

# ACTCS

## Related Services

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## Victim related services in the Australian Capital Territory

There are a number of community and government organisations in the Australian Capital Territory which provide information, advice and support to victims of crime. Some of the services currently operating in the Australian Capital Territory that may be of assistance to you are:

### Victim Support ACT

Victim Support ACT incorporates two main services: The Victims Services Scheme and the Justice Advocacy Unit.

The Victims Services Scheme (VSS) provides access to counsellors who are skilled and experienced in working with victims of all types of crimes. The VSS also has a mix of professional staff that provide rehabilitation, support and practical assistance to victims of crime. The VSS can be contacted via the toll free number 1800 822 272 or email [victimsupport@act.gov.au](mailto:victimsupport@act.gov.au).

The Justice Advocacy Unit (JAU) provides victims of crime with information, advocacy and assistance throughout the criminal justice process. The JAU can be contacted on telephone (02) 6205 0365 or email [victimsupport@act.gov.au](mailto:victimsupport@act.gov.au).

### The Victims of Crime Coordinator

The Victims of Crime Coordinator (VoCC) is an independent statutory entity that can provide direct assistance and advocacy for victims of crime. The VoCC can be contacted on telephone 1800 822 272 or email [vocc@act.gov.au](mailto:vocc@act.gov.au).

### Victims of Crime Assistance League (ACT) Incorporated (VOCAL)

VOCAL provides practical assistance, emotional support, counselling and help with applying for compensation, either directly or through referral. VOCAL also provides a victim support group and publishes a quarterly newsletter that is available through membership. VOCAL can be contacted on telephone (02) 6295 9600 or email [vocalact@cyberone.com.au](mailto:vocalact@cyberone.com.au).

### Canberra Rape Crisis Centre

The Canberra Rape Crisis Centre provides counselling, support, information and advocacy to women and children who have experienced any form of sexual abuse. The services provided by the Canberra Rape Crisis Centre are free and confidential. The Canberra Rape Crisis Centre can be contacted on telephone (02) 6247 2525 (24 hours/7 days), (02) 6247 8071 (Business hours) or (02) 6247 1657 (TTY - Business hours).

### **Service Assisting Male Survivors of Sexual Assault (SAMSSA)**

The Service Assisting Male Survivors of Sexual Assault (SAMSSA) provides counselling, support and information to male survivors of sexual assault and child sexual abuse. SAMSSA can be contacted on telephone (02) 6262 7377 during business hours.

### **The Domestic Violence Crisis Service**

The Domestic Violence Crisis Service provides 24-hour crisis intervention, telephone support, information, referrals and access to safe accommodation agencies for any person affected by abusive and violent behaviours in a relationship or family. The Domestic Violence Crisis Service can be contacted on telephone (02) 6280 0900 (24 hours/7 days) or (02) 6228 1852 (TTY).

### **Lifeline**

Lifeline provides counselling services through a team of volunteer counsellors. Services are free and available on telephone 13 11 14 (24 hours/7 days).

### **Kids Helpline**

Kids Helpline is a national telephone counselling services for children and young people under 18 years of age. Kids Helpline can be contacted on telephone 1800 551 800 (24 hours/7 days).

## **ACTCS VLO / Other Criminal Justice Entities**

### **ACT Corrective Services Victim Liaison Officer**

The ACT Victims Register was established to keep victims of crime informed of the progress of an offender through the correctional system. Should you have any questions about your rights as a victim or would like further information about the ACT Victims Register, please contact the Victim Liaison Officer of ACT Corrective Services on:

Phone: (02) 6207 0836

Fax: (02) 6207 5246

Email: [victims.register@act.gov.au](mailto:victims.register@act.gov.au)

Postal correspondence should be sent to:

The Victim Liaison Officer  
ACT Corrective Services  
GPO Box 158  
Canberra ACT 2601

Please mark the envelope "Private and Confidential"

## Other Criminal Justice Entities

There are specialist staff within the criminal justice system that help victims and witnesses through the investigation and prosecutorial process. Should you have any questions about an offender that is yet to be sentenced, the following agencies may be able to assist you:

### **Australian Federal Police (ACT Policing)**

Victims Liaison Office  
Telephone: (02) 6245 7441  
Email: [Victims-Liaison-Office@afp.gov.au](mailto:Victims-Liaison-Office@afp.gov.au)

### **Office of the Director of Public Prosecutions**

Witness Assistance Service  
Telephone: (02) 6207 5399

### **Victims of Crime Coordinator**

Telephone: 1800 822 272  
Email: [vocc@act.gov.au](mailto:vocc@act.gov.au)

### **ACT Magistrates Court**

Criminal Jurisdiction  
Telephone: (02) 6207 1728  
Email: [magistrates.court@act.gov.au](mailto:magistrates.court@act.gov.au)

### **ACT Supreme Court**

Criminal Registry  
Telephone: (02) 6207 1786

## **Interstate Victims Registers**

The provision of information to crime victims is a feature of every correctional agency in Australia.

If the offender for whom you wish to receive information about has been sentenced in a State or Territory other than the Australian Capital Territory, you may need to request placement on the Victims Register for that State or Territory.

As each jurisdiction has differing eligibility criteria for registration, it is recommended that prior to submitting a request for registration you contact the appropriate State or Territory authority to discuss whether you are eligible to register as a victim.

Information about other victim registers in Australia can be obtained by contacting:

## **New South Wales**

NSW Victims Register  
Department of Corrective Services  
GPO Box 31  
Sydney NSW 2001

Telephone: (02) 8346 1374  
Email: [restorative.justice@dcs.nsw.gov.au](mailto:restorative.justice@dcs.nsw.gov.au)  
Website: [www.dcs.nsw.gov.au](http://www.dcs.nsw.gov.au)

## **Victoria**

Registrar  
Victims Register of Victoria  
GPO Box 4349  
Melbourne VIC 3001

Telephone: (03) 8684 6700  
Email: [VictimsRegister@justice.vic.gov.au](mailto:VictimsRegister@justice.vic.gov.au)  
Website: [www.justice.vic.gov.au](http://www.justice.vic.gov.au)

## **Queensland**

Queensland Corrective Services Victims Register  
GPO Box 1054  
Brisbane QLD 4001

Telephone: 1800 098 098 (free call)  
Email: [Victims.Register@correctiveservices.qld.gov.au](mailto:Victims.Register@correctiveservices.qld.gov.au)  
Website: [www.correctiveservices.qld.gov.au](http://www.correctiveservices.qld.gov.au)

## **South Australia**

Victims Support Unit

Department of Justice Correctional Services  
GPO Box 1747  
Adelaide SA 5001

Telephone: (08) 8226 9000  
Website: [www.corrections.sa.gov.au](http://www.corrections.sa.gov.au)

## Western Australia

Victim Notification Registry  
GPO Box 6702  
East Perth WA 6892

Telephone: (08) 9425 2870  
Email: [vnr@correctiveservices.wa.gov.au](mailto:vnr@correctiveservices.wa.gov.au)  
Website: [www.correctiveservices.wa.gov.au](http://www.correctiveservices.wa.gov.au)

## Tasmania

Victims Assistance Unit  
Department of Justice  
GPO Box 825  
Hobart TAS 7001

Telephone: (03) 6233 5002  
Email: [victims@justice.tas.gov.au](mailto:victims@justice.tas.gov.au)  
Website: [www.justice.tas.gov.au](http://www.justice.tas.gov.au)

## Northern Territory

Co-ordinator  
Northern Territory Victims Register  
Crime Victims Services Unit

Telephone: 1800 221 372 (free call)  
Email: [victims.register@nt.gov.au](mailto:victims.register@nt.gov.au)  
Website: [www.justice.nt.gov.au](http://www.justice.nt.gov.au)