

victims of crime

Psychological Support Service

I'm a
VICTIM OF CRIME >

I'm a
REFERRER >

WE CAN HELP YOU

A victim of crime is someone who has suffered a physical, psychological or emotional injury, or financial loss because of a crime, such as a violent attack.

If you have been the victim of a serious crime in Victoria you may be eligible for financial assistance to help you recover from the impact of the crime.

THE SERVICE



Our team of psychologists and counselors provides a range of assessment and counseling services to clients who have experienced or witnessed a violent crime. This includes family members affected by the death of a close family member as a result of an act of violence.

OUR PLEDGE



- Book you in within 4-6 weeks or sooner, subject to availability.
- Liaise with your solicitor or link you to free solicitor support.
- Provide gold-standard trauma therapy to help you get back on your feet.

VOCAT Application Process

GUIDE FOR VICTIMS OF CRIME CLIENTS

To qualify for assistance, you must:

- report the crime to the police within a reasonable time; and
- within two years of the crime, complete and lodge an application for assistance form with VOCAT.

A

HAVE YOU FILED A POLICE REPORT?

- If yes, see B
- If no, Victims Assistance Program (VAP) can help you communicate with police and make a report.

See list of VAP agencies

B

COMPLETING AND LODGING AN APPLICATION FORM WITH VOCAT

To ensure the successful filing and completion of forms and other documentation required by VOCAT, we highly recommend enlisting the help of a solicitor. This service is free of charge, as the Tribunal covers legal expenses.

C

BOOKING YOUR PSYCHOLOGICAL ASSESSMENT SESSION

Once your application is lodged, your solicitor will contact Mind Up to request a Psychological Report on your behalf. Upon receiving this request and your contact details, we'll reach out to you to schedule your appointment.

Mind Up Client Process

GUIDE FOR VICTIMS OF CRIME CLIENTS

01

Referral is received from a VOCAT Solicitor or VAP Case Manager at vocat@mindup.com.au.

02

Contact reception on 03 9327 2769 to be registered and sent an intake form.

03

To secure a booking, first complete the Intake Form that is sent to you via SMS and email. Once done, you can call us back to book your appointment.

reminders will be sent until the Intake Form is completed

04

You will get a confirmation once the appointment is booked, and a reminder two days prior to the scheduled appointment. You must confirm through the SMS reminder to keep your appointment.

05

At the end of each session, you are required to digitally sign the VOCAT Forms 4 and/or 5 as proof of attendance, as mandated by the Tribunal. Reception will arrange sending the forms to you.

06

Mind Up will directly liaise with VOCAT Solicitors any concerns related to your application.

Mind Up is committed to expediting all processes of your VOCAT application.

for assistance, email vocat@mindup.com.au or call 03 9327 2769

VAP Agencies

VAP agencies can help you

- communicate with the police and make a report
- find you a VOCAT solicitor to help with your application
- organise counselling, transport and medical services

List of VAP agencies and regions they cover

Centacare 1300 033 818

Grampians/Barwon Southwest

Merri Health 1300 362 739

Northern Metro/Hume

Anglicare Victoria 1800 244 323

Loddon Mallee

Windermere® 1300 946 337

Southern Metro Melbourne, Gippsland, Western & Eastern Suburbs

You may also contact Victims of Crime Helpline on 1800 819 817 to access a referral to the above services, available everyday from 8am to 11pm.

building strong alliance



Mind Up is committed to supporting all Victims of Crime throughout Victoria via digital or in-person sessions.

With a solid 18 years of experience working with VOCAT clients, Shawn Goldberg has assembled a team of dedicated psychologists and counsellors to help clients through their harrowing ordeal in a seamless, client-focused approach.

Mind Up firmly believes that continuity of care is crucial in assisting clients to mitigate and manage their trauma. It is best to start treatment sooner rather than later.

OUR PLEDGE



- Book your client within 4-6 weeks of the initial contact
- Complete the VOCAT Psychological Report 2 weeks following the initial session
- Maintain communication with you and the client throughout the process, ensuring your needs are addressed through our dedicated VOC support.
- Seek out VAP services state-wide for case management assistance when necessary

Referral Pathway

email vocat@mindup.com.au the ff:

- Client details - *name, contact number, email address and date of birth*
- Your report instructions
- VOCAT application # and court location, if available
- Any special consideration or requests that the client may have discussed with you
- Attach the completed Mind Up VOCAT Intake Form*

**We require new clients to complete an intake form before their first session at Mind Up.*

We encourage sending the completed intake form together with the referral paperwork to expedite the booking process.



Download Mind Up VOCAT Intake Form



Dedicated Support for VOC

vocat@mindup.com.au

Mind Up's VOC-dedicated support team can provide personalised attention to address your queries and concerns quickly and efficiently. Having streamlined our communication process, expect us to immediately update you:

- ✓ when your client is booked*
- ✓ when your client fails to attend the session
- ✓ when our attempts to contact your client have been unsuccessful
- ✓ when we have completed the report

**We aim to offer clients the earliest possible appointment slot, although availability may be limited.*

HELPING ON EMPTY

COMPASSION FATIGUE SIGNS, SYMPTOMS,
and INTERVENTIONS

As a valued referrer to Mind Up, we are pleased to offer you a complimentary 30-60 minute presentation, Helping on Empty. This talk aims to equip your team with strategies to handle burnout and compassion fatigue effectively.

Learning Aims:

- Identifying the signs of fatigue and burnout and vicarious trauma
- Applying self-awareness tools to your daily work
- Setting healthy boundaries
- Sharing helpful strategies to thrive
- Understanding the ABCs of resilience

If this interests you, please book a time with Director, Shawn Goldberg to deliver this engaging talk online via [this link](#).



MINDUP