

## Support for victims

The Victim Support Service offers confidential counselling and support services to victims of crime. These services are provided by professional counsellors and trained volunteers.

## Services available to victims of crime

- counselling and support
- information about other relevant services
- referrals to other support services
- assistance to write a victim impact statement
- support during a court case
- help to obtain information on the status of police investigations
- information about court proceedings
- support when making an application for a restraining order
- assistance with enquiries about criminal injuries compensation
- help to understand your rights within the criminal justice system
- information on the status of convicted offenders in WA, through the Victim Notification Register.

## Further information

The Victim Support Service is part of the Victim Support and Child Witness Service. If you would like further information about the service, contact your nearest office (listings on back page) or visit the Victim Services link on [www.courts.dotag.wa.gov.au](http://www.courts.dotag.wa.gov.au)

## Language assistance

The Translating and Interpreting Service (TIS) is available by telephoning 13 14 50 and asking to speak to the Victim Support Service duty counsellor.

*This is a free service provided by the Department of the Attorney General.*

## Where you can find the Victim Support and Child Witness Service

### PERTH

**Victim Support and Child Witness Service**  
Level 2, District Court Building  
500 Hay Street  
PERTH WA 6000  
**Phone** 9425 2850  
**Fax** 9425 4428  
**Freecall** 1800 818 988  
**Email** [vss@justice.wa.gov.au](mailto:vss@justice.wa.gov.au)

### COUNTRY

**Albany**  
Albany Courthouse  
184 Stirling Terrace  
ALBANY WA 6330  
**Phone** 9845 5222

**Broome**  
Kimberley Regional Offices  
2 Weld Street  
BROOME WA 6276  
**Phone** 9194 2400

**Bunbury**  
Ground Floor, Bunbury Courthouse  
65 Wittenoom Street  
BUNBURY WA 6230  
**Phone** 9781 4294

**Carnarvon**  
Carnarvon Courthouse  
Cnr Robinson Street and Babbage Island Road  
CARNARVON WA 6701  
**Phone** 9941 5566

**Derby**  
Derby Courthouse  
Loch Street  
DERBY WA 6728  
**Phone** 9191 2274

**Esperance**  
Esperance Courthouse  
100 Dempster Street  
ESPERANCE WA 6450  
**Phone** 9071 6318

**Victims of Crime**  
**Website** [www.victimsofcrime.wa.gov.au](http://www.victimsofcrime.wa.gov.au)

**Department of the Attorney General**  
**Phone** 13 67 57  
**Website** [www.dotag.wa.gov.au](http://www.dotag.wa.gov.au)

### PEEL DISTRICT

Mandurah Courthouse  
333 Pinjarra Road  
MANDURAH WA 6210  
**Phone** 9583 1120

Rockingham Justice Complex  
15-17 Whitfield Street  
ROCKINGHAM WA 6168  
**Phone** 9527 7699

**Geraldton**  
Geraldton Courthouse  
Marine Terrace  
GERALDTON WA 6530  
**Phone** 9964 4816

**Kalgoorlie**  
Kalgoorlie Courthouse  
208 Hannan Street  
KALGOORLIE WA 6430  
**Phone** 9093 5334

**Karratha**  
Karratha Courthouse  
Balmoral Road  
KARRATHA WA 6714  
**Phone** 9143 1877

**Kununurra**  
Kununurra Courthouse  
94 Coolibah Drive  
KUNUNURRA WA 6743  
**Phone** 9166 7130

**Northam**  
Northam Courthouse  
118 Wellington Street  
NORTHAM WA 6401  
**Phone** 9622 7017

**Port Hedland**  
South Hedland Justice Complex  
Hawke Place  
SOUTH HEDLAND WA 6722  
**Phone** 9172 9313



# Victim Support Service

# **The Victim Support Service is committed to promoting the rights and addressing the needs of anyone who has suffered harm from crime.**

The Victim Support Service has a selection of brochures for victims on subjects including:

- Preparing a Victim Impact Statement
- Special Witness Status
- Court Support
- Victim Support Service
- Family Violence Service
- Child Witness Service
- How Can I Help? When a family member or friend is a victim of crime

## **The effects of crime on victims**

Being a victim of crime can have a deep impact on people.

Victims will react in different ways, but the effect crime has on a person may include:

### **Physical**

- Feeling tense or shaky
- Difficulty in sleeping
- Nightmares
- Constant tiredness
- Loss of appetite
- Feeling disorientated or unco-ordinated

### **Emotional**

- Sadness, loss or grief
- Anger, increased irritability or mood swings
- Guilt
- Feeling emotionally numb

### **Cognitive**

- Poor concentration
- Difficulty making decisions
- Forgetfulness
- Confusion

### **Behavioural**

- Avoiding people or places that remind you of the incident
- Self-medicating with alcohol or drugs to numb how you feel
- Difficulties at work or with family and friends
- Difficulty in performing routine tasks.

It is important to remember that you are reacting normally to an abnormal situation. You are the same person that you were before the crime. Understand that these reactions are normal and may continue for some time, but the Victim Support Service is here to help.

## **Coping with trauma**

Victims may find that simple actions will help them recover from their experience. Some suggested actions and approaches include:

- Structure your life as much as possible
- Talk about your feelings
- Limit the use of alcohol and drugs
- Do not make any major life decisions
- Keep a journal
- Give yourself permission to feel upset/miserable
- Do nice things for yourself
- Eat regularly and nutritiously
- Increase your physical exercise
- Consider seeing a doctor or a counsellor for professional help.

## **How can counselling help?**

If any negative reactions to your experience continue for a long period, or if they are severe or getting worse, you may benefit from professional support.

Counselling can provide you with an opportunity to talk in a safe and confidential environment, and may help you find ways of coping with your feelings.

Counsellors can also refer you to other agencies for different types of assistance.

## **Compensation for victims of crime**

You may be eligible to claim compensation under the *Criminal Injuries Compensation Act*.

The criminal injuries compensation scheme is designed to provide compensation if you suffer bodily harm, mental or nervous shock or pregnancy resulting from an offence occurring in Western Australia.

For more information visit [www.courts.dotag.wa.gov.au](http://www.courts.dotag.wa.gov.au) > **Victim Services** > **Compensation** or phone 9425 3250.