centre	1800 015 188
Centre Against Sexual Assault	1800 806 292
Men's Referral Service	(03) 9428 2899
Kids Helpline	1800 551 800