

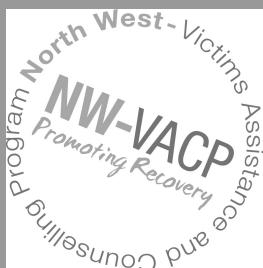
## **What is Case Management?**

NW-VACP case management services are designed to practically assist clients to recover from the effects of being a victim of violent crime. Case managers are qualified social workers or psychologists.

Case management is for people who have difficulty accessing services due to a combination of factors, and therefore need the assistance of a case manager. Such examples of difficulties accessing services could include: physical mobility issues, mental health issues, and intrusive post trauma symptoms. Clients who do not have difficulty accessing services can call the intake service for enquiries from time to time about how to navigate VOCAT processes / police / solicitor etc.

A NW-VACP case manager does not provide an immediate emergency response or therapeutic counselling. However below are some tasks a case manager can assist with:

- ◆ Providing information about a combination of legal processes, i.e. the police, court, VOCAT and your rights in relation to being a victim of crime
- ◆ Providing support when making a police report or statement
- ◆ Assistance with making a Victim Impact Statement
- ◆ Assisting at court appearances
- ◆ Support following any of the above can be pre-arranged with your case manager
- ◆ Ensuring safety strategies are in place
- ◆ Advocacy when liaising with police, solicitors, VOCAT and other relevant services
- ◆ Referral to other relevant services
- ◆ Supportive counselling



Merri Community Health  
Services

21 Victoria Street  
Coburg Vic 3058

Phone: 9355 9900  
Fax: 9355 9993